

East Quay Medical Centre
Patient Group Meeting
Wednesday 15th June 2016

Minutes

Attendees:

Sue Hughes Beverley Wride Angela Cox David Allen Jo Eydmann Beris Cross June Robinson
Beth Maddock John Day Dr Wood Julie Davies

Apologies: John Bowen Linda Driver Sally May Vincent Adika Mary Winning

Sue welcomed Eddie to the group

1. Notes from the previous meeting:

- Sue informed the group that we now have the new telephone lines into the practice
- Care.data is still on hold and we have no further information.
- Sue will approach the manager at Wickes about patient parking.
- Sue asked if there was any feedback on the Forward Planning booklets discussed at the last meeting, none at the moment.
- Beris has written to our Euro MP about the withdrawal of sending unused drugs to deprived countries, but has not had any reply. The letter will be sent again.

2. Points from the Group

- Several members commented on the fact that the new Electronic prescription service seems to have made the waiting time for a prescription longer rather than shorter as they thought it would. Sue told the group that we had increased the prescription time from two to three days at the beginning of the year and that any other delays will be in the pharmacies.
- There have delays in prescription being ready when ordered together. Sue will look into this.
- A member commented on the delay in obtaining prescriptions from Rowlands on Saturdays. This has happened on three occasions when there has not been a pharmacist on site.
- A member was told by the hospital that the targets for blood pressure have been lowered. Dr Wood has not heard of this, and explained that all patients may have other issues that affect this.
- There are some patients in the practice with exactly the same name. This can cause a problem is they have appointments on the same day/time, as has recently happened, where the name came up on the Jayex (calling) board. Sue will ask Rachel for advice on this.
- A complaint was made about front reception being very busy with long queues and only one receptionist on. Sue explained that the reception on front desk does have a bell to call for help, but in this instance the helper may have been dealing with a phone call or getting something signed by a GP. Sue will keep an eye on this.
- The demise of Webber busses was discussed and Sue told the group that we have not had any comments made about this.

3. OBC Update

OBC is currently paused as the CCG is one of 44 areas who have been asked to come up with a plan to get back into financial balance.

4. CQC

Sue spoke about the recent media coverage of the CQC rating Victoria Park Medical Centre have received. The results were based upon the management areas and all the clinical, patient care areas were fine. This has been addressed and we are hopeful of improvement. The practice has had good support from their patients.

Both Redgate and Somerset Bridge practices have received a Good rating from CQC, even though there have been a lot of negative, social media discussions on them.

However, Highbridge Medical Centre in in special measures with CQC and they have applied to close their list. We have explained the risk of the domino effect as well as access as they have an almost monopoly in their footprint. Sue asked the group to be supportive of all these practices.

5. AOB

- A discussion on the use of statins took place, as there is a lot of good and bad stories about taking statins. Dr Wood advised that NHS Choices and patient.co.uk are good sites to get advice from.
- Sue thanked Beverley on behalf of those who attended for the First Aid training she gave on 13th June.
- Sue spoke to the group about the 'Sign Up to Safety' Campaign for 2016/17 and will update them more at the next meeting.

**Date of the next meeting is
Wednesday 3rd August 2016 at 6.30pm**