

East Quay Medical Centre

Patient Group Meeting
1st September 2011

Minutes

Those attending:

Dr P Aird	Sue Hughes	Marilyn Bell
Beth Maddock	Beris Cross	Jo Eydmann
Maureen Barnett	Terry Barnett	Patricia Walker
Ruth Chase	Teresa Smith	John Bowen

Apologies: Julie Hill, Lisa Portman, Denise Sheppard

Sue welcomed Teresa Smith to the group.

Notes from previous meeting:

Child Proof Bottles – The chemist are not using the bottles for script.
Patient Transport. – An incident with transport from MPH. A complaint been lodged to the hospital.
Mendip Community Transport has asked for volunteers as they plan to set up a service. Details are on the plasma and in September's Quaypoints.

Points from the group:

The group were disappointed they had not been informed by EQMC of the plan for building works. Sue Hughes explained to the group that following an unpleasant smell which was detected in the dentist an inspector was called in and subsequently found a shattered pipe under the floor of the dentist which had spread to East Quay side of the building.

Update: The water has been cleared and the area has been cleaned. A drying out process is underway before a new floor can be laid. Airborne test have been carried out throughout the building which have proved safe.

The works are due to finish at the end of October.

A patient had mentioned that they had continuous reminders on their prescription that their medication review is overdue when in fact they have been attending to see HCA/Practice Nurse each time. PA explained the HCA/Practice Nurse would normal add note to GP screen that the review had been done, the record would then be then be updated.

The group have requested name badges. Sue Hughes will follow this up.

Bridgwater Federation Group:

Nothing to report. Next Meeting Tuesday 20th September 6.30pm.
John Bowen maybe able to attend on behalf of the group.

Patient Participation DES

The Patient Group Survey was a huge success. A meeting will be held Tuesday 11th October 2.30pm to discuss the results.

Patricia Walker had volunteered to go to Ivy House and report on our overall results of patient needs within the community.

Sue Hughes will look at dates.

Any Other Business:

Flu Clinics 2011 - Due to the lack of space we have decided to hold 3 clinics on Saturdays in October, as well as two Thursdays. All the invite letters have gone out. We've had a good response to date with patients booking their appointments.

District Nurses - They have been re-located to Bridgwater Hospital as a central point. A new telephone and fax number have been allocated. At this moment in time there is no plan for them to return to East Quay Medical Centre.

NAPP Federation - Bulletins have been posted to encourage a National Association of Patient Group to push an increase in participation. John Bowen proposed an interest on behalf of the group and Terry Barnett seconded to attend.

Patient Group Participation - Margaret Grizzell of NHS Somerset is chairman of the group and would like volunteers to attend a meeting at Lynford House on Wednesday 28th Sept. It was suggested this was the same group as NAPP Federation. Sue Hughes will check out the website.

Date of next meeting: Tuesday 1st November 12.30 pm – lunch provided.