

Wednesday 27 June 6.45 – 8.00 p.m

Practice waiting room

Attendees – RS, Peter Hall

Agenda

1. Progress report - practice action plan arising from patient survey
2. Practice access plan
3. Developing services in the Dulwich area (findings from engagement exercise)
4. AOB

As there were only two of us we adopted an informal approach.

We discussed the access plan and the findings from the engagement regarding the Dulwich services. Peter provided some background.

We also discussed the provision of mental health services and the provision of support by Cooltan Arts.

Regarding the access plan Peter explained how the surgery deal with demand for appointments and particularly urgent care. Peter mentioned the main provision being book-on-the-day appointments, the walk-in centre and the doctors being willing to speak to patients on the phone to assess urgent request (not to forget 999!).