

East Quay Medical Centre

Patient Group Meeting

Tuesday 6th May 2014

Minutes

Attendees:

Sue Hughes Ruth Chase Beverley Wride Beris Cross Linda Driver Carol Pracownik
June Robinson Pam Mogridge Dr Swindall John Day Rowena O'Toole Jo Eydmann
Diane Irwin Beth Maddock Rachel Stark Chris Leonard Marilyn Bell

Apologies: Sally May John Bowen Mary Winning

1. Notes from the previous meeting:

- Sue still needs to get a No Smoking sign for the bench. This is now in situ.
- Sue reported that she did write to The Bicycle Chain regarding sponsorship for more bike racks; however she has not heard anything.
- The Mums morning was a success and had good attendance.

2. Points from the Group

- Disabled Parking was raised and Rachel discussed with the group our car parking plans in general.
- The access to see a GP was raised by the group and Rachel explained the problems we were experiencing at present with Dr Aird being absent and also with patient expectations being greater. This problem is happening nationally not just at EQMC.
- Beverley relayed her thanks for organising her medications when she had to rush away.
- A member asked if there was any news on the Prime Ministers [proposals regarding weekend opening. Nothing at present.
- It was reported that the bus service to the new hospital is not good. It was decided to look at this in a few weeks.

3 Independent Living Team

Chris Leonard told the group about this new service, between Somerset County Council and the NHS. A team has been set up to give support to patients and enable them to stay at home longer. The ILT comprises of social workers, physios, occupational therapists, Somerset Care, Brunel Care and they will contact the Community nurses and Mental Health team as well. Access is via GP referral only.

4 Car Park Update

EQMC are in the process of buying a piece of land for a car park. This will give 25 to 30 spaces for all staff and staff from Rowlands and the dental practice. This in turn will then free up spaces for the patients and we will be able to make more disabled spaces.

5 EMIS Web

Rachel told the group about the new clinical software system we are moving to in August. This is a hosted system so any problems we have with the present system should disappear. We go live on 6th August and there will be a reduced surgery that day.

6 New "at risk" register

This is a new scheme the government launched to give continuity of care to patients by giving them a named GP and to stop patients going into hospital and keep them well for longer. We need to have 2% of our patients, about 300, on the list. The GPs will then write a care plan for each one and agree it with the patient. The patient will then keep this at home so the patient is aware of their next step.

7 On-Line prescription ordering

We had to achieve 7.5% of our patients signing up to this by the beginning of March. We have actually achieved 11%. There were some problems at the start but these were ironed out. This doesn't work well when EMIS is backing up data but this will not be a problem when we move to EMIS web. However, any acute medications do not show so any patient who has been having these for a while need to ask their GP to move them to repeat prescriptions. The patients can also add a message on the screen as well.

The next stage will be electronic prescribing, which is reportedly coming to Bridgwater next year.

8 AOB

- A member of the group remarked on the access to get through to book a podiatry appointment.

Next Meeting: Wednesday 25th June 2014 at 6.30pm