

Sydenham Green Patients' Forum

Notes of meeting held on 18th September 2013.

Present: 9 Patients, 1 practice member

Presentation by Guest Speaker –Miriam Long of Healthwatch Lewisham

Miriam attended the Forum to provide an update as there have been so many changes recently. In March Lewisham Link was abolished and Healthwatch Lewisham established. The aim of this organisation is to:

- ensure that the views of the residents of Lewisham are heard at a strategic level and reported to the Board.
- include children and young people to gather their views on social services.
- provide a focal point for the community giving guidance and information to help resolve issues i.e. How do I register with a GP? (previously a PALS role). It is not within Healthwatch's remit to handle complaints
- Enter, view and analyse all data gathered (data entry and analysis will be done by volunteers)

A Healthwatch is being set up in every local Health Authority area and residents can join to get regular updates on what is going on in the Health Service. Healthwatch will start producing a quarterly newsletter. Next bulleting is due soon and will be sent to Group Practices and libraries throughout Lewisham.

The CCG have produced a Health & Wellbeing Strategy of priorities and these need to be discussed with the community to agree how to implement them in the right way.

PJ agreed to add a link to the Practice website so that patients can access and fill in this survey online.

Healthwatch will send volunteers into the surgery to distribute questionnaires and collect completed ones.

Miriam was thanked for her presentation and the meeting continued after her departure.

1. **Apologies:** 6 from patients, 1 from practice.
2. **Items for AOB**
3. **Minutes of the meeting held on 17th July 2013 were approved**
4. **Matters arising**

- a. **Landscaping**

New Bench - PJ confirmed that PS will be making a metal table and chairs available for the garden area, free of charge.

Fish Pond – The pump in the fish pond has been fixed and is now aerating the water

Street Art Initiative - Nothing to report awaiting an update

Mosaic Mural – PM confirmed that she has spoken with JE who has agreed to produce a picture of a lion that can be hung in the childrens' play area.

Garden – Nothing to report

- b. **Pharmacist Sessions** – PJ confirmed that Bob Rihal, the local pharmacist, has agreed to attend the Forum and provide an update on local pharmacist services..

5. **Pharmacy2U** - Nothing to report

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

Clinical Commissioning Group - NG-L confirmed that she had attended another CCG meeting. The Board comprises Voting and Non Voting members. Approximately 50% are administrators i.e. ex PCT members. GPs are elected by the four areas within Lewisham. Date of next CCG 3rd October

Lewisham High Court Action - The Government are to appeal against the High Court decision to prevent closure of the Lewisham Hospital A&E. The appeal will be heard on 28/29 October.

7. **Practice Report**

- a. **Resources** –.PJ confirmed that new partners started in March and September and advised that Dr. AP will retire next February.

- b. **Appointment Availability** – PJ confirmed that wef 7/10/13 the appointment system will change so that morning appointments & telephone appointments can be booked on the day. There will be 15 appointments and 4 telephone appointments per doctor. Afternoon appointments will all be pre-bookable. PJ will monitor the effect of these changes and report back at the next meeting.

- c. **Funding** –.PJ provided a further update regarding funding which remains an issue as the reorganisation of services continues

- d. Primary Care Action Programme** – this was a presentation at the Civic Centre for all practices. At this meeting it was agreed that a piece of work would be done to look at how appointments are offered/structured across Lewisham as a whole.
- e. Change of Practice Landlord** – PJ confirmed that Lewisham Hospital is now the Practice's landlord
- f. Conference 7th September** – PJ confirmed that the Nuffield Trust had held a Conference to look into the future of general practice. It was agreed that a scoping exercise should be completed to look into ways of re-organising services to achieve economies of scale within Lewisham.
- g. Information Leaflets on display** – PM/JS confirmed that they have re-organised the leaflets in the surgery and old out of date literature has been removed. This exercise has revealed that there are some topics, for example male health issues and dementia, for which there is little information available. PM/JS will draw up a list of additional leaflets required

8. AOB

Suggestion Box - PM suggested putting a notice on our board to thank all who had given comments and suggestions. Wording to be agreed by PM, JB and PJ.

The meeting closed at 8.30pm.

DONM 20th November 2013 @ 7pm