

East Quay Medical Centre

Patient Group Meeting

Thursday 21st June 2012

Minutes

Those attending:

Rachel Stark Sue Hughes Beth Maddock Beris Cross
Jo Eydmann Patricia Walker Ruth Chase

Apologies: Molly Gay Marilyn Bell Terry Barnett Maureen Barnett
Dr P Aird Ron Winter John Bowen Julie Hill Denise Sheppard

Notes from previous meeting:

The GP photos are now on the website. We will look at adding them to the plasma screen and also put one into Quaypoints once a month.

Reception has now received refresher training on who to book the Healthchecks with and what they are.

Points from the group:

Rachel explained to the group when appointments were put on the booking screen for the clinicians. The GP appointments usually go on two months before the end of the last appointment. We are trialing the nurses appointments at the moment to get the correct array and are therefore only putting short lots on. Rachel also told the group about Chloe, HCA, leaving to study nursing at Bournemouth university and Emma, currently a member of reception, will be trained up to replace her. Ann Wallace will also be retiring next year.

It was mentioned that the prescription line wasn't on at 10.30am one morning. Sue will check the clock. There is also a problem with hearing the receptionist on that line. That is due to the staff having headphones now, so Sue will look into it.

The group raised the fact that the information we have displayed concerning conjunctivitis is incorrect. This will be addressed immediately.

Bridgwater Federation Group:

Sue gave an update on the last meeting of the BBHF Patient Group which was a joint meeting with the Bridgwater Bay Health Forum. It was decided to discuss whether we keep the federation patient group for local items and to have the forum for discussing the bigger picture such as the new Bridgwater hospital.

Rowlands:

Lisa and Charlotte from Rowlands attended the meeting and answered various questions from the group:

- Lisa explained that the pharmacy do not have any contact details for patients, unless these have been given to them by the patient. Therefore sometimes it is not possible to call patients in advance to warn that they cannot supply all the requested medications, in the case of some being out of stock. If anyone does have a problem they can update or add their contact details in the pharmacy.
- It was explained that the pharmacy do not have any say over the size of colour of tablets changing. This is purely down to the manufacturers and down to the buyers in pharmaceutical companies. The buyers will look at the best, not necessarily cheapest, deals they can get and sometimes this means a change.
- Lisa discussed with the group that waiting times for prescriptions have reduced as their recruitment problems have been addressed and stock problems have also been sorted.
- It was suggested that we add something to Quaypoints to explain all the processes of checks a prescription needs to go to before the medications reach the patient, Lisa will look at this.
- All Rowlands staff have had instructions not to put the labels over the Braille instructions on boxes of medications.

Away Day:

The Survey will be carried out week commencing 25th June and a results day will be organised for September.

The Strike Day:

Rachel explained to the group that the GPs at East Quay were not striking as they are concerned for their patients. However, they do support the actions being taken.

Any other Business:

Beris mentioned the recent Men's day held at North Petherton surgery. Rachel will speak to the Federation about this.

Next Meeting: Thursday 21st August at 6.30pm