

Sydenham Green Patients' Forum

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

Present: 9 Patients and 2 Practice Members

- 1. Apologies – 1 Patient and 1 Practice Member**
- 2. Items for AOB - 1**
- 3. Notes from the meeting of 20th January were signed off**
- 4. Matters arising:**

4.1 Parking & Signage

Request for an additional blue badge parking space - the request has been acknowledged by email but, as yet, no decision has been made.

Request for new Bollards - the request to install bollards to stop parking on the pavements was actioned very quickly and was complete within a week of the last meeting

4.2 Suggestion Box - new item regarding Doctors overrunning appointment times was passed to EH to resolve directly with the patient concerned.

JB apologised to the Forum that she had been unable to provide summarised and updated data of Suggestion Box items. The desktop holding the data crashed and it is unlikely that it will be recovered. PM has a copy of data from earlier last year and will pass this to JB to reproduce a version - this will not be a complete record but JB should be able to add information from meeting notes.

5. Appointments

EH confirmed that some minor changes to the appointments system in February went smoothly and throughout this time there were only two complaints received from patients. Generally the number of patients attending the Practice at this time was down, for example, the Duty Doctor only saw 15 patients rather than 40.

Week commencing 7/3/16 proved more challenging - a new virus brought lots of patients to the Practice. In addition, the junior doctors' strike and the lead up to Easter has put increased pressure on a smaller number of appointments available over the Easter period.

Reception staff continue to receive training and are learning techniques to give patients more options when dealing with enquirers or issues.

Receptionists are actively encouraging patients to sign up for on-line access when possible so that patients can access 'e' appointments and request repeat prescriptions easily.

NHS England have rejected a request from the Practice to have a resident pharmacist available in the Practice and have refused funding.

6. Practice Report & NHS Update

Training - Receptionists have received training about cancer screening and are actively talking to patients to increase awareness of cancer screening.

Building - Issues with Lewisham and Greenwich NHS Trust, the landlord, remain unresolved. There is no agreed/signed lease with the landlord. The service charges being levied by the landlord are undefined and therefore the Practice does not know what it is being charged for or whether this is correct. This is a totally dissatisfactory position for the Practice to be in and Dr Sikorski is actively pushing the Director of the Trust to get these issues resolved. The Practice is making regular payments 'on account' to the Trust but is refusing to pay the unqualified service charges invoiced.

The provision of building services is poor, for example, it has taken 9 months to arrange for the boiler in the kitchen to be replaced. There have been ongoing issues with blocked toilets not being cleaned properly or in a timely way and paper towels not being replenished etc. It was suggested that it may help if the Patients' Forum were to write and formally complain to the Landlord about poor building services provision.

PMS Negotiation - the contract negotiation for Personal Medical Services is hitting difficulties. Lewisham have said no to Saturday morning appointments that are unfunded. The negotiation is suspended pending a legal resolution.

Nursing - A nurse will be retiring at the end of March and will not be replaced due to lack of funding. Six nurses will remain and this will mean that the services offered by the nurses will have to be reviewed. This may mean a reduction in services such as travel vaccinations & stop smoking.

7. PPG Workshop 23rd March 2016

PM confirmed that at the end of this session she had requested a copy of the slide presentation together with the notes captured by the presenters in time for this meeting but unfortunately nothing had been forthcoming.

The general consensus at the meeting was that this workshop had been a wasted opportunity. Things that were highlighted by the Forum members included :

- The published agenda had changed on the day of the workshop
- The project team did not have a clear objective for the session and were unable to iterate this to the attendees
- Time management and control of the session was poor resulting in time being wasted on topics that were not relevant to the purpose of the session.
- The session was not long enough - more time was needed to discuss and pull together ideas and opinions.
- Attendees were being allowed to make political points which were not pertinent to the agenda or the purpose of the workshop.

PM asked the Forum members that attended the session to provide individual feedback so it could be passed on to the Lewisham CCG. Forum members asked if Lewisham CCG representative could be asked to attend a Forum meeting to discuss our concerns,.

Both PM & JB confirmed that they had attended previous workshops which had been very good and well managed - they were very disappointed that so little seemed to be achieved from this session.

EH confirmed that what should have been introduced in the workshop is that GP practices in Lewisham have been pooled together in four 'Neighbourhoods'. Each of which has 7 practices. Sydenham Green is part of Neighbourhood 4 which is called Lewisham4Health. The practices in each Neighbourhood will be looking to work together to find economies of scale and highlight areas where improvements can be made.

There is much going on within the NHS about access to services. There is a big push from Westminster for weekend working, later hours and access seven day a week. Also push for electronic consultations although it is not clear what this actually means at the moment.

EH & PM will produce a draft summary of the views of the Forum

8. Election of Officers at the meeting to be held in May 2016

JB confirmed that she will not be standing for re-election as Secretary

PM asked for nominations for the Positions of Chair, Vice Chair, Secretary & Treasurer to be sent to EH by end of the first week of May 2016.

9. AOB

BT drew the attention of the Forum to a poster in the waiting area - Save Lewisham Hospital - get angry!! Given focus on aggressive and violent behaviour towards staff and the buildings wording like this is inappropriate - should say Save Lewisham Hospital - get active!! EH confirmed that the poster will be taken down as it is now out of date.

It was agreed that EH/PM would arrange for a representative for Cancer Screening to attend a Forum meeting

10. The meeting closed at 8.15pm

11. DONM 18th May 2016 @ 7pm