

Sydenham Green Patients' Forum

Notes of meeting held on 15th May 2013.

Present: 11 patients, 2 practice members

1. **Apologies:** 2 patient apologies,

2. **Items for AOB - 2**

3. **Minutes of the meeting held on 20th March 2013 were approved**

4. **Matters arising**

a. **Email contact for Patients Forum** – ID advised that the email is now up and running.

b. **Notes of the Patients' Forum Meetings** – PJ confirmed that notes from previous Patients' Forum meetings had been uploaded to the Practice website.

c. **Exterior Prescription Box** – BT expressed concern that patients may be using the box to put out cigarettes as it is sited immediately below the 'no smoking' sign. PJ confirmed that there has been no evidence of this to date.

Action – Investigate whether the box can be re-sited so that the box itself is contained within the building. **Owner – PJ**

d. **Pavements & Parking** – PM confirmed that dropped curbs have been put into the approach road to the practice building. Further discussion took place about the general safety of pedestrians approaching the practice building especially when walking behind parked cars that may be attempting to leave their parking spaces.

Action – Follow up with PS about warning signs to be put up in this road to warn pedestrians to be careful in the area **Owner – PM**

e. **Landscaping** – JS advised that he is looking into getting a couple of new benches for the courtyard area. The clear up session in the courtyard was well supported and the area is looking much tidier and more presentable.

Action – Speak to PS to see if a contribution towards benches for the communal courtyard area can be made **Owner – JS**

JS advised the Forum about the local Street Art initiative and suggested that they could be invited in to enhance the courtyard area i.e. walls or the white door being decorated.

Action – Speak to PS about this **Owner – JS**

PM advised that JE is ready to go ahead with the mural discussed at the last meeting as soon as permission from the new management company has been given. No decision has been reached regarding positioning of the mural.

Action – Speak to PS about this Owner – PM

Action – Confirm a date with JS that is suitable for access to the courtyard to power wash the floor tiles Owner – JB

f. **Notice for board - "What is the Patients' Forum – PJ confirmed that this notice has been printed and put up on the notice board.**

g. **Visit from Carers UK Ambassador – the Forum agreed that given other initiatives that are being progressed right now this is not a priority**

5. **Patients Forum Elections for the Chair, Vice Chair, Treasurer & Secretary –** it was with regret that PM advised the Forum that ED was unable to stand for re-election as vice chair. Members of the Forum wanted to record their thanks to ED for her significant contribution and support for the work of the group.

Nominations for PM (Chair), ID (Treasurer) & JB (Secretary) were adopted 'on block' by the Forum.

Action – Forum members to forward any nominations for the Vice Chair role to PM prior to the next meeting - Owner – All Forum Members

6. **NHS Changes including proposals for Lewisham - JS advised that changes in Lewisham are subject to two judicial reviews that are being heard in the High Court in July this year. The Save Lewisham Hospital Campaign are focused on the consultation process being flawed i.e. that the Trust was viable in the first place and did not qualify for change. As part of the judicial review witnesses will be interviewed live or filmed. The reviews have no weight in law but will generate publicity and will report flaws in the process. Anyone can take part in the review process or attend the sessions. The campaign is most interested in those who have worked in the NHS or Lewisham Hospital in the past expressing their views.**

NG-L expressed an interest in knowing where the Clinical Commissioning Group Meetings were held and if they are open to the general public. JS confirmed that they are open to the public and PJ confirmed that they are held in Cantilever House.

The Forum were also advised that there is a rally in Jubilee Gardens at noon on 18th June 2013 meeting at Lewisham Station @11.30am

7. **Practice Report** I have noted appointments and funding under this section as well

a. **Funding – PJ advised that because of the degree of change underway in the NHS it is currently unclear where the funding for all the services offered by the Practice should come from. There is a significant gap in funding at present and PJ is working closely with local authority bodies and colleagues to confirm what the new organisational structure is and who is responsible for funding the various services. Until this is resolved lack of adequate funding will continue to be a key cause for concern.**

b. Blood Clinic Area – BT advised that the Blood Clinic waiting area is messy and a lot of the information is out of date. PJ advised that this is run by the local authority and not part of the Practice

Action – Raise with PS – **Owner** – **PJ**

8. Suggestion box comments

Appointments

Feedback from a patient concerning the difficulty in getting through to the Practice by phone at 08.05 am and when eventually getting through receiving a recorded message to say that they are 15th in the queue.

PJ confirmed that there are 8 phone lines into the practice and there are up to 4 staff answering calls. Once a call is in the process of being answered another caller can be in the queue so that up to 12 calls can be in the system at once. Once these queues are filled with calls any additional callers will receive the engaged tone until a place in a queue becomes free. The practice appointment system is coming under increasing pressure despite providing 25% more appointments than contracted. This is due to many factors including the transfer of services from secondary care to primary care and the earlier discharge of patients from hospital, recent building developments in the area, increased requirements from the NHS on practices and the general increase in demand from patients etc. Patient numbers are increasing and the practice is not able to limit registrations without significant repercussions from NHS London.

PJ confirmed that doctors and staff will be meeting at an away-day to review the appointments system and see if there are any improvements that can be implemented.

General discussion took place about the various type of appointment that are available and whether or not this is clear to the general patient community.

Action – Are there ways in which the Patients' Forum can assist the practice to get information about the appointment system out to the patient community – suggestions please!!!! – **Owner** – **All Forum Members**

Nurse Practitioner Appointments – Feedback from patient who contacted the Practice over the phone and took a Nurse Practitioner appointment because they were told that the nurse could prescribe medicine with the exception of anti-depressants. When the patient attended the appointment the nurse drew up the prescription but told the patient it would have to wait for a doctor to sign it later – requiring an additional visit by the patient.

9. AOB

a. Practice Leaflet –PJ confirmed that he will try to include nurses' qualifications to the content of the leaflet.

b. Pharmacist Sessions – discussion took place about introducing sessions in the Practice that make a pharmacist available to talk to patients and whether this would be helpful to both patients and the Practice. It was felt that this

could help patients understand what services the local pharmacist can offer in addition to those offered by the Practice.

Action – Look into this idea – Owner – PJ

The meeting closed at 8.30pm.

DONM 17th July 2013 @ 7pm