



Minutes of the Meeting held on
Tuesday 20th January 2015
At the Deepings Practice

Present: Mrs Margaret Parkinson (Chair), Mr Jim Winstone (Vice Chair), Mrs Heather Purllant (Treasurer), Mrs Daphne Harrison (Secretary), Mrs Marion Brown (Car Scheme Co-ordinator), Mrs Jennifer Blake, Mrs Sybil Hopkins, Mrs Janet Quinn, Mrs Pat Talbot, Mr David Wragg.
Mrs Helen Perkins, Miss Catherine Pridgeon (co-opted members).
Mrs Jackie Sterling, Dr K Rigg (The Deepings Practice).

1. Chair Person's opening remarks

The Chair opened the meeting at 3.05 p.m. and introduced Annette Atkinson from Healthwatch Lincolnshire.

2. Apologies: None

3. Annette Atkinson – Healthwatch Lincolnshire

Annette Atkinson gave a very interesting and informative talk on Healthwatch Lincolnshire. This is an independent organisation created to represent the views of the public with regard to their health and social care in Lincolnshire. She left information leaflets for the group which can also be found in the surgery, libraries community centres and other public places.

Annette also briefly explained the role of local Healthwatch Hubs which is a group new or existing which agrees to act as a communication channel between its members and Healthwatch Lincolnshire.

4. Minutes of the last meeting

The minutes of the last meeting held on Tuesday 11th November 2014 were agreed

Proposed by Mrs Janet Quinn and seconded by Mrs Heather Purllant

5. Matters Arising

There were no matters arising

6. Treasurer's Report

The Treasurer reported that the main account stood at £742.96 and the car scheme account at £278.55

Proposed by Mrs Marion Brown and seconded by Mrs Sybil Hopkins

7. Car Scheme Co-ordinators report

(a) Number of requests;

November 232 with 10 cancellations covering 2656 miles.
December 229 with 12 cancellations covering 3055 miles

The year January to December 2778 requests with 135 cancellations covering 35,500 miles.

(b) The co-ordinator reported that few patients say they can't afford the cost of the transport although there had been complaints through the chair.

Proposed by Mrs Janet Quinn and seconded by Mr David Wragg

8. Safeguarding

(a) The Chair reported that she had received the insurance documents from the County and had passed them to Mrs Jackie Stirling for safe keeping. The County has paid this year's premium as it is the same as last year - £143.43.

(b) Drivers evening – it was agreed that it was important to recognise the time and contribution to the practice that the voluntary drivers give and to hold a 'driver's evening' again this year. The treasurer is to contact venues and the date was agreed as 24 March 2015. The menu to be as funds allowed. Members of the group suggested that they pay for themselves and this was left on the table until full costs are known.

9. PPG Objectives 2013/2014

(a) Patient Survey – to be carried out in early February using the same question as last year. A copy was circulated and members were asked to e-mail any comments or queries they may have on the questions by Monday 21 January 2015. Members will be asked for their availability during the two weeks beginning 2 February and a rota will be drawn up.

10. Practice Update

(a) Dr Hamilton will be leaving to have a baby. She has decided to be a fulltime mum so will not be returning to the practice. Advertising for a GP replacement is underway.

(b) A Building Development Group (BDG) has been set up in the practice to look at how best to make use of the building and grounds including the car park. An architect has been engaged to work with the BDG and has a free reign to look at all aspects of the

use of the site and what may be possible in the near future and what can be programmed in longer term.

11. Any other Business

- (a) Concern expressed regarding the pharmacy not always having drugs available to fulfil prescriptions. This is a problem across the country and out of the control of the practice. It is being addressed by a higher authority!
- (b) A request was made for hand sanitizers in the waiting room especially at this time of year when everyone seems to be coughing and sneezing. It was explained that there are sanitizers provided in the waiting area but patients can only be asked to use them not forced.
- (c) Given that a large number of non attendance is recorded each month a question was raised as to the action that could or is taken against persistent offenders. It was explained that the text messaging service was an initiative to remind patients the day before of their appointment. Persistent non attendance was monitored and that ultimately patients could be taken off the practice list but that this was rare and a last resort. Doctors were sensitive to the differing needs of patients, for instance, a dementia patient or one with special needs would not be listed as a non attendance.
- (d) The issue of queues for the baby clinic – notably the three hour wait – was raised. It was explained that this was on one particular clinic day just after Christmas when two clinics had been cancelled due to the holidays and that lessons would be learned if similar circumstances were to occur again.
- (e) Carer support groups were briefly discussed. It was suggested that a group for carers and possibly young carers should be considered. There was mixed response around the table and Dr Rigg is to discuss it at a partners meeting.
- (f) The secretary asked if there were any objections to the list of names, addresses, telephone numbers and e-mail addresses of members of the group being published. The objections were noted and will not be published on the public list.

12. Date of next meeting: Tuesday 10 March 2015 at 2.00 p.m. at the Deepings Practice.

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