

WHITTLESEY TOWN COUNCIL

Minutes of the Full Council meeting held on Wednesday 23rd November 2022 at 7.30pm at Peel House, 8 Queen Street, Whittlesey, PE7 1AY

Present: Cllr Mason, Miscandlon, Mrs Windle, Mrs Mayor, Munns, Mrs Laws, Nawaz, Whitwell, Dorling

Officer in Attendance: Mrs Sue Piergianni – Town Clerk & RFO

Recording: The recording is made as an aide memoir for the Clerk.

F135/22 To receive apologies from absent members and the reason for the apology.

Cllr Boden (personal), Cllr Davies (Boden), Cllr Gerstner (personal), Cllr Mockett (personal), Cllr Wicks (personal).

F136/22. To receive members' declarations of disclosable pecuniary, non-disclosable pecuniary or non-pecuniary interests in relation to any agenda item

Cllr Mason & Mrs Windle Donation request from Whittlesey Extravaganza

F137/22 – Update by Jessica Bawden (JB)– CE and Dr Dan Dhanushan (DrD) GP Partner – The New Queen Street Surgery – ‘How they are addressing the CQC and Patients Survey to allay patients’ confidence of the surgery’.

JB Thanked WTC for allowing them to attend. She is new in the role, they have eight practices across Cambridgeshire, Peterborough, and just over the border in Northampton. She was the clinical commissioning group director of primary care; JB presented the following to members.

Communications toolkit: Your GP Practice – meet the team

The following communications toolkit has been created to help support practices and raise awareness of the range of healthcare professionals within the GP Practice team. It aims to focus on the different roles and how their expertise can help treat a range of conditions.

It includes suggested website copy, social media posts and some general Q&As around common questions around triage and access to GPs. Practice can tailor the info accordingly to reflect their practice team.

If you have any queries or would like additional communications support, please contact the CCG Communications Team at capccg.contact@nhs.net

Your GP Practice – meet the team

Your GP practice is here to ensure you get the right care from the right healthcare professional at the right time. The practice team is made up of a range of healthcare professionals with the expertise to help treat a range of conditions. You might not always need to see a GP. Our nurses, pharmacists, physiotherapists, and healthcare assistants are all trained professionals who can diagnose and treat a range of conditions, helping you to get advice or treatment sooner.

Here you can find out more about our dedicated practice team:

- **Reception team and Care Navigators** are trained to know about the care and services available to you. They will talk to you in confidence about your health problem and book you an appointment with the right healthcare professional or service at the right time.
- **Advanced Practitioners** (including nurses, paramedics, and physiotherapists) are qualified professionals who have undergone additional specialist training and are able to assess, treat, diagnose, refer, and prescribe medication.
- **Practice nurses** support many long-term conditions, run clinics and health checks, and can treat minor health problems and injuries.

- **Clinical pharmacists** are experts in medicines and can help with prescription enquiries and carry out medication reviews.
- **Healthcare assistants** can assist with a range of clinical duties, for example, taking blood samples, blood pressure checks and ECGs under the guidance of the wider healthcare professional team.
- **Social prescribers** work in partnership with GP practices and can help connect you to local community services and support networks to help you have more control over your health and wellbeing. This might include introducing you to a community group, a new activity or local club. Or they might help you find legal advice or debt counselling. They can assist you with finding relevant information and guidance.

Everyone who works for a GP practice is covered by the same codes of confidentiality.

How do GP Practices work

Here you will find some common questions about how our GP practice works.

How do GP practices work?

When you contact us, you will be assessed (known as triaged) to ensure you receive the right care, from the right professional, at the right time. You might be offered a telephone or video consultation, or be seen in person by a nurse, pharmacist, GP, or another member of the GP practice team. Working in this way makes sure the people with the greatest need are seen first.

What is triage?

Triage is how we find out more about the support you need. This helps us decide which health professional you should see and when, including if you need to be seen in person, via a phone consultation, via a video consultation, or if you could get help from another service, such as a community pharmacy.

Why are receptionists asking me personal questions?

Our receptionists are trained to know about the care and services available to you. Their questions are to ensure that you are seen by the right person at the right time, and all answers are kept confidential.

I wanted to see my GP, why am I seeing someone else?

You might not always need to see a GP. Nurses, pharmacists, physiotherapists, and healthcare assistants are all trained professionals who can diagnose and treat a range of conditions, helping you to get advice or treatment sooner.

What about when you are closed?

If you need urgent medical support, you can contact the NHS 111 service online at www.111.nhs.uk or you can call 111. Your symptoms will be assessed, and you will be directed to the right service, this could include visiting a pharmacy, a telephone or video consultation or attending GP out-of-hours base for a face-to-face consultation.

Where else can I get help?

Visit www.nhs.uk or the NHS App for health advice and service info. You can also contact the NHS 111 service online at www.111.nhs.uk or you can call 111, 24 hours a day, 7 days a week. Your symptoms will be assessed, and you will be provided with healthcare advice or directed to the right service.

Meet the team...

- You might not always need to see a GP. Our nurses, pharmacists, physios, and healthcare assistants are all trained professionals who can diagnose and treat a range of conditions, helping you to get advice or treatment sooner.
- Our GP practice team is made up of a range of healthcare professionals who are here to help you the right care at the right time. They can diagnose and treat a range of conditions, helping you to get advice or treatment sooner.

- Nurses, pharmacists, physiotherapists, paramedics, and healthcare assistants – all part of your dedicated GP practice team who are here to help you to get the right care at the right time.
- Meet the team - Nurses, pharmacists, physiotherapists, paramedics, receptionists, and healthcare assistants. All part of your GP practice team who are here to help you to get the right care at the right time.
- Meet the team - practice nurses. Our nurses are there to support long-term conditions, to run clinics and health checks, they can also treat minor health problems and injuries.
- Meet the team – receptionists. Our receptionists are trained to know about the care and services available to you. They will listen and talk to you in confidence to understand your needs, so they can book you an appointment with the right healthcare professional or service.
- Meet the team – pharmacists. Our pharmacists are experts in medicines and can help with prescription enquiries and carry out medication reviews.
- Meet the team – health care assistants. Our healthcare assistants can help with a range of clinical duties such as taking blood samples, blood pressure checks and ECGs.

Cllr Mrs Laws advised Whittlesey has an aging population she has a resident who is insulin dependent, but now must go to Peterborough and various venues for blood tests. Receptionists are stressed out and the phone service is not very good. JB, they are investing in their receptionists and agreed they have a difficult job. DrD we do have diabetic clinics at both Queen Street and Stanground, if they require something very specialist they may have to go to Peterborough where the staff are more qualified to deal with certain issues. With regards to blood tests, they do not have to do, these, however Queen / Stanground pay for someone as this service is not funded, there are occasions when they do not have enough appointments and quite a turn round of HCA'S and phlebotomists. If people are housebound an appointment can be booked, and someone attend from the GP Hub.

Cllr Mason suggested two times that people ring in for apps, for example 8am and 3pm. DrD there are two GP partner vacancies at Queen Street which is causing a strain on the existing resources. JB – people have held on to worries through covid, so the demand has gone up for their services. Cllr Mason asked if the receptionists are trained to offer appointments at the GP hub in Peterborough, DrD confirmed they are and they do refer people to this service.

Cllr Dorling thought that there is a communication issue and external help should be sought to assist.

Cllr Nawaz suggested new communication materials are produced explaining to people who the surgery can be best used.

Cllr Laws advised should people be referred to the city care centre, they need to be mindful that the parking and access is awful and if you miss an appointment, it could be a further 3-month delay.

Cllr Miscandlon advised we have a radio station in the offices, organise someone to come in and do an interview advising what goes on at Queen Street and how the public can benefit.

Cllr Nawaz – It is now the commission groups that control the budget is it them that make the rules as to what can or cannot be described, therefore people can purchase things like paracetamol should be advised to purchase over the counter medicines.

Cllr Mason – How are they managing recruitment and retention of qualified staff, DrD advised the role of the doctor has changed qualified professionals no longer want to work 12-hour days and wish to have more flexibility, also they move more often to for opportunities that are more financially beneficial. DM asked how the industry has addressed this for example looking abroad. DrD they have relaxed the rules with externals coming in, but they have to be supported, Lakeside is one of the practices that have the right paperwork to sponsor Doctors to work in their surgery, there has been some success with this project however people want to work in larger towns and cities.

F138/22 - Street Scene Officer Report & CCTV report.

CCTV – Cllr Munns enquired as to the breakdown of the figures, the Clerk to chase Aarron Locks CCTV Manager for a better explanation.

F139/22 Police Report

Members received the police report. Cllr Mason was unable to attend, Cllr Mockett is the substitute and was also unable to attend, Cllr Mrs Laws offered to substitute , but if he is not available Cllr Mrs Laws would be happy to substitute.

F139/21. To confirm and sign the Minutes from the Full Council Meeting held on Thursday 20th October 2022

120 panels and surplus energy is being returned to the grid.

Ratified: The minutes were approved and signed as a true record.

F140/22 Public Forum

To allow any member of the public to address the council. Time allowed 15 minutes in total to be split equally between the total amount wishing to speak.

Five members of the public were present.

Mrs Lynda Day – Is there an update on Cllr Boden’s FDC motion to purchase the air quality monitor for Park Lane School

Mrs Lynda Day – Can the council confirm if the rumours are correct that the field of dreams is being sold for development.

Mr Gray Esson – Commented how he had been the Chair of the previous PPG, they used to hold eight meetings per year and support the flu clinic and many other issues raised by members of the public. How a doctor never attended their meetings. The last practice manager who had been in post for 20 years left along with one of the senior doctors and that is when the communication fell apart, it is sad to think it has taken over two years for Queen Street to only just realise there is a problem with their communication and how important the PPG are to the surgery.

F141/22 Agenda items for Discussion.

1. Meeting Dates – Cllr Mason presented the 2023/24 dates to members who were happy with the dates but suggested that the May meetings be subject to change due to the forthcoming elections. The Clerk will consult with the council closer to May.
2. The Concept of EV points – Cllr Dorling presented the following to members.

Background

UK Govt pledged at the Paris Agreement (COP 21), COP 26 and again in COP 27 to reduce climate change to 1.5%. CCC: signed up to the UK100 clean energy pledge (100% clean energy by 2050). PCC consulting on Carbon Neutral by 2025. FDC resolved to promote measures that alleviate the anticipated effects of climate change, to meet all changes that are legally required and use funding schemes to measure CO2 using 2018 as a base year.

Two EV charging points were installed at WTC offices in 2018 and commissioned in 2019. These points could deliver up to 7.2kW of power via a Type 2 connection (**a Europe-wide universal socket for charging electric cars**).

Some vehicles are not designed to charge at 7.2kW and will reduce the charge rate to protect the car. The charging point will restrict those that can accept a higher rate of charge.

There has been no cost to users. When solar generation exceeded the office requirements charging would be subsidised entirely or to some extent. When solar generation was below the demand of EV charging – energy from the grid would be charged to Whittlesey Town Council at the applicable tariff.

The installed EV points were First Generation units. Some say that they contained components that could and did break down. When advised by a qualified electrician following several breakdown callouts and a charging cable left attached to a failed unit, WTC decided to switch off the circuits until a long-term solution could be found.

The solar array of thirty panels can generate up to 10kW of power and has a battery storage capacity of 7.2kW. Back-up storage is deployed when demand is greater than generation, for example, at night-time or in overcast weather conditions.

In bright sunshine with one vehicle connected, there is often no power required from the grid, therefore no cost. However, these conditions are not uniform through any single day or season. The cost to WTC has become an issue for debate.

Before 2022, the two rates applicable to the tariff charged by our energy provider were 25.196p per unit during weekdays and 20.196p per unit on Evenings, weekends, & night-time.

In January 2022, those rates became 48.24p and 33.70p (an increase of **91.4%** and **66.8%**, respectively).

Currently, the rates are:

There are two types of EV chargers. The ones we have been considering, and most home chargers, are Alternating Current (AC). The **fastest** chargers are 'Direct Current' (DC) and can deliver very large amounts of energy quickly. Fast chargers require special installation, motorway service stations have them, and there are some in Peterborough, but not all vehicles need or can use a fast charger – so we will put fast chargers aside.

Of the Regular AC chargers, WTC has two fundamental issues to consider:

If we wish to offer free charging to users, a simple second-generation EV charging point will suffice. Modern units are more reliable with better components.

If subsidising EV charging is no longer acceptable, then a pay-as-you-go system is required. The most usual way to achieve this is to have a proprietary company install a unit that uses their technology for users to pay using an application on their phone or a RIFID* card associated with billing. The unit is installed where permitted, and there is, in many cases, a wayleave paid to the landowner.

RIFID = Radio Frequency Identification*

Before investigating the options available to WTC, we first need to decide whether the Council favours free charging or pay-as-you-go. I suggest we consider this fundamental issue before obtaining competitive quotations for work NOW. Several potential users are looking for reliable charging facilities in the face of the accelerating take-up of Electric Vehicles that reduce emissions, and traders want to encourage visitors to our town.

Cllr Miscandlon advised members they would need to agree if they would prefer free charges or ones that would be pay as you go, Members voted seven in favour, one against and one abstention for the pay as you go charges, they all voted against the free chargers. the Clerk will endeavour to obtain two further quotations for the installation of the new points, this item will go back to F & P for further discussion.

3. Bus Services Route 31 & 33 – CB update – Cllr Boden was not present to update members. Cllr Mrs Laws to chase this up with the CPCA.

4. Kings Coronation – Cllr Mrs Windle – proposed a subcommittee be set up to organise this event. Cllr Mrs Laws advised that for the Golden Jubilee they advertised externally for volunteers. Cllr Mrs Windle will organise an advert to advertise a meeting to discuss this project.
5. LHI – 2023/24 – deadline is 6th January 2023 - Cllr Mason advised members this was a reminder, Cllr Mrs Laws advised she would like to apply for solar lighting for the pedestrian and cyclist route across the Millennium Bridge.
6. Defibrillator – Allison Homes – Cllr Mason advised the Clerk had received correspondence from Allison Homes who wished to install a Defib within their development and would gift it to the Council, The Clerk advised this would be better offered to Deborah Slator who runs the whole project for Whittlesey, this was proposed by Cllr Laws, seconded Cllr Dorling with a unanimous vote in favour.
7. Christmas Tree – St Marys Church – Cllr Windle and Cllr Mrs Mayor offered to put the tree up for the festival.
8. Warm Hub – Cllr Mason has been chasing this via Dan Horn and CCC and will continue to pursue.
9. Heritage Walk – Cllr Mrs Laws has another meeting to resolve some of the issues regarding changing a board and signage issues.
10. Budget – Cllr Boden was not present to discuss the budget, if Cllrs have any items, they wish included please email the Clerk and Chair before the next F & P meeting.

F142/22. To receive Councillor & outside body reports.

Cllr Mrs Mayor - Attended the station project board meeting on Zoom – Cllr Munns is the town representative and is having to stand down due to work commitments, The Clerk to send an email to all Cllrs asking for a representative.

Cllr Miscandlon – Advised that Burnthouse farm still have a considerable amount of money to allocate for acceptable projects and are happy to receive applications up to a maximum of 6K.

F143/22. To report the draft minutes from the Finance & Policy Meeting on Monday 14th November 2022 and receive the Minutes from Monday 17th October 2022.

Ratified: The minutes from the 17th of October were approved and signed as a true record and the minutes from the 14th of November 2022 were reported.

Chapter 8 Training – Cllr Miscandlon asked the Clerk to present this item. Members were advised that FDC have obtained two companies who can deliver this course as a desk-based solution, it would allow twelve people to take the course. FDC have asked if WTC can split the cost of the course and the mileage for the supplier. At the F & P meeting, members agreed this, but stipulated that the certificate and pass cards should be paid for by each individual organisation. The total cost of the course is around £1200.00 plus the mileage cost. The attendees from WTC would be Cllr Miscandlon, Dorling, and Sue Piergianni – Town Clerk. This was proposed by Cllr Dorling, seconded Cllr Miscandlon with a unanimous vote in favour.

F144/22 To report the financial documents.

- To report the bank reconciliation to 31st October 2022 – The balanced reconciliation was received.
- To report the list of payments & uncashed payments. -Vouchers 180 – 205, totalling £10,263.93 was proposed by Cllr Mrs Mayor, seconded Cllr Dorling with a unanimous vote in favour.
- To report the year-to-date figures (2022) – the year-to-date figures were presented.

Cllr Miscandlon thanked the Clerk for the clear and accurate presentation of the figures.

F145/22. To report the draft minutes from the Planning meeting on Monday 14th November 2022 and receive the minutes from Wednesday 2nd November 2022

Ratified: The minutes from the Wednesday 2nd November were approved and signed as a true record and the minutes from the 14th of November 2002 were reported.

F146/22. To report the draft minutes from the Community Projects meeting on Wednesday 2nd November and receive the minutes from Wednesday 7th September 2022.

Ratified: The minutes from the Wednesday 7th September 2022 were approved and signed as a true record and the minutes from the Wednesday 7th September 2002 were reported.

F147/22. Consultations

There were no consultations

F148/22 Information only.

There was no information.

F149/22 Invitations.

There was no invitations.

F150/22. Date of next meeting – Thursday 15th December

Meeting Closed: 9.53

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Cllr David Mason
Mayor of Whittlesey