

## East Quay Medical Centre

### Patient Group Meeting Thursday 21<sup>st</sup> April 2011

#### Minutes

#### Those attending:

Dr Sue Roberts	Molly Gay,	Rachel Stark	Terry Barnett
Beris Cross	Beth Maddock	Maureen Barnett	Ruth Chase
Sue Hughes	Ron Winter		

**Apologies:** Denise Sheppard, Julie Hill, John Bowen, Jo Eyddman, Peter Pappin

We welcomed Ron Winter to the Patient Group.

#### Notes from previous meeting

- Nothing to report

#### Points from the Group

- Ruth raised the point that the sun shines on the plasma screen sometimes making it difficult to read. Ruth also mentioned that the slides are too fast sometimes. Sue will look into both issues. Ron mentioned that a good rule of thumb for a slide is no more than 7 words per line and 7 lines per slide.
- Beth raised the point that the website does not give details of when the practice is closed, i.e. at Bank Holidays. Rachel has sorted this.
- Terry spoke about the article he had seen in the press stating that PCTs and NICE are stopping GPs from issuing different drugs due to the cost. Dr Roberts told the group that sometimes GPs are asked to use certain drugs other alternatives as they are more cost-effective. However, the GPs are not bound by such requests. At East Quay the doctors do sometimes swap patients over but only if the GP thinks it is beneficial to the individual patient and we would not do so if we thought the cost of the drugs would change back in time. Dr Roberts stated that the only time the GPs cannot issue a drug is if it is dangerous and needs to be closely monitored by a Hospital Specialist.
- Beris asked if we were replacing the chairs in the conservatory. This is in hand and we are looking at different options at the moment.

**Rowlands-**Steve Green, Area Manager for Rowlands and Lisa Trebble, on site manager, attended the meeting to answer and queries the group had about the service. Steve explained the problems the company had had previously with staffing levels and training in the past. With Lisa now managing the shop and more staff employed the service has improved vastly.

Steve explained about the changes in the industry in obtaining drugs and the fact that each shop had to ring various suppliers rather than one wholesaler now for supplies. This also explained why the colour and shape of drugs change from one month to another. Steve told the group that patients experiencing problems with this could be issued with trays to overcome it.

Beris thanked Rowlands for the excellent service she experienced in the winter when she was unable to get into collect her prescription due to the snow and Rowlands delivered it to her.

**Improving Access-** Rachel presented details of the project the medical centre are doing on this and the help required by the patient group. The changes should ensure patients and GPs benefit from better alignment of appointments allocated for urgents and patients with urgent appointments. This should also improve routine appointment availability. We will review the changes at the next two meetings.

Details of the presentation were issued to all members of the group.

**NHS Changes-**Dr Roberts presented details what we think is happening within the NHS. The changes in the NHS pose a number of risks – mainly to do with the restructuring occurring at the same time as spending needs to be reduced. The changes are yet to be finalised and legislated so we will keep the group up to date.

Details of the presentation were given to all members of the group.

**Patient Participation DES-**This is a funded project which aims to elevate the role of patient groups in representing the practice population. We also discussed the element of ensuring the group is representative of patients at the regular meetings and we would perhaps have a

half day or two to look at the areas we may wish to look at for the survey. This can be in-house aspects such as access of appointments etc as well as external aspects – Rachel suggested a useful thing maybe looking at whether patients in Bridgwater would like services locally. For example, patients who need daily IV anti-biotics or blood transfusions may prefer these in Bridgwater rather than a daily trek to Taunton.

Details of the presentation Rachel gave were distributed to all members of the group.

**Bridgwater Federation Patient Group**–The next meeting will be on Thursday 19<sup>th</sup> May at 6.30pm. Terry volunteered to attend the meeting to represent East Quay. Following the success of the Carers day last year the group are looking to put on another event this year.

**Patient Complaints**–Sue told the group of the patient complaints received since the last meeting:

- A complaint from the partner of a patient about the lack of general care from the midwife. The partner was advised to take the matter up with Mary Stanley as the Midwives do not come under our remit.
- A complaint from a patient about a missing prescription that was issued to them upon discharge from hospital. This was dealt with by the administration office who contacted the hospital to find out what medication was required and the GP then issued a new prescription.
- A patient wanted the care they received from Musgrove and also from the practice reviewed as the wound they had took a long time to heal.

**Any Other Business**

- None

Date of next meeting – Tuesday 24<sup>th</sup> May at 6.30pm