



# MORDEN HILL PATIENTS GROUP

**MINUTES OF MEETING – Tuesday 11<sup>th</sup> September 2012**

**PRESENT:** AC, CC, SP, DM, LP, VY, CB, GB, BM

**Apologies:** GC, GC, SA, KS

- 2 Minutes of last meeting agreed.
- 3 Grainne Bellenie – Engagement Officer from Primary Care Trust (PCT) attended the meeting to talk about her role which is to be the patient's voice in Lewisham, to ensure that patient's voices are heard which also includes educating patients. GB says this is processed through support groups, PPG groups and any other groups to improve communication between patients, Lewisham Hospital and GPs within the borough so that the right services are being delivered to meet the needs of the community. Questions such as how hospital services implement feedback? GB explained that hospitals normally have their own complaints/feedback procedures that include Patient advice and liaison service (PALS). GB informed more work is being done on improving feedback to patients and currently working with Lewisham Links, Safer neighborhood teams and Community Support Officers. It was agreed that it would be useful to have a resource pack with all the support services within the borough for each GP practice. GB also informed about the expert patient programme which is a 6 week programme to support patients with long term conditions. Morden Hill opens 1 Saturday per year to deliver flu vaccinations to patients, it was suggested that GB could probably come along and speak to patients as there is a high number of patients that attend. Discussed the roles of pharmacists and how effective this can be when there are no GP appointments. The voucher systems are currently in place within the surgery; this is issued to patients to use at the pharmacist to receive medication when there are no appointments. The group felt that patients not only need educating but also need re-assurance about services available. GB informed that Diabetes day will take place at Civic Suite on 19.9.12- lunch provided and AGM on 20.9.12 (older people) GB contact details are: [gbellenie@nhs.net](mailto:gbellenie@nhs.net) 0203 049 3204
- 4 KS provided a report on how the surgery is progressing in identifying Carers and what events have taken place; BM shared the report with all, copies to be sent out. The surgery had a successful event during Carers week and is currently displaying information in patient's areas, have Carers pack and messages on prescriptions.
- 5 LP attended the Carers event and provided positive feedback; she says there was a lot of good information for Carers who are employed. BM identified Lyn Launchbury (Journey as a carer) to be circulated.
- 6 Flu Day Programme – Saturday 13<sup>th</sup> October 2012 8-12noon BM, CC and VY to attend to assist – BM to bring along Carers leaflets.
- 7 KS not present at the meeting but CB provided feedback, the surgery does have regular fire drills that do meet the health and safety fire regulations.
- 8 AOB – Currently there are staff shortage and this has not helped when working through problems with the new IT system but all staff are working hard to rectify the issues as efficiently as possible to ensure a smooth delivery of service.

**PLEASE NOTE CHANGE OF DATE\***

**Christmas Party 11th December 2012 @ 4:30pm**