

KENMORE PATIENT GROUP MEETING

THURSDAY 6 MARCH 2008

KENMORE MEDICAL CENTRE

3.30-5.30pm

AGENDA

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| 3.30 | Notes Scribe Volunteer
Welcome
Apologies
Notes from last Meeting
AOB |
| 3.45 | Working Party Progress Reports
Website and Internet Initiatives
Practice Overview
Practice Booklet
Reception
Questionnaire
Patient Education and Newsletter
Recruitment |
| 5.15 | Practice Away Afternoons |
| 5.30 | End of Meeting |

KENMORE PATIENTS GROUP MEETING

15 JANUARY 2008

Present: Andrew Blain, Judith Adams, Eira Froyd, Meiros Watts, Ann Brown, Mike Evans, Colin Philpott.

Apologies: Tom Flowers, Lilian Smith-Lawrence, Audrey Ramsey, Gerald Froyd.

Welcome: David Drinkwater

Doctor Attending: None.

Notes from Last Meeting:

Fire Drill: This is ongoing. Lilian is away until the end of the month. **Action Lilian.**

High School: Judith and Mike to meet Steve Hackney, the School Nurse, tomorrow. There is to be a Creativity Week at the school from 23 -27 June. Judith to find out if this can be used to do some health displays at the Practice. **Action Judith.**

Booking appointments via Sky/Freeserve: Significant telephone line cost if use particular number. **Mike to investigate.**

Nurse Manager: Not appointed. Possible alternative approach. Details to come. **Action Mike.**

Assistant Practice Manager: Dean Grice age 34, previously in IT at AstraZeneca. To start on 21 January. To work 20 hours per week. Later job will include finance.

Any Other Business

Newsletter: To be put on Practice Website. **Action Meiros.**

Other PPG Activities: Will consider these when appropriate. **Action Andrew.**

KPG Leaflet Display: Practice to purchase 3-tier dispenser. **Action Ann to speak to Claire.**

Meetings for 2008: Until we get some young patients who work or go to school attending our meetings, we will have all our meetings from 3.30-5.30pm, with two meetings from 5-7pm in the Summer/Autumn.

Meetings for 2008

Thursday 6 March 3.30-5.30

Thursday 24 April 3.30-5.30

Tuesday 8 July 5.00-7.00

Wednesday 17 September 5.00-7.00

Thursday 16 October 3.30-5.30

Tuesday 25 November 3.30-5.30

Policy Board Meeting: Andrew and Eira to attend on 18 January.

Repair of seats in Waiting Room: The Group thanked the Practice for carrying this out.

Working Party Progress Reports

Practice Booklet: Final Due from Printers in mid-Feb. **Action Mike.**

Reception: Eira is having difficulty in finding out where to get leaflets and posters to back up monthly Health Promotions. **Action Eira.**

Continuing to update the magazines and replace children's books.

Questionnaire: Results from one completed during November/December show that all the clinical areas have good results with the continuing problem of availability of any or a particular doctor.

Practice to let patients see details of the results, what they now plan to do and to thank them for completing questionnaire. **Action Mike.**

Newsletter: Items to include in the February letter: Welcome to new Registrars, Dean Grice, farewell to Dr. Chattergee, complete form if you do not want your Medical Records included in the National Database, Practice closed for Training 5/3, 2/4, 7/5 (check dates with Claire) and possibly mention Travel Clinic. **Action Newsletter Working Party.**

Patient Education: Colin, Judith and Andrew had met to decide what and how to help patients "Get the best out of the Practice". We plan to produce a series of leaflets starting with the horny issue of Appointments and Reception then Facilities, Care and Service and Waiting Times. The emphasis is to explain why things are done in certain ways (e.g. Why do you have to wait 5 days to book an appointment with a particular Doctor if all his/her appointments are taken) and what/ how many alternatives are available to patients (e.g. using the Internet and Sky/Freeserve), using the comments the patients made in the previous questionnaire. These will come out in the alternative month to the Newsletter, with the first one planned for March.

These leaflets will add to Patient Education provided by the DVD which Mike has produced from the Practice Booklet for showing in the waiting Room. **Action Patient Education Working Party.**

Recorded Instructions on Practice Telephone: Currently being changed as well as the Results Line recording. **Action Frances.**

Recruitment: Carol Lee has indicated her intention to resign but no letter has been received, Helen Day is clearly a very busy mother and Richard Ryder has not been able to attend so far. We need to recruit some more patients. Speak to the Doctors at the Policy Board Meeting. **Action Andrew.**

Website and Internet Initiatives: Nothing to Report.

Practice Overview: Andrew and Judith met with Mike and discussed the results of the recent Questionnaire, reviewing the Action Plan from the previous one, progress on the recruitment of the Nurse Manager and Assistant Practice Manager and saw the DVD on the Practice Booklet.

Car Parking: David Drinkwater suggested that the Practice install cameras in the Car Park with monitors prominently displayed in Reception with all patients using the surgery requested to submit their car registration(s) so that those parking when not attending the Practice or the Pharmacy face the possibility of being wheel-clamped. **Action David to let Mike have brochure.**

Practice away Afternoons

6 December: Audrey and Eira attended. Report on progress on QOF, reminding all staff that they needed to increase the numbers of patients who were attending particular clinics to ensure the best achievement against the targets.

6 February: Judith and Andrew to attend.

5 March: Colin and Ann to attend. **Action Andrew to tell Claire for both dates.**

DVD from Practice Booklet: The Group made a number of suggestions to make this presentation clearer. **Action Mike.**

PLEASE NOTE CHANGE TO DATE OF NEXT MEETING/TIMINGS OF FUTURE MEETINGS.

THE NEXT MEETING WILL NOW BE FROM 3.30-5.30 PM ON THURSDAY 6 MARCH 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.