

East Quay Medical Centre
Patient Group Meeting
Wednesday 31st October 2018

Minutes

Attendees: John Day, Angela Cox, Sue Hughes, Dr Silsby, June Robinson, Beverley Wride, Beris Cross, David Gudge, Rowena O'Toole, Sally May

Apologies: Jo Eydmann, Linda Driver, Beth Maddock, Mary Winning

1. Notes from previous meeting

- With regard to patients driving in the wrong direction through the car park, Sue reported that the caretaker has re-painted the directional arrows to help this situation.

2. Points from the group

- A member told the group about the My Diabetes My Way website and what it shows.
- David spoke about the integrated champions forum.
- A member also praised the NHS and also the practice for their care in their recent diagnosis.

3. Village Agent-Ann-Marie Williams

Ann-Marie gave the group a very interesting talk about her role, explaining how she can help people in all sorts of areas. Leaflets were available for members to take and pass on. Ann-Marie also told the group about the Community Connect event on 29th November at The Canalside, 9.30am to 12.30pm. There will be 50 or so Community Groups and Charities attending, the Village agents will be there as well as Social Workers, Carers Champions etc. Anyone is welcome to pop in.

4. The Winter Document

Sue gave the group a copy of the document the Federation have produced for older patients to be prepared for the winter. These are available in the practice waiting areas.

5. New online access to results process

We discussed the new procedure for patients getting their results, using the on-line log in. The prescription clerks are sending online log in details to patients to enable them to get results as well as ordering their prescriptions.

4. Any Other Business-Sue gave some dates for the first few months of 2019, as follows:

Thursday 7th February 2019 at 12.30pm

Thursday 28th March 2019 at 12.30pm

Wednesday 8th May 2019 at 12.30pm

Date of the next meeting: Wednesday 19th December 2018 at 12.30pm