

# **KENMORE PATIENT GROUP MEETING**

**TUESDAY 8 JULY 2008**

**KENMORE MEDICAL CENTRE**

**5.00-7.00pm**

## **AGENDA**

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| 5.00 | Notes Scribe Volunteer<br>Welcome<br>Apologies<br>AOB<br>Notes from last Meeting   |
| 5.15 | Working Party Progress Reports<br>Reception<br>Questionnaire<br>Patient Education and Newsletter<br>Recruitment<br>Website and Internet Initiatives<br>Practice Overview<br>Practice Booklet |
| 6.45 | Practice Away Afternoons   |
| 7.00 | End of Meeting   |

## KENMORE PATIENTS GROUP MEETING

24 APRIL 2008

**Present:** Judith Adams, Eira Froyd, Gerald Froyd Meiros Watts, Mike Evans, Colin Philpott, Tomi Komoly, Audrey Ramsey, David Drinkwater, Dean Grice.

**Apologies:** Andrew Blain, Ann Brown, Tom Flowers.

**Doctors Attending:** Dr. Sheikh, Dr Huddart (for Extended Hours discussion)

### **Notes from Last Meeting:**

**Safety:** Lillian to speak to Frances about a guard for the fire in the Waiting Room, the general cleanliness of the Ladies Toilets and the state of the baby changing mat in the Ladies. **Action Lillian.**

**Fire Drill:** Lillian and Andrew discussed with Claire and Frances a number of significant omissions from the August 07 Fire Drill. These will be considered before the next Fire Drill.

**High School:** Judith has been ill since the last meeting. The School will be contacted shortly.

**Action Judith and Ann**

### **Working Party Progress Reports**

**Patient Education and Newsletter:** The leaflet introducing Terry to the Patients was shown to the Group and will be available at the end of the month. In order to ensure a more speedy process of approval within the Practice, the next Newsletter will include a date by which it must be returned to the Newsletter contact. The next Newsletter is due to be published in May with the first "How to get the best out of your Practice" leaflet on booking appointments available from June.

**Recruitment:** Leaflet to be given to Dr. Sheikh to help us recruit new members, particularly younger ones, to the Group. **Action: Andrew.** Dean will put this leaflet onto the Website. **Action Dean.**

**Website and Internet Initiatives:** A number of additions to the Website have been made by Dean. They include a message to say we are looking for patients to join the Group, recent Newsletters, notes from our meetings, half days when Doctors are not available for appointments, step by step instructions as to how to book an appointment using Sky/Freeserve and Terry's details are to be included in the "Meet the Staff" section. Dean was thanked by the Group for all the updating he has done on the website.

**Practice Overview:** Andrew and Judith had discussed Extended Hours, Tom's work with the Receptionists, the impact of the arrival of Terry Barcion and Dean Grice, changes to the Practice telephone ansaphone and the Fire Drill meeting.

The feedback from the Group and glowing reports from patients on Terry was highly appreciated by the Doctors and thanks were expressed by Dr. Sheikh for our active commitment.

**Practice Booklet:** Tomi feels that the Booklet could be improved further by simplifying some of the medical terminology. These could be included at the next revision of the Booklet and, as far as the website is concerned, this could be done now by Dean. **Action Tomi.**

**Reception:** The next topic will be Obesity. Future topics to be discussed with Dr. Hendry.

**Action Eira.**

**Questionnaire:** Nothing to report.

### **Practice Away Afternoon**

**Next Away Afternoon 4 June:** Colin and Tomi to attend. **Action Andrew to advise Claire.**

### **Any Other Business**

**New e-mail address:** Meiros advised the Group of her new address.

**Free Choice:** Judith told the Group that, under this new policy effective from 1 April 2008, patients referred to secondary care will be able to choose where they wish to be treated.

### **Action Newsletter Working Party**

**Policy Board Meeting:** Eira to attend on 11 July with Andrew.

**Resignation:** Letter to Carol Lee. Frances has this in hand.

**THE NEXT MEETING WILL BE FROM 5.00-7.00 PM ON TUESDAY 8 JULY 2008**

### **Would you like to join our Patients Group?**

If you are interested in finding out more about the Kenmore Medical Centre Patients Group or would like to get more involved in how the practice can improve the services offered to patients, please contact the Kenmore Patients Group Chairman c/o the Kenmore Practice Manager.