

KENMORE PATIENTS GROUP MEETING

FRIDAY 4 FEBRUARY 2022

Present Andrew Blain, Ann Brown, Di McVeigh, Tomi Komoly, Fran Watson, Hilary Shaw,

Dr. Scott, Lynne Garner.

Apologies Alan Slater.

Dr. Scott announced that the Practice had introduced a new Website, following consultation with the Patients Group. This is much clearer for patients to use, with helpful boxes to identify key services. In addition, a new Telephone System has been installed. This has more lines which will reduce the time patients have to wait for their call to be answered and provide details of the where you are in the queue.

Specialist staff employed by the Primary Care Network (the partnership of the five local GP Practices) are now working to support the Practices. There are two Clinical Pharmacists who carry out Medication Reviews for patients on repeat medication, two Social Prescribers who take a holistic approach to the health and wellbeing of patients with one or more long-term conditions and First Contact Practitioners who are Musculoskeletal Specialists who can assess and diagnose conditions, give advice on how to manage skeletal conditions and refer onto specialist services. There will be further appointments of other specialist staff in the future.

The "Contact us online" service (for non-urgent medical, administrative or prescription issues) continues to be used greatly by patients. This means that the number of telephone calls into the Practice has been significantly reduced, enabling the Receptionists to concentrate on other parts of their jobs. The Practice, in consultation with the Patients Group, plans to extend this service to enable patients, who do not have access to the Website, to give details to Receptionists who will then complete a form and submit it to the appropriate person for action.

Dr. Scott agreed that, in future, all members of KPG could meet together. Andrew said that, as there were no volunteers to continue to produce the Newsletter, it would no longer be available. The annual review of the Patients Booklet, with suggestions for changes/additions from Tomi and Andrew, was nearly complete with the final version at the printers. Angela Carey, the Reception Manager, is looking into acquiring more supplies of the "Message in a Bottle", which gives details of your medication for when the Ambulance Services reply to an emergency at your home.

The next meeting will be at 2pm Thursday 7 April 2022.

**THESE NOTES ARE AVAILABLE ON THE PATIENT GROUP
PAGE OF THE PRACTICE WEBSITE: -**

www.kenmoremedicalcentre.co.uk

**IF YOU HAVE COMMENTS ABOUT THESE MEETINGS OR IDEAS ABOUT
OUR ACTIVITIES, PLEASE E-MAIL THE CHAIR AT blainra@aol.com OR
TELEPHONE HIM ON 01625 528866**

