

## East Quay Medical Centre

Patient Group Meeting  
Thursday 15<sup>th</sup> December 2011

### Minutes

Those attending:

Dr P Aird	Terry & Maureen Barnett,	Denise Sheppard
Sue Hughes	Molly Gay	Jo Eydmann
Beth Maddock	Beris Hughes	John Bowen
Patricia Walker	Ron Winter	

Apologies: Julie Hill, Marilyn Bell, Ruth Chase

#### Notes from previous meeting:

Nothing to report.

#### Points from the group:

A compliment was made about Dr Norbury and how professional he is. The reception team were also praised by the group.

#### Bridgwater Federation Patient Group:

Sue and Ron explained to the group how they had attended an inaugural meeting of the Bridgwater Bay Health Forum, together with other members of the Bridgwater Bay Health Federation Patient Group. The meeting was to discuss whether the Forum, made up of PCT members, Age Concern, League of Friends, Community Nursing and Links, was required in the Bridgwater area. It was felt by the Federation patient group that although there were some interesting people there, the forum was too big a meeting and there was too much NHS terminology and that we could invite some of these groups to our meetings. The Patient Group welcome opportunities to have a broader perspective but for this PPG the forum was not. Sue gave an update on the Federation as follows:

- The Long Term Condition Project, by way of the Enhanced Care Hub, has been extended for six months and an evaluation is being done as to how useful it is.
- A patient awareness campaign has been displayed in all practices
- The federation priorities highlighted to the Clinical Commissioning Group (CCG) are a cataract service, glaucoma service, diabetes lifestyle coach and day, alcohol support group and obstetric services.
- The Federation based nursing, as we heard at the last meeting, is still a very contentious issue. The Federation in Frome have got the proposals for this overturned in their area. The BBHF are meeting shortly with Judith Brown to discuss the plans. The Community nurses have also been asked by the federation to complete a questionnaire on their views.
- The BBHF are working to get access to slimming vouchers for patients, currently these are only available via the dieticians.

#### Text Messaging

Due to an error made by the text messaging supplier in collecting all the mobile numbers we have for patients, another general message went out recently. We have also sent out texts about carers help, diabetes, ACES service and the flu clinics. We have an extension on this trial until mid February.

#### NAPP Affiliation:

This will be raised at the next meeting with Rachel.

#### Patient Survey:

The group approved the newsletter reporting on the survey and the results as well as the letters to go out to the Ministers and various health providers. These will be sent off this week.

#### Dr Power:

Dr Aird reported the following changes to take place from 1<sup>st</sup> April 2012:

- Nicola Power will join us at 3 days a week.
- Dr O'Brien will reduce by 1 day to 3 days a week.
- Dr Budd will reduce by 1 day.

- Dr Roberts will become Chair of the Local Medical Committee (Somerset-wide)
- Dr Roberts and Dr Budd will share their lists so all their pts get 5 days a week cover.
- Dr Power will take a few pts from every GP so their waiting times will reduce too

The group asked how the patients to be moved to Dr Power would be done and it was explained that a random selection was made via the clinical system, but the doctors also looked at the list to ensure they were happy with it. Patients were written to about this and families were kept together. We also considered the patients choice and if patients were unhappy we would re-consider the options. It was suggested that maybe a 'rogues gallery' of the GPs was put up in reception, on the plasma and in Quaypoints so patients were aware of who was who. This will be looked into.

**Any Other Business:**

It was decided to hold the meetings less frequently, that a list of the years dates would be useful to everyone and that it was better for the daytime meetings to be held on a Thursday and the evening ones on a Tuesday.

The suggested meeting dates for 2012 are:

**Thursday 1<sup>st</sup> March 12.30pm**  
**Tuesday 15<sup>th</sup> May 6.30pm**  
**Thursday 9<sup>th</sup> August 12.30pm**  
**Tuesday 16<sup>th</sup> October 6.30pm**  
**Thursday 13<sup>th</sup> December 12.30pm**

**Date of next meeting Thursday 1<sup>st</sup> March 12.30pm**