

East Quay Medical Centre
Patient Group Meeting
Wednesday 18th March 2015

Minutes

Attendees:

Sue Hughes John Day Beverley Wride Beth Maddock Jo Eydmann Pam Mogridge,
June Robinson Beris Cross Molly Gaye David Allen Col Williamson

Apologies: Rowena O'Toole Dr Swindall Mary Winning David Vann
Sally May Linda Driver Ruth Chase Linda Driver

Sue welcomed David Allen to the group and introductions were made.

1. Notes from the previous meeting:

- Sue updated the group on the date of the next Federation Patient group meeting, being 16th April. We will take the suggestion made by a member about talking to our local MP about medical issues.
- Beverley updated the group on the Care.data leaflets.

2. Points from the Group

- Members of the group commented parking being easier at the moment. Sue gave an update on the proposals made to Rowlands to rent parking spaces in our new staff car park.
- The group discussed the problems being able to get through on the phones. Sue will bring the phone logging details to each meeting for discussion. Sue also explained the number of staff employed to answer phones and the lines we have coming into the building.
- A member told of a dementia research letter their husband had received. Sue explained what research we were involved in and how patients will be invited to take part.

3. Online Services

Sue explained that we now offer patients on-line prescription ordering for repeat prescriptions. We also offer Urgent Nurse and Smear appointments on-line. Anyone interested in signing up for these services can contact reception.

4. New Website

We now have the new East Quay Medical Centre web site up and running. This has been set up by a media company with direction from Rachel and we will be supporting it. The websites for both East Quay Health and East Quay Vision are nearly ready for release as well.

5. AOB

- Friends and Family Test: Sue distributed the latest results to the group. These are all on both the website and the plasma screen.
- Sue handed out Dementia research leaflets to the group for anyone interested in signing up. The leaflets are also available in the waiting room.
- At the recent National Institute for Health Research conference we were given some Research in General Practice, guide for Patient Groups leaflets. Sue distributed these to the group and it was suggested we add this to the next meeting agenda to discuss.
- Problems with changes to the packet size for medications were raised and it was agreed to ask the new pharmacist at Rowlands to attend a meeting in the near future.
- Sue told the group that we had finally had the results from last year's CQC visit. Copies of the results were handed out to each member.

Next Meeting: Tuesday 12th May at 12.30pm