

# Sydenham Green Patients' Forum

Notes of meeting held on 15<sup>th</sup> January 2014 at Sydenham Green Health Centre

**Present:** 11 patients, 2 practice members

**1. Apologies:** 1 patient, 1 practice member

**2. Items for AOB**

**3. Minutes of the meeting held on 20th November, 2013 were approved subject to the following amendments :**

DB & SJ should have been listed in Apologies

**4. Matters arising**

**a. Healthwatch Questionnaire** – PJ confirmed that there is nothing to report as yet concerning the results of this questionnaire

**b. Landscaping**

Street Art Initiative – There is no further work being undertaken within these scheme.

Mosaic Mural – PM confirmed that nothing further has been forthcoming from JE. The Forum agreed that this is a worthwhile project and discussed whether there are other ways to arrange for a mural to be produced such as an art project arranged with a local college.

**c. Suggestion Box**

- Exterior Landscaping/Safe access by foot to the building (1)

PM advised the Forum that she has been in contact with PS to ask for signs to be put up outside the building. The Landlord responsible for the Health Centre has recently changed and, to date, there has been no progress.

- New Appointment Board (2) – the tone used to announce appointments is too quiet and names do not remain displayed for long enough. PJ will look into what can be done about this.
- Patients being advised when doctors are running late (3) JB will forward the suggestion form to PJ who will discuss with the receptionists to agree what can be done.

**d. Letter to NHS London**

As agreed, PM had written to NHS London (Dr. Anne Rainsberry) on 9th December and sent copies to Jim Dowd MP, Lewisham Healthwatch and Lewisham CCG. To date she had not received a reply from Dr. Rainsberry but had phoned NHS London and requested a reply for the January Forum. That

morning she had received an Email from the Corporate Services Manager which gave feedback from the Area Director. The Email was shared with members.

PJ confirmed that he had been contacted to confirm that there is a short term source of funding available but that it would have to be repaid within the same year.

PJ also confirmed that he has received an email from Monitor (a quango monitoring local care contracts) regarding the privatisation of the NHS. Monitor has produced a letter that can be completed and signed by individuals who wish to join a campaign to help the local CCG. Copies of this letter were distributed to the Forum members

PH confirmed that she had attended a meeting at Lewisham Hospital about the intention to outsource some services to CIRCO but it has subsequently been decided, by the Lewisham Hospital Board, not to do this.

## **5. Practice Questionnaire**

PJ presented a draft of the questionnaire for review by the Forum – several changes were agreed at the meeting and members were asked to further review this document and provide any feedback by Wed 22/1/14.

The closing date for completion of the questionnaires is 28/2/14 and ID will commence analysis of the results in early March 2014 and hopes to present the results at the March meeting.

## **6. Practice Report**

**a. Leaflet ‘Better Information Means Better Care’ produced by NHS England** was being distributed to every household in England. PJ advised that the Practice has been instructed to upload patient data. This data is to be used by the NHS, drug companies or private companies and it is not clear how or whether it is to be depersonalised. Patients can deny access to their personal data and PJ has produced a form for patients to do this. PJ asked any Forum members wishing to opt out of this upload to contact him in writing as soon as possible.

**b. Resources** – Dr Andrew Platman confirmed that he will be retiring at the end of February and his last day in practice will be 16<sup>th</sup> February. On behalf of the Patients Forum PH extended thanks and gratitude to Dr. Platman.

**c. Appointments** – PJ confirmed that the changes made to the appointments systems on a Monday had now bedded in and that these changes had eased the pressure on appointments especially at the beginning of the week

## **7. NHS Changes including CCG and CQC report.**

NG-L confirmed that she is still attending CCG meetings and that the CCG want to engage with the public. The CCG will be publishing something in the Lewisham Life regarding their intentions. NG-L has been reviewing CCG

documentation to see if the public will understand what is being proposed. Next CCG is 6<sup>th</sup> February 2014.

## **8. AOB**

**Patients that transfer from other practices to Sydenham Green –** BD advised that she had been made aware of at least five neighbours who had transferred from The Vale to Sydenham Green. As these people are over 75 and, given the pressure on the existing practice budgets, is the practice duty bound to accept these transfers. PJ confirmed that moves of this type cannot be stopped.

**The meeting closed at 8.30pm.**

**DONM 19th March 2014 @ 7pm at Sydenham Green Health Centre**