

## East Quay Medical Centre

Patient Group Meeting  
Tuesday 24<sup>th</sup> May 2011

### Minutes

Those attending:

Sue Hughes	Marilyn Bell	Beth Maddock	Beris Cross
Maureen Barnett	Terry Barnett	Julie Hill	Jo Eyddman
Denise Sheppard	Patricia Walker		

Apologies: Peter Pappin Ruth Chase Ron Winter

#### Notes from previous meeting:

- Power Point Presentation on the plasma was corrupt hence the reason it was going too fast to read. It has been retyped and is now working a lot better.
- The new chairs for the conservatory have now arrived. We will be getting them fixed together before they go into use.

#### Points from the group:

Terry Barnett reported on the Bridgwater Federation Group meeting. The pilot HUB scheme was explained to the group. This in its early stages when it evolves it will be useful for our patients with long term conditions.

Julie spoke about the chemist and reported that there has been an improvement. Beth raised this issue regarding stock supply at the chemist. It would be useful if the chemist called the patient when unable to obtain stock rather than patient making the journey into the chemist. Sue will raise this with Lisa Trebble, the on site manager.

There was a complaint about the prescription line not being answered. Marilyn explained the past month has been extremely busy due to the extra bank holidays. It has been suggested if unable to get through to the reception line maybe to use the on-line ordering of script system.

A patient who had day surgery was unable to get an appointment for a change of dressing the following day as all urgent slots had been used. This is a training issue as in this instance our patient should have been advised to go to A&E.

An elderly lady, who had a taxi to the surgery for an appointment, arrived on the wrong day. The receptionist involved was very helpful and contact our clinician who agreed to squeeze the lady into her clinic rather than send the lady away.

Jo asked if the surgery were going to have a letter box. Sue explained this is a health and safety issue. Something unpleasant or to cause a fire could be posted into the letter box. However, the prescription box will be replaced in the conservatory soon.

#### Complaints:

An iron pole has been found in the ground alongside the footpath leading into the surgery. A patient fell over this whilst moving to one side to let a lady through. This will be removed.

A patient called the surgery at 5pm the Thursday before the Bank Holiday, requesting a prescription for an inhaler. The receptionist explained that this was not possible. The patient complained that she had been unable to order on the telephone as the line was busy and reception advised that she could have ordered on-line. The patient complained as she didn't know about the on line ordering system and it should be advertised better.

Patient complained as the surgery had no emergency appointments left for her daughter to be seen about her verucca. She insisted on a call from the duty doctor. This was followed up.

A patient had a reaction from antibiotics and missed a family wedding. This had not happened before.

There was confusion at the front reception with the queue busting system. A patient jumped the queue and a lady walked out in disgust. Reception knew this lady by name so called her to apologise and offered her an appointment as needed.

**Bridgwater Federation Group:**

The group has changed its name to Bridgwater Bay Health Federation.

Brent House surgery is now Cranleigh Gardens Practice. They have a 100hr hour Pharmacy coming shortly. Sue will follow this up.

Williton surgery held a Healthy Living Day where 50/60 people attended.

Edington surgery has a new waiting room.

Telehealth - this is set up for patients with long term health problems who have equipment at home to take blood pressure etc. This is linked to GP's to monitor.

HUB - this trial is nearing the end of 6 month trial and to be extended. It has been set up for patients with long term medical conditions. A plan is set up for care from their home. GPs, Jane Beagle, community district matron can refer patients. The number of patients referred from Jan to May was 96 within the Federation.

There is a plan to change the way district nurses and health visitors work. The plan is to have a central base so for example one district nurse will visit one nursing home. The GPs are a little nervous as they may lose individual link between district nurse, health visitor and patient.

**Patient Participation DES**

A working party will be set up by the group to set up questions for a survey. The idea is to gather overall view of needs of patients. This is to be placed on the website with results by 31<sup>st</sup> March 2012. We are looking to recruit a wider range of patients to the group, one suggestion was to contact Bridgwater College and suggest students on HCAs and carers course to attend the group as part of a module. Sue will follow this up.

**Any Other Business:**

None

**Date of next meeting- Thursday 7<sup>th</sup> July at 12.30pm.**