



Minutes of the Meeting held on  
Tuesday 9 September 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, Mrs Janet Quinn, Mr Jim Winstone. Mrs Jo Kevan, Dr J Phipps (The Deepings Practice).

1. Chair Person's opening remarks

The Chair opened the meeting at 2.00 p.m. and informed the committee that Pam Miller representing the NHS Advocacy Service had been expected to give a presentation about the Advocacy Service and a patient Miss Catherine Pridgeon was expected as an observer.

The Chair welcomed Jo Kevan and Dr Phipps to the meeting

2. Apologies: Mrs Sue Mailley, Mrs Pat Talbot, Mr Steve Robertson, Mrs Jackie Sterling, Dr K Rigg.

3. As the Advocacy Service representative had not arrived the meeting moved to the agenda.

4. Minutes of the last meeting

The minutes of the last meeting held on Thursday 10 July 2014 were agreed subject to:

Item 6(b) this was raised by the Chair not the Car Scheme Co-ordinator as reported.

Item 8(a) the date of the flu clinic in October should read Saturday 4 October.

Proposed by Mrs Janet Quinn and seconded by Mrs Marion Brown

5. Matters Arising

With regard to the drivers insurance the chair had been in touch with Nina Lightfoot at the County who had confirmed that the insurance was valid until February. A decision regarding the continuing funding of this service, by the county, will be discussed at the January meeting.

6. Treasurer's Report

The Treasurer reported that the main account stood at £741.71 and the car scheme account at £365.90.

Proposed by Mr Jim Winstone and seconded by Mrs Sybil Hopkins

7. Car Scheme Co-ordinator's report

- (a) The number of requests for August was 200 with 8 cancellations covering 2648 miles.
- (b) Two drivers had resigned due to ill health. The co-ordinator is to send a letter of thanks. A female driver has recovered from illness and is once again available.
- (c) The co-ordinator had provided the chair with a list of frequent journeys and the approximate mileage involved. The costs vary and are approximate e.g. Addenbrookes Hospital £49 and Pilgrim Hospital £27.

Dr Phipps explained that travelling to a distant hospital was not always down to patient choice but often to more specialised units. An example is in the care and treatment of skin cancer where patients are better served by the specialist unit at Addenbrookes,

- (d) Help with costs of travel are to be investigated with various organisations.

Proposed by Mrs Heather Purllant and seconded by Mrs Janet Quinn

8. Safeguarding

- (a) The updates to the car scheme driver's code of conduct were briefly discussed. It was reported that generally the drivers were happy with the changes. The car scheme co-ordinator felt that the changes to the code of conduct and the incident report form covered the current monthly job sheet and suggested that it was not now necessary to complete this. This was agreed.
- (b) Printing of leaflets, posters and bookmarks were tabled by the chair. They are to be displayed in the surgery, library and community centres

9. PPG Objectives 2013/2014

- (a) The committee were asked to let the chair know their availability for the flu clinics to be held on Saturday 4 October and Saturday 25 October. Sessions are 9.00 a.m. to 12 noon and 1.00 p.m. to 4.00 p.m.

10. PPG Logo

The PPG logo was discussed. As there was no agreement on a suitable logo it was agreed to keep the current logo. If further designs come forward they will be discussed at a future meeting.

11. Practice Update

- (a) It was confirmed that Doctors Tahir Sarwar, Hannata Lawan and Ramy Al-Rufaie had commenced on 4 August 2014.
- (b) It was confirmed that the new signs would be in place by the end of the September.
- (c) New staff uniforms and badges had arrived.
- (d) Two new secretaries were being recruited.
- (e) A review of complaints was tabled this also included compliments. Five complaints had been received since July and one compliment.
- (f) Dr Phipps confirmed that patients can access and see basic information contained in their medical files. However more detailed information could contain third party data and is more difficult to access. Files would have to be scrutinised before being released. If copies are requested photo copy charges would apply.

12. Any other Business

- (a) Complaints regarding the car park at the surgery are being received. Parking is particularly difficult on a Monday.
- (b) Dr Phipps stated that he had not heard the rumour of a new surgery in Deeping St James.
- (c) Assurance was given that increased waiting times at the Glint on surgery was not due to a reductions in surgery hours. Doctor's attendance at Glint on was the same as it had always been and Glint on surgery also now benefits from the attendance of a registrar.
- (d) Problems with the text messaging service were being addressed.
- (e) Test results were available by telephone between noon and 3.00 p.m. All results are seen by doctors and if necessary patients are contacted to discuss them.

13. Date of next meeting: The AGM – Tuesday 11 November 2014 at 2.00 p.m. To be held at the Deepings Practice.

The regular meeting of the PPG will immediately follow the conclusion of the AGM.

There being no other business the meeting closed at 3.15 p.m.