

## East Quay Medical Centre

Patient Group Meeting  
7th July 2011

### Minutes

Those attending:

Rachel Stark	Marilyn Bell	Beth Maddock	Beris Cross
Maureen Barnett	Terry Barnett	Julie Hill	Jo Eyddman
Patricia Walker	Ron Winter	Ruth Chase	John Bowen

Apologies: Peter Pappin, Denise Sheppard, Molly Gay, Linda Quinn.

#### Notes from previous meeting:

Nothing to report

#### Points from the group:

Waiting Room 2 is a little depressing. Humming noise from somewhere. Marilyn to investigate.

Badges for members of the group. Marilyn to follow up with Sue.

Childproof bottles. Marilyn to follow up with Beth.

#### Urgent and Routine Appointments:

Alterations have been made to the appointment system.

We are looking at the average of urgent and routine appointments needed per doctor. This is under review and will be discussed at the partners meeting in November. The group has been asked to report to Rachel should they encounter any problems.

#### Bridgwater Federation Group:

Nothing to report.

#### Patient Participation DES:

##### The survey and trials

The group held a meeting in June to discuss an idea for the survey. Choose and book and how to tackle lifestyles in the area were considered but it was decided both were too large to tackle this year. It was agreed a survey to be carried out to establish which services would be welcome in Bridgwater.

Rachel has designed a survey around the discussions and the group will e-mail Rachel with any further suggestions. Once finalised we will run a pilot on family and staff and a press release will go out along with advertising on Quay Points, plasma and website.

The survey will take place 1<sup>st</sup> week in August. A rota has been set up for the group to carry out the survey/interviews. It has been agreed to interview patients in day centres/care/residential homes. Badges will be prepared for the group and due to data protection no name and address will be asked. Room 17 will be kept free for private interviews. All staff will be informed and reception will inform the patient on booking of appointments.

**National Patient Survey:**

Results were shared with the group:

On-line booking of appointments was a suggestion. Rachel will look at ways this could work within our system and run a trial.

Phone problems - ongoing this is regularly monitored and discussed how we can improve at our reception meetings.

Speaking with GP - the availability is there.

Booking ahead – figures have improved although the system has not changed since the last survey.

Reception - good service.

Confidentiality at front reception desk - concern over patient privacy in discussing issues with receptionist. Room 17 is available also soft music has been set up in reception waiting area.

Feedback has been positive.

Extended hours - Several patients didn't know we offered this service. The GP book their own appointments for these sessions.

**Any other business:**

Car Park - Sue Hughes has been carrying out regular checks on patient car park to ensure extended staff are not taking spaces which are allocated for patients.

It is planned when Focus has been sold we will take up the agreement again to pay for spaces which can be used by staff and patients.

Patient Transport - Feedback from patient on paying £75 for a taxi to MPH. Dr Roberts explained patient transport is available which is free for cancer and chemotherapy patients. Patient transport Group is based in Taunton and set up on the ability to pay.

Volunteer groups are available from MPH.

Taunton Road Medical Centre are setting up a Patient Group and have invited a member of our group along to chat about how we run our group.

Date of next meeting: Thursday 1<sup>st</sup> September at 6.30pm.