**QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

# MINUTES OF MEETING HELD AT THE CHURCH CENTRE

# 30 September 2014

## PRESENT

Bruce Roper, Molly Thompson, Bertie Shire, Helen Stacey (Practice Manager), Janet Russ, Kathy Peckham, Kate Hope, Louise Darwent, Maggie Harlow, Ian Faris (Minutes). Helen took the chair in Diane’s absence.

**APOLOGIES**

Apologies for absence were received from Diane Faris and Eric Coates.

## MINUTES OF PREVIOUS MEETING

Taken as read.

## MATTERS ARISING

Hospital feedback (Musgrove Orthopaedic): when patient admitted, left without any interaction with staff – very impersonal. Maggie expressed concern about hygiene (outdoor clothes and luggage with patient all the time).

## RESUSITATION EVENT FEEDBACK

Helen and Kate were very impressed. The event was well attended (40ish). The only disappointment was that Louise was the only parent who attended despite 400 notices being distributed via school packs etc. Costs for a defibrilator vary from about £300 upwards. It’s easy to operate and there have been no known examples of vandalism so far. It was agreed that Helen should persue the issue with the parish council. Helen suggested using monies received from second-hand book sales in the surgery to pay for update resus training for village residents in future year. This was agreed.

## FRIENDS & FAMILY TEST (FFT)

It’s now obligatory for surgeries to carry out market research among patients. There have been 97 responses so far, all but one confirming that they would recommend the surgery to friends and family. Helen will publicize the availability of extra consultation time, also the availability of telephone consultations.

Helen confirmed Janet’s impression that there is still a shortage of nurses – no national bank of locums as there is with doctors, so the surgery is aware of difficulties for patioenst to get last minute appointments with nurses at the moment.

Helen outlined the disruption and costs associated with unkept appointments, not just the surgery but also Hospital appointments.( time and resources put in t o arranging a hospital appointment are considerable, i.e. appointment with GP, GP dictating a referral, secretary typing referral and coordinating referral, hospital coordinating the actual appointment, for this to be not attended). She agreed to put a note in the next newsletter drawing this to peoples attention.

## FEEDBACK FROM DOCTORS

Helen will invite doctors to come and speak to the group.

## CLINICAL OPERATIONS GROUP (COG)

Next meeting 9th October – no volunteers from the meeting to attend, however emailed forwarded to Eric Coates who may attend.

## ANY OTHER BUSINESS

Next meeting of the Bridgwater Bay Forum: 6th November. Either Bruce or Eric will attend.

## NEXT MEETING

Tuesday 2nd December, 1030am – to set dates for 2015 meetings.