

## **KENMORE PATIENT GROUP MEETING**

**TUESDAY 13 JANUARY 2009**

**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
- Recruitment  
                  Website and Internet Initiatives  
                  Practice Overview  
                  Practice Booklet  
                  Reception  
                  Questionnaire  
                  Patient Education and Newsletter
- 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

25 NOVEMBER 2008

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

**Apologies:** Tom Flowers, Tomi Komoly, Audrey Ramsey.

**Doctor Attending:** Dr. Scott.

## Notes from Last Meeting:

**High School:** Despite calls and leaving messages still no contact has been made.

Decided 1) to speak Dr Hendry to find out, via daughter, whether display in Practice can be done again 2) Dr. Scott will include a paragraph about seeking contact in her letter to the school offering HPV injections and 3) Judith will contact the Guide Leader at the URC Church. **Action Judith and Ann.**

**Photograph of Terry:** Awaiting a frame. **Action Mike.**

**Extended Hours:** Dr. Scott said that she was getting a large number of Patients who did not attend for her early morning appointments. The current arrangements of early morning and late appointments are under review by the Practice.

## Working Party Progress Reports

**Questionnaire:** Mike showed the group the results of the recent Questionnaire which showed significant improvements in all areas.

There is still some ambiguity about the question about the amount of time a patient waits to see the Doctor. Most patients probably answer the question as from the time they arrive, rather than from the time of their appointment. From the results of the Questionnaire, the Practice is seeing 90% of patients within 20 minutes and they plan to publicise this figure as their aim. This will always be a difficult area to satisfy patients as there is no information in advance as to what the patient wants to discuss with the Doctor, each Doctor has their own way of carrying out the consultation and, depending on what is dealt with, extra time may be needed for undressing, dressing ,tests etc.

**Patient Education and Newsletter:** The next Newsletter is being put together. Items to include: There is still Flu vaccines available for anyone who received an invitation to the recent Flu Clinics but was unable to attend. HPV injections for 17-19 year olds available now and the first one needs to be given before Christmas to allow for the others before they go to University next year. The Practice will be closed on 25 and 26 December and 1 January so patients need to order their repeat prescriptions by Friday 19 December to be sure of getting them before the start of the Christmas/New Year holidays.

Retirement: Joan Capper After 12 years at the Practice.

New Staff: Caroline Roebuck Welcome back on 22 November.  
two 3<sup>rd</sup>. Year Medical Students.

“How to get the best out of your Practice No.2 to cover Parking, Waiting Times and Out of Hours is being put together by Tomi and Andrew for January.

Dean is investigating a suitable wide screen TV for use with the DVD Presentation in the Waiting area.

**Recruitment:** No current activity needed.

**Website and Internet Initiatives:** Nothing to report.

**Practice Overview:** Andrew and Judith met with Mike and discussed the Practice's plans following the results of the recent Questionnaire, complaints and the proposal for redecoration of the Waiting Area.

**Practice Booklet:** Nothing to report.

**Reception:** Following the success of the “Message in a Bottle”, the Wilmslow Express has taken a photograph of Eira, Mike and Christine Munroe from Wilmslow Lions and will be featuring an article in a future edition. Eira reported that it would no be longer possible to obtain posters on health issues for display in the Waiting Area. Eira is to investigate whether the copying and enlarging of a leaflet could provide a suitable alternative.

### **Practice Away Afternoons**

**5 November:** Audrey and Ann attended. The clinical staff had a talk on Diabetes whilst the reception/administration staff discussed the results from the Questionnaire.

**3 December:** Eira and Judith to attend. **Action Andrew to give names to Pat.**

### **Any Other Business**

**Policy Board Meeting 16 January** Andrew to attend. Eira to be reserve. **Action Andrew to speak to those members of the Group who were not able to attend the meeting.**

**Complaints:** Numbers have been at lower level than previous years though have followed a similar pattern.

**Ideas for future activities for the Group:** Andrew had attended a meeting of the Chairs of Patient Groups in the PCT where the Chief Executive of the National Association of Patient Participation Groups had spoken about the successful activities of some PPGs in the UK. Andrew asked the Group to consider whether they were interested in running Health Promotions, supporting national campaigns e.g. ‘falls’ prevention, organising patients to share their experiences of particular illnesses with other patients who have been recently been diagnosed with the same illness or regularly spending time talking to patients in the waiting areas to find out how they feel about the services provided by the Practice. Those present favoured the idea of talking to the patients. These will all be discussed again at the January meeting to give the opportunity for those not attending to give their view.

At the same meeting mention was made of a Practice that provided patients travelling abroad with a disk containing their medical records. Dr. Scott said that, in response to a request from a patient and for the payment of a fee, Kenmore provides a print-out of their records so that if they needed to have certain tests done in a country whose health service charges for these, they will be able to show that they have had them done and the results, thus avoiding the inconvenience and expense of retesting. **Action Tomi to check whether this information is included in the Practice Booklet.**

**THE NEXT MEETING WILL BE FROM 3.30-5-30 PM ON TUESDAY 13 JANUARY 2009**

**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) OR E-MAIL HIM VIA [patient.group@gp-n81002.nhs.uk](mailto:patient.group@gp-n81002.nhs.uk)**