

KENMORE PATIENTS GROUP MEETING

THURSDAY 7 APRIL 2022

Present Andrew Blain, Ann Brown, Tomi Komoly, Dr. Scott, Cathy Starkey.

Resignation Hilary Shaw.

Apologies Di McVeigh, Fran Watson, Angela Philpott, Alan Slater.

Dr. Scott told the Group that, from Monday 9th May, the Practice would be requiring patients who want to book appointments, **except those with Nurses and Health Care Assistants**, to **only** use the “Contact us online” service on the Practice Website www.kenmoremedicalcentre.co.uk. For those patients who do not have access to the internet or unable to complete the form, the Care Navigators at the Practice will complete and submit the form on their behalf. There will be no change to the process of requesting repeat prescriptions.

She said that this means the majority of patients will be able to request appointments from their home at a time to suit them without having to telephone or call into the Practice. As a result, the number of telephone calls and wait times for patients will be reduced significantly.

As well as texts and letters to those patients who do not have access to the internet giving details of this change, there will be posters in the Waiting Room and leaflets available, it will also be featured on Twitter, Facebook, local Websites, on a newly created page on the Practice Website and there will be regular updates in “News”. During the afternoon of Thursday 28 April, the Practice will be closed for training all staff on the effective introduction of this change, to ensure the minimum disruption to patients.

To enable the Practice to respond quickly to requests for appointments, Dr. Scott asked all patients to make sure the Practice have their current contact details. To update these, patients should click on “Patient Information” on the Website and complete the form or contact the Practice.

The next meeting will be at 2pm Thursday 23 June 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**