

## East Quay Medical Centre

### Patient Group Meeting

13<sup>th</sup> December 2012

Those attending:

Rachel Stark Sue Hughes Terry Barnett Maureen Barnett Molly Gay Beverley Wride  
Ruth Chase Jo Edymann Beris Cross Denise Shepperd John Bowen Beth Maddock  
Marilyn Bell

Apologies:

Patricia Walker Ron Winter

Sue welcomed Beverly to the group as she only met a few at the last meeting.  
Sue also told the group that Julie has moved to Devon.

#### Notes from previous meeting:

Nothing to discuss.

#### Points from the group:

- John expressed his concerns on patients driving the wrong way in the carpark and suggested we have directional arrows on the road. Sue will look into this.
- The practice boundary for new patients was discussed. Sue explained the boundary as being Bridgwater, out to Pawlett and Puriton. She also explained that if patients from another Bridgwater practice ask to be registered here we always write to them to say we respect our colleagues and if they have a complaint to raise it with their current practice. If this cannot be resolved we will then consider taking the patients onto our list.
- There was confusion on the on-line prescription ordering when patients need extra to cover holidays. Rachel will put a note onto the web site about this.

#### Diabetes Day

- Sue thanked all those who helped at the day in November and reported that it was very successful.

#### CQCPiIs

- The Group were happy with the mock-up folder to hold the Patient information leaflets and the Practice Leaflet and Rachel will move forward with this. It was suggested we have information on opening pill bottles and how patients can request the pharmacy use alternative containers.

#### Research

Kate Brooks, research officer with the Primary Care Research Network explained who the PCRN are and what they do and how East Quay assists with research studies.

#### Contract Imposition

Rachel gave the group a brief overview on how the new GP contract will be, but said nothing was finalised yet.

#### Stroke Service in Somerset

Sue told the group of the plans to change the stroke service in the county and that it may only be in either Yeovil or Taunton. Maureen took the feedback form to complete and Denise and Molly will also send their thoughts in.

#### 10<sup>TH</sup> Anniversary

Rachel told the Group that 2013 will be the EQ Patient Group's 10<sup>th</sup> anniversary. It was decided we would celebrate this and will discuss at the next meeting.

#### Any Other Business:

- Rachel gave an update on Dr O'Brien and said he is hoping to be back in January but will be on restricted duties to start. Meanwhile we have locums covering his clinics.

- Dr Power will be going on maternity leave at the end of April and Dr Clapham and Dr McLaren will cover while she is away.
- Rachel told the group of the planned changes to parking by the council. The group are happy for a letter to be sent objecting from them
- Sue gave the 2013 meeting dates, as follows:
  - 5<sup>th</sup> February at 6.30pm
  - 4<sup>th</sup> April at 12.30pm
  - 30<sup>th</sup> May at 6.30pm
  - 23<sup>rd</sup> July at 12.30pm
  - 17<sup>th</sup> September at 6.30pm
  - 12<sup>th</sup> November at 12.30pm
  - 9<sup>th</sup> January 2014 at 6.30pm

**Date of next meeting:** Tuesday 5<sup>th</sup> February 2013 at 6.30pm

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