

East Quay Medical Centre
Patient Group Meeting
Tuesday 12th November 2103

Minutes

Those attending:

Rachel Stark	Sue Hughes	Beth Maddock	Ruth Chase	Mary Winning
Beverley Wride	Sally May	Beris Cross	Pam Mogridge	John Day
Jo Eydmann	Molly Gay	Dr Swindall	Margaret Bale	Alan Bale
Linda Driver	Diane Irwin	Patricia Walker	June Robinson	Marilyn Bell
Chris Leonard				

Apologies: Andrea Bennett Carol Pracownik Julie Davies John Bowen
Denise Shepherd Graham Ward

Rachel welcomed everyone to the meeting and introductions were made.

1. Notes from the previous meeting:

No points were raised

2. Points from the Group

- Letters from Health Screening companies are being received by patients. This has nothing to do with the NHS and any results are not passed onto your GP. The Medical Centre does not pass on patient details to these companies either. We agreed an article will be added to the next issue of Quaypoints on this subject.
- Members of the group had read in the press about patients who had opted out but their information had been sent by the GPES system. Rachel explained that this system had not been set up yet and that the government will be mailing details of it to all patients. Rachel gave the group an explanation on GPES, Summary Care Records and EMIS Web and explained that patients do have the choice of opting out and a code will be added to their records. To date we have 10 patients who have opted out
- A member of the group said they had read about a drug they took being withdrawn. It turned out to be only one type of that drug. Another member had a similar experience and found out this was a supplier problem not a manufactures. Dr Swindall explained that some drugs do become unavailable depending on the market force.
- The clock on the plasma screen is not working at present. Rachel will look at it.
- It was requested that a No Smoking sign be put on the bench outside.
- A member of the group was concerned about pushchairs being able to get into the door when they come from the direction of the dentists, as the bike racks are in the way. We have never had a complaint about this but will monitor the situation.
- The new disabled parking space was discussed and we agreed to paint the ground so patients are aware it is a disabled space.
- There was concern about the dentist's window being open along the pathway. Sue will remind them again about this.
- The pharmacy is currently asking all customers if they will have checks done. Rachel explained they get paid for each check and there is no obligation to agree to this. One member did have a check and found it to be very interesting and helpful.

3. Car Park

- Rachel explained the problems we have with parking for both staff and the patients. There has always been a lack of spaces however this has recently escalated due to Buyology telling us off for parking in their car park and the introduction of yellow lines on the main road. We have recently conducted a staff survey to see who needs space and are now looking at providing some more bike racks. It was suggested that we approach the Bicycle Chain to see if they will sponsor some more racks for both the staff and patients. Sue will investigate.

4 Training Doctors

- Dr Swindall explained that we are a training practice and how the training for new doctors runs. They have five years at Medical school, and then spend a year as an F1. After that it is a year as an F2 in generalised work. They are fully registered by this time and are able to prescribe. One post F2s often do in this year is 4 months in general practice. At this time they usually look at where they want to specialise and apply for the relevant training.
- Those who want to be GPs will go on GP Rotation-GPRs- and we have one, sometimes 2 GPRs every year. The doctors will hold tutorials with them every week and at the end they have a big exam to complete to become a GP.
- We also have Students, who are in their final year at med school. For three weeks.

5 Patient advice

- Chris Leonard, PA to the doctors, introduced herself and explained her new role in helping patients with various things such as chasing appointments, transport etc. Chris also picks up all the messages from the doctors. This is a walk in service and Chris is available every day in room 17.

6. AOB

- The group asked about the new hospital. Rachel explained it was due to be open by April 2014. There are 2 or 3 areas going out to open tender but the other areas will be open next year.
- The young Mums Focus group has had a poor response to date but we will probably go ahead with it and advertise
- Sue gave out a list of dates for the meetings next year. Since the meeting it has been suggested that we swap the daytime dates with the evening ones to take advantage of the lighter evenings. A new list is attached with these minutes.

Next Meeting: Thursday 16th January at 12.30pm