

KENMORE PATIENT GROUP MEETING

TUESDAY 25 NOVEMBER 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
 Questionnaire
 Patient Education and Newsletter
 Recruitment
 Website and Internet Initiatives
 Practice Overview
 Practice Booklet
 Reception
- 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

16 OCTOBER 2008

Present: Andrew Blain, Ann Brown, Tomi Komoly, Mike Evans, Audrey Ramsey, Eira Froyd, Tom Flowers.

Apologies: Judith Adams, Meiros Watts.

Doctors Attending: Dr. Butler.

Notes from Last Meeting:

High School: No progress yet. **Action Judith and Ann.**

Extended Hours: Mike will ask Dean to provide us with details of the latest numbers and age profile of patients attending. **Action Mike**

Dr. Butler said that most of his patients are patients who work or are early walkers and they always attend for their appointments. There has been no decision by the Partners as to whether they will be continuing with the present arrangements. The Receptionists have settled into working the extra hours.

Photograph of Terry: To be put up in the Waiting Room. **Action Mike.**

Working Party Progress Reports

Recruitment: Eira is continuing to speak to patients at Surgeries and Clinics.

Is it possible to put our e-mail address on the booking page of the Website? **Action Mike to speak to Dean.**

Andrew said that in order to find out what young people want from their Practice, the Group must not forget that most of us have children/grandchildren or have friends who have them and we could ask them for their suggestions.

Website and Internet Initiatives: Nothing to report.

Practice Overview: Andrew had discussed with Mike progress with the Questionnaire, plans for the Flu Clinics and how the extended hours arrangements were going.

Practice Booklet: Tomi reported that he was waiting news on the progress on this revision of the Booklet: **Action Dean.**

Tomi asked if simple explanations of illnesses e.g. blood pressure could be included in the booklet. Dr. Butler suggested that referring to the many explanatory leaflets available in the Practice might be a better solution.

Reception: Eira told the Group that all the Noticeboards have been colour coded to identify particular themes and the books for children have all been replaced. The "Message in a Bottle" continues to be popular with patients and Eira will be getting further supplies.

Patients have commented on the dirty state of the carpet in the Waiting Area and also the difficulty of getting to the gents toilet with the position of the additional free standing noticeboard. **Action Mike.**

Questionnaire: Tom said that over 500 Questionnaires had been completed and returned at the end of last year. Using the same groupings as the previous year the results show that the areas showing improvement are Care and Service and Reception. (4 out of 500 Questionnaires had comments asking for improvements in Reception, compared to 10 out of 320 the previous year.) There were 9 pages of positive comments. Areas which are perceived as worse are Appointments, Out of Hours, Waiting Times and Facilities.

Much work has already been done to address the identified areas for improvement, including a 10% increase in appointments available.

Andrew asked Tom if he could summarise the data and compare it to the 2006 results. **Action Tom.**

Patient Education and Newsletter: The next Newsletter will include:-

The new e-mail address for the Patients Group, the availability of HPV injections for 17 year olds, and that you only need one visit/telephone call to pharmacy to order your repeat prescription; no need to call the Practice.

The Newsletter is to be available on the shelf where the "Message in the Bottle" is kept, as well as in the dispenser next to the checking-in computers.

Ann asked that the approval to put the Newsletter out be made as soon as possible. **Action Mike.**

Practice Away Afternoons

1st October: Andrew and Audrey attended. The clinical staff had a talk about COPD and the reception/admin staff discussed how they planned to administer the Questionnaire and ideas to include on the noticeboard on the successes achieved by the Practice.

5 November: Eira and Ann to attend. **Action Andrew to give names to Claire .**

Flu Clinics

Tomi suggested that there was too much information on the card that had been sent to patients and there was confusion as to whether they were being offered an alternative appointment.

Next Clinic will be on Sat 25 October. **Action Judith to organise the Rota.**

Andrew suggested that we ask Terry to come to our meeting in July to discuss her plans for the next Flu Clinics. **Action Andrew.**

Any Other Business

The Chief Executive of the PCT has said that there will be no Polyclinics locally. (Polyclinics are Health Centres with up to 20 GPs providing services to patients as opposed to a number of separate Practices operating from the same building as Waters Green in Macclesfield).

Andrew said that a patient had asked that, in view of the number of (elderly) patients that go to see Terry, why her consulting room was upstairs whereas previously Kay had been downstairs. Mike explained that she wanted to have that particular room and would always, if requested, come downstairs to see patients who had difficulty getting upstairs.

Tom told the Group that he had been asked to join the Board of the PCT.

He was on the Patient and Public Involvement at Macclesfield Hospital which has now ceased to exist and has been replaced by LINKS. This organisation intends to involve the Social Services as well. He will keep us informed as to the developments as they affect the Practice and the services provided.

THE NEXT MEETING WILL BE FROM 3.30-5.30 PM ON TUESDAY 25 NOVEMBER 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) OR E-MAIL HIM VIA patient.group@gp-n81002.nhs.uk