

**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 21 SEPTEMBER 2018**

**KENMORE MEDICAL CENTRE**

**2.00-4.00 pm**

### **AGENDA**

- 2.00 Notes Scribe and Action Recorder Volunteer  
Flu Clinics
- Welcome  
Apologies  
AOB  
Notes from last Meeting
- 2.10 Government/Clinical Commissioning Group
- 2.20 Questions to get feedback from patients about services
- 2.40 Working Party Progress Reports  
Website and Internet Initiatives  
Practice Overview  
Practice Booklet  
New Patients Leaflet  
TV Screen  
Reception  
Patient Virtual Group  
Patient Education and Newsletter
- 3.50 Practice Away Afternoons
- 4.00 End of Meeting

# KENMORE PATIENTS GROUP MEETING

FRIDAY 20 JULY 2018

**Present:** Andrew Blain, Ann Brown, Tomi Komoly, Norman Beenstock, Hilary Shaw, Fran Watson, Angela Philpott, Di McVeigh, Cathy Starkey.

**Apologies:** Jenny Banfield, Lynne Garner, Dr. Scott.

## **Notes from Last Meeting**

**Extended Hours:** It is likely that the Out Of Hours Service will continue as now. Lynne will keep us up to date as the situation becomes clearer.

**Car Parking:** Two companies presented the types of services they could provide and, after some discussion with Wilmslow Health Centre and the URC, contact will be made with other surgeries and churches who have controlled parking. A further meeting will be held on 6 September. **Action Fiona.**

**Defibrillator:** The proof of the way it will look has finally arrived but they are still short of three sponsors!! **Action Fiona.**

## **Government/Clinical Commissioning Group**

Nothing to report.

## **Staff Changes**

**Dr. Tom Steele will be starting at the Practice as a full-time Partner on Monday 3 September.**

Nina Mountney has started as a Receptionist and replacement for Suzanne Wood, the Treatment Room Nurse, is currently being advertised.

## **Working Party Progress Reports**

**Practice Booklet:** Andrew, Tomi and Norman are meeting on Thursday 26 July to discuss their suggestions for changes to the Booklet.

**New Patients Leaflet:** Andrew to speak to Jennie to find out where things are up to. **Action Andrew.**

**TV Screen:** Hilary and Andrew have commented on the draft of the shortened version. **Action Fiona.**

**Reception:** Di talked about her ideas for brightening up the Upstairs Waiting Room by displaying paintings by children from local schools. **Action Di.**

**Virtual Group:** Bruce to progress initial ideas to circulate to KPG. **Action Bruce.** In the meantime, Cathy will send out the Newsletter to the Group. **Action Cathy.**

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

**Website and Internet Initiatives:** Angela will meet with Tom to discuss suggestions for improvements to the Website.

**Practice Overview:** Andrew and Hilary were unable to meet with Lynne as she was on holiday.

## **Getting feedback from patients about their good and not so good experiences of the Practice**

**At the next Meeting the Group will each suggest two questions that we could put to the patients. Action all.**

## **Any Other Business**

**Flu Clinics:** Carole, the Nursing Manager, will be at the next meeting to give details of the new requirements of the Flu Clinics this year. As agreed with her, the Rota is based on two KPG members per session. Recently joined members should arrange to get ID badges. **Action Andrew to contact those not at meeting.**

**Patients who do not use technology:** Di will talk about this at the next meeting. **Action Di.**

**Regular Note Taker at KPG Meetings:** Ann will put an item in the Newsletter asking if any patient would be interested in this. **Action Ann.**

**KPG Contact List:** Andrew to check and circulate.

**Practice Away Afternoons**

**6 June:** Hilary and Fran attended an informative and useful session that included an audit on a new version of Warfarin.

**5 September:** Andrew to contact Lynne to find out nearer the date to find out what they will be covering.

**2018 MEETINGS FRIDAYS 2-4 PM**

**21 September**

**23 November**

**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 2.00-4.00PM ON  
FRIDAY 21 SEPTEMBER 2018**

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

**[blainra@aol.com](mailto:blainra@aol.com)**

