

Opening times am	Paula McCartney told of a patient who had an appointment for 8am but that he couldn't get into surgery as door was locked then when he checked in he was late for his appointment.	Gordon to speak with reception to make sure door is open on time, and ensure patients are told if their appointment needs them to ring the doorbell.
Opening times pm	It has been asked before why the door doesn't open before 2pm. Gordon has spoken to reception who now open the door in bad weather and tell patients the door is open, this seems to be working alright but Gordon would like feed back if any body has any problems.	
Katherine, Nurse and Sonia, Health Care Assistant	Mrs Kirkby praised the care she had received from Katherine and Sonia here at the practice	Gordon to feed back information to Katherine and Sonia
Wrong prescriptions	Mr Swift told that he had ordered his prescription and collected it, then that same afternoon the Van from Woodhouse Pharmacy had tried to deliver another prescription, which clearly wasn't his.	Gill (pharmacist) to inform Woodhouse Pharmacy of mistake.
Sensory Impairment	Mr Flewitt told the group of a report about sensory impairment that he had received; Gordon Osborne said he had received the same report. There was going to be a meeting about this and that Gordon would try and attend the meeting. Mr Flewitt has also expressed a wish to attend to represent the forum.	Meeting March 8 th The Circle
Texting System	Mrs Setterfield asked if there was a text system in place so patients could text the surgery. Gordon told the group that we don't have this facility at the moment. Although we do text appointment reminders and more recently remind patients that they had not attended their appointment. Further use of texts will increase.	
Minutes of the Meeting	Mr Osborne asked the forum if everyone was happy with using their name in the minutes as we wanted to put the minutes on the website. All agreed this was okay.	Minutes to be added to the Woodhouse Website.
Next meeting	Wednesday 28 th March 2012 at 12.45pm.	