**KENMORE PATIENTS GROUP MEETING**

 **THURSDAY 23 JUNE 2022**

**Present** Andrew Blain, Di McVeigh, Angela Philpott, Dr. Scott, Lynne Garner.

**Welcome** Peter Davenport.

**Resignation** Alan Slater.

**Apologies**, Fran Watson, Ann Brown, Tomi Komoly.

Dr. Scott said that the introduction of Online Consulting had been a great success and patients are saying that they can see the benefit of not having to telephone the Practice to get an appointment. For those patients who do not have access to the internet or unable to complete the form, the Care Navigators are completing and submitting the form on their behalf. A question was asked as to whether patients received an acknowledgement to their request and members were asked to do a trial. Dr. Scott told members that there were a number of patients who were only putting on their request “I want an appointment with a Doctor” which means that the Doctor who reads all the requests then has to ask a member of staff to make contact with the patient to establish what is the issue. This type of requests mean patients will have to wait longer to start to deal with the issue and therefore take longer to benefit from treatment, significant time is wasted by the Doctor and members of staff. The Partners ask that the patients put in full details of their request.

From October all Primary Care Networks (The 5 local Practices) are required to offer appointments on weekday evenings from 6.30 pm to 8.30 pm and 9 am to 5 pm on a Saturday. Locally this service will be provided on weekdays by the Primary Care Network (the five local Practices), with Kenmore continuing to offer appointments on Wednesday and Thursday evenings and Saturday appointments provided by Vernova Health at Waters Green Medical Centre in Macclesfield. These can all be booked in the same way as all other appointments.

Dr. Scott gave details of the proposal to increase the number of Consulting Rooms within the Practice by dividing up some of the larger rooms and utilising the space in the basement by extending the lift access. A bid for money from the Clinical Commissioning Group has been submitted and the Partners are hoping it will be successful.

Di told the Group that the number of patients who do not use/have not got mobile phones has reduced significantly as a result of the introduction of Online Consulting. She is now arranging to speak to the Care Navigators about some of the difficulties non-technology patients have mentioned.

 **The next meeting will be at 2pm Thursday 25 August 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**