

East Quay Medical Centre
Patient Group Meeting
Tuesday 6th August 2103

Minutes

Those attending:

Rachel Stark	Sue Hughes	Marilyn Bell
Beverley Wride	Sally May	Beris Cross
Patricia Walker		

Apologies: Terry and Maureen Barnett, Dr Peter Aird, Beth Maddock, Ruth Chase, Jo Eydmann.

Sue told the group of Maureen and Terry's decision to resign but they have offered to help with the Virtual Member Group.

1. Notes from the previous meeting:
 - PILS leaflets on the website and in the patient waiting room.
 - Confirmation that Intercare box has been set up behind reception desk.
 - The group discussed anniversary plans and it was agreed that Sue Hughes will pull a report together to launch along with the survey result Oct/Nov 2013.
2. Points from the Group
 - A section from the patient newsletter is to be given to the group for their own input.
 - Sue Hughes has arranged an Awareness Day on Saturday 21st September to be held at East Quay Medical Centre. There will be health trainers, diet advice, fun taster sessions and lots more.
3. Urgent Scripts
 - Rachel explained there has been a dramatic rise in the number of requests for urgent repeat prescriptions and how disruptive it is for doctors and takes time out of reception, meaning the phones take longer to answer. It was discussed that from 1st September we will be making a change with urgent requests being noted on patient record. After the third request this will take the normal 2 days before it is ready for collection. We will as always issue genuine requests.
4. Any Other Business

Amanda Stone from Disability Somerset would like to attend meetings on a regular basis.

Next Meeting: Tuesday 17th September 6.30pm.