

Minutes of  
Mill Street Medical Centre  
Zoom PPG Meeting  
On Monday 6 December 2021  
Commencing at 15.00 hours

Those online and in the surgery

Geoff Almond, Chairman  
David Watkins  
Glyn Jones  
Eddie Downs  
David Appleton

Mike Bamford  
Alan Keenan  
  
Virginia Griffin  
Ann Halliwell  
Dr Hargreaves & Janette Bonney

Apologies Kathryn Campbell & Jackie Kells

Previous minutes agreed.

**Agenda**

Phone System

Covid Booster campaign

Staff changes up date

CCG changing to an ICS will this affect the surgery in any way.

**Covid Implications on service to patients**

Dr H Stated that the surgery was coping well with the number of patients requiring medical assistance including the most vulnerable patients, in fact we are now seeing more patients face to face than we did before, as well as using video calls and telephone consultations. Some staff have left for less demanding jobs, also there are changes to the number of doctors at the surgery.

The NHS is instructing doctors to get on board with the booster jabs but still carry out their day-to-day work to see patients, the surgery will carry out the booster vaccines in house as required.

Mike stated that his wife had been seen by specialists in hospital and had now been discharged but since leaving hospital she has not had a face-to-face appointment with a doctor to ensure that her medication is correct. He praised Estell for being the most helpful person that they have been dealing with at the present time.

**Up Graded phone system**

Comments were made by Eddie regarding the phone system and 3 other members also had had problems trying to get through with getting down to number 1 then it says you are in position 2 (system counts back ward?) apparently this has happened to several members.

Janette said the new system was up graded and installed on the 28 July 2021; all staff now trained up on it. There did not seem to be any trouble with it, but staff had

been told to report any problems that patients had mentioned. Janette had not been informed of any in recent weeks. Jannette to investigate these issues.

DA asked whether the CCG changing to an ICS in April will have any effect on the surgery/doctors, Dr H stated that he did not think so.

**Staff Changes**

2 new nurses are now on board, also back-room staff have been replaced after several left for personal reasons.

**Any other business**

2 patients have requested to join the PPG. It was agreed that they should attend the next meeting.

Date and time of next meeting.  
Wednesday 9 March 2022