

## East Quay Medical Centre

Patient Group Meeting  
Tuesday 1<sup>st</sup> November 2011

### Minutes

Those attending:

Dr P Aird	Rachel Stark	Sue Hughes
Marilyn Bell	Beth Maddock	Beris Hughes
Patricia Walker	Ruth Chase	Jo Eydmann
Ron Winter	Molly Gay	

Apologies: Terry & Maureen Barnett, Denise Sheppard, Julie Hill

#### **Notes from previous meeting:**

Nothing to report.

#### **Points from the group:**

A complaint about the chemist not having script ready for collection on time.  
Queues at front reception. When receptionist rang the bell no-one came to help.  
Marilyn will follow up on both.

#### **Health Pod:**

Rachel has asked for feedback from the group on the use of the health pod.  
This will be discussed at the next group meeting.

#### **Bridgwater Federation Group:**

Community Nurses team: Rachel explained the community nursing team is being joined together across the federation area but there are some concerns from practices regarding this. We are meeting with the PCT and are very supportive of the Nurses and patient service.  
The Federation may be able to host another Lifestyle Day next year.  
The PCT imposed Federation Health Forum is meeting for the first time later this month: Sue/Rachel will keep the team posted.

#### **Flu Clinic:**

This year we have run them on a Saturday. It was a huge success.

#### **NAPP Affiliation:**

Rachel read the review to the group. This will be followed up when the group meet in December.

#### **Any Other Business:**

Pharmacy at Cranleigh Gardens – This is a 100 hours pharmacy which was the only way the planners would permit a pharmacy on site.

Text Messages - The surgery ran our first text message service this week reminding patients of our flu campaign. Forms are been available in the surgery to update mobile telephone numbers and also decline if desired.

Building Works - All completed and services back to normal.

Car Park: Nothing happening to Focus at the moment but as from 7<sup>th</sup> November, we have been informed cars will be clamped.

Date of next meeting Thursday 15<sup>th</sup> December 6.30pm