

Albion Street Practice Forum minutes 22<sup>nd</sup> March 7pm

Apologies: 3  
Present: 10

National Patient Survey brief discussion – Defer until data is available CO  
Suggestion to encourage patients to take part we could give information in the newsletter

Role of Chair/Vice Chair - A description of the roles is to be written and Election of Chair and Vice Chair due. At present the forum agreed that M Dadswell and I Douglas should continue.

Update on Bermondsey and Rotherhithe meeting 11<sup>th</sup> Jan – ID  
This meeting included discussions about plan for Out of Hours Service site location, Virtual ward.

M Dadswell and I Douglas will continue to represent the practice at the Locality meetings and they are happy to continue and feedback to the Practice Forum.

Albion Street Steering Group Update- JM not present deferred until next meeting

Surgery Complaints for 2011/12- CO  
Anonymised complaints were discussed and any action taken by the practice and learning outcomes from discussion- Update on customer care training for reception, looked at roles and responsibilities- Group suggested that we should display what reception staff do so patients are aware. Other feedback from the group was that details of the complaints procedure should be available to patients. Communicating information to patients via the newsletter was thought to be a good idea.

EPEG. 'Connected Communities' - Community Action Southwark Meeting 22<sup>nd</sup> February. No minutes to discuss as not received yet- MD

Patient Participation Enhanced Services. DES annual report discussed- CO

Survey for 2012/13 the group were asked to think about what we should survey. To bring ideas/suggestions to next meeting

Website- the practice forum website is live. Please visit and give feedback. It has useful links to other health websites. Training time required for the volunteer so she can maintain the site.

To feedback at locality meetings-  
Use of jargon/abbreviations for meeting and names are confusing and not easy for patients to understand.  
Recent Leaflet Choose the right place to go. Not user friendly, not seen by some members although it was thought that it should have been posted to homes.

Feedback from Effective Patient Engagement meeting. Have application form to sign up to National Association of Patient Participation (NAPP) To find out re cost.

Next meeting: Thursday June 28<sup>th</sup> at 7pm