

**East Quay Medical Centre**  
Patient Group Meeting  
Wednesday 19<sup>th</sup> December 2018

**Minutes**

**Attendees:** John Day, Angela Cox, Sue Hughes, Beris Cross, David Gudge, Rowena O'Toole, Sally May, Linda Driver, Mary Winning, Beth Maddock, Alan Bale

**Apologies:** Jo Eydmann, Beverley Wride

**Notes from previous meeting**

- We discussed the Village Agent role. Rowena told the group of a role, similar to the village agent but aimed more at older people, called Somerset Independent Plus.

**2. Points from the group**

- A member commented on the fact that reception were not aware of a special clinic and which waiting area to guide patients to.
- David told the group of his visits over Christmas and New Year to community hospitals in the county with his guitar and keyboard to bring some festive cheer to staff and patients.
- A couple of members commented on the fact that sometimes some receptionists are rude to patients on front desk, especially when patients bring in samples etc.

**3. Flu Clinics**

Sue updated the group on our 2018 flu clinic and we discussed next year.

**4. AOB**

David praised the practice saying every time he comes in we have become more efficient.

**Date of the next meeting: Thursday 7<sup>th</sup> February 2019 at 12.30pm**