

Albion Street Practice Forum- Minutes 30th June 2011

Minutes from last meeting approved

Vice Chair – Forum agreed it should continue to be a Doctor from the Practice.

Deputy – I Douglas kindly volunteered to attend the New Bermondsey & Rotherhithe Locality Group meeting and act as a deputy to the Chair.

Fund Raising- A working party is needed for this. As there were no volunteers it was suggested that the fund raising be put on hold and at the next meeting a decision would be made.

Southwark Link- it was decided to defer a talk from this group as they are being rebranded as health watch. Once this is established we could request a talk then.

Feedback was given regarding Appointment System, Telephone appointments, Telephone cancellation line (currently our telephone system doesn't allow this) and Treatment room nurse clinics.

The Forum suggested that feedback should be collected from patients who attend an appointment over a period of a week in the form of a short questionnaire and findings reported back at next meeting. There were comments that sometimes the nurse seemed rushed during the appointment.

Waiting times once patients are booked in were discussed. Reception endeavour to keep patients informed if Clinics are running late and welcome patients enquiring about the wait.

Albion Street Steering Group- Jean Mulholland kindly attends these meeting to represent the practice. This is to discuss issues regarding the Street. She would welcome suggestions from the forum as to what they would like to see in Albion Street for example what will happen to the Library and Pub.

Website for Patient Forum- Suggestions for what the forum would like to see on the site - Dates of meetings, agendas and minutes, feedback from surveys. Any other suggestions are welcome. The website should be running by the next meeting and the web address will be circulated.

Encouraging Patients to attend the forum – suggestions A bigger notice displayed on Notice board, Advertise in Library and Local pharmacies, Flyer in letters we send to patients.

Greater Awareness of carers was requested. We have coding on notes for 'Has a Carer' and 'Is a Carer'. All staff should be able to identify these patients.

Next meeting: Thursday 22nd September at 7pm venue Albion Street Group Practice.

It was decided by the forum that all meetings should be at Albion Street unless there was a fund raising event where another venue may be more appropriate