

**IF YOU ARE UNABLE TO ATTEND CAN YOU PLEASE
TELEPHONE FRAN WATSON ON 01625 537652 OR EMAIL
dfahwatson@talk21.com WELL BEFORE THE MEETING.**

KENMORE PATIENTS GROUP MEETING

FRIDAY 19 JULY 2019

KENMORE MEDICAL CENTRE

2.00-4.00 pm

AGENDA

- | | |
|------|---|
| 2.00 | Welcome |
| | Apologies |
| | AOB |
| | Notes from last Meeting |
| 2.10 | Government/Clinical Commissioning Group |
| 2.20 | Working Party Progress Reports |
| | Patient Virtual Group |
| | Patient Education and Newsletter |
| | Website and Internet Initiatives |
| | Practice Overview |
| | Practice Booklet |
| | New Patients Leaflet |
| | TV Screen |
| | Reception |
| 3.50 | Practice Away Afternoons |
| 4.00 | End of Meeting |

KENMORE PATIENTS GROUP MEETING

FRIDAY 17 MAY 2019

Present Andrew Blain, Fran Watson, Tomi Komoly, Norman Beenstock, Fiona McDermott, Di McVeigh, Graznya Moore, Jennie Banfield, Lynne Garner,

Apologies Ann Brown, Angela Philpott, Hilary Shaw, Dr. Scott.

Resignation Bruce Westwood

Sister Heather Davenport is retiring from Nursing after 22 years at Kenmore. The Group signed a card, thanking her for the care and attention she had given patients.

Changes within the Practice

Lynne told the Group that the check-in screens, the screen showing that patients should go to a particular consulting room and the TV screen in the main Waiting Room are to be replaced in the next few weeks.

At the end of June the Practice will be introducing E-Consultations which will enable patients to complete an on-line questionnaire about their medical condition which will be dealt with by the Doctor. At a later date, consultations by video will also be available. Further details will be provided at the time of introduction.

Notes from Last Meeting

Notice displaying late night openings of local Pharmacies: Jennie had added “Information correct at December 2018” and “Review June 2019”. Andrew asked if this notice could be displayed on the website. **Action Cathy.**

Government/Clinical Commissioning Group

Nothing to report.

Working Party Progress Reports

Website and Internet Initiatives: Angela and Andrew to see Tom after second week in June to discuss suggestions for changes to the Website. **Action Angela.**

Practice Overview: Andrew met with Lynne and discussed the GP Contract, Car Parking and the Defibrillator.

Practice Booklet: The 2019 version is now on the Practice Website to view, print or save and the hard copy is available from Reception.

New Patients Leaflet: The leaflet, which will be included with the New Patients Questionnaire and cover information useful for patients new to Kenmore, will be available soon. **Action Jennie.**

TV Screen: Andrew is to alter the slides that have more information on them than others in order to retime them so that patients will have more time to read them and also those that need to be updated.

Action Andrew.

Reception: Noticeboards: The clinical content shown on the Noticeboards is now checked by the GP Registrar.

Upstairs Waiting Room: Further local schools will have the opportunity to display their paintings in the future.

Virtual Group: Action Andrew to discuss with Cathy.

Patient Education and Newsletter: Andrew and Fran will produce it this time.

Any Other Business

Signs to inform patient Practice will be closed for training: Andrew will draft up and the Group will be responsible for displaying it at the entrance well in advance of the dates.

Practice Away Afternoons

5 June: Tomi and Norman will attend.

**THESE NOTES AND OUR NEWSLETTER ARE ALSO DISPLAYED ON
THE PRACTICE WEBSITE: -**

www.kenmoremedicalcentre.co.uk

**THE NEXT MEETING WILL BE AT 2.00-4.00 PM ON
FRIDAY 19 JULY 2019**

**IF YOU HAVE COMMENTS ABOUT THESE MEETINGS OR IDEAS
ABOUT OUR ACTIVITIES, PLEASE E-MAIL THE CHAIR AT**

blainra@aol.com