**Meeting minutes – Mill Street Medical Centre**

**Patient Participation Group**

Date: 25th September 2017

**Attendees**: David Appleton (Acting Chair), David Watkins, Jackie Kells, Dr Zia, Mike Balmford, Liz Raymond, Glyn Jones, Kathryn Campbell, Sue Carey, Rachel Carey.

**Apologies:** Canon Geoff Almond (Chair), Virginia Griffin, Janette Pierce, June Cannell, Alan Keenan.

1. It was clarified that the “Terms of Reference” had been adopted in the last meeting and Sue is to display them on the PPG notice board.

2. The “pothole problem” on the access road to the car park was revisited. All options were discussed with the introduction of a new entrance the favoured option. David Appleton is to contact the Highways Department. In addition, Jeanette Pierce is currently in contact with Sue Carey and St Helens Council. An update on any progress is needed.

3. **Appointment system.**

* It was clarified that appointments can be booked up to 6 weeks in advance.
* Appointments available online are updated at 7pm each evening.
* When booking an appointment by telephone, if there are no appointments available, there is no way of avoiding the filtering system.

**The new system is being implemented in stages.**

**i**. Staff training is ongoing e.g. Triage.

**ii.** The new website is due to become live at the start of November. This is to include sign posting and medical advice.

**iii**. Buddying (telephone consultation with a doctor and medical administrator) is expected to be in place by December.

The importance of communicating the new system to patients was discussed. Concerns were raised about how this was going to reach all patients, particularly those who rarely visit the practice. The use of letters, leaflets, texts and email were discussed. In addition, posters in the waiting room and the electronic information board are to be used.

4. In the last 6 months approximately 500 patients have left the practice. It is thought that this is particularly high because of the merger with Lancaster House. Many of the patients from the Sutton branch of Lancaster house have left the practice.

5. Currently the practice has in the region of 12,000 patients. There are 7.5 full time GPs and 1 Advanced Nurse Practitioner. This means that the ratio of Doctor/ANP to patients is approximately 1:1400. The practice has two new members of staff: Jeanette, Practice Manager and Janet, Receptionist. Another member of office staff is due to start in the near future.

6. The members discussed the importance of confidentiality of current and past employees.

7. The replacement of the chairs in the waiting area is ongoing.

8. Members were reminded that patients can register to receive an e newsletter on the practice website.

9. Concerns were raised over continuity of care with GPs. Patients with ongoing problems prefer to revisit the same GP.

10. The practice is holding a Macmillan Coffee Morning where cakes and coffee are sold to raise money for the charity.

**Friday 29th September 9.30 – 12.00.**

Badges are available from reception for members of the Panel to wear.

11. The trial at Mill Street of, “no third party ordering of prescriptions,” is now accepted practise in St Helens.

12. It was clarified the shingles immunisation programme is for patients between the ages of 71 to 75.5. The criteria are complicated and it has been a rolling programme implemented by the government.

13. “The Spine” is an electronic system used by the NHS. Employees need a smart card to log on to this system. There has been an occasional error with electronic prescription ordering if either of these “systems” is not working correctly. However, it is of concern that patients can go to collect a prescription to find that it hasn’t been sent electronically but a paper copy has been printed in error and is waiting for collection in the practice. Sue explained that, staff have no way of knowing if or which of the many (in the order of 200 daily) prescriptions were ordered electronically. This can mean that patients expecting to collect medication from their pharmacy, particularly at the weekend, can run out.

14. The Patient Friendly Award is to be put on hold until the new appointment system is in place.

Next meeting: **Wednesday 13th December 2017**

JK 26.9.17.