

East Quay Medical Centre
Patient Group Meeting
Wednesda 19 April 2017

Minutes

Attendees:

Rachel Stark, Beverley Wride Angela Cox John Day Mary Winning June Robinson Eddie Nicolas Jo Eydmann Vivien Butler David Gudge Rowena O'Toole Sally May Patricia Walker

Apologies: Beris Cross David Allen

1. Notes from the previous meeting:

- Rachel updated everyone on Dr Murray's new role as GP MH lead for Somerset, working with the CCG and Somerset Partnership
- Rachel outlined the finding from the MSK pilot – which ended on 31 March. A formal report is currently being drafted however in the last month it appears the changes we implemented to make it more cost effective worked whilst maintaining high satisfaction. It offers a real alternative to GP appointments given the shortage of GPs.
- Rachel updated the group on the GP and nurse appointments and the process we have been through for the last 18 months and which will finish in the summer.
- Rachel relayed Sue's information on the drop-in days:
 - Dementia Friends to coincide with Dementia Awareness week Mon 15 May 11-12 and Thus 18 May 2-3 at East Quay. These have been advertised on Dementia Friends website and 3 people are booked so far.
 - Young mums Drop in Day 5 July 10-3
 - Healthy Hearts 6 Sept – 10-3
 - Parkinson's evening – November – TBC
 - All other conditions TBC over the next two years

2. Points from the Group

- David Gudge advised us that he is standing to be a Governor of Somerset Partnership. He will let us know when he hears at the end of the month.
- The availability of same day appointments with the nurses was highlighted as an excellent service.
- We did however hear of an issue with a message that was not handled well. Rachel will look into this when we have the name as it shouldn't have happened the way it did.
- Repeat Prescription line is still tricky to access at times. Rachel explained the logic behind the set-up and that it is best to avoid calling early in the week and early in the day. Wednesday or Thursdays – particular afternoons – are usually the best times. We also have the excellent online service too for those with internet access.

3. Advanced Access

Rachel explained the history and current position around the Somerset requirement to deliver Advanced Access (8-8 7 days a week). We had a long discussion about the benefits, challenges and the strategic position as well as the practical problems. The group had much sympathy for the difficulties it poses. Rachel will keep everyone updated over the next two months.

4. GP changes

Rachel confirmed the following GP changes:

- Dr Jennie Powell returns from maternity leave this coming Monday
- Dr Nick Jestico is now covering Dr Wood (M,T,T)
- Dr Nick Jestico is also covering Dr Murray on Wednesday as she has increased her CCG days to 2 a week
- Dr Sue Roberts retires on 31 May
- Dr Tim Horlock joins as a partner on 1 June.
- We also have a GP returner, Dr Cathy Gilbert, joining us full time for 3 months at the end of May.
- We have no GP Trainees from August to January

5. AOB

- Dr Wood will be returning to the GP role for the patient group in June. We don't generally fill the cabinet posts during leave as the other GPs have their full quota of cabinet posts. We recognise that this isn't however ideal.
- Rachel confirmed that patients cannot be fully registered at two GP practices at any one time. This is possible with dentists and opticians etc.
- Rachel outlined the new Cardiology Pilot EQ and Taunton Road are undertaking with Cardiology at Musgrove. The first clinic is in May and we shall report back after then.

**Date of the next meeting is
Wednesday 31 May 2017 at 12.30pm**