

Minutes Albion Street Practice Forum Thursday 5th September 7pm

Apologies: 4

Present : 10

Minutes from previous meeting

Census information will be forwarded by MD

Survey for 2013. Referral to Secondary care group agreed sending a questionnaire to patients about 6-8 weeks post referral

To encourage more patients to attend the next meeting 1-2 weeks before a volunteer from the group will speak to patients during surgery hours about the patient forum and next meeting. Doctors and Nurses could remind patients verbally and give out a slip with date and time of meeting. Advertise about two weeks before the meeting with more posters. A group member will take responsibility for changing these notices

PALS no longer exists complaints are dealt with by NHS England

The group will have a talk from the PCRN network at the next meeting

Flu Clinic funds raised will go to Time and Talents

Bermondsey and Rotherhithe Group Meeting JP will accompany ID

Email address for the patient forum is SOUCCG.albionstreetPPG@nhs.net Newsletters can be sent from this address and it can be used for correspondence relating to the patient forum

Location of the whiteboard 2 possible locations were chosen

Telephones update new lines will be active w/c 9th September which will make it easier for patients to get through

Albion Street Steering Group. JM has stepped down- a big thank you for all her hard work. ID will attend the next meeting on October 17th. A representative from the practice will be required to attend meetings

Letterhead and practice leaflet needs to be updated since Dr O'Neill has retired

Telephone appointments offered to patients/sometimes not appropriate

Designing a logo for the practice. Suggestion made

Next meeting Thursday 5th December at 2pm