

<p>e) Follow up interviews re the PAM questionnaires that went out late 2015. Information attached, only relevant to those who completed originally. JH & SStg given information and asked to contact if they wanted to/had the time.</p> <p>f) JO wanted to raise an issue re length of time to get UCLH x-ray result; ET also relayed a similar issue, also wrong results being given to GP. KC to flag to CCG. CH to chase JO result & contact.</p> <p>g) ET raised concern re continuity around review appointments; KC explained that the practice was in the process of reviewing and tailoring these reviews to suit individual needs. ET/JH also request patient choice in who does the reviews GP or Nurse.</p> <p>h) JH – prescribing error – advised that would need patient details to investigate. Also separate issue with JH own prescription; additionally review dates seem to be missing from prescriptions, will investigate.</p> <p>i) SS – has had several calls with number withheld/private number, no message left. KC advised that if calling from practice individual doctors have different approaches whether to leave a message or not, especially if it is not clear whose phone they’re ringing, if it has a generic and not personal answer message.</p>	<p>KC CH</p>
<p>5. Date of the next meeting Wednesday 25th May 2016 on 5.00pm-7.00pm at City Road Medical Centre</p>	
<p style="text-align: center;">Thank you</p>	