

East Quay Medical Centre
Patient Group Meeting
Friday 17th January 2020

Minutes

Attendees : John D, Rowena O, Angela C, James A, Linda D, Sally M, Carol B, Eddie N

Apologies : Dave G, Beth M, Alan B, June R, Jo E, Mary W, Beverley W.

Notes from previous meeting

⇒ Agreed.

Points from the group

The main concerns from the group this week were regarding pharmacies and medications. Eddie queried the shortage and problems with the medication called 'Ranitidine'. This drug is mainly used for stomach problems. Dr Ash explained how we can't get Ranitidine at all at the moment. This started when there was a risk of contamination was issued with some stock of the medication; therefore this stock was pulled from pharmacy shelves and replaced. However then, another risk of contamination was issued so all Ranitidine was pulled from the shelf. And we don't know when it will be back. There are some alternatives to Ranitidine however there are now problems with the stock of these medications too. It was then asked if Ranitidine was manufactured in the UK. Rachel explained how it was originally manufactured in one place and now lots of different places made the medication.

John had a concern regarding partly used medications and where they could be taken to be disposed of safely. To which Rachel informed him that the pharmacy 'Rowlands' will take these. She explained that they don't just take unused medications; they will take partly used prescriptions and destroy them in the appropriate manner. Linda voiced a problem with a prescription she had faced recently and how long the pharmacy had had the prescription for before she was able to pick it up. Rachel explained that it was all to do with the funding of pharmacies now and how it has been stripped back a little. She explained that pharmacies will now wait to do the final checks where they assign medications to a specific patient because it is common that prescriptions will be ordered and not picked up. And once they are assigned to a patient, they cannot be given to anyone else if that patient doesn't pick it up.

There were no other points from the group.

GP changes

- * We have some training doctors in practice at the moment.
- * Dr Dungworth has had her baby and is due back around October 2020, but no confirmed date as of yet.

- * We have an F2 doctor (a qualified doctor who has not chosen what she would like to do yet) called Dr Shriya Kumar in practice until around April 2020.
- * We have 2 GP trainees coming soon. These have done 2 out of 3 years of their training.
- * We have 2 medical students in with us at the moment called Hollie and Mark, both from Bristol.
- * Our previous medical student Max has now finished and decided he would like to become a GP.

RAFT Update – Dave Gudge

Dave sent his apologies as he was unable to attend this meeting, however he spoke to Julie over the phone to say that he was still pressing on with RAFT, unfortunately they are continuing to be hard to get hold of. He said about trying to find another charity that may be a bit more eager to get started. Devon has now started receiving unopened medications from the nurses that patients have bought in so the sooner we have somewhere for it, the better due to the expiry dates.

Ask Rachel

There was some more discussion in this bit about the pharmacies etc. Eddie had a question about the wait time in Rowlands for prescriptions as he had to wait 30 minutes for a prescription to be made up when he arrived there. Rachel explained the process of a prescription before it can be handed over to the patient and explained that Rowlands are the busiest pharmacy in Bridgwater thus explaining the wait times. Whilst on the topic, Rachel also informed the group that as of this week, Rowlands have started their off-site dispensing.

Rachel informed the group of the 'Annual CQC phone call' which is a new thing that the CQC (Care Quality Commission) are doing. This means every practice will have an annual phone call alongside the 3-yearly visits, to ensure everything is running smoothly. We had ours recently. East Quay health had their inspection early December last year and the report had come back green across all areas.

The flu clinics were discussed and our flu clinics are now finished, although we are still calling patients in that we feel will benefit by having the flu vaccination as we still have some leftover.

The last bit of 'Ask Rachel' was a long discussion about the '5 year strategy' that had recently been sent out from NHS England.

Ask Dr Ash

Linda raised an issue concerning Bridgwater Hospital's MIU department and this was discussed among the group and decided that Linda should raise a complaint with PALS due to the issue she faced. John had a concern about using urgent appointments to see

GP's as he felt like some issues were not entirely urgent, however a bit more urgent than the routine 2-3 week wait for some GP's appointments. Dr Ash explained how we do have a new system that has just started up, where the duty doctor will have some 'Not medically urgent but next routine is too far' appointments slots, where here, patients will be called within 72 hours of the appointment being made, but will not use up valuable urgent on-the-day appointments. Sally asked about when she could have her shingles vaccination, this proved to be a very confusing topic – as it depends on the patient's age, birthday date etc.

Any other business

Eddie asked which practice was the biggest in Bridgwater, Dr Ash and Rachel explained that this was us, East Quay, with Taunton Road Medical Centre not being far behind. A conversation about the parking spaces here at the practice then began. Rachel was asked whether we could expand the car park or not. Rachel explained that we were unable to do that as we were allocated a certain number of parking spaces for the amount of GP's, nurses, HCA's etc we have in the practice, however obviously this isn't substantial. We have made the parking spaces narrower so that we can fit more in, although this has caused some bumps and knocks in the car park. We did try to rent some spaces from Wickes; however they haven't allowed this thus far. It was discussed that it may be a good idea to park in Curry's car park and walk up through that lane, if the weather holds up of course!

Date of next meeting: Friday 28th February 2020 @ 12:30pm