

# Meeting minutes – Mill Street Medical Centre

## Patient Participation Group

Date: 13<sup>th</sup> December 2017

**Attendees:** Canon Geoff Almond (Chair), David Watkins, Jackie Kells, David Appleton, Alan Keenan, Dr Hargreaves, Mike Balmford, Glyn Jones, Kathryn Campbell, Sue Carey, Janette Pierce, Virginia Griffin, Jeanette Bonney.

**Apologies:** June Cannell.

1. Canon Almond welcomed Jeanette Bonney to the meeting. Jeanette has joined the administration staff as an additional Practice Manager with a focus on Customer Service.

### 2. Pothole problem.

The Highways Department has confirmed that they have no responsibility for Leech Street as it is un-adopted. Mrs Pierce is to contact and facilitate a meeting with George Houghton (St Helens Council Highways Engineer) and Sue Carey.

3. It was suggested that members of the PPG could in addition be members of the CCG. Mrs Carey is to organise application forms for members.

### 4. Flu Jabs

Appointments were allocated 1 minute apart for each of the 4 staff administering the vaccine for a period of 3 hours. On the whole, the service ran smoothly except for one Saturday morning when the large number of children with appointments congested the system. It takes longer to administer the vaccine to children. Next year, the allocation of children's appointments is to be considered to help manage the flow.

### 5. Website.

The new website became active on 12<sup>th</sup> Dec 2017. This includes signposting and advice. In the New Year, a number of staff will be available in the waiting room to introduce the website to patients using iPads. It is recognised that not all patients have access to the Internet.

The practice is using a soft roll out approach of the new systems being put in place. The CCG are using Mill Street systems as a pilot for other surgeries.

The importance of continuity of care and signposting was discussed. The system of Triage of patients by phone, which is to use Nurses and trained receptionists to signpost patients, is being introduced gradually.

6. The MacMillan coffee morning was a huge success. Money raised to be confirmed.

7. **Recruitment** of clinical staff has improved and includes the appointment of:

Dr Allison, Dr White and Dr Adeo. All hold permanent, part time positions. The practice continues to advertise for another GP.

There will be two Advanced Nurses joining the staff at Easter time.

8. Members requested that the Staff board (photographs of staff) be updated and displayed.

9. The replacement of the waiting room chairs is ongoing.

10. Use of the electronic notice board was discussed. It was suggested that the lettering on the new TV monitor is too small. Some of the videos have been considered as useful and a video promoting the new system, new website and signposting would be appropriate.

11. Provisions have been made for the increased demand of prescription ordering over the Christmas holiday season.

12. Members were informed that from April 2018, Lloyds will charge for collection and the delivery of prescriptions to patients' homes.

We were reminded that **prescriptions can be sent directly to any pharmacy.**

13. Following the reduction in the boundary for the Mill Street surgery, it was clarified that current patients who live outside the new boundary can remain as patients at Mill Street.

14. Members shared positive comments received from patients. Particularly about the emergency care of a child, and comments about how helpful one of the receptionists was.

Next meeting: **Monday 5<sup>th</sup> March.**