

Minutes Albion Street Practice Forum
Thursday 6th December 2012

Present: 13

A representative from Time and Talents attended to receive £94.16 raised from donations for tea/coffee at the Saturday Flu Clinics. Thank you to all who contributed.

Money raised for Marie Curie at the Blooming Tea Party approx £350.00. Thank you to all who contributed. The certificate of receipt will be displayed on the notice board for patients to view.

The telephone survey is being completed by patient over the next two weeks. The finding will be discussed at the next meeting.

Bermondsey & Rotherhithe Locality PPG update.

Albion Street Steering Group update.

Notice board display for information when is the best time to call for appointments, speaking to Doctor or nurse. Need to check that this information is duplicated on the Practice website to avoid any confusion.

List Cleansing update. **This is ongoing and the message remains please let the practice know if you change your address, this goes for telephone numbers also. If you receive a letter from the Health Authority it is important that this is responded to otherwise the patient will be removed as not living there.**

Letter received by patients. It is not always clear which Doctor has sent the letter, why the patient needs to be reviewed and by whom. To be discussed and actioned

Flu immunisation discussed the best way to let patients know that the flu clinics are running. Not all patients have mobiles, regular prescriptions and/or computer access. To send letters to all would not be manageable, discussed that all patients who are eligible are contacted by phone if possible.

Suggestion a 'White Board' notice board may be a good way of highlighting messages to patients at reception. To be discussed with partners.

Patients who are late for appointments. **If patients arrive more than 10 minutes late the decision whether they will be seen is at the discretion of the Dr or Nurse.**

Flyer from JP very good, is happy to do others if needed

Any suggestions for discussion at next meeting are welcome from patients.

Next meeting Thursday 7th March at 7pm.