

**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 JULY 2018**

**KENMORE MEDICAL CENTRE**

**2.00-4.00 pm**

### **AGENDA**

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

# KENMORE PATIENTS GROUP MEETING

**FRIDAY 18 MAY 2018**

**Present:** Andrew Blain, Ann Brown, Tomi Komoly, Norman Beenstock, Hilary Shaw, Fran Watson, Angela Philpott, Di McVeigh, Robert Davis, Lynn Garner, Fiona McDermott.

**Apologies:** Grazyna Moore, Dr. Scott.

## Notes from Last Meeting

**Extended Hours:** Lynne said that the funding for the original plan for each local Practice to take turns for providing extended hours will not now be available and, at present, 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:** The Practice's plans are on hold as Cheshire East Council want to speak to all the various organisations who are currently considering charging for their parking. Lynne made it clear to the Group that Kenmore will make the final decision as it is a private car park, owned by the Practice. Lynne will keep us up to date as the situation becomes clearer.

**10 Top Tips:** A GP has produced a helpful video for patients to understand how they can make the best use of their time with the Doctor. This is now available to view on the Website. Norman and Fran have produced a leaflet which will be available in the Waiting Rooms. Andrew thanked them for their hard work.

**Defibrillator:** Fiona said that they were still waiting for the proof of the way it will look which was due at end of February. Andrew suggested that Fiona write to the 'provider' that the Practice and the Patients Group, who had instigated this idea, were very disappointed with the slow progress.

**Action Fiona.**

## Government/Clinical Commissioning Group

Nothing to report.

## Staff Changes

**Dr. Tom Steele will be returning to the Practice as a full-time Partner from September.**

Laura Tomson will replace Cathy Wellman on 25 June.

Suzanne Wood is leaving and Susan Hann is retiring. Both will be replaced.

## Working Party Progress Reports

**TV Screen:** Fiona will send out 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:** Andrew to speak to Bruce to find out where things are up to. **Action Andrew.**

**Patient Education and Newsletter:** Andrew thanked Jennie, Di and Cathy for producing the last Newsletter. A number of suggestions were made for inclusion in the next Newsletter. **Action Ann.**

**Website and Internet Initiatives:** Andrew met with Tom to discuss suggestions for improvements to the Website. Angela described the problem she has had trying to book online an appointment with a Doctor. Lynne asked members to let her know if they have similar problems. She will look into the problem. **Action Lynne.**

**Practice Overview:** Andrew and Hilary met with Lynne and discussed Car Parking, the Shingles process and the Defibrillator.

**Practice Booklet:** Andrew, Tomi and Norman are arranging to meet to discuss their suggestions for changes to the Booklet. **Action Andrew.**

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

## Any Other Business

**Pharmacy Late Opening Times:** Andrew asked if this notice could be displayed on the glass panel

by the front door. **Action Fiona.**

**Away Afternoon Dates:** Andrew asked if the date of the next one could be put up on the glass panel by the front door well in advance **Action Fiona.**

**Practice Away Afternoons**

**2 May:** No-one was able to attend.

**6 June:** Hilary and Fran to attend.

**2018 MEETINGS FRIDAYS 2-4 PM**

**20 July**

**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 20 JULY 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)**