

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

Present	Geoff Almond, Chairman	Mike Bamford
	David Watkins	Alan Keenan
	Glyn Jones	Ann Halliwell
	Eddie Downs	Virginia Griffin
	David Appleton	Dr Hargreaves & Janette Bonney

Apologies Kathryn Campbell
Jackie Kells
Sandra Appleton

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

It was noted that the set of minutes on the notice board had not been up dated to the minutes of the 6 March 2019 meeting.

Carpark up date

Dr Flett has had an impromptu conversation with one of Ena Shaw's Directors. They are having trouble with people using their car park to go to the new gyms which have opened up recently in the area. Apparently Ena Shaw's lease their car park from the council and they are considering giving up the lease and handing it back to the council. Mill Street practice is also experiencing problems with people parking on our car park also, The practice is still persuing the council with the problems of the pot holes in Leach Street on the grounds of patient safety, the CCG are also persuing the council on this matter on the same grounds.

Flu Campaign 2019

Flu vaccinations for over 65 to be delivered to the surgery in one batch
13 September 2019.

Flu clinic dates for over 65 are 21 September 2019 & 28 September 2019

Flu vaccinations for the under 65 will be delivered to surgery in October 2019.
Clinics for under 65 and over 65 are 12 October & 26 October 2019

Children who are not at school, appointments are ready for them at the half term break w/c 21 October 2019.

Staffing Restructure

A staffing restructure has taken place to the admin work for the practice with reception staff changing over roles and being more conversant with other roles

With- in the practice. Adele Woodward the office/ complaints manager has left the practice.

The practice is advertising for a new financial & operations manager to work under Janette. Hopefully to commence in the New Year.

Macmillan Coffee Morning

The coffee morning is to take place on Thursday 3 October 2019. 10 o'clock to 12 o'clock. Help from committee members would be appreciated.

Building works up grade

The roofs have been renovated especially to the valleys and hips to alleviate the problem with the leaks. Electrical repairs due to leaks ongoing with plaster repairs, replacement of surgery waiting room lights are also ongoing.

Emergency lights all checked and upgraded to comply with latest regulations.

Decoration to commence when plaster repairs have dried out, and all other work completed.

Extended Hours Access-MSMC Hub

Rota is using Mill Street for the hub for the extended hours surgery's on Mondays to Thursday.

Saturday and Sunday extended hours are carried out at other surgeries.

People who work can now get access to a health professional after working hours through mill streets appointment system..

CCG Visit to surgery to explain OOH provider

Members of the CCG staff stood in the foyer and handed out information leaflets concerning the extended hours etc. On the dates previously stated in last minutes.

Any other business

CQC annual conference call to take place on 26 September 2019

Clutter of notices on display boards and walls to be taken down for decoration to be carried out and all new leaflets will be evaluated so that it focuses on items that are relevant to patients at that time.

Phone system upgrade; - new handsets have been installed.

Transferring of patient with high blood pressure, diabetes etc. from Mill Street to other parties/organisation for treatment/appraisal [i.e. Healthy living team team] When patients ring to book appointment with these organisations they have been requesting confidential information other the phone. It was stated that the organisation should already have sufficient personal information to deal with the patient and their symptoms.

The question was asked if any of the doctors specialised .Dr H said that he specialised in skin problems and that the other doctors specialised in other fields.

New nurses are not able at present to prescribe medicine but they can request a proscription from a doctor for you.

They will in time to be able to prescribe when they have done the course.

Nurse practitioner is able to give you a proscription.

Dr H stated that further triage needs to be carried out by the receptionist/staff to ensure that the patient see the right health professional i.e. Doctor or Nurse.

Patient friendly award still to be completed.

Eddie Downs gave a vote of thanks to Dr Flett and Janette for the way they had turned the surgery round in light of all the problems that have been found over the past year. This was seconded by all the committee who also gave their thanks.

Dr H said thank you on Dr Flett's behalf but stated that it will still take a further 6 to 12 months to get it all back together.

Appointments 40% of patients did not attend appointments last month.

Next meeting on Monday 2 December 2019