



Minutes of the Meeting held on  
Tuesday 14 March 2017  
At the Deepings Practice

Present: Mrs Margaret Parkinson (Chair), Mrs Daphne Harrison (Secretary), Mrs Heather Purlant (Treasurer), Mrs Jennifer Blake, Mrs Marion Brown, Mrs Janet Quinn, Mrs Pat Talbot, Mr David Wragg.

Mr Alan Mckie – Car Scheme Co-ordinator

Mrs Jo Kevan – The Deepings Practice

Also present: Mr Graham Harris, Miss Linda Moment

1. Chair Person's opening remarks

The Chair opened the meeting and welcomed everyone present. The Chair also expressed her thanks to Mrs Marion Brown and Mrs Janet Quinn for stepping in to cover, in the absence of the secretary, the production of the January minutes and the March agenda.

2. Apologies: Mrs Helen Perkins. Dr K Rigg and Ms Jackie Wright – The Deepings Practice

3. Minutes of the Last Meeting

Minutes of the last meeting Held on Tuesday 10<sup>th</sup> January 2017 were agreed

Proposed by Mrs Pat Talbot and seconded by Mr David Wragg

4. Matters Arising

There were no matters arising.

5. Treasurers Report

The Treasurer reported that the main account stood at 1,087.81. Donations have been received from the Raft Race of £200 and the Deepings Masonic Lodge of £500. These donations were gratefully received and are specifically to support the re-launch and future expenses of the car scheme. The general car scheme account stands at 198.84.

Proposed by Mrs Marion Brown and seconded by Mrs Janet Quinn

## 6. Car Scheme Report

It was reported that the car scheme had been re-launched with a very busy telephone on the first day. Positive feedback has been received and the return of the service has been widely welcomed. With very few exceptions requests for journeys have been fulfilled. 1 refusal being out of the area. The telephone is busy at all times of the day when messages can be left if unanswered. The co-ordinators are available to answer the phone between 2.00 p.m. and 4.00 p.m. and it was agreed to stick with this published timing.

Drivers had reported the lengthy wait for available wheelchairs at the hospital reception delaying patient arrival in departments. The co-ordinator suggested speaking to the men's group to see if a light weight folding wheelchair could be made available. This raised issues of lifting; car sizes and so on and would ultimately have to be optional for each individual driver. It was agreed that more investigation was needed as to the implications of carrying a wheelchair and the Chair who would be attending a meeting of the Cluster Group the following week would raise it with other car schemes.

It was reported that due to differing circumstances the available number of drivers now stood at 17. The Group agreed that an advertising campaign to attract new drivers was urgently needed and this would get underway immediately. Adverts are to be put in the local press, on the video boards in reception at the surgery and notice boards in the local area.

Proposed by Mrs Heather Purllant and seconded by Mrs Janet Quinn

## 7. PPG Objectives

**Patient Survey:** It was reported that approximately 2000 patient survey forms had been completed. An increasing number had been completed on line. Main complaint – the wait for routine appointments. Emergency appoints continue to be seen on the day if needed. The current expansion of the Deepings has not made a great difference to waiting times with only an increase in 700 patients over the last three years.

## 8. Practice update

**Building Development:** It was reported that the project was coming to an end and the group had a guided tour at the end of the meeting. The operating theatre was almost complete and is very impressive with separate waiting, changing and recovery rooms. It is hoped that a wider range of minor surgery will be introduced in the future.

The car park is complete offering more parking spaces. People have been observed parking at the surgery car park to walk dogs and catching the bus into Peterborough. The situation will be monitored.

**GP appointment:** An additional salaried GP has been appointed to commence in August.

**New Service: Teledermatology** - This is photographing skin lesions and sending the images to a Consultant via an ipad to assess whether treatment is needed. This can prove quicker than an out patients appointment.

**Ward Rounds:** Ward rounds are being offered to nursing homes in the area with a GP on a scheduled visit. The intention is to minimise visits to the surgery. This has been taken up by one nursing home so far and is proving to save time both for the nursing home and the surgery. Emergency visits will continue to be accommodated at the practice.

9. Promotion of PPG

PPG notice board: The notice board will be reinstated when the building works are complete. A new site for this is being considered. In the meantime information regarding the PPG is on the video boards in the waiting area.

Promotional Leaflet: It is planned to produce a promotion leaflet and the group were asked to give some thought as to what might be included in such a leaflet.

10. Constitution:

It is planned to update the Constitution for adoption at the Annual General Meeting in November. The secretary is willing to take the lead on this and will report at the next meeting with the intention to have comments and suggestions from the group for discussion at the July meeting. Final amendments will be agreed at the September meeting ready to be presented to the AGM in November. Mrs Kevan suggested that the National Association for Patient Participation may be a good source of information. The group were concerned about the cost of membership £60 for the first year. Mrs Kevan is to ask the practice if membership can be supported for the first year.

11. Any other Business

It was suggested that now the car park is complete that it would be helpful if a one way traffic system was introduced. It was explained that the planning department had concerns regarding the increased traffic flow onto Towngate East. All aspects of the new parking layout are to be monitored over the coming months.

12. Date of next meeting: Tuesday 9<sup>th</sup> May 2.00 p.m. at the Deepings Practice.

There being no other business the meeting closed 3.25