

KENMORE PATIENT GROUP MEETING

THURSDAY 16 OCTOBER 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
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

17 SEPTEMBER 2008

Present: Judith Adams, Ann Brown, Tomi Komoly, Meiros Watts, Mike Evans, Audrey Ramsey, Eira Froyd.

Apologies: Andrew Blain.

Doctors Attending: Dr. Huddart.

THE NOTES FROM THE MEETINGS WILL BE SENT BY E-MAIL TO ALL MEMBERS OF THE GROUP. THE VERSION THAT APPEARS ON THE WEBSITE MAY BE AMENDED IN SOME CIRCUMSTANCES BY THE PRACTICE.

Judith invited Ann to give an up date on Colin Philpott. A card has been sent to him and his wife Angela on behalf of the Group.

Notes from Last Meeting:

High School: Ann and Judith met with Sarah Williams, Medical Secretary. She was very helpful and is due to contact them at the start of the new year. She has suggested that they meet with one of the PSE Teachers.

Extended Hours: Mike reported that the appointments are regularly all taken, with 25% of patients under 65. The intention is to continue to monitor the use of these additional appointments. They plan to advertise their availability on the “rolling board” and will try to indicate that these are primarily for patients who work. 1 morning and two evening appointments will go available for booking via the internet up to 10 days ahead. We can now include these details in our next newsletter.

Photograph of Terry: This will go up with the Doctors’ photographs.

Working Party Progress Reports

Practice Overview: Judith and Andrew met with Mike and discussed Practice Based Commissioning. Dr. Huddart explained that this was the Government’s idea of re-inventing NHS including Primary Care. The merger of the PCT means they can look at the current and future services locally and decide what needs to be provided with input from doctors, nurses and patients. Locally they are looking at orthopaedics, ophthalmology and diagnostic testing and how diabetic care can be improved. Dr. Huddart is the chair of the PBC Steering Group which meets monthly with representatives from each Practice and the PCT. The minutes from these meeting are available to the public.

Practice Booklet: Tomi has met with Dean to look at ways to simplify some of the content. Mike told the Group that the next booklet will be produced by the company that has produced it previously though the plan is to produce it within the Practice in the future. Mike asked that when we were involved in checking the content we made sure that we did our part as quickly as possible to avoid delays.

Reception: The “Message in the Bottle” is a great success. The notice on “How to get the best out of your visit to the Doctor” is on display again next to the computer check-ins.

In the discussion about the display of notices in the Waiting Room, Tomi suggested that the use of colour coding and grouping of topics could make the area look less cluttered, clearer and more effective.

Questionnaire: Nothing to report.

Patient Education and Newsletter: Tomi is to stand in for Colin until he returns to the Group. The next “How to get the best out of your Practice” will be on Facilities and opening hours, waiting areas, Dr’s rooms and the out of hours service.

Topics to appear in next Newsletter: Date of availability of HPV injections for 17 year olds to be sent out from Practice, continue to highlight current improvements in Practice services e.g. can see Doctor on day of telephone call/personal visit and increase in number of doctor appointments available during the day and early mornings and evenings. Has anyone got a spare large flat screen television they would be prepared to donate to Kenmore?

Recruitment: One patient who had approached us would have been ideal but unable to attend meetings because worked full time and would be unable to get to all of our later meetings. Two others were not prepared to attend meetings as members of the Group.

Website and Internet Initiatives: In the Section on KPG there will be our own e-mail address patient.goup@gp-n81002.nhs.uk for any patients to contact us. (2000 Patients have e-mail addresses i.e. one-sixth of the Practice patients). Dean will check these on a regular basis and forward them to the Chair. It says on the website that these will be responded to within two weeks. **Action Meiros to check when the address has been put on the website.**

Practice Away Afternoons

3 September: Partners Meeting.

1st. October: Andrew and Audrey to attend. **Action Andrew to tell Claire.**

Any Other Business

Flu Clinics: Those members of the Group who “stuffed” envelopes were thanked by Dr. Huddart and Mike. The Group was asked to help again at both of the Clinics. Terry will let us know the exact details of the help she needs. As the patients leave we will give out copies of “How to book an appointment, the leaflet on Terry and the latest Newsletter. An extra supply of these will be produced by Judith and Ann.

Policy Board 11 July: Andrew and Eira attended. They told the Doctors about our recent activities, particularly the leaflet on Terry, how pleased we were with availability of the extra

hours and the suggestions we had made to improve the website further. As far as the next six months is concerned we will be exploring how we can get feedback from patients using e-mail via the website, rather than trying to find times for meetings to suit patients who work, go to school and are retired.

DVD covering the Practice Booklet in the Waiting Room: There was a discussion that this was not easy to for patients to see because of the background, speed of presentation and font size. To be put in Newsletter: Has anyone got a spare large flat screen television they would be prepared to donate to Kenmore?

The meeting ended at 6.45pm.

THE NEXT MEETING WILL BE FROM 3.30-5-30 PM ON THURSDAY 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).