

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

Those on line and in the surgery

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

Mike Bamford  
Alan Keenan  
Kathryn Campbell  
Virginia Griffin  
Ann Halliwell  
Dr Zia & Janette Bonney

Previous meeting minutes sent out after meeting.

### **Agenda**

Flue Campaign 2021  
Covid Booster campaign  
Staff changes up date  
E Consultations

### **Up Graded phone system**

Comments were made by Eddie regarding the phone system and reports in the Star concerning the same.

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 problems only that staff did not get a pause between calls, system now adjusted to suit all working ok at present.

### **E Consultation System**

Survey has now been completed on the system and any problems have been rectified.

### **Problems in logging in to patient access**

Ann stated that she is still having problems logging in to patient access to order repeat prescriptions. Janette to look into this after the meeting, Ann is still using the paper prescriptions to order her medication.

NHS App is not compatible with patient access system two totally different systems. Comments made stated that they had used the NHS app and that they found all their records including their covid jabs all under one roof. One member stated that information on the app was not up to date /not correct. they are trying to rectify this at present through the NHS.

### **Problems with phone consultations**

David W stated that he had requested a phone consultation with a doctor and that he stayed in all day but no Doctor phoned him back.

Doctors should ring each patient back in an afternoon after phone request, no specific time given for call.

### **Flu Vaccinations**

Problems with deliveries of the vaccinations due they say to driver shortages.

Delivery to be 20 September 21

Surgery told not to ring and chase up delivery.

At present it looks like flu jabs will be administered on Saturday mornings only and possibly at Saints ground. Especially if booster jab to be given at the same time.

No news yet on a booster jab for front line staff/health care workers and the over 70s.

Surgery told by NHS to vaccinate vulnerable 12 to 15 year olds, Only 7 out of the 15 turned up. Because vaccine was time critical they brought in the vulnerable 16 and 17 year olds to have their jabs instead, so no waste to the vaccines opened.

The Pfizer vaccine will be the only one given out as the booster will not clash with any other make of vaccine

Awaiting government / NHS instructions on booster jabs.

### **Staff Changes**

In the past couple of months we have lost 2 Doctors Dr Murray, Dr Alison.

Also 2 Doctors isolating, 1 Doctor on holiday.

Nurses retired, 2 Health care assistants resigned.

1 new doctor in post Dr Vicky Stelling who is doing 5 sessions a week.

3 Receptionists down, 1 resigned to look after parents.

Adverts have been placed for 1 GP or AMD.

Complements received from one member about the resident physiotherapist  
Apparently they are very good.

It has come to one of the members notice that a man brings in 2 dogs with him to see the Doctors. Apparently this patient has a mental health problem and the staff know to let him in. Surgery policy is that guide dogs only are permitted on the premises.

Date and time of next meeting.

Monday 6 December 2021

DJA September 2021