

East Quay Medical Centre
Patient Group Meeting
Tuesday 17th September 2103

Minutes

Those attending:

Sue Hughes	Beth Maddock	Ruth Chase
Beverley Wride	Sally May	Beris Cross
Jo Eydmann	John Bowen	Dr Peter Aird,

Apologies: Marilyn Bell Mollie Gay

1. Notes from the previous meeting:

- Sue explained that we had started the new system for dealing with requests for urgent scripts, but this will take three months of repeated requests before a patient is told they will need to wait the normal 2 days.

2. Points from the Group

- The lack of parking was raised and the fact that the same cars are parked in the patients car park two days running. Sue will police the car park and try to stop staff parking there.
- It was requested that the self-check in direct patients to the correct waiting area for the nurses. Sue will check this is happening.
- Members of the group asked if they will be able to book appointments on-line soon. Sue responded that there were no plans at the moment to implement this and that our booking system does not lend itself to this method at the moment. This is because patients, when they ring for an appointment, will be given one with the most suitable clinician for their problem, and this may not necessarily be a doctor.
- The speed of the plasma screen was discussed as some patients find it too fast, however each slide is set at 30 seconds which is suitable for the majority of patients.
- It was requested that the volume of the Jayex be increased as those patients who are deaf struggle with it. Dr Aird explained that most of the doctors do come out and call for their patients if they do not respond to the Jayex board.
- Beverley told the group that she was on the panel for dermatology for the new Bridgwater hospital and also for MPH.

3. GPES/EMIS web

- Sue gave a brief insight into GPES and also EMIS web and handed out the leaflets that have been produced for the patients.

4 Quaypoints

- Having decided that the group would have a slot in Quaypoints each month, it was decided that October's edition would say thank you to all those patients taking part in the survey.

5 AOB

- The group asked if they could visit the new hospital before it opens. Sue will make enquiries and report back.
- Sue spoke about the list of potential new members of the group gained from the survey and the Social event on the 16th October to celebrate the 10 year anniversary and to meet the potential new members.

Next Meeting: Tuesday 12th November at 12.30pm