**QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

# MINUTES OF MEETING HELD AT THE CHURCH CENTRE - 24 March 2015

## PRESENT

Diane Faris (chair), Helen Stacey (Practice Manager), Bruce Roper, Janet Russ, Kathy Peckham, Terry Binding, Kate Hope, Ian Faris (Minutes), Dr David Matthews

**APOLOGIES**

Apologies for absence were received from Maggie Harlow and Bertie Shire.

## TELE-HEALTH PRESENTATION

Helen introduced Andy Richards, Telehealth Technical Support Supervisor, who gave a presentation about the Telehealth project, which is intended to reduce hospital admissions. He showed some of the equipment involved. The presentation was followed by a Q&A session. Terry suggested Telehealth recruit local volunteers to help potential users to understand and become comfortable using the system. Helen hopes to increase the profile of the system with the doctors with a view to improving local take up.

## MINUTES OF PREVIOUS MEETING (27 January 2015)

Read and agreed.

## MATTERS ARISING

Ian and Bruce apologised for having made no progress with regards increasing public awareness of the current extent and effects of outsourcing by the NHS, although Bruce reported (supported by Helen) that there seems to be drive to reduce the number of small practices.

## FEEDBACK FROM MEETING ATTENDED

Ian fed back from the CCG meeting he attended at Lyngford House on 12th February at which a number of issues were established regarding the operation of the 111 system within Somerset, these to be collated and passed to Somerset Docs, or whoever is confirmed as the next service provider if not them.

## FRIENDS & FAMILY TEST (FFT) FEEDBACK

There were 62 responses (7%) in February. The group agreed that there is a very real danger that patients will get fed up with the process very soon.

The issue of music in the waiting room will not go away. Helen suggested a questionnaire specifically regarding this issue to try to garner a broader response to the idea. Janet suggested that a TV/Monitor installed in the waiting room could be used to provide information and advertise services available at the Centre.

## FEEDBACK FROM THE MEDICAL CENTRE

Nurse Jane will be retiring in July. Helen is canvassing for a replacement.

The asthma nurse has had an accident and is unavailable for the time being. Helen is juggling cover until she returns. Helen is also training receptionist Kate to assist with updating the web-site etc..

## FEEDBACK FROM VILLAGE RESUS. TRAINING 24TH FEBRUARY 2015 10AM CHURCH CENTRE

There were 40 attendees with good feedback despite complaints about poor acoustics in the hall.

## CQC REPORT FOLLOWING INSPECTION IN NOVEMBER 2014 AND RECOMMENDATIONS

The CQC report and response was circulated to the group. Helen explained some of the issues which arose from the findings and the resulting developments.

## FEEDBACK FROM GROUP

A glossary of NHS and related acronyms has been put on the web-site.

## NEWSLETTER

Helen circulated the new newsletter.

## ANY OTHER BUSINESS

Bruce will not attend the next Bridgwater Bay meeting but will send details to Terry who will attend instead.

## NEXT MEETING

Tuesday 23 June 2015, 1030, thence 29 September and 8 December.