

Sydenham Green Patients' Forum

Minutes of meeting held on 19th September, 2012.

Present: 7 Patients & 2 Practice members

PM & ED welcomed the members and thanked them for their participation and support at the last meeting.

1. Apologies: 5 patients

2. Minutes of meeting held on 18th July, 2012 were agreed as correct.

3. Matters arising:

Contact details - PJ said it would be helpful for the Chair and vice-chair to have phone/Email details for members of the Forum. PM and ED had agreed their contact details could be shared. This would also be a great help to PJ; he offered to contact other members of the forum and ask if he might have permission to pass on their details. As previously agreed, no information would be passed on without permission from the individual concerned. **PJ**

The suggestion box, explanation and forms were ready for use. MW and JE were thanked for their work. ED asked for the notice to be in larger type.

Leaflets - JS and PM had sorted out the leaflets, thrown out quite a lot and noted areas which had little or no information. They now had an alphabetical list of over 100 and were planning to categorise them in October. Members agreed the shorter list should be displayed but the alphabetical list kept for reference. **Jo S PM**

Courtyard improvement - Photos might be put on the board next year with a request for help in decorating the area. JS wondered whether art students might be willing to paint a mural and June suggested a mosaic.

A report of the meeting with Pam Sebestyen was circulated at the start of the meeting.

JE said the doors were now quieter. Notices re the two way opening of accessible loo doors were in place. PM offered to contact Lewisham Council about parking generally and bays for blue badge holders; she queried whether the disabled parking bay opposite the centre could be used without risk of incurring a fine. **PM**

4. NHS changes and practice report: Dr. Thomas was taking early retirement and leaving on 6th November. They were advertising for a new partner.

A new clinical computer system was being installed on 3rd October. Patients had been notified and it was hoped the three day disruption - for patients and staff - would be minimal.

We discussed clinical codes on computer records which can give an alert if a patient wants certain details omitted or noted. It was acknowledged that some people would not want to see an alternative provider or have certain information recorded.

However, at present there was no way these local codes could be transferred across the NHS. JS will write and express our concern. **JS**

Premises - Consultants had been commissioned to report on the premises in a bid for funding – Lewisham has been awarded £500,000 however that would only be the equivalent of £10,000 per surgery which would be nowhere near sufficient to cover the highlighted areas. It was proposed that new chairs for the waiting room would be purchased which would include chairs with and without arms as well as some higher chairs. A report on the condition of the premises highlighted that extensive work would have to be undertaken. As this would be very expensive, and the last report from the infection control lead showed everything was fine, PJ was querying this with the appropriate authorities.

NG-L passed round leaflets "Save our local hospitals campaign" - she will keep us updated on its progress. There was concern about the future provision of Accident and Emergency facilities in south east London. **NG-L**

5. Email contact details: ID had sent a list of possible domain names and kindly offered to pay for it and administer the Emails. If we have our own funds in the future he can be reimbursed. The name chosen was *sydenhamgreen.org* PM will let ID know. **PM**

6. Invitation to Kevin Trowell: It was agreed we would invite him to speak at the start of our next meeting and we would continue with the business part after he left - probably about 7.30. He is prepared to answer questions but would like them beforehand if possible.

7. AOB: JE had asked if we could have a water dispenser for patients and PM had spoken to Pam. Although there was a dispenser for staff there were no plans to install one in the waiting area. There had been one years ago but it was uneconomic, children played with it and water on the floor was a health and safety hazard. It was suggested that a jug or bottle of water and disposable cups might be available at reception. PJ would discuss the idea with the receptionists. **PJ**

8. Date and time of next meeting: Wednesday 21st November at 7pm.