**QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

# MINUTES OF MEETING HELD AT THE CHURCH CENTRE

# 27 January 2015

## PRESENT

Diane Faris (chair), Bruce Roper, Helen Stacey (Practice Manager), Janet Russ, Kathy Peckham, Maggie Harlow, Eric Coates, Terry Binding, Louise Darwent, Ian Faris (Minutes)

Terry introduced herself.

**APOLOGIES**

Apologies for absence were received from Kate Hope and Bertie Shire.

## MINUTES OF PREVIOUS MEETING

Read and agreed.

## MATTERS ARISING

CQC report not yet received. Some recommendations are not really suitable for a small rural practice.

Audits are being done and Helen will report on the results at the next meeting.

## FRIENDS & FAMILY TEST (FFT)

A big chair has been acquired for each of the blood room and reception.

A request for music in the waiting room did not receive universal approval by the PPG.

Health Checks services and smoking cessation services are being contracted out across Somerset so will no longer be available at the surgery.Somerset Partnership won the contract for domescillary phlebotomy services for house bound patients. The service provider in future. Somerset Practices are not confident to engage with ‘toHealth’ for Healthchecks due to concerns about data protection and access to Patients data etc.. Helen outlined the complications of the current NHS structure. Bruce and Ian will look into bringing these issues to wider public attention.

Helen also outlined the problems with secondary care which has now become so specialised that it can be difficult to find appropriate care for some patients who do not fit obviously into any of the defined categories.

## CLINICAL OPERATIONS GROUP (COG)

Helen and Ian attended the meeting on 15th January and fed back accordingly.

## VILLAGE RESUS TRAINING

Will be held on 24th February in the Church Centre. Helen handed out some posters for distribution around the village.

The parish council requires definitive costs before committing support. The defibrilator requires a warm, dry and lit environment and Helen estimates costs between £3-4,000. It will need to be secured by key code and require electricity supply. Suggested locations included somewhere near the cross (though the phone box will be too cramped) or near the surgery (too far out?). On Going issue and agenda item.

## WEB-SITE UP-GRADE

Helen is seeking feedback on the current web-site plus ideas/suggestions for improvements. The patient access site is working well.

## ITEMS FOR NEWSLETTER

Diane offered information/ideas re. post knee-joint operation e.g. exercises, counselling.

Kathy suggested a reminder for patients to turn up for appointments.

Maggie suggested publishing phone/e-mail contact information for members of the group.

## ANY OTHER BUSINESS

Eric recounted a couple of recent experiences involving Musgrove (a scan) and 111 (with referral to Bridgwater). Both were good and efficient. Maggie also recounted a recent good experience at Musgrove!

## NEXT MEETING

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