

Minutes Patient Forum 20<sup>th</sup> January 2011

Apologies X 4

Present X 25

Minutes from last meeting discussed.

Election of Officers due in March: Chair/Vice Chair. The forum was asked to consider whether the vice chair should be a patient. Currently Dr Otty is vice chair. The Chair (Martin Dadswell) suggested someone could shadow him in his role if they wanted to. There will be notices displayed at the surgery to inform patients about nominating a chair.

Martin talked briefly about the forum and when it was set up for those patients who had not attended before.

Southwark link has asked if they could come and talk to the patient forum, date and topic to be confirmed.

Transforming Southwark NHS- Guys plan to open a local unit for primary care services. This will be open from 8am-8pm and run by General Practitioners.

Fund raiser for charity in the summer. It was suggested that charities could be put forward and the charity with the most votes would receive the monies made-further information will follow please keep an eye on our website's

Dr Otty talked about the survey we did last year. It looked at patient satisfaction with our new system for patients needing urgent advice or need to be seen on the day. Feedback was generally positive. There were still some issues highlighted with getting through to the practice at peak times.

It was suggested that an appointment cancellation line would be a good idea as patients may not be able to get through to cancel their appointment. Texting the surgery was suggested or making email contact.

Dr Otty gave a brief overview of changes that are happening locally within Southwark with GP commissioning.

Next meeting March 2011. Date & Venue to be confirmed.