

Sydenham Green Patients' Forum

Notes of meeting held on 16th January, 2013.

Present: 6 patients and 2 practice members

1. Apologies: 6 apologies from patients

2. Items for AOB

3. Minutes of the meeting held on 21st November 2012 were approved

4. Matters arising

a. Meeting Minutes - It was agreed that minutes from the Patients' Forum meetings should be renamed 'Notes'

b. Notes of Patients' Forum meetings - It was agreed that Notes of Patients' Forum meetings uploaded onto the main practice website should only contain the number of patients. The initials of the Patients' Forum members rather than full names will be used if mentioned in the notes or action is required.

Action – Ensure that Patients' Forum Notes are uploaded onto the main Practice website. **Owner - PJ**

c. Lewisham Link Questionnaire – PJ confirmed that this questionnaire is required by Lewisham Link and administered by Kevin Trowell. They are unable to include our questions within their survey – timescales for completion of this exercise have yet to be agreed.

d. Practice Questionnaire – PJ advised that the practice must, contractually, conduct its' own survey and review the findings with the Forum by the end of March 2013. It was originally hoped that the Practice could work with Lewisham Link to undertake a single survey to meet both needs but the Lewisham Link process is too generic to satisfy the Practice's requirements. The Practice survey will to be more targeted and directed across a broader patient base than will be used by Lewisham Link.

The questions within the survey were discussed and agreed by the meeting

Survey will take place 11th – 22nd February 2013 and copies of the questionnaire will be available:

- At reception
- On the website
- From nurses making visits

Deadline for submission of questionnaires to the Practice is 25th February 2013 so that analysis of the results can be performed and all comments made by patients can be captured and summarised.

It was agreed that Patients' Forum members, who are available during this period, should attend the surgery to promote the survey and receive feedback from the patients. If you can help please let Paddy know date(s) and time(s).

Action – Update the draft questionnaire with amendments suggested at the meeting and send to JB for review **Owner – PJ**

Action - Confirm availability (Weekdays 10am – noon or 3pm – 5pm. Late Nights or Saturday mornings) to PM – **Owner – Patients' Forum Members**

Action – agree the format for capturing comments raised by patients and summarise in a single document **Owner – JB/PJ**

5. **Email contact for Patients Forum** – ID advised that the site is not yet fully live but should be operational shortly.

Action – Advise when the Patients Forum email link is live. **Owner - ID**

6. **NHS Changes including proposals for Lewisham Hospital**

- a. NG-L provided feedback from the meeting at St Andrew's on 26th November 2012. It has not been clear from these meetings that the feelings and feedback from local Lewisham residents are being taken into consideration in the decision making process. Members were asked to contact Jeremy Hunt direct to express their views.

Action – **Provide** email contact details for Jeremy Hunt **Owner - PJ**

7. **Practice Report**

- a. **New Chairs** – No funding will be received for new chairs. The practice is exploring the types and costs of chairs available. This matter will be addressed as soon as possible after the end of Q1
- b. **Letter Box For Prescription Requests** – a new letter box for patients to use for prescription requests when the surgery is closed will be fitted soon.
- c. **Consultation Rooms** – two consultation rooms are due to be improved
- d. **New Partner** – A new partner will start work at the practice wef 1/3/13

8. **Suggestion box comments**

- a. **Parking (disabled)** – No progress to date
- b. **Cleanliness** – PM has made contact with PS, Premises Manager, and reported back the comments received from patients.
- c. **Pedestrian Safety** – there is concern that due to the format of the road and parking spaces outside the surgery there is a health and safety issue. Pedestrians have to pass stationary cars to get to the Surgery entrance and may not be visible to drivers. This risk is potentially greater for Mothers with push chairs, wheelchair users and those who are hearing impaired. PM confirmed that no progress has been made to date as it is unclear who owns

the access road to the surgery and the car parking spaces. PM will make further investigations to establish who to contact.

Action – Make contact with a local Lewisham Councillor (Perry Vale Ward) and ask him to come and see the areas of concern. **Owner – PM**

Landscaping - Jim reminded us that we needed to ask for help to improve the courtyard. PM reported that June was keen to make a mosaic picture, already designed, of not less than 2' x 4'. Members asked if a picture of the design, with colour, could be circulated

9. AOB

- d. **Clinical Commissioning Group (CCG)** - NG-L asked if we could discuss this if there was time available. It will be on the Agenda for the next meeting.
- e. **The Carer Ambassador from Carers UK** – has contacted PJ and would like to come to one of our meetings

10. The meeting closed at 8.30pm. DONM 20th March 2013 @ 7pm