

Sydenham Green Patients' Forum

Notes of meeting held on 17th September 2014 at Sydenham Green Health Centre

Present: 7 x Patients & 2 Practice staff

1. Apologies: 7 apologies from patients

2. Items for AOB

3. Minutes of the meeting held on 16th July 2014 were approved

4. Matters Arising

a. Mural - JE is still unwell but work is ongoing

b. Appointments - PJ confirmed that there have been two Doctors and two staff on long term sick which has clearly impacted the situation during the holiday period - however, September looks better. It is extremely difficult to find Locums at a reasonable cost

c. Letter to Jim Dowd - JB confirmed that a response had been forthcoming from NHS England but that no progress has been made in terms of addressing the issues raised by the Forum. In a letter to Jim Dowd dated 29th July 2014 NHS England said they had sent a response to Jim Dowd (cc PM) on 20th January 2014 and were unable to share any information with JB as they had not received formal consent to do so. JB & PM will draft a letter to NHS to try, once again, to get an answer to the issues raised.

d. District Nursing Service - This are starting to improve but PJ still awaits further information from the review to confirm how the service will change and how/when it will be implemented.

5. Invitation to Dr. Poulter, MP - PM confirmed that, to date, there had been no reply from Dr Poulter.

6. Patients' Forum Aims & Objectives - PM distributed copies of the draft Aims & Objectives for the group to review. The Forum members were asked to feed back comments/suggestions to PM.

7. Suggestion Box - JB had summarised all the suggestions received by the Forum into a single spreadsheet and this is how the information will be recorded and stored in the future. The information will need to be reviewed by Forum members to ensure it is complete and accurately reflects the current status of the issues raised. This data can then be used to produce a high level update for Patients that can be put up on the notice board in the waiting area.

8. Practice Report

a. Over 75's - the Practice are required to write to all patients aged over 75 to confirm who would 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. Of the 230 patients identified 200 care plans have been written so the Practice are on target to complete this task by end September.

- c. **Resources** - a partner has resigned (Dr BH) and will leave at the end of November. Recruitment is under way. CVs are currently being filtered to draw up a shortlist for interview over the next couple of weeks. PJ also confirmed that a new role, Patients Services Manager, has been introduced into the Practice structure to support the team of receptionists.
- d. **Contact with other Group Practices** - CCG manage Enhanced Services, for example, diabetic & respiratory services and flu jabs. The CCG are looking into ways to get practices to work collaboratively. PJ confirmed that there was a meeting held on 11th September to pull together a bid representing 7 practices to get funding for these services. Input from patients will be sought at regular meetings.
- e. **Choose & Book Referral System** - training starts 1st October and 'go live' will roll out soon after.
9. **Updates NHS, Clinical Commissioning Group (CCG), Care Quality Commission (CQC)**
- NGL did attend the CCG but was not available for this meeting to provide an update.

10. AOB

- a. PH confirmed that she had cause to require an appointment and joined a queue outside the surgery to get an appointment at 8am. She reported that the receptionist service was very professional and courteous.
- b. PM was pleased to report that Pam Sebasteyn was not retiring and would be based at Sydenham Green on her return from sick leave.
- c. Communication with members - PM had previously raised the question of replacing the current Email address with that of the forum and asked ID for his opinion. ID said he did not foresee any problems and was willing to receive and forward Emails. He and PJ agreed to discuss how this could best be achieved. The Email address for our forum is forum@sydenhamgreen.org

Action:

- Annual revision of membership.
- Notify all members of the proposed change of Email address.
- In line with data protection requirements PJ would send an explanatory letter to forum members and confirm whether or not they gave permission for their contact details to be shared with all the forum officers (currently 3). He would also ask whether they wish to continue receiving Email communications from the forum and request a reply by a certain time (notes of the meetings are on the practice website).

The meeting closed at 8.30pm.

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