



**Summary of minutes of meeting held on
Monday, 2 March 2015
In Twyford Parish Hall
Meeting chaired by Helen Witt**

PRACTICE ISSUES

'Family & Friends' – Responses received in one month 35, majority favourable. Patients are reminded that they can respond on line by going to the Practice web site.

Repeat prescriptions electronic ordering

Government initiative that in time will lead to viewing medical records, booking appointments, etc. Alternative ways of requesting repeat prescriptions – box available in pharmacy or Colden Common surgery: posting direct to practice: delivery service can accept requests if available at time of delivering medicines: for Otterbourne a box will be available at The Old Parsonage Nursing Home.

Podiatry Service

Southern Health has issued letters to patients about the withdrawal of the NHS service from the practice. In future patients will have to attend clinics in Winchester or Eastleigh.

Complaints Procedure

Complaints can be made on line by clicking on Policies on the Practice web site. If a patient feels strongly enough to complain then it would be preferable to write a letter.

PPGT FUTURE PROGRAMME

Spring	Defibrillator + CPR training – Twyford Parish Hall
5 June	Dementia awareness training + VOX Box Gloucester Room, Colden Common Community Centre
20 November	Annual General Meeting – Otterbourne Village Hall

'CHAMPION FOR DEMENTIA' sought – volunteers please contact Jean Millar via email: jeanmillar2@aol.com

**NEXT MEETING – Monday, 11 May 2015 Twyford Parish Hall 2.15 pm
Contact PPGT via email twyfordPPG@gmail.com or telephone Chair, Helen Witt on 0783 1480 453**