

Sydenham Green Patients' Forum

Notes of meeting held on 21st January 2015 at Sydenham Green Health Centre

Present: 11 patients and 1 Practice member

1. Apologies: 3 patients and 1 practice member

2. Items for AOB

3. Minutes of the meeting held on 19th November 2014 were approved subject to the following amendment - Apologies were listed as having been received from DBr rather than DBa.

4. Matters Arising

a. Mural - JE is working on the mural for the surgery.

b. Use of Forum email address and update on membership list - PM advised the group that for all future Forum correspondence she will be using the Patients' Forum email address rather than a personal email address. ID suggested that the system should be set up on PM's pc at home so that she can send and receive emails for that email account. Phil said he will continue to check that all who apply to join the Forum are registered with the Practice.

c. Forum members volunteering at the practice - PJ advised that there have been ongoing problems with the patient login system for some time and that are unlikely to be resolved quickly. The system is being withdrawn but the company also supplies the Pod so unclear whether or not a new system will be required but there is an EMIS login system available. Improved signage for the login system was also discussed. PJ confirmed that assistance from Forums members would be welcome to help patients use the tech. Forum members will need identity badges - PM will speak with AC to make arrangements. Forum members who are able to attend the practice to provide this support should contact PM with their availability

5. Patient Services Manager - Unfortunately AC was unable to attend this meeting but will attend the Forum meeting in March.

6. Questionnaire - PJ confirmed that the Practice/Forum are not obligated to conduct questionnaire in 2015. There is, however, a requirement to perform a Friends & Family Test. This means issuing a card to patients asking if the patients would recommend the Practice to friends & family. This question is mandatory plus another, for example, " if you ticked No please tell us why". PJ then provided feedback from the questions answered by text when an appointment reminder was issued - out of 231 responses 187 were positive and feedback was very similar in context to that obtained from the Forums' last questionnaire exercise..

7. Suggestion Box - New Items - these suggestions were received from a single patient and in addition they wished to register that they felt both the on call doctor and telephone consultation services are "great".

JB will update the spreadsheet record with the new comment received.

a. Appointment System - a better appointment system is needed for non urgent cases - weekly or monthly

b. A couple of appointments reserved only for babies or children every day

c. Display a list of what a practice can and cannot do

8. Practice report and NHS update

- A. **MOËT** - PJ advised that there is a new project underway to link up with pharmacists and exchange staff to understand issues with medication. This project is being promoted by the CCG
- B. **Internships** - PJ advised that this is being investigated as a way of identifying future staff for the practice.
- C. **Internal Fire doors** - new Fire doors with magnetic closures are being installed in the building. These doors will close automatically when the fire alarm is activated. Installation will take place in about two weeks time
- D. **Signage outside the Health Centre** - PM has made contact with Kerrit Patel and he has asked the Forum to provide detail of the signage that is required.
- E. **Resources** - PJ confirmed that Dr NH is returning to the Practice as a salaried Doctor. AC has also joined the practice as Patient Services Manager and will be pulling together a training programme for staff to improve consistency and knowledge.
- F. **New Landlord** - the Health Centre building is now owned by Lewisham & Greenwich NHS Trust. Service charges received by the Practice have increased from £60k to £250k but this bill is not itemised and it is not clear how much of this charge the Practice are responsible for - also the way in which rent is paid has changed recently - used to be handled centrally. These service charges have been referred to a solicitor and a surveyor has also been engaged to confirm the occupancy details in the building.

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.

AOB

Online Prescription Request - SB advises that the dialogue box on the online form has disappeared. PJ advised that text from this dialogue box is not automatically presented to practice staff - it is only seen if staff deliberately go into the screen. It would not be practical to scrutinise every electronic request to look for any text.

Appointment announcement screen - the Doctors' name is not always being displayed on the tv screen when a patient is being called for an appointment, for example, in room 15.

The meeting closed at 8.15pm.

DONM 18th March 2015 @ 7pm at Sydenham Green Health Centre