

Minutes Albion Street Practice Forum Thursday 6<sup>th</sup> March 2014 7pm

Chair: David Morrison

Present: 5 other patients 2 practice members

Apologies: 2 patient members and 1 practice member

- 1) The minutes of the last meeting were agreed
- 2) The present Chairman has been in post more than one year. Nominations would be sought by adverts on the noticeboard, in the next newsletter, via email and a note on prescriptions, and an election held at the next meeting.
- 3) CO presented the results of the recent survey the practice undertook after consultation with the patient forum at the last meeting. It was to review the satisfaction of patients making appointments by different methods. Those present reviewed the detailed results and all the comments made by patients. A detailed report will be available and published on the website as part of the annual PPG report. Suggestions made by the group were:

Comments to be placed on the noticeboard with replies by the practice  
Send out the results to all the patients with email addresses (1200)  
Continue to encourage patients to apply for PIN numbers

- 4) Albion Street Steering Group JM no longer attends this group. We understand Simon Hughes has been working on behalf of Albion Street to facilitate improvements. CO reported he had visited the surgery to discuss moving into a possible new building on the library site.
- 5) Bermondsey and Rotherhithe Group: The patient who represented us was unable to attend tonight so we had no update. The new chair will need to attend.

Any Other Business

- 6) Patients suggest a leaflet "what do receptionists do" ACTION Reception
- 7) MD reported he attends a long term conditions group as part of Southwark and Lambeth Integrated Care, a project trying to improve the care of patients so it is not disjointed between the hospital and primary care. He is also on a NICE ([www.nice.org.uk](http://www.nice.org.uk)) guideline group helping to write guidelines for coeliac disease.
- 8) JM asked if the surgery could fix the flu clinic dates and asked which charity we should support this year.
- 9) Alyson from Time and Talents a local charity came to discuss their work and their 3 year plan. They would like to come and talk to patients in the waiting room about the local community. ACTION to liaise with practice manager
- 10) Training for Patient Participation Groups: Comments were made that the locality PPG meetings were full of jargon it was the 'group leaders who need to be trained not the patients' CO to tell the local organisers
- 11) Next meeting: 12 June 7pm ( as light evening) To advertise via email