



Minutes of the Meeting held on
Tuesday 10 March 2015
At the Deepings Practice

Present: Mrs Margaret Parkinson (Chair), Mr Jim Winstone (Vice Chair), Mrs Heather Purlant (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 (co-opted member).

Mrs Jackie Sterling, Dr K Rigg (The Deepings Practice).

1. Chair Person's opening remarks

The Chair opened the meeting at 2.05 p.m. and welcomed Pam Miller from POhWER NHS Complaints Advocacy.

2. Apologies: Miss Catherine Pridgeon (co-opted member).

3. Pam Miller - POhWER

Pam Miller introduced the group to the independent service – POhWER - and explained the advocacy service they provided with regard to making a complaint about NHS services or treatment. The talk was very informative and raised a number of questions from the group. Leaflets with further information were left with the group and in the surgery waiting room. Alternatively further information can be found on their web site www.pohwer.net.

4. Minutes of the last meeting

The minutes of the last meeting held on Tuesday 20 January 2015 were agreed

Proposed by Mr Jim Winstone and seconded by Mrs Sybil Hopkins

5. Matters Arising

Item 8(b) The Chair reported that the doctors had made a donation of £300 towards the drivers evening. She asked Dr Rigg to convey our thanks for their very kind generosity.

Item 11(a) Still an ongoing problem across the country and due to supply and demand rather than stock control.

Item 11(d) The baby clinic now runs an appointment system which has been introduced to prevent the queues seen after the Christmas close down.

6. Treasurer's Report

The Treasurer reported that the main account stood at £743.56 and the car scheme account at £330.93

Proposed by Mrs Marion Brown and seconded by Mrs Pat Talbot

7. Car Scheme Co-ordinators report

Number of requests;

January 233 with 16 cancellations covering 3,022 miles.

February 237 with 9 cancellations covering 2,557 miles

Proposed by Mrs Heather Purllant and seconded by Mrs Janet Quinn

8. Future of Car Scheme

A number of people had been approached with regard to running the car scheme when Mrs Brown retires from this voluntary position in early 2016. Unfortunately no one had been forthcoming. It is likely that this will need to be advertised in the near future to allow for training to be undertaken before 2016.

9. PPG Objectives 2013/2014

Patient Survey – A good return on patient survey both those carried out in the surgery and on the web site. The group were given copies of the survey and asked to let Jackie Stirling have any feedback they wished to make by 21/22 March. The survey will be presented to the practice management team at the end of March. An overall positive response from patients with high percentage of complimentary comments.

10. Health Watch Hubs

There had been little interest in a Health Watch Hub within the group.

11. Carers and Young Carers – Local Group

This had been raised by Mrs Catherine Pridgeon who was not present at the meeting. She is to be asked to prepare a paper for circulation at a future meeting when it can be discussed.

12. Practice Update

- (a) Dr Hamilton will be leaving on Friday 13 March. There had been no applicants for her replacement.
- (b) A nurse practitioner is commencing on 30 March. This is becoming more popular across the country. A nurse practitioner is highly qualified and can treat and prescribe. A doctor will be available if needed.
- (c) Two practice nurses have been appointed.
- (d) CQC – initial report show good across 4 levels and outstanding in 2 areas. More Feedback will be given at next meeting.

13. Any other Business

- (a) Concern regarding queues at Pharmacy. Will be taken into account by the Building Development Group when looking at the remodelling of the entrance to the building.

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

There being no other business the meeting closed at 3.00 p.m.