

# Sydenham Green Patients' Forum

Notes of meeting held on 19<sup>th</sup> March 2014 at Sydenham Green Health Centre

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

1. **Apologies:** 3 patients
2. **Items for AOB**
3. **Minutes of the meeting held on 15th January 2014 were approved**
4. **Matters Arising**
  - a. **Landscaping**

Street Art Initiative –LB-O confirmed that she has been in contact with the Arts department at St Dunstan School to ascertain whether there would be any interest for students to produce a mosaic mural for the courtyard. As the Head of Arts has recently left St Dunstan's there has been no response but LB-O will try again once a replacement has been appointed.

Mosaic Mural – JE confirmed that she will commence work on a mural for the children's play area

- b. **Signs by parking area** - PM confirmed that PS has not been available as she recently had an accident and has not been at work. PM will pursue the matter as soon as possible. It would be helpful if the forum had some kind of evidence to support discussions about this so if any of the Forum members witness bad parking e.g. on dropped curbs or dangerous situations could they please take a picture with their mobile phone if possible. BT also suggested that PM contact the Sergeant in charge of PSOs to raise this issue with. BT will confirm who needs to be contacted.
- c. **New Appointments Board** - PJ confirmed that the system has been changed to make a louder 'beep' when the system is calling a patient for an appointment. Forum members also asked it if would be possible for the system to actually announce "Patient Mrs XX please go to Dr YY in room AA". PJ confirmed that it is possible to do this but that the systems' pronunciation is poor and as a result it was decided not to use this.
- d. **Appointments running late**
- e. **Response to letter from NHS London** - PM confirmed that she still had not received a response direct from Dr Anne Rainsberry. In fact the response was addressed to Jim Dowd and cc'd to PM (which she has not received). Jim Dowd kindly wrote to PM and enclosed a copy of the letter. As PM has not formally received a response it was agreed that JB should draft a letter to Jim Dowd expressing the Forum's disappointment that she has not responded to our Chairman and requesting a more detailed response to the funding issues

than has been forthcoming. Forum members were asked to forward any comments to JB to contribute to the drafting of this letter.

## 5. Practice Questionnaire

ID confirmed that there were broadly the same number of responses as last year and the feedback was generally good.

Arrival System - the system has not been working properly. PJ confirmed that there is a current issue with the software linking to the EMIS system (System holding appointment details). This issue has been escalated with the company to get resolved. There was discussion about the siting of the arrival system terminal and whether it is currently sited in the right place i.e. Are users getting in the way of patients queuing to see receptionists?

Prescriptions online - there has been some issues with getting online requests approved.

Education videos quite well received

Online appointments - request for online appointments to be available for nurses. PJ confirmed that this has already been looked into and it is not practical to offer nurse appointments on this basis.

Telephone appointments - request for telephone consultations to be bootable online. PJ confirmed that there is a funding issue with telephone consultations as the Practice will not be paid for telephone appointments that exceed 10% of the total number of appointments. This issue has been raised with the CCG who are pursuing with NHS London.

Generally the analysis shows that there is more work to be done to promote online, POD and Pharmacist services.

The Forum thanked ID for his support in analysing the results of the survey.

## 6. Practice Report

**a. Practice boundaries** - a recent initiative was subject to pilot which allowed patients to register anywhere i.e. at more than one practice so a patient could see one doctor when at work and another when at home. The pilot was not well supported but despite this it will be rolled out. A number of issues have arisen around funding and the quality of medical records for these patients. Publication of the pilot evaluation has been delayed.

**b. Health centre toilet facilities** - new toilets are currently under construction

**c. Appointments** – PJ confirmed that work continues to try and meet patients' needs. PJ has met with the receptionists and IT Manager to improve how the appointment systems work but what is really needed is another doctor to increase supply. This is unlikely to happen as the practice is suffering considerable financial pressures added to which the service charges are likely

to increase substantially. They have still not been advised of the situation by the new landlords, Lewisham and Greenwich NHS Trust.

- d. Care data** - due to the adverse publicity in the press and on TV the plan to commence uploading patient data has been put on hold for six months. There has been much in the press about the NHS selling data to outside companies. PJ confirmed that there is a form available at reception that patients can complete that authorises the practice NOT to release their data.
- e. Campaign news** - copies of this publication were given to the forum members as it contained an article about the reduction in funding in general practice. This will be referred to in the Forum's letter to Jim Dowd
- f. Patients Forum Elections** - to be held at the May meeting, nominations for Chair, Secretary and Treasurer to be sent to PJ.
- g. CQC inspection** - there has been an announcement to say that the way in which the CQC carry out inspections is to change. Two weeks notice of an inspection will be given and the CQC will publish a list of the areas they are visiting. Sydenham Green is not in an area the CQC are targeting in the near future.

## **7. NHS Changes including CCG and CQC report - nothing to report**

## **8. AOB**

**District Nursing Services** - JE raised issues about the difficulty in contacting District Nurses and arranging visits etc. JE had drafted a letter containing the details of her experience which she passed to PJ.

PJ confirmed that there have been complaints from other patients but that this service is not within the ambit of the practice

PJ confirmed that he has attended a meeting at Lewisham Hospital and the CCG are doing a review of the District Nursing service. He is hopeful that there will be change and that improvements will be made.

The meeting closed at 8.30pm.

**DONM 21st May 2014 @ 7pm at Sydenham Green Health Centre**