

Minutes Albion Street Practice Forum

December 8th 2pm

Apologies:

Present:

Chair: Fundraiser during flu clinics raised £99.72 for time and talents. A thank you letter is displayed on the notice board.

National Patient Survey due to be published soon. The findings will be discussed at the next meeting.

Nurses Treatment Room survey discussed previously. Findings are displayed on the notice board together with comments about subsequent changes that have been made to the appointments.

Bermondsey and Rotherhithe Locality PPG Report- an update of the last meeting was given by the Chair.

Albion Street Steering group meeting postponed until January 2012

Telephone Access. Monday is still the most difficult day to get through on the telephone. The Practice has increased to two Doctors on triage Monday mornings so that calls are taken more swiftly. Suggestions requested on how to inform patients regarding the best time to call for routine things such as blood test results or similar. Try to encourage full use of the cancellation line, flyers given to patients when to call for results, information on website, newsletter and message on prescriptions to give this information. The practice will continue to gather more information from the telecom supplier and monitor the situation.

NHS Choices website. A standard response will be written to anonymous comments that are made about the practice. Patients will be asked to contact the practice manager to discuss their comments so we can address the issues arising.

Talk. Michael Wilding Foot Health services manager talked about foot health services, referral pathway and access. Information will be displayed on the notice board.

Website- V Krishna was introduced to the Group she has kindly volunteered to help maintain the website. This will be live soon.

Next Meeting March 22nd 730pm

December 8th 2pm

Apologies: 3

Present: 16

Chair: ID

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