

Minutes Of
Mill Street Medical Centre
PPG Meeting
On Monday 3 December 2018
Commenced at 18.00 hrs

Present. Geoff Almond, Chairman David Watkins
 Mike Balmford Glyn Jones
 Alan Keenan Edward Downs
 David Appleton Kathryn Campbell
 Jackie Kells Dr Zia & Janette Bonney

Apologies

Ann Halliwell
Virginia Griffin
Sandra Appleton

Previous minutes agreed as a true and accurate record of the meeting.

Matter arising from previous minutes

- Item 1. Hand sanitizer still to be sorted. **Janette stated that she was in the process of ordering new dispensers which will be fixed asap.**
- Item 2. DNAs Total number last 3 months still required.
Janette stated that July was 195 and August was 172
- Item 3. Pot hole issue Geoff has had conversations with St Helens Council and has been informed by them that the road stopping up order was given in 1971 and that the council are not responsible for any Maintenance of the road way.

Matters arising from this meeting.

Healthwatch surgery survey patients comments as follows,
GP Good
Clinical medical care Good
Doctors gave patients time to discuss their problems.

As a majority of members did not know what Healthwatch did it was agreed to request that Healthwatch give brief description of the work they do, at one of the PPG meetings.

St Helens GP out of hours rota system/111 still under discussion with CCG.

Access to GP services now available up to 9.00 pm each evening at 3 centres within the Borough. Rainhill clinic, Millennium centre, Woodside Health Centre Haydock. Time may vary at each surgery or week end. Appointments made through Mill street.

Mill street telephone system is not fit for purpose!. The system was purchased by our provider 25 years ago and cannot manage the volume of calls. This is why calls are being dropped or lost in the system.

The provider has fixed some of the minor problems, but the others will have to wait till next year.

6 members of staff are on the phones each morning to cope with the number of calls.

Blood test; - Crab Street clinic closing time now 11am.

St Helens Cares, shared record. One member stated that he did not want his medical information shared with everybody at the Town Hall and this was an integrated service. with both the CCG and the Council involved in this scheme.

Walk in centre now called Urgent Treatment Centre. [are doctors on site as requested or is it still a nurse practitioner who cannot issue prescriptions].

One member requested the purchase 2 folding table to save staff from moving tables from upstairs to downstairs and visa versa. For use on McMillian coffee morning and summer coffee mornings for handing out fruit juices to patients etc.

Next meeting Monday 4 March 2019
Commencing at 18.00 hours