

East Quay Medical Centre

Patient Group Meeting
Thursday 3rd May 2012
Minutes

Those attending:

Dr P Aird	Sue Hughes	Ron Winter	Julie Hill
Beth Maddock	Beris Cross	Denise Sheppard	Jo Eydmann
Patricia Walker	Ruth Chase		

Apologies: Molly Gay Marilyn Bell Terry Barnett Maureen Barnett

Notes from previous meeting:

Dr Power has now started and the other doctor and nurse changes have gone ahead.

There is an way morning booked for **22nd May 10am to 1pm**, to discuss the 2012 Patient Group Survey

Points from the group:

Photos of all the GPs are required for the website, partners are already on but can the other doctors based here also be added.

Lisa from Rowlands will be invited along to the next lunchtime group meeting.

A patient, upon receiving an invitation for a healthcheck, called to make an appointment, to be told by the receptionist that they had no idea what they were. Sue will ensure re-training is given on this.

It has recently been reported that the South West have the highest amount of amputations due to diabetes complications in the country, yet we do not prescribe blood testing strips anymore for non-insulin treated Type 2 diabetics. Dr Aird explained that a fuller picture can be gained by routine bloods rather than a once a day patient blood test which is just giving a snapshot. He also explained to the group that this is national guidance and not an East Quay policy alone.

A group member gave praise to the practice from a neighbour who thinks EQ is "the best thing since sliced bread"

The time of collection of prescriptions by Sainsbury's was discussed as a patient had ordered on line one morning and the prescription was not ready two days later. It was agreed that ordering the evening before was the best time to ensure the reception staff deal with this in the morning.

Dr Aird explained how the calling of patients for the AAA Screening for over 65 year old males was done and that in this practice the Health Authority send the list of eligible patients and their doctor will vet the list to ensure they are happy the patient is called.

The group discussed whether the 12 week for referrals had slipped at all. This is still in place, however if a GP is worried about a patient and they do not fall into the 2 week wait, the doctor can contact consultants.

A member asked if the new swimming pool at Chilton Trinity will come under the Pro-Active scheme. Sue will make enquiries.

Bridgwater Federation Group:

Sue gave an update on the last meeting of the BBHF Patient Group in March where the EDF proposals were discussed in length and the concerns that there is limited cover proposed for medical facilities.

Medicines Waste Campaign:

A PCT awareness campaign will be starting in mid May to try and reduce the amount of wastage of medication.

Text Messaging

The group decided this was a good way of communicating with patients and that we should continue with it.

Any other Business:

Beris told the group that all medication boxes have Braille on them.

Next Meeting: Thursday 21st June at 12.30pm