

**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 20 SEPTEMBER 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          |
|      | TV Screen                               |
|      | Reception                               |
|      | Patient Virtual Group                   |
|      | Patient Education and Newsletter        |
|      | Website and Internet Initiatives        |
|      | Practice Overview                       |
|      | Practice Booklet                        |
|      | New Patients Leaflet                    |
| 3.50 | Practice Away Afternoons                |
| 4.00 | End of Meeting                          |

# KENMORE PATIENTS GROUP MEETING

FRIDAY 19 JULY 2019

**Present** Andrew Blain, Judith Adams, Fran Watson, Norman Beenstock, Ann Brown, Hilary Shaw, Angela Philpott, Lynne Garner,

**Apologies** Tomi Komoly, Di McVeigh, Graznya Moore, Jennie Banfield, Cathy Starkey, Dr. Scott.

## **Changes in making up Prescriptions at Well Pharmacy**

From 25 July Well Pharmacy at Kenmore and Wilmslow Health Centre will assemble some prescriptions in their central pharmacy, allowing them to focus on the customers' medication need at the Pharmacy. **IN FUTURE YOU WILL NEED TO ORDER YOUR REPEAT PRESCRIPTION FROM KENMORE ONE WEEK IN ADVANCE. E.G. ORDER MONDAY AVAILABLE MONDAY.** More details about these changes are available from Well Pharmacy.

## **Notes from Last Meeting**

**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 will be replaced from 12 August.

The Practice has introduced **E-Consultation**, an on line triage system that enables patients to submit to the Practice requests for advice via the Practice Website. The Patient is provided with some on line symptom advice and given alternative options as part of the process. The requests are processed and actioned by the Practice within 48 hours in order to manage the patient in the most effective way e.g. telephone consultation, face to face consultation or call back to deal with administration etc.

**Signs to inform patient Practice will be closed for training:** Andrew has sent the draft to Fiona.  
**Action Fiona.**

## **Government/Clinical Commissioning Group**

Lynne told the Group that the five local Practices (Kenmore, Wilmslow Health Centre, Handforth, Alderley Edge and Chorley) are working towards forming into a Practice Care Network. The plan is that the Practices will work together more closely and share the Clinical Pharmacists, Physiotherapists and Paramedics who are to be appointed to work across the five local Practices.

On 4 September the Project Manager will speak to all the staff from the Practices about how this new arrangement will work. The Chair will be attending.

## **Working Party Progress Reports**

**Virtual Group:** Andrew has put together some thoughts to send to Cathy when she returns from holiday. **Action Andrew.**

**Patient Education and Newsletter:** A number of suggestions were made for inclusion in the next Newsletter. **Action Ann.**

**Website and Internet Initiatives:** Lynne will speak to Tom for him to arrange to see Angela and Andrew to discuss suggestions for changes to the Website. **Action Lynne.**

**Practice Overview:** Andrew met with Lynne and discussed Flu Clinics, Car Parking and the Defibrillator.

**Practice Booklet:** Andrew suggested that it needed to be revised for next year in view of the number of changes of staff and the introduction of new procedures such as E-Consultations.

**Action Lynne.**

**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 has sent the altered slides that have more information on them than others and also those that need to be updated to Fiona. These changes will mean that patients

will have more time to read the information **Action Fiona.**

**Reception: Noticeboards:** Graznya is speaking to Wilmslow High about replacements for Holly and Grace who are leaving this summer. **Action Graznya.**

**Upstairs Waiting Room:** Lynne will speak to Cathy/Fiona to arrange for the Noticeboards to be tidied up. **Action Lynne.**

#### **Any Other Business**

**Flu Clinics:** In view of the number of incidents involving patients who are Blue Badge holders, wheelchair users or with serious mobility problems being unable to park because able bodied patients were dropping off or taking spaces whilst having their injection, Andrew asked the Group whether the Practice should consider putting up a sign at the entrance to the Car Park that says “Only for patients with Blue Badge holders, wheelchair users or with serious mobility problems”. If they did this, Patient Group members would then need to be at the entrance to the Car Park to control entry which would mean holdups for patients getting off Alderley Road on a busy Saturday morning. As our numbers are limited, and providing help inside is most important, he asked whether the Group should consider asking the Virtual Group/other patients to help us to manage the Car Park.

After some discussion, Lynne said she would discuss the way forward with the Partners. **Action Lynne.**

Whatever the decision the Group suggested they could produce some notices about Car Parking at the Flu Clinics to display on the Noticeboards, on the Website, TV Screen, produce a special Newsletter in early September and a sign for the front door on the days of the Flu Clinics. **Action Andrew, Hilary and Fran.**

Andrew asked if we might be allowed to give out copies of our most recent Newsletter to patients as they are leaving. **Action Lynne to speak to Carole.**

**Communication about changes to timings of Away Afternoons:** Norman said that, on a number of occasions when he had volunteered to attend, he had not been told that the timings of the start had changed. Andrew apologised to him (and Tomi) about the Away Afternoon on 5 June. Lynne had sent him an email to say the Consultant had cancelled and they were starting at 3 pm. He said he had not read it properly and did not let them know of the change to the start time.

**NHS Audiology Clinics:** In response to a question from Angela, Lynne said that Hearing Tests and fitting of aids was available at Kenmore.

#### **Practice Away Afternoons**

**4 September:** The Project Manager for the Practice Care Network will speak to all the staff from the local Practices about how this new arrangement will work. The Chair will be attending.

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

**[www.kenmoremedicalcentre.co.uk](http://www.kenmoremedicalcentre.co.uk)**

**THE NEXT MEETING WILL BE AT 2.00-4.00 PM ON  
FRIDAY 20 SEPTEMBER 2019**

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

**blainra@aol.com**

