

## East Quay Medical Centre

Patient Group Meeting  
Wednesday 25<sup>th</sup> June 2014

### Minutes

#### Attendees:

Sue Hughes Ruth Chase Beris Cross June Robinson John Day Jo Eydmann  
Patricia Walker Col Williams

**Apologies:** Sally May Mary Winning Beverley Wride Linda Driver Pam Mogridge Dr Swindall  
Rowena O'Toole Beth Maddock Molly Gay

Sue welcomed Col Williams to the Group as a new patient and new member of our Group.

#### 1. Notes from the previous meeting:

- It was agreed that buses to the new hospital seemed plentiful in some areas but not others. The group mentioned that it would be useful to patients for appointment letters to say buses to the hospital were available.

#### 2. Points from the Group

- Online prescription ordering was raised and members told of a message appearing saying to copy and paste a link. This will be on our website. As so many patients were finding the link didn't work, Rachel changed it so it can be cut and pasted into their browser directly. This has worked in that now only 10% of problems then we had previously.
- The sun is stopping the call board in the waiting room from being seen sometimes. Sue will ensure it is tipped slightly to help prevent this problem.
- John asked why, if putting a message into the box on the on-line prescription screen, the patient needs to order an item before it will send. This is correct and nothing we can change. However, we do say on the website to only use it for repeat drugs and past drugs do need to be ordered via the other routes.
- It was suggested we look at a swipe card system to replace the self-check in screen. Sue will investigate this. If any members would like to volunteer to assist/educate patients in using the self-check in screen please let Sue know and she will sort some dates.
- A member asked why they can only have a 28 day prescription for thyroxin, which they need continually. It was suggested they ask for a batch prescription.
- Marilyn was thanked by the group for her contributions over the years now she has stood down.

#### 3 Students

Sue told the group about the Medical students we have starting shortly, here for three weeks at a time. We are also having nursing students this year as well.

#### 4 Car Park Update

The new staff car park is still on-going. Rachel met with the planners on Monday from the council and they are happy, so we should have permission through within the next eight weeks or so. We will then look at more disabled parking spaces in the patients' car park.

#### 5 EMIS Web update

The new clinical system will start on 6<sup>th</sup> August and patients are being made aware of the computer downtime by way of leaflets at the moment on the changeover day.

#### 8 AOB

- Sue thanked all those in the Group who sponsored her and Sue Knott for the Moonwalk. They raised £1623.62 for Breast Cancer.

**Next Meeting: Tuesday 19<sup>th</sup> August at 12.30pm**