

Meeting minutes – Mill Street Medical Centre

Patient Participation Group

Date: 5th March 2018

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

Apologies: June Cannell, Sue Carey.

1. Pothole problem.

Janette Pierce will arrange a meeting to further the progress to resolve the issue. Some confusion was expressed as to whether the affected area is Volunteer Street or Leech Street (un-adopted).

2. Website.

It was noted that the Home page of the website does not display the practice address which is unusual.

3. The money raised at the MacMillan coffee morning was £265.00.

4. **Recruitment** of staff is ongoing and two new GPs have been appointed: Dr Greg Irving (2 days per week) starting the end of March, and Dr Burke (full time) starting May 2018. Reception has four new receptionists who started last year and are close to the end of their basic training.

5. The suggestion that from April 2018, Lloyds will charge for collection and the delivery of prescriptions to patients' homes has not been confirmed.

6. Janette Bonney provided the members with a general update on the practice with MSMC comments and Friends and Family data from January. This includes some very positive feedback. A poster "We are listening" is displayed in the waiting room enabling patients to leave comments. The current trend is that a number of patients are returning to the practice and that new patient registration is increasing. The number of patients listed currently is 11,564.

It is planned that when all receptionists and systems are established, a member of reception will become a floor walker, talk to patients in the waiting room and support and model the use of technology using ipads.

7. Prescriptions

A number of the members raised issues regarding ordering prescriptions.

Items that are missing on medication collection is usually because items have been ordered "before being due". However, it is important that this is communicated to the patient.

To order prescribed items on line, patients need to tick an item already on the list to have access to the message box to explain any problems. This means ordering something that may not be needed at that time. This box is limited in the number of characters it will allow. It has been suggested that messages can be sent via the practice website using "Ask the Doctor".

It is unrealistic for patients to receive a "prescription is ready" notification as this would be time consuming and costly. However, some pharmacies provide this service (e.g. Boots), and will send a text when a prescription is ready for collection.

8. The white board behind reception has been used successfully to inform patients of delay times with the Doctors. This needs to be kept updated regularly.

9. A member observed a receptionist explaining a particular solution to a query from a number of patients. The patients did not understand but the receptionist was unable to clarify the protocol. It has been suggested that reception staff training could help to alleviate this problem.

10. Members asked if the phrase “please be a patient patient”, could be removed from the on hold telephone messages.

11. **Telemedicine**

This is the use of on-line applications e.g. Skype, Facetime, to enable communication.

This is already being used in St Helens Care Homes and by Whiston Hospital for post stroke patients. There are no current plans in place for its use at Mill Street but it will be introduced in the not too distant future.

12. **WiFi** is being installed for patient use in surgeries. It is a National programme and there will be no cost Mill Street. The system is already installed in Mill Street but not available for use until further notice.

13. **DNA** (Did not attend)

The DNA for January was 117. This is of major concern. A number of patients are leaving the cancellation of their appointment until it is too late for it to be reallocated. It was suggested that appointments booked on-line via Patients Access, should only be able to be cancelled, on line, 24 hours before the appointment time. This would enable the time to be offered to another patient and the person cancelling within 24 hours would be recorded as DNA. Patients can cancel appointments by reception, phone or text.

The DNA protocol of three warning letters before being removed from the patient list has been re-introduced.

Patients are currently restricted to booking and holding one appointment.

One third of appointments are booked on line at Mill Street which is significantly above the National average. Another third of appointments are routine and the remaining third are booked in the morning.

14. Posters are on display in the waiting room showing “We are now asking the questions” to clarify to patients that the receptionists will be taking a front line role in signposting.

Receptionists are all completing, “Signposting and navigation” training.

15. **Social prescribing** was discussed. This would use staff or volunteers to signpost patients to social groups e.g. knitting, craft groups.

Next meeting: **Monday 4th June**