

Minutes Of
Mill Street Medical Centre
PPG Meeting
On Monday 4 March 2019
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 Hargreaves & Janette Bonney
Janet Roberts, Healthwatch.

Apologies

Ann Halliwell
Sandra Appleton
Virginia Griffin

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

Matter arising from previous minutes

Item 1. Hand sanitizer now sorted.

Item 2. GP Rota system no change at present, service continuing.

Matters arising from this meeting

Janet Roberts from Healthwatch St Helens, gave a talk on what Healthwatch does and what its main areas of work are within the borough. She also handed out leaflets explaining some of the points.

St Helens cares record. Janette has met with the CCG representative for this matter.

It was to be rolled out ASAP but is at present delayed due to the leaflets/ systems not being in place. Records of patients will only be available to the following health professionals to see A&E, Urgent Treatment Centre, and Social Services if you are already on their books for their services. Doctors can tell who has looked at your records and when, as it is flagged up on your records.

It was noted that Sue Carey has left the practice, Sue was practice manager. Janette Bonney has taken over her duties.

Food Bank. At Christmas the staff donates food to the food bank in lieu of sending cards etc. The Practice has been contacted by the food bank to say that they are running out of food and they would be grateful for any food that could be donated. To help, a donation box has been put in the surgery for food donations. A list of their requirements was handed out at the meeting.

Apparently Voucher /red cards to obtain food, will be available from the doctors shortly. Only a certain number of cards are available to each recipient. The question was raised again concerning routine appointments which can be very hard to get, either on line or by ringing up as all appointments go very quickly. Janette stated that unless there was a problem with your medication then it would be better to ask for a telephone consultation as this would save the doc's time and also free up appointments.

Several members had had problems with the telephone system with calls being dropped and it was getting worse each week due to the sheer amount of calls being made.

Mill street telephone system and every other surgery's systems in St Helens are not fit for purpose; the system is managed centrally by Whiston Hospital IT department, commissioned by the CCG.

The provider has fixed some of the minor problems, but the others will have to wait till next year. Some money has been made available but a complete new system needs purchasing by the NHS/CCG to cope with the volume of calls.

All telephone calls are now recorded and this has resulted in a decrease in verbal abuse to staff.

Also the practice is encouraging patients to use the re-vamped website more as it is hoped this will reduce the volume of calls.

In Addition there are now more staff manning the phones at peak times.

A member asked the following question.

What systems are in place to protect the elderly who have difficulty access the appointments system? It was stated that each new doctor/registrar as part of their time/training at the practice has to go through the appointments system. This would flag up elderly people who do not attend very often, and if they had not been seen by a doctor for over 12 months, they would be asked to attend for a consultation.

Also there are flags on the system that show up for people with chronic problems or other serious medical issues when you ring in for an appointment.

Coffee mornings. Due to Sandra's illness the coffee mornings have had to be postponed until further notice.

Dr Hargreaves commented on the following. New GP Contracts are being altered to suite locality/ partnership models. This entails a group of practices joining together to form one large practice with anywhere from 30,000 patients to 50,000 patients in each one. This is still in the discussion phase. Watch this space for more info.

A thank you card has been sent by one of the patients to the new nurse for the service she received at her last appointment.

Also Jackie would like to thank the receptionist who dealt with her call a week ago when she was not very well and needed an urgent appointment to see a doctor.

Jackie said the service she received from the staff was brilliant.

Next meeting Monday 3 June 2019

Commencing at 18.00 hours

DJA 17/3/2019