

Minutes Albion Street Practice Forum
28th June 2012 7pm

Apologies: A B, S B, D D, L C

Present: J M, T S, A K, I D, D M, M D, J H, J W, Dr O, E F, D G, C T

The Group were asked to comment on leaflets to hand out to patients for Choose & Book appointments for referral to hospital and our Patient Flu leaflet.

Patient Registration Pack. The group looked at what is given to patients at registration. It was suggested the practice should also include information about the patient group and how to access urgent/non-urgent health care including the NHS leaflet

The Practice has joined the National Association of Patient Participation. Ideas of how to promote the Practice Forum were discussed. Suggestions were the Newsletter could be used to encourage patients to attend, posters, notes of prescriptions & our websites. Requesting email contact details from new patients. Consider starting a virtual group.

List Cleansing. The health authority is looking at registered patients at all practices and will remove patients who do not respond to one of two letters. Suggestions on how we can inform patients that this is going to happen. Suggestions were a poster on notice boards, information in Newsletter, Websites, Text messages.

Out of Hours Services. Good news that some patients will be seen at Guys on Saturdays and Sundays. This service is accessed via the usual Seldoc telephone number.

Suggestions for Practice Survey. Telephone Access. To evaluate the experience of patients trying to contact the surgery during opening hours.

A big thank you to Martin who after 4 years has decided to stand down as Chair. The Practice and the Group thank Martin for all his hard work over the years. He will continue to attend the practice forum meetings.

Election of Chair. Plan to advertise on Notice Board for Nominations and Elect a new Chair for the next meeting in September. Nomination received from M Dadswell current chair in support of D Morrison

Bermondsey & Rotherhithe Group hold four meetings a year. Currently Ivy & Martin are our practice representatives. The Group needs to nominate a replacement for Martin.

Albion Street Steering Group. J Mulholland gave an update of a recent meeting she attended.

Prescriptions. J Hellings highlighted recent wholesalers/supplier issues for patients who use local pharmacies. This will be taken to the next B&R meeting and Dr Otty asked for more details to be forwarded to her.

It was suggested that we should offer a cup of tea and cake at the flu clinics and donations made could go to a charity. Charity to be decided at the next meeting.

Next meeting: Thursday 27th September at 2pm at Albion Street