

KENMORE PATIENT GROUP MEETING

THURSDAY 24 APRIL 2008

KENMORE MEDICAL CENTRE

3.30-5.30pm

AGENDA

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

KENMORE PATIENTS GROUP MEETING

6 MARCH 2008

Present: Andrew Blain, Judith Adams, Eira Froyd, Meiros Watts, Ann Brown, Mike Evans, Colin Philpott, Tom Flowers, Lilian Smith-Lawrence, Tomi Komoly, Audrey Ramsey.

Apologies: Gerald Froyd.

Resignations: Hazel Owen, Carol Lee.

Doctor Attending: Dr. Hendry

Notes from Last Meeting:

Safety: Lilian 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 Lilian.**

Fire Drill: Lilian and Andrew to meet with Frances and Claire to discuss a number of issues.

High School: Judith and Mike had met with Steve Hackney, the School Nurse based at the Health Centre, who described his work at the School. **Action Judith and Ann to make contact via the School Council to seek young people who would like to have some involvement with the Group.**

Nurse Practitioner: Terri Barcilon has now started to run regular triage surgeries every morning and some afternoons and will also be responsible for chronic disease management. **This means that 60-70 Doctor's appointments will now be released.** A set of questions and answers has been prepared to help Reception staff explain to patients what she can do. An information leaflet about her role is to be prepared. **Action Patient Education Working Party.**

Newsletter on Practice Website: **Action Meiros to speak to Dean to see when he will be able to complete this.**

Meeting with Patients to discuss the results of the Questionnaire and the Practice Action Plan: Andrew reported the successful meeting at Holmes Chapel Medical Centre and asked if we would be interested in doing something similar. After discussion it was decided we would not try this at this time.

Closure of Practice during Practice Away Afternoons: Patients have complained that they did not know the surgery would be closed eight times per year for Practice meetings and training. Mike said that the information was available in the Practice Booklet, on the DVD in the Waiting Room and in the Newsletter. A list of dates when the Practice will be closed will be put up in the Waiting Room though there is no way that we can cover patients who rarely come to the Practice and decide to try to make contact on the afternoon when it is closed. **Action Mike.**

KPG Leaflet Dispenser: Just waiting to be put up.

Policy Board Meeting: Andrew and Eira attended. They told the Doctors that we had recruited some new members to the Group but still no young ones and we asked the Doctors, with their knowledge of the patients, to help us recruit some more members to the Group. They also told them that the Group felt that the new signs about not parking when not on Practice business were too small. The Doctors were thanked for our continuing involvement in recruitment and away afternoons and were told about our plans to produce the leaflets "How to get the best out of your Practice".

Dr. Scott suggested that we put a message saying we are looking for people on the appointment booking page on the website. **Action Meiros to speak to Dean.**

Regular non-availability of Doctors: In view of the fact that all the Doctors have additional jobs which mean they are always not available on certain half days each week, Receptionists should say this to patients, we should put it in the Newsletter, internet booking page, Practice Booklet and DVD in Reception. **Action Mike re Receptionists and DVD, Patient Education, Website, and Practice Booklet Working Parties.**

Working Party Progress Reports

Website and Internet Initiatives: Discussion about updating the website. Tom suggested that links to the website were easier to update than the website itself. **Action Meiros.**

Practice Overview: Andrew and Judith had discussed the arrival of Terri, the proposed extended evening/weekend working hours, the Expert Patient Programme to be run at Wilmslow Parish Hall and the introduction of the Minor Ailments Scheme.

Practice Booklet: Now available in Reception.

Reception: Current posters on different types of cancer. Next topic will be obesity.

Questionnaire: Patients who completed these have been thanked by the Practice on the DVD and by the Patients Group in the Newsletter.

Patient Education and Newsletter: To speak to Claire about members of the Working party having access to the photocopier to ensure that copies of the Newsletter are always available.

Action Ann. Publication of the March Newsletter. **Action Mike.**

Recruitment: See earlier.

Practice Away Afternoons

6 February: Andrew and Judith attended. Report on the excellent progress against QOF, a presentation by Dr. Butler about "Deaths in Sport", introduction to the new IT man, Dean Grice and discussion about how to introduce Terri and her role to the patients.

5 March: Tom and Ann attended. Whilst the Doctors had a session on diabetes, the Reception Staff discussed different ways to interface with the patients. Tom is to run a training session with them in the future. Rest of meeting dealt with QOF statistics and the good rating Kenmore has within Central and Eastern Cheshire PCT.

Next Away Afternoon (2 April?): Tomi and Colin to attend. Date to be advised. **Action Andrew.**

Any Other Business

Changes at Macclesfield Hospital: The plan is to have in 2009 a GP Walk-in Centre open 24 hours/7days per week. A & E will continue and will concentrate on 999 cases and "real" emergencies. In addition, there will be two urgent Care Centres located at Macclesfield and Crewe.

The Group thanked Eira for providing the biscuits and Dr. Hendry for making the tea and coffee.

THE NEXT MEETING WILL BE FROM 3.30-5.30 PM ON THURSDAY 24 APRIL 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.