



Minutes of the Meeting held on  
Tuesday 11 March 2014  
At the Deepings Practice

Present: Mrs Margaret Parkinson (Chair), Mr David Wragg (Vice Chair), Mrs Daphne Harrison (Secretary), Mrs Marion Brown (Car Scheme Co-ordinator), Mrs Sybil Hopkins, Mr Steve Robertson, Mrs. Patricia Talbot, Mrs Janet Quinn, Mrs Sue Mailley. Dr K Rigg, Mrs Jackie Sterling (The Deepings Practice).

Apologies: Mrs Heather Purlant, Mr Jim Winstone.

1. Chair Person's opening remarks

- (a) The Chair opened the meeting at 2pm and welcomed Fiona Loft, Engagement Officer for South Lincolnshire and Judy Yarham, Senior Nurse, Deepings Practice to the meeting. The group were informed that agenda item 3 would be taken first.

3. (a) Judy Yarham gave a very interesting talk about the services provided by the nursing team of 9 nurses and 5 health care support workers. The team carry out routine work and extended services including those not always offered by other surgeries e.g. phlebotomy – seeing 585 patients per week.

- (b) Other services mentioned include: injections, contraception, smears, treatment of wounds, minor operations, childhood immunisation, flu campaign (6400 patients 2013), travel clinics, pneumococcal vaccine, shingles vaccine, sexual health, chronic disease management and diabetic care for which the team came third in the PED county survey.

- (c) The issue of aftercare on discharge from hospital was raised and the group were informed that a team approach was adopted. The care provided depended upon individual need. This could include GPs, District Nurses, Macmillan Nurses, local hospices, adult social care and other agencies as required.

- (d) The Chair thanked Judy for her time in introducing the group to some of the areas of care her team provide and expressed our appreciation for taking time out of a busy schedule to attend the meeting.

2. Fiona Loft, Engagement Officer for South Lincolnshire explained her position within the Clinical Commissioning Group with a remit to support Local PPGs.

A paper was tabled and Fiona talked us through the charts and diagrams explaining her role and the links to health care services. Fiona also explained The Patient Opinion web site set up to receive comments - good or bad – about health care services. The comments on this web site are followed up by health care professionals. ([www.patientopinion.org.uk](http://www.patientopinion.org.uk)).

After taking one or two questions the Chair thanked Fiona for her time in attending the meeting.

4. Minutes of the last meeting

The minutes of the last meeting held on 14 January 2014 were agreed.

Proposed by Mrs Sybil Hopkins and seconded by Mrs Marion Brown

5. Matters Arising

There were no matters arising

6. Treasurers Report

The Treasurer's report was given by the Chair and the accounts stood at: main account £147.31 and the car scheme at £739.89.

Proposed by Mrs Sybil Hopkins and seconded by Mrs Janet Quinn

7. Car Scheme Co-ordinator's report

(a) The number of requests for January was 280 with 39 cancelled and February was 214 with 16 cancelled.

Proposed by Mrs Patricia Talbot and seconded by Mr Steve Robertson

8. Transport Meeting Report

(a) Public Liability Insurance was discussed as it had been discovered that the wording in the insurance document was incorrect. This will be corrected and assurances were given that all drivers were covered.

(b) Steve Robertson volunteered to accompany the Vice Chair to the transport meeting.

9. Drivers evening

(a) It was reported that the drivers' evening on the 25 February had been a great success.

(b) Thanks were expressed to Mrs Purllant for making the arrangements with the Blue Bell in Helpston.

10. PPG Objectives 2013/2014

(a) Practice Survey – thanks were expressed to the group for the help given in carrying out the Patient Survey.

(b) Objectives for the coming year were proposed and accepted:

Help to promote more awareness of

- i. electronic check in at reception and treatment rooms
- ii. text messaging for appointment reminders and the ability to cancel appointments
- iii. promote web site and give feed back

11. Practice Services

(a) Expanding Services – covered by Judy Yarham in item 3.

12. Practice Update

- (a) The Patient Survey had shown dissatisfaction with the telephone lines into the surgery. New lines had been added with new incoming and separate outgoing lines. The results of this should show an improvement in the 2015 patient survey
- (b) Text messaging for cancellations will also help to alleviate the pressure on the telephone lines as well as the Did Not Attends.
- (c) The Patient survey was briefly discussed

13. Any other Business

- (a) The Chair raised the issue regarding the retirement of the Car Scheme Co-ordinator. Agenda item for next meeting
- (b) The Chair proposed that Mrs Sue Mailley be co-opted to the committee. All agreed.
- (b) The Secretary explained that she would not be available for the July meeting and suggested either a change of date or request a volunteer to take the minutes. It was decided to hold the July meeting on Thursday the 10 July 2014.

14. Date of next meeting – 2.00 p.m. Tuesday 13 May 2014 at the Deepings Practice.

There being no other business the meeting closed at 3.35.