

**East Quay Medical Centre**  
Patient Group Meeting  
Tuesday 10<sup>th</sup> December 2019

**Minutes**

**Attendees:** Angela C, Jo E, Linda D, Beth M, John D, Beverley W, Eddie N, Sally M, James A, June R

**Apologies:** Rowena O, Alan B, Carol B, Mary W, Dave G

**Notes from previous meeting**

⇒ Agreed.

**Points from the group**

Beverley asked about Rowlands Pharmacy and the new waiting time for prescriptions being 7/8 working days adding up to a total of up to 10 days including weekends. This was a thoroughly discussed point through the entire group. Rachel explained how the pharmacy is planning to cut 50% of its on-site dispensing and transferring it off-site (standard, repeat medications are going to be processed off site and returned to the pharmacy in sealed packages before being given to the patients). Rachel said how she feels this is going to become an industry thing in the near future, not just with Rowlands. She expressed how patients are free to use any pharmacy, should another one meet their needs more suitably. The main solution would be for the patients to order their prescriptions a couple of weeks before they are needed, this way problems should be kept minimal with waiting times.

John gave the call back system we have a lot of praise and said he feels it is working a lot better than our old system. However he did pick up on some of the voicemails that the admin/reception staff leave and queried whether it could be said as to whether the message was routine or urgent to stop patients worrying. Rachel agreed that this should be happening, and advised that if anything was a matter of urgency, different measures would be taken other than leaving a voicemail.

Sally explained about the information leaflet given with the flu jabs when the patient arrives for the appointment. She felt that with the first line of the leaflet being "Please read all information carefully before consenting to have the flu vaccination" more time should be given for those potentially more anxious patients to read it properly. Rachel reassured the group that the leaflet is an 'extra', rather like the leaflets in medicine packs, and the flu vaccine is safe and the nurses will check the key aspects as part of their routine procedure before giving the vaccine. However when patients want to read the leaflet they should be given time to do so and not feel rushed at all.

Sally also explained about how she'd tried to sign up for the online prescription ordering system however had not heard anything as of yet. Rachel explained that the colleague

dealing with all the sign ups to this system has a backlog of a few months; however it is being constantly worked through.

Jo queried the flu letters, and asked whether they needed to be sent out to each patient every year as it could be deemed as a waste of postage money. Rachel explained how by sending out the flu letters, it prompts the patients to book in and get the vaccination, by doing this we have reached 95% of our target for those who need the vaccination this year. Compared to some practices only reaching 50%. The whole idea of reaching the targets is to lower the winter pressures within the NHS. As if we get the vaccinations done early enough, the less likely the bugs going around will spread.

### **GP changes**

Rachel informed the group of the following GP changes;

- » Dr Parratt has now reduced to 2 days a week.
- » Dr Power, Dr Ash and Dr Silsby have increased their hours slightly.
- » Dr Dungworth has now gone on maternity leave, due early January and back with us in October.
- » We had a new F2 (Foundation) doctor start last week, until April 2020. An F2 doctor is a qualified doctor deciding what type of doctor they wish to be.
- » We have 2 new ST2s doctor coming in February 2020-August 2020. This is someone who wishes to be a GP and is in their 2<sup>nd</sup> out of 3 years of training.
- » Dr Hancock is with us until September 2020 – he is an ST3 GPR and when he finishes with us will be a fully qualified GP.

### **RAFT – Update from Dave G**

RAFT is the charity we are hoping to work with in memory of Beris (former member of the patient group). Unfortunately Dave could not make the meeting today, he sends his apologies. He gave me an update via email – RAFT are not responding to further communications so far, but he shall continue to be persistent.

Dave said he sends Christmas wishes to everyone, and to Rachel and me, alongside all the PPG members and staff.

### **Flu Update**

We had had an issue getting the child nasal spray vaccinations in this year, this was a global supply shortage, and however all seems to be sorting out now. It has been very difficult and time consuming.

The Saturday and evening clinics for the flu jabs seem to be working really well. Next year we plan on having a dedicated flu line in reception to be manned between certain hours and the letters we send out will have patients EMIS numbers on to quote when phoning up, so fingers crossed, a lot smoother flu booking system.

**Ask Rachel**

Nothing to question, the points from the group was a very detailed chat therefore was covered in that.

**Any other business**

- » The roof is now finished and we had very minimal problems with this.
- » We are advertising for a new nurse currently.
- » Fran is reducing 2 days from June 2020.

**Next date : Wednesday 15<sup>th</sup> January 2020.**

A very merry Christmas to you all from all the staff at East Quay Medical Centre, and we'll see you in the new year!