

East Quay Medical Centre
Patient Group Meeting
Wednesday 14th September 2016

Minutes

Attendees:

Sue Hughes Beverley Wride Angela Cox John Day Dr Wood Linda Driver Beth Maddock
Rowena O'Toole David Allen Rachel Stark Mary Winning

Apologies: John Bowen Alan Bale Sally May Jo Eydmann Beris Cross June Robinson
Patricia Walker

Sue reported that Andrea has moved to Devon.

1. Notes from the previous meeting:

- Beris wrote to our Euro MP about the withdrawal of sending unused drugs to deprived countries and has now received a response saying the matter will be looked into. There is no update on this at present.
- Rachel gave an update on the GPs: Dr Powell has just had her baby and Dr Jestico is covering her maternity leave.

2. Points from the Group

- A member commented on calling for an appointment with their own GP or with another partner, to be told by the receptionist that we cannot book appointments with another partner only a training doctor. Rachel explained that this is correct policy. The reason being, that by GPs seeing other partners patients will extend their waiting list for their own patients. The only exception to this policy is an urgent on the day appointment.
- A member stated that there is nothing on the website to say the best times to call for appointments of the telephone number. Appointments can be booked between 8am and 6.30pm, Monday to Friday but Rachel will add the best times in the week to call.
- A member raised the point that there are people in Bridgwater who think the practice is privately funded. This is not true, we are funded by the NHS, although we do have some private money from tenants, for example. There are no NHS owned practices, the partners own the practices and they are run as businesses, but funded by NHS.
- The group asked how the addition of extra phone lines was working. Rachel commented that since they were set up we hadn't had and complaints about not being able to get through from patients.

3. STP update

STP stands for Sustainability and Transformation Plan. There are 42 CCGs in England that have been tasked to address the current deficit in their area. In Somerset a saving of £33 million between now and 2020 needs to be made. The Secretary of State for Health is reviewing local area plans for how this can be achieved.

The plans have not been made public yet but we will share them with the group as soon as they are available.

4. Flu Clinics

We sent out over 4000 letters to patients eligible for the flu vaccine this year. Currently, the first 3 of our clinics are fully booked which is encouraging. The funding for the Flu campaign does support other patient services and so we encourage all eligible patients to attend our clinics for the flu vaccination.

5. AOB

- Sue told the group about the Route 60+ being organised by the BBHF. This is on 10th November at J24.
- The CCG have organised some training on leading a carers feedback group. Sue will send details to anyone interested in attending.
- This is Dr Woods last meeting. Dr Roberts will take over the role until next June when Dr Woods returns from her maternity leave.

**Date of the next meeting is
Wednesday 2nd November at 6.30pm**