



Minutes of the Meeting held on
Tuesday 8th January 2013
At the Deepings Practice

Present: Mrs Margaret Parkinson (Chair), Mr David Wragg (Vice Chair), Mrs Heather Purllant (Treasurer), Mrs Marion Brown (Car Scheme Co-ordinator), Mrs Daphne Harrison (Secretary), Mrs Sybil Hopkins, Mrs Janet Quinn, Mr Jim Winstone,

Apologies: Mrs Jackie Sterling (Operations and Facilities Officer for The Deepings Practice).

1. Chair person's opening remarks:

The Chair opened the meeting at 2.10 p.m. and welcomed the committee wishing everyone a happy new year.

2. Minutes of the last meeting:

The minutes of the last meeting held on Tuesday 14 August 2012 were agreed.

Proposed by Mrs Heather Purllant and seconded by Mrs Janet Quinn.

3. Matters arising:

There were no matters arising.

4. Treasures report:

- (a) The Treasurer reported that the main account balance stood at £237.61 and the car scheme account balance stood at £859.11.
- (b) The Car Scheme Co-ordinator informed the group that not all the car scheme invoices had been available for the update of this account as there had been problems with the BT invoices which she was endeavouring to rectify with BT. There would be an update and if necessary an amendment to the figures at the next meeting. The report was agreed.

Proposed by Mr David Wragg and seconded by Mr Jim Winstone.

5. Car Scheme Co-ordinators report:

- (a) The Car Scheme Co-ordinator reported the numbers of requests for the previous three months as October 264, November 197 and December 173. The comparative totals for the year were 2011 at 2338 and 2012 at 2650.
- (b) The group were informed that two new Drivers had been recruited.
- (c) It was also reported that the CRB checks had been changed and were now DBS (Disclosure and Barring Service) checks. Although not significantly different for the previous forms new application forms for the DBS check had been introduced and new procedures were in place.

(d) The Car Scheme Co-ordinator also reported that she had undertaken a free RNIB training course.

6. Social evening for Car Scheme driver's:

- (a) Following on from the success of last years Social evening it was suggested that it be repeated this year and the 30 January 2013 was suggested as a suitable date. The Blue Bell, Helpston was to be approached for availability. When the date is confirmed the Secretary will e-mail all members to confirm. The Car Scheme Co-ordinator will then invite the drivers.
- (b) It was agreed the Chair would invite Mr Peter Roffe.

7. Practice update:

In the absence of Mrs Jackie Sterling the Chair gave the practice update

- (a) The Chair confirmed that Dr Marshall had retired and that Dr Pinder would be taking over Dr Marshall's patients from the 2 January 2013 on a 12 month contract.
- (b) Two registrars had left the practice and two replacements Dr Tahir and Dr Fazal would be joining the practice on a 12 month rotation.
- (c) The new computer system had been a huge task and challenging but it was encouraging for everyone involved to have the light at the end of the tunnel in sight.
- (d) A routine review of the practice was to be carried out. The question of whether Doctors were reviewed was asked and the group were informed that this was carried out by an outside company.

8. Any other Business

- (a) The issue of receptionists requesting information about patient's reason for calling was discussed. Patients had complained to members of the group about confidentiality and preferring to discuss personal issues with Doctors. The group were informed that this was on a 3 month trial and it was to try and make best use of doctor's time by transferring calls and appointments to the most appropriate person.
- (b) It had been noted that there were 'high' chairs in the Deeping Practice waiting room. A request was made for Glinton waiting room to have 'high' chairs. This was raised after observing a patient who had had a hip replacement not being able to sit in the waiting room at Glinton. The group agreed that this should be addressed immediately and was to be taken up with the Facilities Officer.
- (c) The Chair asked for volunteers to help with the practice survey and to let her know availability so that a rota could be drawn up.
- (d) Concerns were expressed regarding the queues at dispensary and the lack of stock to fulfil prescriptions. Patients had been requested to come back 'after Christmas' or to take prescription to a pharmacy outside. The queues at the pharmacy were found to be unacceptable and a suggestion that two separate queues be formed – one for prescription queries and one for pick ups was made. This is to be discussed with the Facilities Officer although it was suggested the new computer system may ease the prescription process.
- (e) The expansion of The Deepings was discussed with regard to the pressure of the expanding population on the Practice. It was the view of some members that The Deepings needed two practices or more doctors. Research is to be done on practice numbers and the criteria for new practices. This will be an agenda item at a future meeting.
- (f) The Facilities Officer had received a letter from Helen Wilson – Patient Choice – offering a tour of the Fitzwilliam Hospital. The group agreed that this offer should be accepted.

9. Date of next meeting – Tuesday March 12th 2013.

10. There being no other business the meeting closed at 3.00 p.m.