

KENMORE PATIENTS GROUP MEETING

TUESDAY 7 JULY 2009

KENMORE MEDICAL CENTRE

5.00-7.00pm

AGENDA

- 5.00 Notes Scribe Volunteer
Welcome
Apologies
AOB
Notes from last Meeting
- 5.15 Working Party Progress Reports
Practice Booklet
Health and Safety
Reception
Questionnaire
Patient Education and Newsletter
Recruitment
Website and Internet Initiatives
Practice Overview
- 6.45 Practice Away Afternoons
- 7.0 End of Meeting

IF YOU ARE UNABLE TO ATTEND CAN YOU PLEASE TELEPHONE JUDITH ADAMS ON 01625 524996 AT LEAST ONE WEEK BEFORE THE MEETING.

KENMORE PATIENTS GROUP MEETING 22 April 2009

Present: Andrew Blain, Ann Brown, Judith Adams, Meiros Watts, Tom Flowers, Eira Froyd, Audrey Ramsey.

Apologies: Tomi Komoly, Colin Philpott, Mike Evans.

Welcome: John Shields, Dean Grice.

Doctor Attending: Dr. Hendry.

Mission Statement:

Some small changes to the words were agreed, including to not use the words "Mission Statement". A revised version will be produced by Tom, Judith and Andrew.

The plan at this stage would be for a notice to be displayed and details put on screen that 2 members of the Group are available in the Waiting Room at early am/am/pm and evening surgeries. To have an area that would give us a little privacy, we decided to place ourselves on the left of the fireplace, near to the corridor door. It was agreed that, with the exception of Ann and Colin, the pairs would be allocated. We would attend regularly for 1 1/2 hours, at various times, on Tuesday, Wednesday or Thursday of alternate weeks. We would answer any question to which we knew the answer and, in situations when we did not, we would get back to the patient by an agreed date. It would only be at this stage that we would ask for the name of the patient. Details of days and times of clinics and surgeries need to be obtained and we will need to have some guidance of how to conduct these discussions, considering privacy, confidentiality and the Data Protection Act. **Action Andrew.** We will need identification badges and Dean kindly offered to take our pictures and to arrange for the badges to be made. **Action Andrew.**

It was agreed that Andrew and Tom would "pilot" our approach downstairs at the basement clinics. The suggested words for the logo for the Group were agreed. They will appear in all communications from us.

Notes from Last Meeting

Process for getting young people's views on services: Ongoing. **Action Judith.**

Health and Safety: See attached report. It was agreed that this was important enough to become a Working Party.

Dean said that he was going to become involved in the organisation of future Fire Drills and the review of the policy. A Practice Fire evacuation will take place at 12.30pm on 1 July (before the away afternoon) and he asked that all members of the Group come along to pretend to be patients!!

Registration of new patients: Ann has arranged with Claire that all new patient Registration information includes up to date copies of our leaflets.

Working Party Progress Reports

Reception: The training is due to continue soon. The Message in a Bottle continues to be taken by patients.

Patient Education and Newsletter: Dean told the Members that the number of patients not attending for appointments had increased to 301 last month. He will be putting these details on a poster and on the Screen and he asked if we could include them in the next Newsletter. After discussion about getting an increase in the time available for parking in Albert Road, Meiros was asked to contact the Planning Department to see if this would be possible. **Action Meiros.**

The new logo will be featured on the next Newsletter. It was decided to leave the Newsletter lay-out as it is at present.

We decided that, with the success of the Screen/DVD, Meiros and Audrey would work with Dean to identify suitable messages to be featured. These could include availability of Newsletter, leaflets, away afternoon closing dates, non-availability of Doctors etc. All slides referring to activities of KPG would include the logo.

"How to get the best out of your Practice" No.3 Out of hours Services. The draft was considered too long and Andrew will speak to Tomi to reduce it. **Action Andrew.**

No. 4 will cover the Services provided by the Practice.

Recruitment: Despite Mike providing the Doctors with a note to remind them to approach patients suitable to join the Group, no names have been received by Andrew.

Website and Internet Initiatives: Discussion took place about how the Practice and KPG could use e-mails provided by patients. For the Practice, as reminders of their next appointment (to reduce the number who do not attend) and for KPG, to be sent copies of the Newsletter. Currently, the e-mails provided by patients are for use by the Practice only. The possible way ahead needs to be discussed with Dean by Meiros and Audrey. **Action Meiros and Audrey.**

Practice Booklet: The 2009 version is now available in Reception.

Practice Away Afternoons

As sponsorship from Pharmaceutical Companies for room hire is becoming more difficult to obtain, the plan is to use Reception some times. July 1 will be in a hotel, preceded by the Fire Drill at 12.30pm. Next one will be on September 2nd.

1 April: Ann attended and heard Dr. Butler talk on Clinical Governance, followed by Dean on how patient information on the computer is kept secure.

Any Other Business

Attendance at KPG by Nurses and Reception: Action Andrew.

New e-mail address for Mike Evans: mike.evans2@nhs.net. Action Judith to add to address list and reissue.

THE NEXT MEETING WILL BE ON TUESDAY 7TH JULY FROM 5-00-7.00 PM.

IF YOU ARE INTERESTED IN FINDING OUT MORE ABOUT WHAT WE DO IN THE PATIENTS GROUP, PLEASE RING THE CHAIR, ANDREW BLAIN ON

**01625 535357(daytime) OR 01625 528866 (evening), OR E-MAIL HIM ON
patient.group@gp-n81002.nhs.uk**