**QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

# MINUTES OF MEETING HELD AT THE CHURCH CENTRE

# 2 December 2014

## PRESENT

Diane Faris (chair), Bruce Roper, Bertie Shire, Helen Stacey (Practice Manager), Janet Russ, Kathy Peckham, Kate Hope, Maggie Harlow, Eric Coates, Ian Faris (Minutes)

**APOLOGIES**

Apologies for absence were received from Molly Thompson and Louise Darwent.

## MINUTES OF PREVIOUS MEETING

Read and agreed.

## MATTERS ARISING

Helen confirmed Maggie’s experience at Musgrove orthopaedics – very clean and good nursing care but

1. operation in one block, recuperation in another with no explanation or directions
2. movement sensitive lights in ward very disturbing

Resus. – keypad access to defibrulator with number available to all so no keyholders required. Dates are being sought for defibrulator training.

Bridgwater Bay Forum meeting postponed – new date awaited.

## FRIENDS & FAMILY TEST (FFT)

Feedback numbers have dwindled due to unchanging base.

Eric gave details of FFT feedback from Bridgwater Bay Federation. Responses generally represented a fairly small percentage of practices but were generally favourable.

Privacy aspects still need to be monitored.

## FEEDBACK FROM CQC

1. Paper prescriptions left in an open box = theft risk
2. Clinical waste should be locked away
3. New fridge required for storage of samples
4. Helen has given extra hours to dispensing to help spread the workload and a new receptionist has been taken on. Janet questioned the availability of a pharmacist at weekends in particular: she has found 111 to be not very helpful.
5. Helen handed round a SWOT analysis of the practice. Items highlighted included staff/partner retirement and succession planning.

## FEEDBACK FROM DOCTORS

Helen will try to programme attendance at group meetings onto doctors’ diaries.

Clinical audit needs to be improved.

## CLINICAL OPERATIONS GROUP (COG)

Next meeting 15th – Helen and Diane will attend.

## ANY OTHER BUSINESS

Saturdays are problematic – Bertie reported long queues for dispensary. When Helen covered it was quiet so too variable to provide extra cover economically.

Eric attended the Federation meeting in October:-

* Improvements in co-ordination of care do seem to be happening.
* District nursing teams will not be returned to practices. Helen reported little or no communication with district nursing staff since their removal from local practices - the nurses don’t have enough time. Attendance is also limited to 6 weeks now. After that the process has to start again. Kate felt that this was a statistical issue – new cases look better than unclosed old ones.
* There’s a project to make Bridgwater a “dementia-friendly environment”. Apparently a 56-bed mental care facility is to be created opposite Morrisons on Broadway.

The practice has access to a translation service but a patient’s lack of English can still be a problem.

The group is very impressed with Bertie’s management of the noticeboard and Helen’s newsletter.

Helen re-iterated the problems caused by people failing to appear for booked vaccinations but the group was unable to offer any practical solutions at this stage.

Dates are sought for the next health promotion event.

## NEXT MEETING

Tuesday 27 January 2015, 1030, thence 24 March, 23 June, 29 September and 8 December.