

## Zoom Meeting minutes – Mill Street Medical Centre

### Patient Participation Group

Date: 8th March 2021

**Attendees:** Janette Bonney, Jackie Kells, Alan Keenan, Dr Hargreaves, Mike Balmford, Kathryn Campbell, , Anne Halliwell. Part- David Appleton

**Apologies:** Virginia Griffin, Canon Geoff Almond, Eddie Downes.

1. Dr Hargreaves explained that the administration of second vaccines to patients has already started. Patients can expect to be contacted 11 to 12 weeks following their first vaccination to receive their second dose. Patients are being offered the same vaccine type as the first injection. Currently, the focus group is 54 to 59 year olds. Members were impressed by the excellent organisation of the vaccine programme and would like to thank Dr Flett and all concerned for their hard work and commitment.
2. **Plans for the future.**

The practice is providing staff for a large number of sessions at the “Saints” vaccine centre. This is likely to continue until summer. In addition, the practice is providing staff for the Hot Hub which is for people with Covid symptoms. The practice will continue working in the same way, e.g. telephone consultations. Video consultations are successful; however, some older patients have difficulties accessing the technology needed. Home visits and face to face consultations are still taking place when necessary.

There are currently fewer cold and flu type illnesses.

Flu jabs will continue, possibly using the facilities at “Saints”, in autumn 2021. The 2020 campaign was successful with the uptake being increased significantly compared to past years.
3. There are a number of new receptionists and staff answering telephones. The decorating of the interior of the practice is ongoing.
4. No progress has been made regarding the access road to the carpark. Domino’s, the pizza take away restaurant, have shown interest in paying towards repair but are not willing to take any responsibility for liability.
5. The ordering of repeat prescriptions was discussed. If ordering using Patients access, patients can check that the request has been “accepted”. This indicates that the request has been sent to the nominated pharmacy. Ordering using Dash board is slightly different. If a prescription is not accepted, currently there is no system to alert the patient of that decision, e.g. by text message.
6. St Helens Carers has contacted 4000 carers by email to check that they have been contacted about or received a Covid vaccination.

Next meeting: **Monday 7<sup>th</sup> June 2021 2pm Zoom**