

KENMORE PATIENT GROUP MEETING

WEDNESDAY 17 SEPTEMBER 2008

KENMORE MEDICAL CENTRE

5.00-7.00pm

AGENDA

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

8 JULY 2008

Present: Andrew Blain, Judith Adams, Meiros Watts, Mike Evans, Audrey Ramsey.

Apologies: Ann Brown, Tomi Komoly.

Doctors Attending: Dr. Maxwell.

Notes from Last Meeting:

High School: A meeting is due to take place in the next week.

Extended Hours: Dr. Maxwell said that the Practice had agreed with the PCT that they would extend doctor's clinic times. Surgery hours have been extended, by 6 hours p.w. doctor time, to provide some early morning and a late evening extended surgeries through the week. These arrangements will be reviewed in early September. Details of extended clinic times for are available at reception.

This arrangement had started on 17 June and so far all appointments have been filled, though the analysis has showed that it is not only working patients but also 25% of patients who are over 65!!

The morning appointments start at 7.30am and the evening appointments finish at 7.30pm so on some days the Practice is open for 12 hours.

Working Party Progress Reports

Patient Education and Newsletter: Some suggestions of things to appear in future Newsletters:

Minor Ailments Scheme

Services provided by local Pharmacists for Repeat Prescriptions e.g. One call (and no visit needed) to order and to arrange free delivery to home.

Average cost of visit to GP is £16.

Average cost of visit to A&E is £60.

Cost of non-attendance for appointment (Nos. per month) plus lost opportunity for another patient to attend, wasted time of Doctor/Nurse and Receptionist.

Need to have a Poster in Waiting Area to publicise the first leaflet on "How to get the most out of your Practice".

Dr. Maxwell suggested that a photograph of Terry should be displayed with the Doctors. **Action Mike.**

Recruitment: Thanks to Dr. Sheik and Eira, Andrew is in discussion with three patients about becoming involved with the Group.

Website and Internet Initiatives: Dean has reported that the Practice Website has been very busy recently with "hits" from a number of foreign countries!!

Mike said that the New Patients Registration form has been changed to include the opportunity to book appointments and repeat prescriptions on line.

Practice Overview: Andrew and Judith had discussed with Mike Extended Hours, Tom's work with the Receptionists, seeing comments from the last Questionnaire, Practice Based Commissioning and ideas how to get feedback from patients.

Practice Booklet: Mike has asked Dean to investigate the cost of producing the Booklet within the Practice.

Reception: Nothing reported.

Questionnaire: Nothing reported.

Practice Away Afternoons

4 June: Tomi and Eira attended. Michelle Buckley is replacing John Dawson as the Chiroprapist. Whilst the clinical team had a presentation about depression and suicide, the administrative team worked with Tom Flowers looking at the psychology of responding to situations with patients.

The review of the medical records before putting them on the National Database is now complete with the exception of a small amount of work on under 14 year old patients. The work is due to be inspected for accreditation on 17 June. Dean reported on the latest developments on the EMIS appointments system and the planned installation of Doc Man(document management system). Security badges are to be issued to all visitors, including KPG members. Terry gave a brief summary of her activities in recent weeks and talked about the flu clinics planned for 4/10 and 25/10.

2 July. Meiros and Judith attended for only 1 hour. Dr. Huddart gave an overview of the new QOF Targets and Meiros and Judith gave a report on our recent activities.

Any Other Business

2009 Meetings

Tuesday 13 January 2009 3.30-5.30

Thursday 5 March 2009 3.30-5.30

Wednesday 22 April 2009 3.30-5.30

Tuesday 7 July 2009 5.00-7.00

Wednesday 16 September 5.00-7.00

Thursday 15 October 2009 3.30-5.30

Tuesday 24 November 3.30-5.30

Mike would like to see any material that we want to put up in the Waiting Room to safeguard against any sensitive content. **Action Andrew and Judith.**

Policy Board 11 July: Andrew and Eira will be attending.

Andrew showed the "Message in a Bottle" to be kept in the fridge for the Ambulance personnel to know what medication you are taking. **Action Andrew to investigate how to get a supply of** these to be made available to patients.

Flu Clinics: Terry may need some help with sending out 3000 envelopes to patients, as well as the usual assistance on the day. Action Andrew to speak to Terry 1 August.

There are now 27 Patient Participation Groups out of 52 Practices within Central and Eastern Cheshire PCT.

A discussion took place about how we could get feedback from patients and the difficulty of finding the right time of day or evening for meetings to accommodate younger patients who work and have families. The decision was to go with the current interest in the website and Mike would ask Dean whether we could have an e-mail address exclusive to the Patients Group for patients to submit their views and feelings about the services provided by the Practice. **Action Mike.**

IT WAS AGREED THAT, AS ALL REGULAR ATTENDERS HAVE ACCESS TO THE INTERNET, WE WOULD DOWNLOAD THE NOTES FROM THE MEETING AND THE AGENDA FROM THE WEBSITE.

THE NEXT MEETING WILL BE FROM 5.00-7.00 PM ON WEDNESDAY 17 SEPTEMBER 2008

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) OF 01625-528866 (EVENING).