

East Quay Medical Centre

Patient Group Meeting Thursday 16th December 2010

Minutes

Those attending:

Dr Sue Roberts	Molly Gay,	Marilyn Bell	Rachel Stark
Beris Cross	Julie Hill	Beth Maddock	Jo Eyddman
Sue Hughes	Ruth Chase	John Bowen	

Apologies: Peter Pappin Terry and Maureen Barnett

Notes from previous meeting

- The Bridgwater Federation are proposing to make patients aware of the cost of unwanted medicines in the New Year.
- It was agreed that for the time being the patient group meetings would alternate between an evening and a lunchtime meeting. If we have new members join the group who are unable to meet on a lunchtime we will review this.

Points from the Group

- It was noted that the dentists sometimes have a window open that juts out onto the pathway at the side of the building which is dangerous to patients and especially anyone with sight difficulties walking along that path. Sue will address this with the dental practice manager.
- There has been a recent article in the press stating that surgeries are banning all magazines and children's toys from the waiting room due to the problem of germs being spread by these. The group discussed our waiting room and that we only have toys that are washable and they are sanitised by our cleaning team daily. We also discussed the fact that door handles, chair arms etc also can carry germs.
- The group raised the problem with long waits to see GPs. Rachel explained to the group the allocation of appointments and that the winter months were busy times in the surgery. It was decided that reception would add a message to the Jayex if a GP was running late to warn patients and also tell patients if they book in at the front desk.
- Dr Roberts explained that the age for breast screening was now between 50 and 70 years old.
- The group expressed concerns about the length of queues at the front desk so it was agreed the fast track desk would open again to book patients in.

New Conservatory—The work on the new conservatory will be starting in January. The new structure will enable us to have automatic doors. While the work is being carried out there will be temporary entrances via the fire door next to the Treatment room and via the lift lobby. All will be signposted adequately for patients.

Bridgwater Federation Patient Group—The last meeting was not held in November due to only small numbers attending. The next meeting of the Federation group is on Wednesday 16th February at 6.30pm. If anyone is available to attend to represent EQMC they would be very welcome.

Patient Complaints—Sue told the group that the only complaints received since the last meeting were about the length of time to get a prescription from Rowlands. Rachel explained that there was a space issue in the pharmacy as they were now so busy and that proposals to increase the space were being considered. It is also busy at this time of the year with repeat prescriptions to cover the Christmas period.

Any Other Business

- Sue asked the group if they would support a proposal to the council to install a zebra crossing outside the practice as some people have difficulty crossing from the bus stop. The group agreed to support this action.

Date of next meeting – Thursday 17th February at 6.30pm