

Minutes of Patients' Forum Meeting

21 May 2014

Present: 7 patients, 2 practice members

1. **Apologies:** 4 apologies received from patients
 - a) ED wrote to the forum advising that rather than keep sending her apologies, because of poor health, she would continue to support the Forum through the circulation of minutes and would return if her health permitted
2. **Items for AOB** JE (via PM) Suggestion Box
3. **Minutes** of meeting held on 19 March 2014 were approved.
4. **Matters arising**
 - a) **Landscaping:**
 - i) LB-O reported that there had been no response from the Arts Department of St Dunstan School
 - ii) Mosaic Mural: JE sent a message to say that she had prepared a painting that would be large enough to cover the grill in the childrens play area and that within the painting there would be characters/items for children to search for. She hopes to call at the surgery this Friday to see PJ
 - b) **Signs by parking area.** No further progress as Pam is still on sick leave (see practice report below)
 - c) **New appointments board:** PM had received an Email from a member who had moved away and was therefore no longer part of the Forum, however she noted that she was pleased that the comments about the alert for appointments had been acted upon and that the changed sound was an improvement
 - d) **Appointments running late:** PJ had not been able to raise this at the training session as it had run over time however he had spoken to individual receptionists and raised the matter with senior receptionist
 - e) **Response to letter from NHS London:** PJ read out the letter that had been prepared by JB and PJ and it was supported by the Forum. A copy will be sent to the Forum members
 - f) **District Nursing service:** PJ explained some of the background to the current problems and advised that Dr Sikorski had again raised the poor service to the senior manager dealing with this and Dr Rowland the chair of the CCG advising that he would report the poor performance to the CQC if there were no improvements.
5. **Nominations and Elections:** The existing chair, PM; Secretary, JB; and Treasurer ID; were re-nominated and as there were no other nominations they were duly elected for another year. Thanks were expressed for the great job that they were fulfilling helping the Forum run so well.
6. **Traffic/parking problems.**

PM had contacted the councillor who had previously been very helpful to raise our concerns about traffic and parking. PM and PJ met with Dawn the tenancy officer (Holmshaw Close is not an 'Adopted Road' and it managed by Lewisham Homes) who was very supportive and advised that

 - a) the disabled parking bay marked by the constructors of the flats was not a valid disabled parking bay. As it should not be on the pavement and should have been marked by yellow lines not white.
 - b) The parking area had no signs or indication that it belonged to the flats
 - c) She would see what could be done about the pavement at the top of the close where tree roots were a hazard.
 - d) She would apply for lines to be painted on the road to help control where parking was permitted.
7. **Practice Report**
 - a) Pam the health centre manager has been on sick leave for several weeks with a broken foot. However as the Practice has a new landlord, The Lewisham and Greenwich NHS Trust, Pam and Brian (the Handyman) are no longer employed by them and they have moved from the centre to new offices. Although there was an initial meeting in September last year the Trust has had no further meetings with the Practice to agree the new lease despite emails advising that this was to happen. There is therefore considerable uncertainty about the future and in particular what level of service charges will apply – it is expected that there will be a very considerable increase. PM will send Pam a card from the Forum.
 - b) Appointments. PJ explained the difficulties experienced by the practice in providing sufficient appointments to meet the demand. In an endeavour to meet the demand and provide the best possible service they continue to change the way in which appointments are managed and vary the options available.
 - c) NHS Choices: ID reported on the comments that had been put on the choices web site. He compared

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these with other local practices and reported that the problem is common to all these practices. PJ mentioned the comment that had been particularly critical of the care provided and his response to the patient. Although anonymous he is aware of the patient who placed the comment and that they had received a telephone call from the duty doctor and then had come in for a double appointment on that day which was not at all reflected in the comments made. The comments were discussed by the partners of the practice and it was decided that it would not achieve anything by replying as there had already been two extensive replies to previous comments. It was suggested however that the practice make a comment after the 2 recent complementary comments

- d) The practice has also put up a display of the recent campaigns for a 'fair share' of the NHS funding for Primary Care which had reduced considerably over recent years. PJ will email to see if there are videos available that can be shown on the screens
- e) In addition to the letter to Jim Dowd it was suggested that the Forum ask a junior minister to visit the forum so that their concerns can be raised directly. Ian agreed to research who would be local and most appropriate to approach

8. AOB

- a) JE asked if there could be bench/benches outside for the use of patients. Not practical
- b) Suggestion Box
 - (i) All doors in the corridors should be automatic, particularly going to blood clinic - from wheelchair user. (PJ will
 - (ii) "Sensor for external doors appears to be set for taller people. I am 5' tall and this is the second time I have been unable to gain entrance without a struggle." PJ acknowledged there had been a problem with the doors which resulted in a new roll shutter being installed which necessitated resiting of the sensor. The sensor has been adjusted and now seems to be working correctly.
 - (iii) Difficulty getting through on the phone in the morning so that even for problems that are not urgent a same day appointment is used. It was suggested that the facility to book appointments 2 - 4 days in advance would take the pressure off the same day appointment system.

9. Date of next meeting 16 July 2014 @ 7pm