

East Quay Medical Centre
Patient Group Meeting
Wednesday 27th January 2016

Minutes

Attendees:

Sue Hughes Beverley Wride Dr Wood Angela Cox Rowena O'Toole John Day David Allen
Jo Eydmann Beris Cross Sally May Beth Maddock Patricia Walker June Robinson Andrea Barratt

Apologies: Rachel Stark Col Williams John Bowens Molly Gay Mary Winning Pam Mogridge

Sue welcomed Jane Treharne to the group

1. Notes from the previous meeting:

- Sue will investigate the outcome of the change to the buses.

2. Points from the Group

- A member raised the problem requesting an urgent appointment with their own GP. They were told they had to see another doctor. Dr Wood explained that we share out the urgent appointments every day to prevent one doctor having a lot and another having none. Some reception training is required to ensure patients realise why they cannot always see their own GP in this case.
- A member raised a query about the difficulty trying to get through to the prescription line. Sue explained that there are very busy times of the day and perhaps trying the line early afternoon might be better.
- Members commented on delays in Rowlands to collect prescriptions, when the medications weren't ready despite being told they were. This is an issue that needs to be addressed with the pharmacy directly.
- A member asked if we had a new system of calling patients when they need a blood pressure appointment. It was explained that at this time of year we were trying to ensure we record all the necessary patient data in readiness for the year end.
- A member asked where the music in the waiting room had gone. Sue explained that the CD player had broken and she needed to get a replacement.

3. Out Based Commissioning/Somerset Together

The NHS is in real financial (and manpower) crisis. Somerset CCG are adopting a new way of commissioning and contracting across all NHS contracts. This is called Outcome Based Commissioning-or Somerset Together. The theory is to move away from activity based contracts and replace with an 'outcome' based contract, thus incentivising providers to work efficiently internally and with others to achieve these outcomes. This is a huge change in the current system and is working on the assumption that outcomes based contracts work and that all providers can work together to make the population healthier and t make better choices in how they access healthcare. As a practice there are several levels of joining this-from no involvement to putting our entire contract in the pot. We have grave concerns about the impact on patient care and the future of General Practice under this scheme. We are making these concerns well known whilst continuing to influence the change.

4. GP Changes

We now have our five new partners in place following the retirement of Drs Goldie, Budd and Swindall. We also have Dr Jacobs, GP Registrar who is with us until September, Dr Ramesh, F2 doctor, here until April and we have a second GP Registrar starting next week. We have a student nurse here for eight weeks and have said we will accept medical students this year as well.

5. GPES

This is Care.data and is currently on hold. A meeting is planned for February.

6. AOB

- The recent media coverage of the baby in Cornwall who died from sepsis was discussed and Dr Wood explained that other clinicians and Out of Hours staff do not have access to a patients full medical records. If a patient has a summary care record this will show all recent medications and a summary of problems.
- Beris spoke to the group about the Forget me Knot project who are encouraging people to knit twiddle muffs for dementia patients to give them something to do. Details are attached to these minutes and Sue will advertise on the waiting room plasma screen.
- Sue will sort out dementia awareness training for the group.
- The group are keen to learn resuscitation and Beverley is happy to provide this. Sue will liaise with Beverley and organise this.

**Date of the next meeting is
Wednesday 16th March at 6.30pm**