



Minutes of the Meeting held on
Tuesday 14 May 2013
At The Fitzwilliam Hospital, Milton Way, Peterborough

Present: Mrs Margaret Parkinson (Chair), Mr David Wragg (Vice Chair), Mrs Heather Purlant (Treasurer), Mrs Daphne Harrison (Secretary), Mrs Patricia Talbot, Mr Jim Winstone, Mrs Jackie Sterling (The Deepings Practice).

Apologies: Mrs Marion Brown (Car Scheme Co-ordinator), Mrs Sybil Hopkins, Mrs Janet Quinn.

At 2.00 p.m. prior to the commencement of the formal business meeting a tour of the Fitzwilliam Hospital was undertaken. Those present were given an insight into both the clinical and 'hotel' facilities at the hospital including the out patients clinics, the operating and recovery areas, the physiotherapy unit and the en suite bedrooms. We then enjoyed coffee and cakes (delicious) in the conference room which was at our disposal for the Group Meeting.

1. Chair Person's opening remarks

- (a) The Chair opened the meeting at 2.55 p.m. and gave the sad news of the death of Olive Jones at the age of 96. Mrs Jones had been a founder member of the Patient Participation Group. The Chair had been present at the very well attended funeral.

2. Minutes of the last meeting

The minutes of the last meeting held on Tuesday 12 March 2013 were agreed.

Proposed by Mr Jim Winstone and seconded by Mrs Heather Purlant

3. Matters arising

- (a) The large pot hole at the entrance to the surgery and been filled in.

4. Treasures Report

- (a) The Treasurer reported that the main account which stood at £237.74 had now been transferred to a savings account which returned 0.05% above the base rate. The car scheme account stood at £686.46.

Proposed by Mrs Pat Talbot and seconded by Mr David Wragg

5. Car Scheme Co-ordinator's report

Deferred to next meeting.

6. Transport Meeting Report

- (a) The Vice Chair had attended the Transport Meeting - the main focus of which was community transport - and reported that community transport schemes can include; voluntary car schemes and door-to-door transport schemes some of which operate across Lincolnshire and Peterborough.

It was reported that many people and older people in particular are unaware of other transport options available to them when public transport does not meet their needs, particularly when it comes to accessing doctors or hospital appointments. The options available in the area covered by the Deepings Practice are the PPG Car Scheme, Call Connect and Dial a Ride. It was also reported that Senior Bus Passes were accepted by Call Connect and Dial a Ride across the county. However as 90% of patients who are referred to hospital use Peterborough City Hospital the position of cross border community transport and the acceptance of bus passes is to be investigated.

It was suggested that an advertising campaign be undertaken to make people more aware of the transport options available to them.

Proposed Mrs Heather Purlant and seconded by Mrs Pat Talbot

7. Drivers Agreement

- (a) The group were asked to approve an amendment to the Drivers Agreement to cover confidentiality between drivers and passengers. Approval was given and the agreements are to be amended and signatures sought from all car scheme drivers.

8. Objectives 2013/2014

1. South Lincs CCG PPI - to be involved.
2. Patients Choice - Liaise with local hospitals.
3. Transport for Lincolnshire - continue to promote the voluntary car scheme for the Deepings and surrounding areas.
4. Upgrade PPG promotion within the Practice surgeries.
5. Continue to promote use and engage patients at auto check-in machines.
6. Assist with individual GP survey - 2013
7. Assist with flu clinics
8. Assist with Practice Survey in November 2013 with a view to discussed objectives for 2014 at the January 2014 meeting.

The above objectives previously circulated were agreed.

9. Survey Glington Practice

Deferred to next meeting

10. Productive General Practice

- (a) It was reported that the Practice had engaged a Consultancy Firm to look at the procedures and processes at the Practice including the management of doctors' time as well as how appointments are allocated.
- (b) A brief discussion took place regarding the time span when releasing the availability of appointments and it was suggested that 3 months would be more useful for patients especially with regard to repeat appointments. This will be investigated.

11. Practice Update

It was reported that

- (a) One member of reception staff was on maternity leave and that two part time receptionist had been employed. All reception staff were now able to multi task and cover all aspects of the support services.
- (b) The treatment room reception had been altered to give more privacy to patients booking in and making appointment.
- (c) The pharmacy telephone was available between the hours of 11.00 a.m. and 3.00 p.m. This was to free lines for appointments.

12. Any other Business

The Chair proposed that the AGM should be moved to the November meeting to fall in line with the bi-monthly timetable of meetings. There were no objections to this. The date and time of the AGM will be publicised and the change of month will be amended in the Constitution at the AGM.

13. Date and Venue of next Meeting (July 9th 2013). The Meeting will take place at the Deepings Practice.

There being no other business the meeting closed.