

East Quay Medical Centre

Patient Group Meeting

16th October 2012

Those attending:

Rachel Stark Sue Hughes Terry Barnett Maureen Barnett Patricia Walker
Molly Gay Beverley Wride

Apologies:

Julie Hill, Ruth Chase Jo Edymann Beris Cross Denise Shepperd

Notes from previous meeting:

We discussed the results from the patient survey at an away morning the previous week. Sue Hughes will write up the report to be discussed at the December patient group meeting.

Points from the group:

- Terry asked about medication review. Rachel explained that patients can have a medication review when seeing a nurse. Patients do not need to make appointments with their GP for this. A review is identified on the prescriptions but this is something we are unable to change.
- Molly asked why she had had 3 flu vaccination reminder letters. Rachel explained that we get a 75% to 80% uptake of those needing a flu vaccination actually having one. Rachel also explained that we are doing our own housebound vaccinations this year due to staff shortages within the District Nursing teams. The District Nurses will do those patients already on their case load.

Bridgwater Federation Group:

- Following the BBHF Patient Group meeting in September, Sue reported that the group had decided to stay separate from the BBH Forum and that the Group would also focus on increasing membership.

Bridgwater General Hospital:

- An e mail had been sent to the group asking what department they thought were needed in the new hospital. The list was discussed and will be passed on.

CQC PILS:

Rachel explained briefly what CQC was and how general practices were the next areas to be inspected, following Care homes, Dentistry, Out of Hours service and the Ambulance Service. We have produced several patient information leaflets and the group was asked to read them and comment back to Rachel on any areas they found confusing, before they are printed. It was suggested that they are colour coded, A5 in size and have some pictures to make them easier to read. Rachel will look at these suggestions.

Awareness Days:

Bridgwater Federation are holding an awareness event for carers of Dementia patients at Taunton Road Medical Centre and also a Diabetes Lifestyle day at Victoria Park Community Centre.

Any Other Business:

Rachel told the group of Dr O'Briens recent bereavement and that he will be off for the foreseeable future. We are covering his patients internally and with some locums.

Date of next meeting: Thursday 13th December 2012 at 12.30pm. Lunch will be provided.(and mincepies!)