

Sydenham Green Patients' Forum

Notes of meeting held on 16th November, 2016 at Sydenham Green Health Centre.

Present: 9 Patients, 1 practice staff

1. Apologies: 4 patients, 1 practice staff

Before starting the meeting ID was asked to talk about his role as IT Manager. PM said there had been some confusion as Forum Emails were sometimes from her and sometimes from ID. ID explained that he managed forum Email correspondence/circulation but Emails could be from him or PM. If EH was asked to circulate information, e.g. from NHS England or local CCG, he would forward the Email to ID who would circulate and sign it. If PM was sending information to ID for circulation e.g. notes/agenda, it would usually, but not always, be signed by her. It was hoped this explanation clarified the matter.

2. AOB: 2

3. Notes of meeting held on 20th July 2016: Agreed as correct.

4. Matters arising:

- i) An Open House event for Dr. Sikorski's Farewell was hosted by the Forum and replaced the September meeting. Seven patients and five forum members attended.
- ii) The Forum is now affiliated to the National Association for Patient Participation. JCB will talk about this at the January meeting.

5. Review of our Aims and Objectives - previously circulated:

- i) It was agreed that the suggested change, previously circulated, be accepted..
- ii) BT suggested attendance at CCG meetings should be included.
- iii) EH added that attendance at Neighbourhood 4 meetings should also be an objective. Both suggestions were agreed.

6. Review of suggestion box analysis and outstanding items - previously circulated:

- i) Pedestrian Safety - HM said there was still a problem with double parked cars and the volume of traffic. EH explained there were on going problems regarding responsibility for the road outside the surgery which is unadopted. Also there were further problems regarding the emptying of the bin outside the practice which was overflowing.
- ii) Additional Parking for Blue Badge holders - no progress.
- iii) Exterior landscaping - also unresolved. EH explained that this was the responsibility of the landlord and any exterior improvements that are made are done via a mental health charity. ID offered to chase up St. Dunstan's school regarding a mural in the courtyard if we wished to pursue the matter.

PM said there was no on-going actions relating to any of the other matters.

7. Neighbourhood4 meeting:

PM and JCB attended the meeting on September 28th..

EH explained that we are in the south-west neighbourhood, which contains seven surgeries. The Care Commissioning Group (CCG) is pressing the surgeries to work together so the seven have formed a company in order to do this. Sydenham Green has the strongest Patients' Forum within the Neighbourhood4 area.

PM thought the recent meeting was better than the last one. JCB had provided an excellent report (attached) which was shared with the group.

EH reported that Virgin had recently won three contracts to integrate social and other care in Sussex. They have a very good record in training and retaining staff and it was hoped the NHS could use some of their ideas.

PM asked about our District Nursing Service, EH had not seen any improvement in the service but they would be inspected by the Care Quality Commission (CQC) in March. GP stressed it was important not to condemn the nurses themselves but remember they had a lack of resources. EH replied there were some aspects that were working well, including a service brought in from Bromley to work intensively with people for a few days to keep them out of hospital. Bromley had a better structure underpinning the service.

The NHS was offering a series of free training days for PPG members. PM had signed up to go on 6th December but was awaiting confirmation of venue and access facilities.

8. Practice Report – EH:

Waiting Room – A room that had previously been used for storage had been set aside for patients who wanted to talk privately with a member of staff.

Security Mirror - To be installed in the reception area so receptionists can see if there is a queue.

Staff Training – A training session on infection control was arranged for 10th December. EH and receptionist were also going on a course to deal with conflict at the reception desk.

Appointments – There were huge problems with appointment due to lack of doctors. Not only had Dr. Sikorski retired but Dr. Scott and Dr. Summersgill were on maternity leave. We were using 7-8 locums each week but many patients have to have repeat appointment in order to see their usual doctor, having first seen a locum. Many appointments were embargoed on the day or for two or four weeks. BT indicated that the CQC report had not highlighted problems with appointments.

Recruitment – A candidate would be interviewed on 18th November; out of the five applicants that doctor was the only one called for interview, There is a real shortage of GPs.

Re-decoration – The waiting room and sexual health waiting room were due to be done. The work would be carried out during surgery hours but a nurse's waiting room would be excluded in order to provide a waiting area for anyone with a paint allergy.

Appointment of a new nurse – She started last week and will work five day's hours over a four day period.

Reception Desk – one or two more people were needed to staff the desk.

Sustainability Plan – The Health Secretary, Jeremy Hunt, has asked for a plan to be drawn up; this has been done but it contains very few facts. Bexley, Bromley and Lewisham South are involved. It is not about saving money but aims to look ahead with a view to moving more services into the community. Lewisham Council is supportive but the CCG is cautious. There is likely to be a £1 billion shortfall over the next four years.

Fire alarm – The alarm had gone off the previous week, a knife had also been found on the premises; response times from the police and fire brigade were good.

CQC report – There will be another brief inspection to check that all of the recommendations in their report have been implemented. In fact all their recommendations were in place before the report was published. The overall assessment was 'Good' and two outstanding areas of excellence were noted – Sydenham Garden and Linda Sollitt working as a nurse with older patients. We will have another inspection in four or five years time.

BT asked if the scaffolding on the roof was alarmed. EH said it was not alarmed but the contractors had done what they could to secure access to it. The staff upstairs were also more careful than usual about securing windows and doors.

JS asked about Sydenham Garden. Dr. Sikorski is still a Trustee and the garden should be self-sustaining.

9. AOB:

GP reported that the Save Lewisham Hospital Campaign had produced a new leaflet which would go out on 18th November.

EH advised that orthopaedic surgery will be moved to two centres of excellence.

Lewisham Hospital had submitted bid but it was thought unlikely it would be successful.

BT said had recently placed an order for a new drug for his wife, online on EMIS. Two days later it still not gone through; when he phoned the pharmacy and surgery the drug had still not arrived. In the end the pharmacy was very helpful. It appears the delay arose because BT added a comment when he placed the order. JS and PW said they had had similar problems. EH will look into the matter.

ID wondered why he had not received a letter inviting him for a flu jab this autumn. JS also said she had not received a letter regarding her treatment. EH will investigate these matters too.

10. Date of next meeting: Wednesday 18th January at 7pm.