

# Sydenham Green Patients' Forum

Minutes of meeting held on 18th July, 2012.

**Present:** 14 Patients, 2 Practice members.

**1. Apologies:** None.

**2. Minutes of meeting held on 9th May 2012** were agreed as correct.

**3. Matters arising:**

Notice board and suggestion box - JE had made an impressive heading for the board and was complimented on the result. There was a general discussion about the suggestion box. It was agreed there should be a notice explaining it was for comments, suggestions and letters, and would be emptied every two weeks. MW offered to prepare the notice and JB offered to be responsible for emptying it and dealing with the contents as necessary. All comments/suggestions would be relayed to the Forum at the following meeting.

PPE update - PJ said there was little to report but another meeting had been planned.

Courtyard development - PJ had taken photos and copies were passed round; the area looked derelict and uncared for and was described by one member as an eyesore. The question was whether there could be an improvement in the near future and who would be responsible for the necessary work. Any offers of help would be appreciated. An appeal for volunteers could be placed on the Forum's notice board. This would be an enterprise for the future.

Car parking - The general opinion was that it would be "sorted out" in the near future. PJ pointed out that with the erection of new buildings some space had been lost. The parking facilities were for residents only and anyone else parking in the area by the new homes would be penalised.

Letter from the Forum to Primary Care Trust - JS pointed out that we no longer have a PCT, it is now Lewisham Business Support. The person responsible for health centres is Pam Sebesteyn, who is based at our centre. It was agreed that a personal visit might be more appropriate than a letter. PM and MW would try to arrange a visit. Matters for discussion:- problems with heavy fire doors; adjustment to door mechanisms in the lower waiting room/annexe; car parking generally including an extra bay for blue badge holders; condition of patients' toilets - look unkempt and there had been graffiti on some doors; enhancement of front of the building. John requested that we also ask for re-provision of a letter box for prescription forms and possibly specimens.

**4. NHS changes/Practice report:** ED asked JS to talk about the changes regarding who has the authority to refer patients for further treatment. JS replied that

at our surgery the doctors still have that authority but what will happen in the future is uncertain; he offered to circulate a paper detailing with some of the NHS changes.

PJ said those responsible for making the NHS changes DO take note of input from patients. He will let us know when it would be helpful for the Forum, or patients generally, to contact the decision makers about specific changes.

One member commented changes were already happening and additional criteria being imposed even on those who were already having treatment. Members felt it very important that the Forum had regular updates on what was happening in the NHS.

**5. Contact details:** Questions were asked and discussed concerning the possibility of providing a Forum Email address for people to contact. Ian offered to look into this. It was acknowledged not everyone has Email but they could get in touch with us via the receptionists, suggestion box, or PJ. It was agreed that our phone numbers would not be given out for general use. Members who wished to do so could give their contact details to other members of the forum but they would not be passed on without permission.

**6. AOB:** JMcD pointed out that the leaflets in the waiting room required a better system of display. There was no classification or index to enable patients to find the information they wanted. It was agreed simple labelling and classification would make it easier for patients to make use of the system. JS and PM offered to undertake this task.

**7. Date and time of next meeting:** Wednesday 19th September at 7pm.