

# **KENMORE PATIENT GROUP MEETING**

**THURSDAY 5 MARCH 2009**

**KENMORE MEDICAL CENTRE**

**4.00-6.00pm**  
**(PLEASE NOTE CHANGE OF TIMES)**

## **AGENDA**

- 3.30 Notes Scribe Volunteer  
Welcome  
Apologies  
AOB
- 3.45 **Discussion on future activities**  
**(See actions required in Notes)**
- 4.30 Notes from last Meeting  
Working Party Progress Reports  
Practice Overview  
Practice Booklet  
Reception  
Questionnaire  
Patient Education and Newsletter  
Recruitment  
Website and Internet Initiatives
- 5.15 Practice Away Afternoons
- 5.30 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

13<sup>th</sup> January 2009

**Present:** Andrew Blain, Ann Brown, Judith Adams, Meiros Watts, Mike Evans, Tom Flowers, Tomi Komoly.

**Apologies:** Eira Froyd, Audrey Ramsey, Dr. Sheikh.

### Notes from Last Meeting:

**High School:** Still no contact from High School so it was decided to make contact with the Guides at the URC Church about views on services provided at Practices and whether they are looking for places to put displays as part of their badges. **Action Judith and Ann.**

**Terry's photograph:** Now in place.

**Extended Hours:** Future to be discussed at Policy Board Meeting on Friday 16 January.

### Working Party Progress Reports

**Recruitment:** Andrew to ask the Doctors at the Policy Board Meeting to approach patients they consider suitable about joining the Group. Andrew to e-mail Terry to do the same with the Nurses.

**Website and Internet Initiatives:** Dean has advised us that it is not possible to include the KPG e-mail address on the appointments booking page. Improvements have been made to the speed to get onto the bookings page. It is not possible for Receptionists to see whether there are any appointments left on the Website when telephone bookings are full. Andrew reported that he had received the first e-mail which was from a patient making some very helpful suggestions to improve the DVD presentations in the Waiting Room.

The number of "Hits" on the Website has increased from 801 in June to 918 in December 2008.

The Practice has received a donation of a 42" flat TV screen and Dean is currently adapting the DVD presentation on the Practice Booklet. Meiros and Ann offered to help get the timing between pages right.

**Practice Overview:** Andrew had met with Mike and discussed Extended Hours, Redecoration Timetable, TV Screen, the review of the Nurses Clinics to reduce the number of letters sent to patients and the arrival of the new Phlebotomist, Alan Jackson on 2 January.

**Practice Booklet:** Dean has this in hand.

**Reception:** Eira, Mike and Christine Munroe from Wilmslow Lions were pictured in the Wilmslow Express to publicise the availability of the "Message in a Bottle from the Practice. Tom Flowers told the Group that he was continuing to work with Receptionists.

**Questionnaire:** Tom Flowers is to collate the comments from the last Questionnaire which will mean we have feedback from patients about services over the last 5 years.

**Patient Education and Newsletter:** Colin Philpott is to be included in putting together the next Newsletter.

Things to include:- Delivery of prescriptions are from the Pharmacy not from the Practice. If the Practice is closed and a patient runs out of their medication, the Pharmacy that usually makes up their prescription will usually provide them with enough medication to keep them going, though here may be a charge for this service.

Andrew reported that he and Tomi were working on "How to get the best out of your Practice" NO.2.

### **Practice Away Afternoons**

**3 December:** Judith and Eira attended. There was a very interesting talk on Parkinson's Disease by a Neurologist from Macclesfield Hospital followed by a discussion with the Nurses about the review of the Clinics.

**4 February:** Tomi and Ann

**4 March:** Tom and Judith. **Action Andrew to give names to Claire.**

### **Any Other Business**

**Policy Board Meeting 16 January.** Andrew will attend with Eira.

**Numbers of leaflets in the Waiting Room.** Tomi had produced a list of all the different leaflets on display which covered a whole sheet of A4 paper. Mike explained that a large number had to be displayed by order of the PCT or Department of Health. It was agreed that the rest were not as well looked after as they could be. (many out of date or inappropriate). After some discussion Mike agreed to talk to the Doctors at the Policy Board Meeting. **Action Mike.**

**Ideas for future activities for the Group.** After a general discussion, with help from Tom, the Group decided that we would each provide answers to the following questions:-

**What are we trying to do?**

**How we go about it?**

**What would success look like?**

**ALL MEMBERS OF THE GROUP ARE ASKED TO SEND THEIR ANSWERS TO TOM FLOWERS BY THURSDAY 26 FEBRUARY TO ALLOW HIM TIME TO COLLATE THEM BEFORE THE NEXT MEETING.**

**THE NEXT MEETING WILL BE ON WEDNESDAY 22ND APRIL FROM 3-30 TO 5-30 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**