

Sydenham Green Patients' Forum

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

Present: 10 Patients and 3 Practice Members

1. Susan Kistner from CarersUK was welcomed and thanked for coming to speak to us

CarersUK offers publicity material, training for volunteers and campaigns to change government policies. It was founded by Rev. Mary Webster in 1955.

Facts

- i) 1 in 8 people have a caring responsibility and often they don't have a choice.
- ii) There are 6.5million unpaid carers in the UK.
- iii) 2.1million people become carers each year.
- iv) 60%of people will become carers in their lifetime.
- v) Carers save the state **£132 billion** each year.

Many carers are "invisible" (the hidden carers). Carers come in many forms, maybe just an hour or two at a time or living with someone who needs full time care.

Carers UK focuses on many issues including loss, employment/employers and the reactions to the needs of carers, advice, connecting carers to reduce isolation. It also produces a quarterly magazine for carers.

Contact details: www.carersuk.org Twitter @carersUK

Like our facebook page:Carers UK

The main business of the meeting continued after Susan's departure. The Chairman welcomed a new member, DL. PM thanked PH for taking notes in JB's absence.

2. Apologies: 4 Patients

PM told members that sadly ED, who had been vice-chair in 2012 had died in December. Although she had not been able to attend meetings for several years she retained her interest in the Forum and she and PM had remained in contact until her death. ID and PM attended her funeral..

3. Items for AOB - None

4. Notes of meeting held on 18th November: PM said there was a correction in 5a - the name should read IT, not AT. Notes approved.

5. Matters arising:

- **Parking and signage** - PM had phoned IT on Monday 18th January and the next day MG from Lewisham Homes met PM, EH and AC at the practice. M kindly agreed that he would:-
 - a) Arrange for double yellow lines to be painted on all four corners at the lower end of Holmshaw Close to discourage parking at those locations and to keep the dropped kerbs clear. He could not supply a timeframe for this as it is dependent on getting a large enough order of work to arrange in one go.
 - b) Arrange for six bollards to be placed on the pavement next to the closed off end of Kirtley Road to discourage people parking on the pavement.
 - c) Investigate if anything can be done to make the pavement and lifting kerbs at the top of Holmshaw Close safer, but due to the slope and the positioning of the tree there is a limited amount that can be done.
 - d) Arrange for the potholes and damaged pavement next to the surgery to be patched up but this will take time as this is a bad time of year for such repairs.

He also advised us that:

The marked disabled space next to the flats should not be used as it is not a valid space and isn't properly sited.

We should not recommend people park at the turning point at the bottom of Holmshaw Close as this is designed for emergency vehicles etc to turn.

We could request that Lewisham Homes consider a more permanent repair of the road and pavement from year end monies.

There was no possibility of opening Holmshaw Close for car access to Bell Green.

M kindly agreed to come to a Patient Forum meeting if the we requested it at some point in the future.

For our part, we discussed:

- Requesting that Lewisham & Greenwich Trust consider adding a second disabled parking space next to the entrance to the surgery and
 - Consider adding a sign or practice publicity to encourage people to reverse into spaces at the front of the building.
- **Suggestion box** - When opened prior to the meeting it was found there were two applications to join the Forum - they were passed to EH. A third note was from a

patient who felt very lucky to be a part of this practice and commented, "Everyone here from reception staff to doctors are amazing."

- **CCG practice information booklet** - our feedback had not been well received.
- **Front doors** - were now operating correctly.
- **Cleaning** - A deep clean of the premises will take place shortly.
- **Queue at Reception** - The placing of the checking-in touch screen is to be reviewed and funding for a new one was being considered. The queues had been a little better recently.

JB acknowledged excellent service from John in the Phlebotomy department as well as one of the practice receptionists.

6. Appointments: EH reported that there have been a number of challenges regarding the appointment system which the partners had discussed at a recent meeting.

- From 22nd February there will be a Duty Doctor available all day. Half of the day will be spent on emergencies and the other half on overflow appointments.
- A second GP will take extra overflow appointments.
- A trainee GP near the end of their training will also be appointed to take further appointments. This will give **178 extra appointments** a week and **1,000** in total.
- 60% of the appointments will have been booked in advance and 40% seen on the day (this is a reversal of our previous policy).
- 10% of the appointments are made by phone, this will increase to 15% from February.
- Advertising the changes - Posters describing the changes will be on display at the Practice and on the website from the following week..Pharmacies would be informed so they could discuss the changes with patients. Some forum members were willing to be at the surgery to talk to patients about the changes.

7. Practice Report and NHS Updates: Dr. S joined us at this point. The members were very sorry to learn that he would be retiring as a Partner on 31st March.. However he would remain as an employee for two days a week dealing with mental health issues.

- Cleaning - The carpets would be cleaned that week.
- CQC visit in November - this looked at security of data within the practice. AC had previously looked round the surgery and ensured there was a tightening up of confidentiality procedures. Fifty five organisations were assessed but no feedback had been received. EH advised that the Practice would have a visit from the CQC but the date was unknown.
- Pharmacists - NHS England did not agree to having a pharmacist in the practice.

Review of GP Contracts:

- i) The new contract is due to start on 1st April but there may be an extension until 30th June, 2016.

- ii) There will be 7 day working but not just in one practice. Our Practice will have 5.5. working days and the remaining days in a group of practices. It was not known whether nurses and other staff would be involved in the new practice arrangements.
- iii) 50% of appointments must be offered on line.

Receptionists - Five staff would start a training course in January, which would lead to a qualification. The receptionist who had been on maternity leave was due back on 29th February.

The blocked toilets had been cleared. They had been blocked by paper towels so hand dryers had been requested.

JS reported that a pharmacist in Greenwich had started a clinic which looked at medication for people with epilepsy. An occupational therapist researcher was looking into the issues faced by people who were mainly based at home. The project is called Indoors.

8. The meeting closed at 8.30pm.

Date of next meeting - Wednesday 16th March.