

ZOOM MEETING MINUTES MILL STREET MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

7TH JUNE 2022

ATTENDEES: Canon Geoff Almond (Chair), Janette Bonney, Dr Flett, Michelle Dutton, Virginia Griffin, Glyn Jones, Kathryn Campbell, Eddie Downes, Alan Keenan, David Watkins.

APOLOGIES: David Appleton, Anne Halliwell, Mike Balmford, Jackie Kells.

Minutes of last meeting (2/3/22)

Clarification requested on what Dr Hargreaves is the lead of – he is the lead for care homes in the Primary Care Network.

Item 6 – regarding impact of immigrants and refugees on our practice – the PPG wanted to make it clear that they were looking at ways to support these people and it was not clear from the minutes this is what was discussed.

Telephones:

No issues currently brought up in relation to this; system appears to be working okay. Dr Flett advised phone system is working as well as it is going to work and has recently been updated. The phone system for all practices in St Helens is run by Informatics and not something we can influence.

Staffing

Update is that we have employed a second Pharmacist and a Pharmacy Technician. Pharmacist will help with medication reviews of chronic disease patients; due to start about September. Pharmacy Technician will be dealing with medication queries coming in. Idea is that these will be more patient facing moving forward.

Dr Burke has accepted offer to become a new partner – this will begin in July.

ANP(Advanced Nurse Practitioner) with mental health speciality and a further ANP – we are looking to recruit these to posts at present. Dr Flett mentions that most patient issues currently are mental health related (around 30%).

PPG coffee and chat group

Dr Flett mentioned keen to get this group up and running again in the autumn; this would make the PPG more accessible to patients and maybe recruit more members?

PPG new members

Janette emailed both the patients who had shown interest and sent link to invite to meeting today, but no contact and it was December when they initially showed interest, this may now have changed.

Dr Flett discussed the PPG notice board in reception being updated by the PPG and given a revamp, could advertise for new members on this.

Members of the group suggested that there may be interest from patients for running the coffee and chat group as volunteers, but they may not want to be part of the PPG committee. Advertising for this and PPG committee - discussed a digital notice board; Dr Flett is happy for PPG to go ahead and do this; twitter or face book suggested. Can also advertise for members on the surgery website, PPG to send information to surgery which they would like to go on this.

Dr Flett suggested Vicky Mitchell the care co-ordinator from the PCN could be involved in running things for the coffee and chat mornings.

Concerns re non-Mill Street MC practitioners' access to patient medical records

Janette confirmed that the services do have access to the medical records. It is the case that sometimes when they are sending requests to us for blood tests, etc, it is slow to get through as they various task requests – if they go to a specific GP they will not be seen until that GP is in work.

ROTA Service

Dr Flett explained that ROTA is still used for hours 6.30pm-8pm for out of hours care. St Helens CCG commission ROTA on our behalf to provide this service and the contract is held by the CCG for the out of hours service. Mill Street MC pulled out of the service of using ROTA as the out of hours service 4/5 years ago and use PC24. None of these services are directly commissioned by the practice, but by the Primary Care Network. From October 2022 there is going to be a big revamp of this. The standard PCN extended hours will then be 6.30pm to 8pm Monday to Friday and Saturdays, all these hours will be for routine appointments. Dr Flett stated there are still not enough GP's and still the same workforce and to provide clinicians to work on a Saturday is ultimately going to mean they will not be in during the week for a day/afternoon.

BP machine in waiting room

Members asked if this was calibrated regularly as a patient had told her they had 3 different readings and she asked if it was useful. Advised that it was calibrated every year and it was important that patients use this as it provides us with relevant information we require. Dr Flett said that the machine was highly valuable as it was accessible for all patients and the readings are highlighted to clinicians and recorded in patients notes for treatment.

Access road to Mill Street Medical Centre

This road is unadopted and is not fit for purpose, discussed that a petition needs to be started by the PPG; as advised by a patient who has had previous dealings with

the council that this is the most effective way to get action from them by patient/public complaints. The road is full of large pot holes which are dangerous and floods when raining, it is used by large lorries delivering to shop and pizza takeaway on Duke Street which is making the issues worse.

PPG & Notice Board

Demand on E-Consultations discussed; it was suggested that revamping PPG notice board directing patients to appropriate services for their particular problems may be helpful.

Dr Flett stated that the CCG are working on a piece of work at present to reach the population on what else is out there as options for patients, for example sore throats could be treated by the Pharmacy. This will provide patients with better idea of where they should attend for treatment.

A member raised personal concern that he had experienced regarding putting a letter into the practice and a delay in response. He was advised by Dr Zia that target time is generally 4-6 weeks to respond to letters. Dr Flett advised it would be best to use E-Consultations if a medical problem as these are responded to in 48 hours or if urgent phone surgery and speak to someone. E-Consultations are all triaged by a GP and going through this system highlights red flags to GP's.

Communication with rota raised; Janette advised that this had been dealt with as a complaint and responded to.

Dr Flett states that the PPG forum is not for personal matters or complaints, the meeting is for the whole population of patients at the surgery and all members should realise this. It is not appropriate to bring personal complaints to the PPG these should be dealt with through the appropriate complaints channels.

Thank you to Virginia for sorting out the posters for the surgery waiting room.

Covid Vaccinations

Dr Flett stated that the next wave of covid vaccinations if hopefully going to be in the autumn to align with the flu vaccinations.

Next Meeting – Tuesday 4th October 2022 at 2.30pm

PPG ACTIONS REQUIRED

PPG coffee and chat group

PPG new members

PPG Notice board revamping + Digital notice board

Petition for access road to Mill Street Medical Centre