

## East Quay Medical Centre

### Patient Group Meeting Thursday 17<sup>th</sup> February 2011

#### Minutes

#### Those attending:

Dr Sue Roberts	Molly Gay,	Peter Pappin	Terry Barnett
Beris Cross	Beth Maddock	Jo Eyddman	Maureen Barnett
Sue Hughes	Ruth Chase	John Bowen	Denise Sheppard

**Apologies:** Linda Quinn, Julie Hill

#### Notes from previous meeting

- Sue has asked the practice manager in the dentists to ensure the windows facing onto the footpath are kept closed to prevent patients walking into them.
- If doctors are running very late reception will add a message to the Jayex screen to inform patients of the wait.
- Reception is opening the fast track desk when the queue at front desk builds up.
- Peter asked for an update on his complaint about the length of time spent waiting in MIU at Bridgwater hospital. Sue will speak to Dr Goldie about this as she was making enquiries.

#### Points from the Group

- Beth mentioned that there is no back button on the self check in machine, so if a mistake is made the patient needs to complete the log in and then start again. The group asked if there are any plans to update the software and Sue will make enquiries.
- Ruth raised the issue of the call centre in another part of the country replacing receptionist and asked if there were any plans in Somerset or more specifically in Bridgwater for this to happen. Dr Roberts told the group that this would definitely not be happening at East Quay.
- Ruth raised the issue of having to wait a week to obtain prescription eye drops from Rowlands as they stated their suppliers were out of stock. Sue said the pharmacy should be calling other pharmacies in the area to see if they had some, as direct by the PCT. It was suggested that Ruth write to the PCT with a letter of complaint.
- Terry asked about the future of the NHS. Rachel will be attending the next meeting to tell the group about the next steps within the NHS.
- Jo asked for the e mail address of the 'Just Can't wait' cards- [www.bladderandbowelfoundation.org.uk](http://www.bladderandbowelfoundation.org.uk) and telephone number is 0845 345 0165.
- John asked what was happening with the Summary Care Records. Dr Roberts explained that we were not uploading our in the foreseeable future due to the problems occurring with the medical details that are attached to medications being available on the SCR and there are still problems with compatibility with the clinical systems used in practices.

**New Conservatory**-Sue explained that the work will definitely be finished by the end of March, hopefully earlier than that.

**Prescription wastage**-Sue told the group of the Federations campaign that is now running to make patients aware of what medications they are ordering to stop the huge amount of wastage within the area.

**Extended Hours**-Sue told the group that the contract with the PCT comes to an end on 31<sup>st</sup> of March and as yet we are unsure whether there will be any further funding required. Dr Roberts explained that the extended hours were available four nights a week until 7.30pm for regular appointments for patients who were unable to come to the surgery at any other time due to work commitments. They were not for urgent appointments; they were taken care of by the duty doctor each day.

**Bridgwater Federation Patient Group**-The last meeting was held on Wednesday 16<sup>th</sup> February and we would like an increase in members as only 4 patients were in attendance out of eleven practices. The next meeting of the Federation Patient Group will be Thursday 19<sup>th</sup> May.

The group discussed the long term conditions work streams being worked on for the QIPP programme (Quality Innovation Production and Prevention). The Federation have been tasked with looking at end of life care, Assistive technology, enhanced care co-ordination and personalised care planning.

**Patient Complaints**—Sue told the group of the patient complaints received since the last meeting:

- A complaint from the medical centre to a nursing home on how they had sent a confused elderly lady in to have an ECG, on her own and without a coat in December.
- A complaint from parents of a premature baby about the lack of support received from the Health Visitors.
- A complaint from a patient who felt they were being pressurised to quit in our new smoking cessation counselling service.
- A compliment from a mother who brought her three month old baby in as he had a rash. The health visitor immediately called the duty doctor and they asked another doctor for a second opinion. The baby was referred to Musgrove and is completely okay.

**Any Other Business**

- Dr Roberts told the group about the request to take part in a Channel 4 documentary on GP Practices. The group agreed it would be beneficial so the partners will discuss it.
- The group discussed the alternate lunchtime meetings. It was agreed to hold the next one at lunchtime so Rachel could attend and discuss future meeting times then.

Date of next meeting – Thursday 21<sup>st</sup> April at 12.30pm