**KENMORE PATIENTS GROUP MEETING**

 **WEDNESDAY 29 MARCH 2023**

**Present** Andrew Blain, Di McVeigh, Angela Philpott, Tomi Komoly, Peter Davenport, Hazel Robinson. Dr. Scott, Lynne Garner.

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

The Group discussed with Dr. Scott the responses to the **Online Consultation** Survey and it was decided that further work would be done on the 598 responses for ideas of ways to improve the service. The number of requests is currently an average of 250 on a Monday and up to 150 on other weekdays giving a total of over 11,000 over the last three months.

Dr. Scott explained that **Medication Reviews** for Patients who take 10 or more medications are being conducted by the Clinical Pharmacists. Those taking less medications should request their Review **before** thedate on their Prescription Form,via the Online the Consulting Service and they will be given an appointment with the Health Care Assistant to take their blood pressure, blood samples for testing and check their weight. If these results are within acceptable limits, no further reviews are needed, if not, the patient will be given an appointment to see a Doctor.

The increasing number of medications now being prescribed means that the Pharmacies are taking longer to make them up. It was agreed that the **Prescription Form** would now read” Please note that the Pharmacy may take a further 48 hours to dispense your medication.”

She brought the Group up to date with the **Building Project**. The Practice now has planning permission to extend the lift into the basement and funding has been confirmed for the alteration of the Endoscopy Suite to become consultation rooms for Nurses, meaning the Nurses current rooms will be used by Doctors.

Di has arranged for the Care Navigators to help identify some of the issues the **Patients who do not use Technology** bring up when they are helping them to complete the Online Consulting Form and will also be evaluating the survey responses from this group of patients which will mean the Group will be in a better position to move forward on our plans to meet the needs of these patients.

As a result of the changes to Medication Reviews, Andrew will draft up a write up for the Website, as well as one on Shingles and Health Checks

 **The next meeting will be at 2pm Thursday 18 May 2023**

**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**