

Minutes Albion Street Practice Forum Thursday 5th December 2013 2pm

Apologies: 2

Present: 13

Telephone Appointments – It was suggested that reception should have some form of formal training so that they know how to guide patients to make appropriate appointments with the Dr/telephone slot or Nurse.

Talk for Primary care research network- L Bennett

MD to continue to be lay representative for patient complaints

Thank you from Times and Talents for the £50 made by donations from refreshments at flu clinic. Thank you to the volunteers who helped

Feedback from Albion Street steering group discussed ID

Bermondsey & Rotherhithe Update ID

Advertising next form meeting – suggestion Southwark New advert. Would this incur cost?
Take suggestion to next B&R group meeting as CCG usually have a monthly advert

Survey- Telephones since new system

Feedback from JP talking to patients in waiting room- A list of questions and responses will be displayed on the patient notice board

Next meeting Thursday 6th March at 7pm