

Elm Lodge Surgery Patient Involvement Group
Wednesday 18 September 2013
Practice art/conference room 2 pm - 3.30 pm

Those attending: Peter Hall(Practice manager), BS(m), CC (f), BW(f), CR(f), GC(f), PC(f), PM(f), GMW (f), OS (f), ET (m), GF (f), MC (m)

Introduction

Peter welcomed everyone and thanked them for coming. The meeting would be very much about the issues that the patient attendees wanted raising. There are items to cover, which are

- A practice update
- Toe nail cutting - an update
- The future of the osteopathy service
- Integrated Care

In addition Peter had been specifically asked to add the matter of telephoning for appointments in the morning, and there would also be space for additional points if time permitted.

Peter also advertised the locality group in case anyone was interested in standing for this, and gave a description of how it worked. NAYomne to speak to him for details.

Practice update

Peter advised that some items will be dealt with under later items. This was more of around up of a number of items.

Computer system: Peter advised that there is the possibility that we will be changing to a new computer system. If this goes ahead the biggest thing patients will notice is that, apart from a few days when things may