

# Sydenham Green Patients' Forum

Notes of meeting held on 20<sup>th</sup> March 2013.

**Present:** 8 patients, 2 practice members

**1. Apologies:** 4 patient apologies

**2. Items for AOB** JM and PM

**3. Minutes of the meeting held on 16<sup>th</sup> January 2013 were approved**

**4. Matters arising**

**a. Email contact for Patients Forum** – ID advised that the email is now up and running and is being tested. Any email received is currently being forwarded to ID's personal email account. It was agreed to add the Forums' new email address, [forum@sydenhamgreen.org.uk](mailto:forum@sydenhamgreen.org.uk) to future communications so that Patients can use this as an additional method of contacting the Forum.

**b. Notes of the Patients' Forum Meetings** – PJ advised that the notes of the Patients' Forum meetings will be uploaded onto the main practice website by Thursday 28<sup>th</sup> March 2013.

**c. Exterior Prescription Box** – BT advised that the new box is open and feels that were prescriptions to be taken this could expose the Practice to Data Protection issues.

**Action** – Investigate the security of the box **Owner – PJ**

**d. Pavements & Parking** – PM advised that she had been in contact with Alan Hall, Councillor, who had arranged for Ian Taylor to visit the Practice to understand concerns regarding parking and safety. He has agreed that dropped curbs with barriers should be installed and pot holes repaired. The installation of an additional disabled bay could not be addressed by Ian Taylor as the existing bay is not owned by Lewisham Homes. PM advised that Ian Taylor hopes to commence this work w/c 25/3/13.

**Action** – Ask Ian Taylor if road signs can be placed at the start of the road to make clear the dangers to pedestrians etc. **Owner – PM**

**e. Landscaping** – JE has created a design for a mural in the garden area which was very well received by the Forum members. This will require authorisation from Pam Sebestyen and the company which will take over management of the premises. It was also felt that if it were not appropriate to put a mural in the garden area the content of the design would make it an excellent addition to the children's play area.

**Action** – Contact JE to confirm that the Forum will require approval before this can be progressed. **Owner – PJ**

JS advised that a date in May needs to be chosen for a blitz on the garden area to tidy it up. JS suggested 11am – 1pm on a Saturday or Sunday so that there is no disruption to potential surgeries.

**Action** – Suggest a date in May. **Owner** – JS

f. **Visit from Carers UK Ambassador** – Not yet progressed

## 5. **NHS Changes including proposals for Lewisham Hospital**

Clinical Commissioning Groups (CCGs) take over wef 1<sup>st</sup> April 2013 and comprise GPs and professional commissioners. The CCG will meet monthly and meetings are public.

The Save Lewisham Hospital Campaign is focusing on the changes regarding CCGs going out to competitive tender and the fear that this will lead to privatisation of the NHS by stealth. The wording in the Bill needs to be tightened up before the process is launched to prevent this happening. PM advised that the Campaign have made draft letters available together with a list of the Members of the House of Lords and were asking that as many people as possible complete this petition the Lords for help to make changes to the tender process. Forum members were invited to complete these letters if they wished to do so. Details of the campaign have also been put up on one of the notice boards in the Practice so that Patients can also participate if they so choose.

## 6. **Practice Report**

**Questionnaire** – PM thanked ID for his hard work in analysing the questionnaire responses. ID confirmed that generally the responses had been positive but, as expected, the problem area proved to be appointments and their availability.

One Forum member expressed concern about the experience of a family member who had contacted the Practice to verify medication details and had to wait some time for a doctor to call back.

PJ advised that the Practice already make far more appointments available than they are contracted to provide and that telephone consultations have also been introduced. The stress on the service may continue to increase as additional patients join the practice from the new building developments in the area. PJ also advised that recently there were in excess of 30 queuing for appointments when the practice opened.

There were 163 questionnaire responses of which 46 were online.

7. **New Chairs** – This matter will be addressed as soon as possible after the end of March 2013.

8. **Suggestion box comments** – nothing to report

9. **Patients' Forum Elections for the Chair, Vice Chair, Treasurer & Secretary**

**Action** – Forward nominations for these posts to PJ by 1st May 2013

**Owner - All Forum Members**

**10.AOB**

**a. Practice Leaflet** – JM asked whether the qualifications of nurses could be added to the Practice Leaflet as currently only the GPs qualifications are included. JS advised that he could see no reason why this should not be done. PJ advised that the leaflet was designed complying with the requirements of the PCT contract. He will ask the nurses to gain their views as there could be unintended consequences e.g. two nurses are equally able to deal with patients suffering from diabetes but only one has higher qualifications

**Action** – Look into updating the leaflet to include all qualifications **Owner - PJ**

**b. Notice for board - "What is the Patients' Forum?"** – PM distributed a draft of the wording for this notice for review. The draft provides patients with more information about the role of the Forum and explains the application process patients should go through to join the Forum.

**Action** – Put a laminated version of the document on the notice board

**Owner - PJ**

**The meeting closed at 8.30pm.**

**DONM 15th May 2013 @ 7pm**