

East Quay Medical Centre
Patient Group Meeting
Wednesday 8th October 2014

Minutes

Attendees:

Sue Hughes Beris Cross John Day Mary Winning Pam Mogridge Beverley Wride Linda Driver
Rowena O'Toole Dr Swindall Beth Maddock Rachel Stark Andrea Barratt Karen Saunders
June Robinson

Apologies: John Bowen Col Williamson Ruth Chase Jo Eydmann Sally May

1. Notes from the previous meeting:

- Rachel updated the group on our car parking situation, explaining the new staff car park was now in use.
- The points raised in the last meeting about the new Bridgwater hospital have been passed on by Rachel ie: the chairs and lack of privacy at the self check in system.
- At the last meeting the group raised concerns about the amount of time it was taking to get through on the phone to reception. We have now recruited three new receptionists to the team.
- Rachel told the group that the Summary Care Records will be going live on 9th October.

2. Points from the Group

- The group commented on the sun shining on the plasma screen in the main waiting room, making it difficult to read. Sue will ensure the caretaker tilts the screen correctly each morning when switching it on.
- A member spoke about the problems she encountered when seeing the optician and had to have her eyes dilated. Reception will be asked to let patients know they may not be able to drive for up to six hours after having drops in.

3 Patient Participation

Rachel explained to the Group about the Patient Participation DES for 2014/15 (presentation attached) and that we will discuss our action plan at the next meeting. We need three priority areas to focus on. We will review the complaints and compliments at the next meeting.

Some ideas we discussed were: Young Mums Group, DNAs-looking at why this happens and educating patients, Alcohol, Dementia, Phone answering, Car Park.

4 Friends & Family test

We discussed this at the last meeting and we have now started asking patients to complete the surveys or to use the I pod situated in the waiting room.

This will be in our national contract from December onwards, but in September and October it is an optional part of our enhanced services. We need to have a response from 10% of our face to face appointment numbers completed in the time.

We discussed the September results and some of the comments we had received. We will bring the monthly results to each meeting to discuss and they will be published.

5 AOB

- Another wheelchair was requested for the practice as it was thought one was not sufficient. This will be actioned.
- Linda told the group that she had signed the on-line petition and had received a letter back from the MP.
- It was requested that photos of our new doctors are displayed in order for patients to put a name to a face. This will be displayed in the main waiting room and will show any regular locum doctors and the training doctors.

- A patient had been to see a locum doctor and was told they could only discuss one problem with the patient at that consultation. Rachel will speak to the doctor concerned as the GPs will talk about other things.

Next Meeting: Tuesday 2nd December 2014 at 6.30pm