

Sydenham Green Patients' Forum

Notes of meeting held on 18th May 2016 at Sydenham Green Health Centre.

Present: 10 patients, 2 practice staff

1. Apologies: 2 patients and 1 practice staff

2. Items for AOB: 3

3. Election of Officers: Before the elections took place PM thanked JB for her great contribution to the Forum during her years as Secretary.

PM was re-elected as Chair of the Forum..

PH was elected as Secretary.

ID was re-elected as IT expert/Treasurer.

JCB was elected as Vice Chair.

4. Notes of meeting held on 16th March, 2016 were agreed. It was noted that SB had sent apologies but they had not been received in time for the meeting.

5. Matters arising:

- a) Request for another blue badge parking space - on hold until an agreement with the landlords has been reached.
- b) PM had written to the Finance Director of Lewisham and Greenwich NHS Trust on 31st March but not received a reply.
- c) Suggestion box update - JB had collected and collated information from old notes and previous drafts and would be able to produce a summary to go on our notice board. PM proposed that any suggestion giving contact details and requiring a response should go from EH and Chair of Forum, agreed unanimously.

The box was opened prior to the meeting and four suggestions read out; they concerned issues discussed previously which unfortunately we have been unable to resolve:-

i) Parking arrangements and potential dangers to pedestrians. There was discussion regarding the position of the pathway. It was acknowledged it would be safer to have a pathway behind the car parking area instead of in front of it but this was not an option as consulting room windows open on to that area. We have no say over the parking area because it is designated to the building and not specifically to the surgery. EH spoke of the difficulties in meeting with the Director of the Trust to discuss the problem but hoped that communication would improve in the future.

ii) Request for a water cooler to prevent patients becoming dehydrated. This had not been thought practical or appropriate when discussed previously.

iii) Try to counteract the bleakness of the building and surrounding area, e.g. plants.

iv) "Learn how to do prescriptions on time" from person who said she always has to wait all day to pick it up

d) AB from CancerUK has agreed to come and speak at our July meeting.

JCB suggested we have an on-line suggestion box, this was generally supported. He thought there might be some confusion over the title "Patients' Forum" and suggested it be made clear that we are a PPG - Patients Participation Group - this was agreed.

6. Appointments:

EH reported that the new system had now had the chance to get "bedded-in". The practice would be one doctor down for two months due to illness. The Duty Doctor still had to see too many patients and was struggling. The school summer holidays should improve the situation. 50% of appointments will have to be offered on-line by the end of this year. At present telephone consultations cannot be arranged on-line but this will be addressed in the next contract which starts in July. There are data protection issues involved but few details available of how the system will work in practice; there is a pilot programme in the Midlands and a practice at New Cross is involved in developing it.

WM spoke of the advantages of being able to send prescriptions to a pharmacy electronically. He said there has been an increase in the number of appointments including the Duty Doctor seeing more patients. Some practices do not have a duty doctor and we are fortunate to have one, this may change due to cost implications.

7. Practice Report from EH:

Receptionists EH reported that two were leaving and would not be replaced on the desk. A new check-in screen was being installed on 31st May on a one year contract. It should be more reliable than the present one and would allow appointments to be booked. As a result there will be only one receptionist on the desk leaving more people to answer the phone. The new receptionists will do split shifts, answer the phones and work at the busiest times. EH suggested the new screen be placed on the notice board opposite the toilets. A member of staff would be available to show people how to use the screen. Forum members offered to help as necessary. BT raised security issues about the screen and whether children would come in and abuse it especially during the forthcoming holidays.

The BP Pod had not been functioning well but had improved over the last two weeks. It will be repositioned so there is more space around it thus providing easier access for people with disabilities.

Tenancy - We still didn't have a lease but there had been a meeting with the Trust with another scheduled for mid-June. It was hoped a plan would be in place by the end of July. EH was trying to arrange regular meetings with the Director of Finance, Our Health Centre is seen as a good location for a health centre as there are good transport facilities etc. but the building has many problems. EH had heard there were long term plans for this site but there were many other health issues and concerns in the Borough.

WM said the Partners were unhappy with the levels of service we were receiving from the Trust. One problem at present was that the Sexual Health Clinic was now only seeing people under 25 years of age.

CPR (Cardiopulmonary Resuscitation) training - All staff, including receptionists, will receive training. A defibrillator is available.

Maintenance -There was still no hot water boiler in the kitchen. Store rooms had received a major clean. The Trust had been promising us a skip since last September but it had not appeared.

Provider companies in Lewisham - There were four or five of these companies which would be drawn together under one company. A large number of clinicians and practices would be involved. The Nursing Assessment Service had been reviewed and found to have gaps. A service to fill these gaps had been bought from Bromley and was working well. The aim is to try and keep people in the community whenever possible instead of sending them to hospital. The scheme was run by Lewisham organise GPs outreach centre.

WM spoke of PPGs which had organised groups focusing on such issues as domestic violence, cancer and Alzheimer's. He suggested one idea would be to hold an open event with representatives from these organisations, and others, visiting the Practice.

CCG (Clinical Commissioning Groups) - Next meeting 21st July, 10-12.30 at St. Laurence Centre, Catford.

Last Neighbourhood4meeting - We have not had the promised feedback.

8. AOB:

- i) PM, PH, JCB and ID will meet once a quarter and as necessary.
- ii) SJ had asked PM to mention that when she came for her appointment the name of the doctor was not shown on the screen. EH said the problem is being worked on.
- iii) JCB asked when the CQC would be coming. EH said they are due to come and inspect us by the end of 2017. The cost is going up excessively from £600 to a possible £3,000.

The meeting closed at 8.30pm.

Date of next meeting: Wednesday 20th July 7 - 8.30pm