

Albion Street Group Practice

Patient Participation Group

87 Albion Street London SE16 7JX

Minutes Patient Forum 24th March 2011 7pm

Apologies: 7 received

Present: 14 attended

Minutes from previous meeting discussed. The practice is still looking at providing a cancellation line for patients who wish to cancel their appointments with the Doctor or Nurse.

Election of Chair: Martin Dadswell was elected as Chair for the next year. The group were asked to consider if they would like a patient to be Vice Chair. This will be discussed further at the next meeting.

Summer Fund Raising Event. Suggestions made:

An event for a local charity, e.g. time and talents or surrey docks farm. A film evening was suggested where we could hire a hall and play a movie and proceeds would go to charity. A vote could be made for a national charity and we could have sale of cakes/raffle, similar to the last event.

Southwark LINK. The group were asked if they would like a talk from LINK. Written information was given to attendees so that a decision could be made at the next meeting.

Appointment System: Dr Otty asked for suggestions of how to deal with patients that walked in during the telephone triage. Some of these patients have to wait to be assessed before they are given an appointment subsequently waiting for a long time. It was suggested that perhaps a nurse could assess the patient and allocate an appointment if necessary.

Telephone Appointments: The group discussed that the wait for a telephone appointment for specific Doctors was sometimes a week. It was felt this was too long and better access for queries and being able to speak to a Doctor on the day would be appreciated.

Nurse Clinics: Plans are being made for the treatment room nurses to have appointment times for patients. Sometimes patients currently wait for an hour or more to be seen. The group were asked to comment. Some patients commented they were happy with the current system.

Walk in centres and costing was discussed. Changes in local services were discussed. In particular, the possibility of patient's being seen at Guys. Ivy Douglas updated us on developments from meetings she had attended at the PCT.

Website: A new website for the patient forum is being created. The group were asked for suggestions about what information they would like on the site. It will be linked to patients choices so that health information can be accessed. It was suggested that there could be a contact us page. This would only be used for patient forum questions not for health care problems or to contact a Doctor.

Evaluation forms were kindly filled out by some attendees. The feedback will be looked at and reported on.

Next meeting planned for June. Venue and Date to be confirmed.