

Meeting Minutes Of  
Mill Street Medical Centre  
PPG Meeting  
On Monday 4 June 2018  
Commenced at 18.00 hrs

**Present.** Geoff Almond, Chairman  
Virginia Griffin  
Ann Halliwell  
Sandra Appleton  
David Appleton

Dr Zia  
Adele Woodward

**Apologies** David Watkins  
June Cannel  
Alan Keenan  
Glyn Jones

Sue Carey  
Janette Bonney

**Matter arising from previous minutes**

Item 1. Pot hole problem still to be resolved. Janette Pierce to assist in this issue.

Item 4. Another full time GP Added to staff. Still advertising for further doctors.

Item 6. Family and Friends. low response over the last month. it was stated that committee members had been requested to post their comments, but the system did not function correctly, and they were unable to complete the survey.  
With respect to a member of staff becoming a floor walker to sign post people to other available avenues that may assist patients ie coffee mornings and Health Living Team. This has not commenced yet. But no medical issues would be discussed with patients in the surgery during this exercise.

Item 7. One of the members had had difficulties ordering her repeat prescriptions in the last month. It was suggested that she contact Adelle Woodward Office Manager to discuss the problem on a one to one basis.

Item 12. The Wi-Fi is now up and running.

Item 13. DNA total required for last 3 months.  
Adele stated that it was still very excessive and even emergency appointments had been not attended today.

## **Matters Arising for this meeting**

1. GP telephone consultations. Good take up, number of slots to be increased to cover demand. GPs getting good response from calls.
2. A member asked how often the external repeat prescription box was emptied Adele stated that it was emptied several times throughout the day.
3. Social prescribing was discussed, and it was stated that there are charges for certain courses that the Health Living time sign post people to.
4. A member asked had the staff had training in mental illness issues ie self-harm etc  
Dr Zia said that the staff were not allowed to make clinical decisions.
5. 3C Coffee Morning now commenced volunteers required to help run it every Thursday 10.00 till 12.00. Slow take up to start with.  
Discussions concerning advertising and getting the message across to the patients were discussed as follows. External banner, advertise on surgery television. A popup banner was being looked at with the idea of placing it in the surgery to advertise the day & times etc.
6. Virginia requested that the poster/notices blocking the entrance doors be removed as they were causing a sight hazard as you could not see who was on the other side. Adelle said she would investigate this issue.

**Next meeting Monday 3<sup>rd</sup> September 2018  
Commencing at 18 .00 hours**

**DJA 14/6/18**