

## East Quay Medical Centre

### Patient Group Meeting 21<sup>st</sup> August 2012

#### Those attending:

Dr P Aird	Sue Hughes	Marilyn Bell
Denise Sheppard	Beth Maddock	Beris Cross
Patricia Walker	Ruth Chase	Jo Eydmann
John Bowen		

#### Apologies:

Rachel Stark, Julie Hill, Molly Gay, Terry and Maureen Barnett.

#### Notes from previous meeting:

Sue Hughes will follow up Lisa from Rowlands as regards the processes for producing a prescription.

#### Points from the group:

- Some of the coloured print on the plasma is difficult to read. Sue will address this.
- It was asked if a water machine could be set up in the waiting room. Sue explained that patients can come to reception and ask for a drink if they are not feeling well. This is on the plasma screen.
- A patient was booked in with a practice nurse for a mole check. This was incorrect so the nurse called the duty doctor who is available at all times to assist the urgent nurse clinic.
- A patient asked the nurse to check her bite which she was seeing her for a nurse appointment. The nurse refused because the doctor had already been dealing with this. It was suggested the patient needed to book an urgent appointment with a doctor as the patient felt it was worse than when the doctor had seen previously.
- A patient was with group member completing a survey and was called by practice nurse for her appointment. The nurse waited for a while for the patient but came back and asked if she could see the patient as her clinic was running behind.
- A compliment about HCA followed up patient who came in for a blood test, she noticed on his notes that he took blood pressure tables so suggested she check this out. Everything was fine.
- Resuscitation was discussed with a patient who had been admitted to hospital. It was explained this has been brought in as general practice within the medical profession.

#### Bridgwater Federation Group:

Nothing to report. Next meeting to be held in September.

#### Parking:

- The possibilities of some car park spaces for East Quay Medical Centre are being discussed with Biology, who are moving into Focus.
- Sue Hughes is patrolling the patient car park with notices which are put are cars which have been parked inappropriately. This will free up more spaces for our patients.

#### Flu Clinics:

Dates have been set up which are on in intranet, plasma, waiting room and Quay Points.

Members of the group been asked if they would like to help with our Saturday clinics as due to the amount of clinics being held extra help along with our staff would be useful to direct patients to nurse rooms and other area. This will help the clinics runs more smoothly.

**Diabetic Lifestyle Day:**

Bridgwater Federation have granted funds for this event. It is aimed to invite patients in Bridgwater and surrounding areas with type 2 diabetes and a BMI of over 30 to come along with their families. This is to encourage heathly eating and exercise. This is being held at Victoria Park Community Centre.

Sue Hughes will visit all practices to do a computer search for letters to go out to patients. The Patient Group have been invited to help on the day.

**Review of Health Points:**

Rachel is producing the Autumn edition. The patient group have been asked to e-mail Sue Hughes with any suggestions of what would be good to go into this edition. The Health Points are distributed to all surgeries within the Federation Group.

**Any Other Business:**

An away day is being planned to discuss results of the patient survey. Tuesday 2<sup>nd</sup> October has been suggested. The group will e-mail Sue with confirmation if they can attend. If this date is not suitable another date will be arranged.

Date of next meeting: Tuesday 16<sup>th</sup> October 2012 at 12.30pm. Lunch will be provided.