



Minutes of the Meeting held on
Tuesday 13 May 2014
At the Deepings Practice

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

1. Chair Person's opening remarks

The Chair opened the meeting at 2.05 p.m.

2. Apologies: Dr K Rigg

3. Minutes of the last meeting

The minutes of the last meeting held on 11 March 2014 were agreed.

Proposed by Mrs Marion Brown and seconded by Mr David Wragg

4. Matters Arising

Assurance was given that Car Scheme Drivers are covered by Insurance.

5. Treasurer's Report

The Treasurer reported that the main account stood at £740.48 and the car scheme account at £116.05.

Proposed by Mr Steve Robertson and seconded by Mrs Pat Talbot

6. Car Scheme Co-ordinator's report

(a) The number of requests for March was 218 with 14 cancelled and April was 224 with 13 cancelled.

(b) It was reported that a lady driver had been recruited to the team of volunteer drivers.

Proposed by Mrs Janet Quinn and seconded by Mrs Heather Purllant

7. Retirement of Car Scheme Co-ordinator

The Chair reported that Mrs Marion Brown had given notice of her intention to retire from the role of car scheme co-ordinator in 2016. None of the current volunteer drivers were interested in the co-ordinators role. Mr Steve Robertson expressed an interest in volunteering but was unsure if the timings of the co-

ordinators retirement would tie in with his personal plans. Mrs Sue Mailley expressed an interest in covering the co-ordinator's role in a relief capacity. After discussion with the group it was agreed that Mr Robertson would, from March 2015, work with Mrs Brown as relief co-ordinator to gain an insight to the work and commitment involved in preparation for March 2016 with support from Mrs Mailley.

8. PPG Objectives 2013/2014

The group were asked to support the promotion of the text messaging service. This service sends text messages confirming and/or reminding patients of appointments. To date 150 patients have signed up. There needs to be an uptake of 1,000 by September/October for the service to be viable. The service could be extended to allow the cancellation of appointments by text if the uptake is sufficient. Patients need to complete and sign forms which are available from reception. The group has been asked to help in reception by handing out forms and encouraging patients to sign up.

9. Practice Update

- (a) The Group were informed that Dr Choudhry had been appointed and will commence on 2nd June 2014.
- (b) Dr Hughes leaves on 12th June 2014 for a new life in Canada.
- (c) The Chair reported that she and the Vice Chair, as part of a Signage Working Party, had attended the Practice to 'walk the corridors' to assess the current signage and make suggestions for improvement. The new signage is expected to be in place by the end of the year. This will include a new notice board for the PPG.

10. Any other Business

- (a) A complaint was passed to Mrs Sterling by one of the committee members. There was a discussion regarding the handling of complaints. It was agreed that the appropriate procedure was for the group to treat any complaint – brought to them as a member of the committee - as confidential and to pass it to the appropriate member of staff at the Practice.

It was suggested that – whilst respecting confidentiality and omitting specific details that may identify complainants or incidences - a regular review of the number and types of complaint be reported to the group and it was agreed that this would commence at the next meeting under agenda item practice update.

- (b) Safeguarding – The chair asked that the driver and car scheme co-ordinator's code of conduct be on the agenda for the next meeting.
- (c) A question was asked regarding the replacement of the receptionist at the Glinton surgery. This will be covered by 2 receptionists working split hours. They would be reporting to the senior receptionist for the practice. It was further reported that all receptionists were now multi skilled and can cover all administrative roles within both surgeries.

11. Date of next meeting – 2.00 p.m. **THURSDAY** 10th July at the Deepings Practice.

There being no other business the meeting closed at 2.50 p.m.