

East Quay Medical Centre

Patient Group Meeting Thursday 9th September 2010 Minutes

Those attending:

Dr Alison Goldie	Linda Quinn
Peter Pappin	Jo Eydmann
Sue Hughes	John Bowen
Beth Maddock	

Apologies: Molly Gay, Julie Hill, Marilyn Bell, Maureen Barnett, Terry Barnett, Beris Cross, Ruth Chase

Notes from previous meeting

- Sue reported that she had not had a response from the Rowlands area manager. It was agreed that she would contact the on site manager to ask her to attend a meeting.
- Sue gave Peter the group's terms of reference.
- Sue reported that there wasn't any update on the new hospital other than planning had been approved.

Points from the Group

- Jo was concerned about the wait for a blood test of two weeks. It was explained that there is availability for any urgent requests for blood tests.
- Dr Goldie explained that problems with waiting times for A&E should be addresses through PALS. There are contact details available in the waiting room and at reception for PALS. The contact number is 0845 4647.
- The group asked if a copy of the practice newsletter could be added to the website. The group also discussed having a Patient Group page on the website with the minutes of each meeting and a group photograph. There is a page on already and Sue will organise the minutes being added as well as the monthly newsletter.
- Linda raised a confidentiality query following her encounter with an ex member of East Quay staff.
- The discussions regarding the Out of Hours service continued. Dr Goldie told the group that the clinicians will complain to the Local Medical Committee about any problems and patients need to complain via the PALS service.
- The group discussed having a slide on the plasma screen to give the information about PALS. Sue will investigate this.

Patient Complaints-It was decided at the previous group that Sue would bring any complaints received since the last meeting, to the group:

- Patient complaint about the length of time they had to wait to get an appointment.
- Complaint made by a member of our reception team regarding an aggressive patient.
- Complaint about a mix up with a prescription that was ordered on-line. Controls are now in place to prevent this occurring in future.

Bridgwater Federation -The Carers day, will be held on 23rd September at the Town Hall, Bridgwater. 11-4pm. Beris, Beth and Jo volunteered to help on the day.

Patient Safety –Sue explained to the group that Rachel and the partners were doing some work on aspects of patient safety and Rachel had asked if the group would think about how patients with special needs find us. We discussed documents being available in Braille or larger print, such as the patient leaflet. Beth told that the council have lots of advice on this. It was also suggested that we contact a patients who have special needs to ask what they find difficult in the surgery.

Any Other Business

- Sue asked the group if they had any requests if the practice has a new conservatory. The new conservatory will have a solid roof, thus reducing the heat

in there and also automatic doors. This will give easier access to those patients in wheelchairs. It was decided to discuss this at the next meeting when plans would probably be available.

- The group requested a re-vamp on the children's area in the waiting room as there is nothing for the children to play with. Sue will look into this.
- The group requested an extra disabled parking bay as there is always a shortage. Sue will look into the practicality of this.

Date of next meeting – Thursday 28th October at 6.30pm