

East Quay Medical Centre

Patient Group Meeting
Thursday 4th April 2013

Minutes

Those attending:

Dr P Aird	Rachel Stark	Sue Hughes
Marilyn Bell	Patricia Walker	Jo Eydmann
Beth Maddock	Beris Cross	Ruth Chase
Beverley Wride	Sally May	

Apologies: Terry Barnett, Maureen Barnet, Ron Winter.

Hannah from Compass Carers in Somerset, who have taken over from the Carer Support Workers, introduced herself to the group and informed them the service they provide. Leaflets were handed out.

Sue welcomed our new member, Sally May to the group.

1. Notes from previous meeting:

- Bridgwater Hub has been disbanded as the funding is finished.
- Electronic Script Service – EQMC will not be adopting this for the foreseeable future as there are serious doubts over the governance security.

2. Points from the group:

Rowlands – a complaint by group member has been reported to head office who will look into this.

3. CQC Visit:

East Quay Health has had their CQC visit. A draft report will be prepared and if we are happy it will get published. All practices will get a visit in the next 2 years from September 2013.

4. NHS Choices:

This is a website incorporating health advice. Patients are encouraged to add comments both positive and negative. These comments are something the CQC will look at.

5. Parking:

- It has been agreed that double yellow lines be put along East Quay by the Highways Department but there will be no changes on restrictions in Symmons Way.
- The group made a suggestion to improve and add spaces in the car park. An extra disabled space was suggested. Rachel and Sue will look at the feasibility of this.
- The No 6 bus has been mentioned in Quay Points this month giving routes to the surgery which will help patients.

6. New Contract Imposition:

It could be a 12 months settling period. Patients will not be affected.

- Funding budget – early days.
- The PCT has been dissolved.
- The function has basically been split into four.
Public Health
Commissioning
NHS England – Primary Care Services
CQC – Governs surgeries from 1st April 2013.

7. Any Other Business:

- NHS111 – replaces the old OOH's and NHS Direct services.
Patients will be assessed, given advice and directed straight away to the local service that can help them. In a few cases there has been extra pressure put on the ambulance service but this will settle.
- Photos of Registrars and F2's have been requested to go up in the waiting room. This will be added to the plasma screen.
- Dr Nicola Power goes on maternity leave end of April. Dr Ciaran Clapham and Dr Hamish McClaren are looking after her patients.
- Practice Nurse, Michelle Balsom takes up her new role from Monday 8th April, following her induction. This will include UNC and during the summer will train on complex clinics such as diabetes and asthma.

- It was suggested a clock be put up in the waiting room. Rachel will look into this.
- Bridgwater Federation are holding the following Patient Awareness Days.
Cancer – North Petherton Surgery in June
Mens Health – Bridgwater Rugby Club in June.
Eat fit, get healthy and weight loss day in September.
- Parkinson Group – 15th & 16th April to be held at the EQMC.
- Patient information folders – with the printers at present.
- 10th Anniversary – it was suggested a display board goes up in the waiting room and information of what the group have been involved in since being set up.

Date of next meeting: Thursday 30th June 6.30pm.