

East Quay Medical Centre

Patient Group Meeting
Tuesday 5th February 2013

Minutes

Those attending:

Dr P Aird	Sue Hughes	Marilyn Bell
Terry Barnett	Maureen Barnett	Beth Maddock
Beris Cross	Patricia Walker	Ruth Chase
Jo Eydmann	Ron Winter	Beverley Wride

Apologies: Molly Gay, Dennis Sheppard, John Bowen.

Notes from previous meeting:

- To discuss plan for 10th Anniversary at next meeting.

Points from the group:

- Jo expressed her concerns about response from the HUB during the care of her husband. Sue explained how HUB works, will investigate and report back to the group.
- Beverley asked if we had any contact with PALS at MPH. Sue explained that we don't.
- Ron raised an issue he had with an ongoing ear infection. Dr Aird has taken his suggestions on board.

CQC Pils update:

Rachel and Sue are moving forward with folder for Patient Information Leaflets. Rachel has worked with Chris Boothroyd about a leaflet for patients with learning difficulties which has pictures in it.

Health Points:

Sue gave the group latest copy of Health Points.

CQC Report:

Sue gave a copy of the CQC assessors report to the group which gives points picked out during the trial run last year.

Parking Update:

Rachel met with our local counsellor who agreed that double yellow lines in all areas near the practice are not necessary. A letter has been sent to the highways department to this effect and we are waiting for the outcome.

Any Other Business:

Electronic Script Service – As there are major issues with governance and security with this system, it will be at least 2 years before we convert. We will let all our patients know in advance though.

Compass Disability Service will replace the Carer Support Workers from February 2013. There is a plan for exhibitions, shows, conferences and information days for the coming year. Sue has passed this information to Bridgwater Federation Group and will invite them to our next meeting.

The group raised the issue that disabled parking is a major problem in the car park. It was suggested more disabled slots or a drop off point. Sue will look into this.

Members of the group have been invited to the meeting to discuss suggested services at the new Bridgwater Hospital. Sue will report to the Federation Group to let them know how many are interested.

Date of next meeting: Thursday 4th April 12.30pm.