

# Sydenham Green Patients' Forum

Notes of meeting held on 18th November 2015 at Sydenham Green Health Centre at 7pm

**Present:** 8 patients and 2 practice members. The Chairman welcomed 3 new members of the Patients' Forum

## 1. Gill Winter of Bexley & Lewisham Alzheimer's Society

The Chairman welcomed Gill to the meeting and confirmed that Gill had agreed to attend to tell the Forum about her work and lead a Dementia Friends Session.

The society is undertaking a one year project to look at low diagnostic rates and raise awareness of dementia within doctors' surgeries and the general populace.

Dementia is the generic or family name for this condition - Alzheimer's is the most common form of this condition. Another form is vascular dementia which is stroke related.

Generally there is a misconception that dementia is part of the ageing process - this is not the case as it is caused by a disease of the brain that can affect the individual in many different ways. It can affect memory, the thought process and communications skills. It is a progressive disease and therefore the impact on the individual becomes greater over time.

Dementia Friends is part of the project and 1m Dementia Friends have been signed up already. The aim is to help us create a more dementia friendly community.

## 2. Apologies – 5 patients

## 3. Items for AOB: Three

## 4. Notes of the meeting held on 16th September 2015 were approved

## 5. Matters Arising

- a. **Parking & Signage** - PM advised that Alan Taylor of Lewisham Homes has been contacted as they are responsible for Holmesdale Close, she was awaiting a response. He had been very helpful on previous occasions.
- b. **Forum Membership** - EH has been in touch with other practices to confirm their approach to an age limit for forum membership. The consensus is a notional age limit of 16/18 yr, but no practice currently had anyone under the age of 30.
- c. **CCG Practice Information Pamphlet** - EH confirmed that the Clinical Commissioning Group (CCG) had not reacted well to the feedback received in respect of the draft booklet they had produced. It is not clear what will happen next but EH will keep the Forum updated.

- d. **CarersUK** - PM confirmed that arrangements are in place for a speaker from CarersUK to come and speak to the Forum in January 2016.
- e. **Suggestion Box** - a notice had been put on the Patients' Forum notice board informing patients that a brief summary of changes made as a result of patients' suggestions will be displayed on the notice board shortly.

## 7. Practice Report/ NHS Update

- a. **Appointment Notification System** - EH confirmed that problems with the existing system have got worse but that a new system will be implemented in approximately 6 weeks. The Partners will meet to discuss the matter early next year
- b. **CQC Visit** - EH confirmed that the practice had been selected as one of fifty practices to be assessed regarding the appropriate handling of data.. The visit would take place the next day, 19th November.
- c. **Resourcing** - the nurse that currently specialises in child immunisations is retiring and it is proving very difficult to find a replacement so the remaining nurses are providing cover.
- d. **Funding** - CCG has cancelled the funding for nursing support for over 75s - this equates to the cost of 50% of a nurse. The practice are keen to maintain this service as it provides valuable support to these patients and helps prevent illness so are looking into ways of funding this service.
- e. **Front doors** - Repairs to the doors at the front of the building have not worked so now they have to be left open all day. The landlords are aware and are responsible for repairs.
- f. **Training** - Six staff members are going forward for a qualification in Customer care of Business Support. All staff undertake core training on-line i.e. Safety, data handling etc
- g. **Cleaning** - parts of the building are being deep cleaned. The main reception will be done first week in December. The clinical rooms require attention too - the landlord employs the cleaners and is aware of the issues.
- h. **Chaperone Policy** - more nurses/receptionists are to train as chaperones so they can attend patient consultations as required.
- i. **Pharmacists** - the practice is hoping to get an employee pharmacist into the surgery to help deal with issues that some patients have with drugs/treatments. This will be funded by NHS England for one year.
- j. **Survey Monkey Questionnaire** - Five GPs, a practice nurse and a practice manager were undertaking a leadership course provided by Lewisham CCG. As part of the course they had been asked to complete a project looking at how patients waiting time could be used productively to improve services. They devised a questionnaire which is available online and Practice Managers were asked to inform members of their Patients' group and ask them to complete it. ID will distribute the questionnaire when it is received. It has to be completed by 24th November.

## **8. AOB**

- a. Email from PF is showing email addresses** - ID confirmed this was down to human error.
- b. Queue at Reception** - JB raised an issue that at busy times queues are building at reception and patients' conversations with receptionists can be overheard. EH confirmed that the self check in system is not working but is scheduled to be replaced May 2016. AC is also seated immediately behind the reception and will step in to help alleviate pressures/issues when possible.
- c. Post Christmas Forum Get Together** - JS will organise something in the New Year.

**The meeting closed at 8.40pm**

**The next meeting will be held on Wednesday 20th January 2015 at 7pm**