

Minutes of  
Mill Street Medical Centre  
PPG Meeting  
On Monday 2 December 2019  
Commencing at 18.00 hours

Present	Geoff Almond, Chairman	Mike Bamford
	David Watkins	Alan Keenan
	Glyn Jones	Kathryn Campbell
	Eddie Downs	Virginia Griffin
	David Appleton	Dr Zia, Janette Bonney & R Moffat.

Apologies

Jackie Kells  
Sandra Appleton

Previous set of minutes agreed as a true and accurate record of the meeting, except for the statement on page 2 CCG Visit to surgery was to explain out of hours appointments.[ This is run by Rota]

Council gift appeal leaflets handed out at meeting.

Domino pizza have put a proposal to the surgery that they would give a donation for making good to road, but that they do not want any liability .The only reason they are suggesting this is because their delivery men are complaining about getting their cars damaged on the road.

Other entrance still to be considered at practice meetings.

**Phoenix Surgery** is moving to the Lingholme centre. This will mean less traffic using the road in future.

**Flu vaccinations** had to be cancelled due to the vaccine not being available on time due to manufacturing problems. Revised date 19 October 2019 after being pushed for a date for delivery.

500 patients went to the local chemists to have their flu jabs, surgery now left with 500 unwanted vaccines which the surgery has paid for.{should we be requesting NHS England to put on an advertising campaign on TV says please go to your doctors for your jabs, this hopefully would combat some of the wastage}.

Appointments leaflets handed out at meeting.

Phone system further glitches have been found recently. One being where the call is answered then goes on a round robin round the system never to be answered. Patient still thinks they are waiting in the queue for being answered but they are not.

Some of our doctors have specialist clinics, some on the premises others elsewhere.

Patient got text message saying 10 past 9 appointment booked when they rang up to check no appointment was booked?

NHS 111 new contract to be negotiated. 1 appointment for every 3000 patients they will be triaged on need not demand.

GP connect 4 appointments per day to be taken by 111, the surgery can take back the appointments 1 hour before the time if not used.

E Consult links website now up and running patients can contact surgery using this system doctors will ring you back on it whether your symptoms are urgent or not .

NHS App now available.

Practice now has 70 % of patients using SMS.

ANP has been appointed for a January 2020 start and will be full time 5 days a week.

Dr Irving left in September 2019.

New Business and Finance Manager, Rose Moffat now in post.

Dr Burke visiting one day each week (Weds) to see patients at both Stocks Hall and Lodge and Parr Nursing Home. This is to alleviate numerous visits to several patients per day.

### **Any other business**

It was suggested by one of the members that if possible could we have alternate meetings, with every other one being on a Wednesday.

Next meeting on Monday 2 March 2020

DJA January 2020

