

**THE DEEPINGS & GLINTON
PATIENT PARTICIPATION GROUP
MINUTES OF THE MEETING HELD ON
TUESDAY 11TH JULY 2017 AT 2 P.M.
AT THE DEEPINGS PRACTICE**

1. Present: Mrs Margaret Parkinson (Chair), Mrs Heather Purllant (Treasurer), Mrs Jennifer Blake, Mrs Marion Brown (Temporary Secretary), Mr Gordon Stewart (Car Scheme Co-ordinator), Mrs Janet Quinn, Mrs Pat Talbot, Mrs Helen Perkins, Mr David Wragg.

Miss Jackie Wright, Dr E Asplin - The Deepings Practice

Also present - Miss Linda Moment.

2. Apologies for Absence: Mrs Daphne Harrison (Secretary), Mr Graham Harris.

3. Chair Person's Opening Remarks: Mrs Parkinson opened the meeting by welcoming Dr Asplin as PPG lead replacing Dr Rigg who has now retired.

She then introduced Mrs Vikki Allen, today's speaker from the St Barnabas Hospice Trust, who told us that the Trust is now 35 years old and provides a county-wide service. She works from her home on awareness and fund raising for the Trust and helping to arrange assistance at home and critical care in Lincoln and Grantham hospitals. The Trust works with MacMillan, and Marie Curie who provide home care at night if needed. When patients request Trust help their needs and welfare are continually assessed at home or through day therapy centres where nurses are available at Spalding and Bourne. Voluntary drivers and sitters can be available to assist. Individuals can ring for help, GP referral is not necessary

Mrs Purllant asked if the Deepings Practice patients residing in Cambridgeshire were also covered and Vikki confirmed that all patients within the practice were eligible.

Mrs Parkinson thanked Vikki for her very informative talk.

4. Minutes of the last Meeting: These were proposed accepted by Mrs Brown and seconded by Mrs Quinn.

5. Matters Arising: Mrs Heather Purllant's name should be added to the 'Apologies' for the previous meeting.

Miss Wright confirmed that the new PPG notice board would be situated on the wall near to reception and the entrance to the stairs.

6. Treasurer's Report: The car scheme account stands at £153.14, and the main account remained at £1,088.03. So far, no annual grant had been received for this year from Lincolnshire County Council. Mrs Parkinson said she would speak to Nina Lightfoot at the council offices about this. She also mentioned that the County

Council preferred computer programme for voluntary driving schemes was now dead as only three schemes wished to use it and it was likely that the County Council would be trying to retrieve monies already distributed towards the cost of that scheme. The report was proposed accepted by Mrs Talbot, and seconded by Mrs Perkins.

7. Car Scheme Report: Mr Stewart gave the following statistics -
January, 15 drivers, 90 journeys with 100 passengers and 1,307 miles driven,
May, 13 drivers, 137 journeys with 142 passengers and 2,289 miles driven.
Two new drivers have been recruited, with two more in the pipeline. One previous driver had returned but another was about to retire for personal reasons. He was not aware of any complaints about the service provided. There had been a few requests declined due to lack of drivers plus a very early appointment to Addenbrookes which no driver would undertake.

NSL is now defunct and has been replaced by Lincolnshire County Council run T.A.S.L. which is only available to patients with extreme medical problems.

Mr Wragg, speaking as a volunteer driver, mentioned that on four occasions recently he had been given incorrect patient information which in one case meant the patient missed their hospital appointment. Mr Stewart was not able to comment on why this had happened.

The report was proposed accepted by Mrs Purllant and seconded by Mrs Blake.

8. PPG Objectives: The results of the patient survey were distributed. The number completed in Deeping was 1,911, and in Glington 453, plus those completed on-line, giving a 10-fold increase on those completed in previous years. Miss Wright thanked the PPG members for their assistance. There were requests for more on-line facilities. The main focus was on appointments, ways to release more appointments daily, and GPs did meet regularly to tweek the system as necessary. She suggested that PPG members could help by finding out if patients preferred to see their own GP, to help promote SMS access, on-line bookings and text messaging reminders about appointments. Also to remind patients to cancel appointments no longer required which releases that appointment to another patient and also reduces the number of DNAs recorded which is currently about 150 appointments per week. She also confirmed that 'routine' letters were sent to patients following medical tests, phone calls from GPs were only made if urgent action was needed. There were the usual comments about disabled car park spaces being used by non-badge holders leaving genuinely disabled patients without parking spaces.

The report was proposed accepted by Mrs Purllant and seconded by Mrs Perkins.

9. Fundraising: No progress had been made since the last meeting. Mrs Brown was asked to write to Tesco to see if they would consider supporting the PPG fundraising through their token scheme, and also to approach the Mayor's Charity via Deepings Town Hall similarly. Mrs Blake will contact Waitrose in Stamford who have a similar token charity scheme.

Proposed by Mrs Quinn and seconded by Mr Wragg.

10. Practice Update: Miss Wright said there had been a reorganisation of GPs following the retirement of Dr Rigg on 30th June. Dr Wade had become a partner instead of an employed GP. Dr Watkins would commence duty on 3rd August. There were now 11 partners, 3 salaried GPs and the Registrars. Dr Asplin was now the lead GP for the PPG.

In future all flu clinics would be at The Deepings Practice on a Saturday morning as there were now more facilities with the opening of the new extension. New signage regarding the extension would appear soon.

11. Constitution: The Secretary would be e-mailing committee members with details of proposed changes to the constitution soon for discussion at the September committee meeting.

12. Promotion of PPG: Apart from the proposed leaflet which was still under review, Mrs Parkinson said perhaps we should promote the PPG similarly to Spalding and Bourne where health awareness talks had been held. It was pointed out that in the past the patient response to talks had not been very successful. Miss Wright suggests promoting the PPG at the flu clinics, or using Room 10 in the surgery for presentations to inform patients of services available pertaining to specific illnesses. Mrs Parkinson suggested that committee members attend the Galletly Practice health awareness presentation which was to be held soon at the Corn Exchange, Bourne, to see what happens.

13. A.O.B.: Mrs Brown mentioned the extremely bright wall lights at each side of the screen in the surgery which she found painful. Miss Wright confirmed that they were new LED lights and that she was not aware of any other complaints, and suggested that Mrs Brown should ask for them to be switched off.

Mrs Purllant said she continued to hear complaints about not being able to get through on the phone at 8 a.m. Miss Wright pointed out that the alternative was to try on-line.

Mrs Perkins said patients were embarrassed when having to leave samples at main reception now that there was no reception facility in the treatment area and suggested there might be a drop off box to help maintain dignity and confidentiality. Miss Wright said that it was necessary for the receptionist to check samples were labelled correctly and this would be done as discreetly as possible. The sample could be passed over in an envelope if the patient was embarrassed.

There being no other business the meeting closed at 3.20 p.m. The next meeting will be on Tuesday 12th September at The Deepings Practice.