

Albion Street Group Practice

Patient Forum - Minutes Thursday 11th July at 2pm

Present : 12

Apologies:1

Flu clinics dates 5th & 19th October 9.15-11.15a.m. Charity for refreshments to be decided at next meeting

Location of white board – at entrance to surgery on right

Making a logo for the practice- the group was asked to make suggestions

Buildings update from Dr Otty

Summary care records, Care.data & Clinical Practice Research Data link were explained by Professor Delaney

New Survey suggestion Referrals to secondary care,

Telephones - more lines are being purchased

Coeliac Awareness MD & Professor Delaney

Bowel Cancer Awareness DM

Locality meeting update ID Health Trainers were discussed to find out more about this service.

Transport can be paid for by CCG for housebound to go to Locality Meetings

Out of hours services

Volunteers from the group were requested to speak to patients in waiting areas during surgery times about the practice forum.

Charging Patients who fail to attend appointments. This is not possible

Poster- the best times to call the surgery. The group were asked to comment and make changes before it is displayed on notice boards

Toys in the waiting area. Ask cleaner to wipe down daily.

Email address for the patients to contact us and send out information. Practice manager to action

Census information regarding demographics. MD to forward

Next meeting Thursday 5th September 7pm