

Sydenham Green Patients' Forum

Notes of meeting held on 20th July 2016 at Sydenham Green Health Centre.

Present: 10 Patients, 2 practice staff, 1 guest speaker

1. **Apologies:** 6 patients, 1 practice staff

2. **Presentation by AB from CancerUK**

CancerUk is the world's leading charity dedicated to beating cancer through research. Abi spoke of how cancer screening is an important tool in helping to diagnose cancers earlier. She discussed the benefits of screening and who is eligible, ways of overcoming the barriers to taking part in screening tests and how the Patients' Participation Group (PPG) can promote cancer screening. The informative and interesting presentation was greatly appreciated.

3. **Items for AOB:** 3

4. **Notes of meeting held on 18th May 2016** were approved.

5. **Matters arising:**

A report on the Neighbourhood4 meeting had been circulated to those who attended. BT said the report did not reflect what had actually been discussed and there was no information about CCGs working collaboratively. EH noted that the report didn't seem reflective of his perception of the meeting. Seven members of our Forum attended the meeting. The most positive feedback was regarding the venue but it was noted there were discrepancies between the two evaluation forms handed out.

Tenancy - PM had still not received a reply from the Finance Director.

JCB asked when we were likely to have a CQC inspection. EH said it had to happen by end 2017 but it has already taken place, see Item 7.

6. **Practice Report:**

- A new receptionist will join the Practice in August.
- The new check-in screen was being used and was working well.
- A doctor who has been on long-term sick leave will start back in August on a phased return, another will be on maternity leave from the end of July. Locums will continue to be employed as necessary.
- All practices have been instructed to work collaboratively. Our Practice is in neighbourhood4 and we must work with the organization Lewisham 4 Health, the overarching company in Lewisham is One Health Lewisham. Currently Lewisham CCG is giving contracts to both companies who will then contact the practice. EH said he would like the practice to work collaboratively with the district nurses but if this proved problematic a new system should be put in place.
- The building - EH reported that notification of the CQC inspection had led to swift changes. The landlord had at last provided a skip and the water boiler for making coffee had been replaced. A deep clean of the building had taken place but we still had no lease. On a positive note communication with the Trust had improved although at the second meeting the landlord said the Practice was using more of the building than was actually the case. The building was erected in the late 1970s and contains asbestos as well as outdated

ceramic pipes. A bid had been put in to the NHS for a new replacement building. The CCG said the practice is fourth out of eight on their priority list to receive money and the result will be known in October. Some positives in our favour are a nearby pharmacy, breast cancer screening in Sainsbury's car park and excellent local bus routes.

- There is a lot of "dead space" at the north end of the Lewisham Hospital Site. Lewisham CCG hope a centre like Beckenham Beacon can be built there, but it will involve lengthy discussions.

7. Care Quality Commission (CQC) inspection:

The inspection took place on 29th June. Five inspectors came including a GP, Practice Manager and two "Experts by experience." It takes about 10 weeks to publish the report. Before we were given a date for the inspection the Practice had planned to be closed in the afternoon for staff training.

All the staff put in a tremendous amount of work prior to the inspection and the landlord finally got involved. The building looked good, cupboards were cleared and a skip filled.

The inspectors commented that the staff were willing and engaged. Patients and the Patients' Forum were seen to be very positive and supportive of the staff. Importantly there were no issues regarding patient care and the CQC was satisfied with the management of complaints. They expressed approval of Sydenham Garden and were very impressed with Linda Sollitt, the nurse responsible for the care of older people and appreciated that her post was being retained despite a funding loss.

There were some negative issues highlighted by the CQC:-

- The inspectors wanted a more formal process for dealing with problems.
- Medical alerts - the process needs to be tightened.
- Cancer referrals - they wanted to see an improvement. EH said the Practice had been aware of this prior to the inspection and was already addressing it.
- Confidentiality clauses on patients' records needed to be tightened.
- Recruitment - there was no Passport copy on the file of a GP who had previously worked at the Practice, left and then returned. This had now been addressed.
- Staff training needed to be formalised.
- Refrigeration procedures needed to be tightened.
- We have a trolley which holds emergency drugs, oxygen and a defibrillator and is checked by a nurse every month. The CQC now wants every item to be checked individually and evidence of the check to be provided. There was an absence of one emergency drug used whenever a patient reacted to adrenaline - something which happens incredibly rarely. The drug has now been purchased and is available as part of the emergency drug resources.
- Infection control - the CQC raised issues regarding this, particularly in the area of cleaning. They want a schedule to be put in place for the cleaning of children's toys in the play area. The practice does not have a nurse responsible for infection control and the matter was now being addressed.
- Reception - the CQC saw a receptionist treating a patient without the required dignity. This was now being addressed and worked on with the whole reception team.
- Access to appointments - It was noted that there were difficulties in making appointments, including on the phone. It was hoped the presence of locum GPs would ease the problem. EH pointed out that appointment demand is insatiable and a new plan was already needed.

- PM and ID had been interviewed by one of the inspectors for about an hour. JCB commented that we are all volunteers and it would have been helpful if the CQC had written to the practice in advance of their visit and given an idea of what information they required. The CQC had raised the idea of Saturday meetings of the Patients' Forum so those who worked during the week would have an opportunity to attend. Some members felt that Saturday meetings would make their attendance less likely.

8. AOB:

There had been recent publicity about removing patients from GPs lists if they had not been in contact with the Practice for five years. It was proposed that lists of patients would be searched and an explanatory letter with a chance to respond would be sent to those concerned. If there was no reply a second letter would be sent and if there was still no reply they would be removed from the list of patients. This is a money saving exercise since Practices receive around £100 for every person on the list.

JC reported that his wife experienced a two week delay in getting an appointment after being told to see her GP. When she saw the doctor she was told she should have seen a doctor earlier. The idea of triage was proposed but EH explained we do not have the resources to offer this but if all else fails in a similar situation the patient should ask to speak to the Patient Services Manager or Practice Manager.

Suggestion Box Suggestions/comments:

- i) One suggestion was related to the requesting and dispensing of medication and was dealt with in confidence with Dr. Benard after the meeting.
- ii) One patient had waited an hour for an appointment and felt this was "terrible".
- iii) A request for older people and those with children to have priority for appointments.

JCB said it would cost £60 for us to join the National Association of Patient Participation Groups (NAPP). EH agreed the practice would cover this.

The meeting closed at 8.30pm.

Date of next meeting - Wednesday 21st September at 7pm. Postponed - see below.

NB Wednesday 21st September 7 - 8pm.

THE PATIENTS' FORUM WILL HOST AN "OPEN HOUSE" FROM 7 - 8 PM TO GIVE PATIENTS AN OPPORTUNITY TO SAY GOODBYE TO DR. SIKORSKI. This will replace the official Forum meeting.