

## **KENMORE PATIENTS GROUP MEETING**

### **5 March 2009**

**Present:** Andrew Blain, Ann Brown, Judith Adams, Meiros Watts, Mike Evans, Tom Flowers, Tomi Komoly, Cohn Philpott, Eira Froyd, Audrey Ramsey.

**Doctor Attending:** Dr. Maxwell

Andrew started the Meeting by welcoming back Eira after her sad loss and Colin after his stroke.

#### **Discussion on future activities**

The draft Mission Statement prepared by Tom was discussed. Tomi's suggestion that "inform" would be better than "advise patients" was agreed.

The discussion covered:-

- the difficulty in approaching patients in the Waiting Room whilst they are not feeling well.
- Eira's success in getting patient's to share their experiences of the services provided, though this did not include any Clinics.
- does the information we get from the comments on the Questionnaire provide us with all we need or should we create our own questionnaires? (Dr. Maxwell said that in the future the Questionnaire will be managed centrally which would not give us opportunity to see comments.)
- should we increase the exposure of our e-mail address by e.g. put on screen in Waiting Room?

The Group decided that we would be pro-active and we will discuss how at the next meeting.

A number of suggestions were made as to how we might get information to and from patients:

- use the DVD in the Waiting Room.
- put a tear-off strip at the bottom of the Newsletter for patients to comment on services.

#### **Questionnaire**

Tom took the Group through the results of the 2009 Questionnaire. The number of completed Questionnaires was higher than last year and with a higher number of individual comments. Comparing these results with those of the previous years, there is a significant increase in the "Good" comments, with the "need to improve" have fallen from 47.8% to 30.8%.

The major areas of improvement seen by the patients are the Doctors, Reception, Waiting Time and out of hours. The major issues in the minds of patients still remain the appointments process, out of hours (availability of appointments and Kenmore Doctors) and Parking.

In the discussion a suggestion was made to see if parking on Albert Road could be increased to one hour.

#### **Working Party Progress Reports**

**Patient Education and Newsletter:** Mike suggested that the availability of the leaflets on "How to make your Practice more effective" should be included on the DVD. Meiros suggested that we get details of patients e-mail addresses to communicate with them and Andrew thought maybe the time to do this would be when they are registering for booking appointments/ordering repeat prescriptions over the Internet. Again this could be included on the DVD. **Action Meiros to speak to Dean.**

**Recruitment:** Andrew said that Mike had provided all the Doctors with a note attached to their desks to remind them to speak to patients who they felt might be suitable to join the Group. Andrew had asked Terry and the Nurses to do the same.

### **Practice Away Afternoons**

**4 February:** Tomi attended and said that Dean had given an interesting talk about the Practice.

**4 March:** Tom and Judith attended. After an interesting talk on cardiology, there was an excellent questions and answers session. Tom showed the results of the Questionnaire as shown to the KPG Meeting.

**1 April:** Ann and Eira to attend. Action **Andrew to give names to Claire.**

### **Notes from Last Meeting**

**Process for getting young people's views on services:** Person in charge of Guides at URC Church not interested in including our needs within their programme. Judith has some other contacts she will pursue. **Action Judith.**

### **Any Other Business**

**PCT Meeting 26 March PPGs the Way Forward:** Andrew, Tom and Audrey will attend.

**Health and Safety:** Audrey is to take responsibility for this and will be arranging to meet with the Practice to discuss Fire Drills. **Action Audrey.**

**Registration of new Patients:** Andrew asked Ann to arrange for the new patient Registration information to include up to date copies of our leaflets. **Action Ann.**

**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@2gp-n81002.nhs.uk**