

Sydenham Green Patients' Forum

Notes of meeting held on 16th July 2014 at Sydenham Green Health Centre

Present: 6 patients, 1 Practice member

1. **Apologies:** 6 Apologies received from patients
2. **Items for AOB** Emails, Newsletter, alternative entrance.
3. **Minutes of the meeting held on 21st May 2014 were approved**
4. **Matters Arising**
 - a. **Mural** - no progress at yet because JE has been unwell.
 - b. **Appointments** - PM confirmed that a blog reported that 25% of patients nationally are having difficulty getting GP appointments. It is therefore clear that the problems raised by patients at Sydenham Green are echoed elsewhere in the country.
 - c. **Letter to Jim Dowd** - JB confirmed that the letter to Jim. Dowd was sent on 9th June 2014 but no response had been forthcoming from either Jim Dowd or NHS England. It was agreed that JB would contact Jim Dowd by email to confirm whether or not the letter was received and progress accordingly.
 - d. **Hosting a visit by an MP** - ID has suggested Jane Ellison, MP for Battersea, Dr. Daniel Poulter, MP for Central Suffolk and North Ipswich, Parliamentary Under Secretary of State at the Dept. of Health (responsible for workforce issues & NHS estates). PM will draft a letter to Daniel Poulter who has links with this area. There may be other suitable candidates following the recent government re-shuffle.
 - e. **Suggestion Box** - feedback from a patient thanking the practice for the new accessible toilet & asking when the internal automatic doors will be installed. DW confirmed that it is possible to install doors that are open all the time and only close as a fire door. This matter will have to be referred to the new landlord, Lewisham Hospital, to be progressed. It is hoped to have a table of suggestions made and actions taken ready for the September meeting.
5. **District Nursing Service**

JS is considering raising the current issues being experienced with the District Nursing Service with the CQC. PJ has forwarded a copy of JE's letter to the relevant management. PJ advised that a senior manager has been appointed to review how these services are delivered. They have undertaken research and have been very concerned by the results, so there seems no doubt that management understand that this service requires a radical overhaul. They are in the process of changing personnel and procedures so we need to review the situation over the next few months. District Nurses will be re-assigned to group practices.

6. Practice Report

- a. **Over 75's** - the Practice is required to write to all patients aged over 75 to confirm who will be their named GP.
- b. **Over 18's** - the practice is required to identify 2% of patients who are over 18 and at risk of attending hospital and write a care plan for these patients. This will cause a huge amount of additional work for the practice. There are approx 230 patients involved.
- c. **Resources** - the practice is currently understaffed with 2 doctors on long term sick leave and as a result there is increased spend on Locum doctors. Advertising underway for maternity cover and hopefully a new doctor will start very soon.
- d. **Contact with other Group Practices** - the partners met with partners from other Group Practices to see if they can work mutually to make improvements to service provision.
- e. **Choose & Book Referral System** - this is a referral management system which the practice is going to start using in September. All referrals will go to the RSS centre who will manage and arrange appointments for the practice.

7. Updates NHS, Clinical Commissioning Group (CCG), Care Quality Commission (CQC). The CQC are still visiting Practices in the area. PJ cannot confirm when or if they will arrive but they will give two weeks notice. N G-L said she thought CCG it would be useful for other forum members to attend CCG meetings.

8. AOB

- a. **Sydenham Green Group Practice Newsletters** - PM asked if they are available in large print and audio versions. PJ to investigate further.
- b. **Access to the building for Forum meetings** - if the main entrance to the practice is closed when members arrive for a meeting they can use the entrance from the staff car park. A note to this effect should be on every Agenda.
- c. **Sharing of Email addresses** - Two members (I and L) had expressed willingness to share their Email addresses with other members who attend Forum meetings. All present who had Email addresses agreed they too were happy for this to happen. **NB The addresses must not be passed on without permission.**

The meeting closed at 8.30pm.

Date of next meeting:

17th September 2014, 7pm at Sydenham Green Health Centre.