



## **NEWSLETTER**

**ISSUE NO. 3**

**AUTUMN 2025**

### **NEWS FROM THE CHAIR**



We have been very fortunate with the summer weather this year and hopefully we will all have plenty of memories of the sunshine to get us through the dark days of winter ahead.

The PPG have taken part in events such as The Well Being Day and also the Duck Race. We welcomed three new members to the team during the summer and hope they will enjoy their time with us.

We are always grateful for volunteers for the Car Scheme. If you have recently retired and are looking to assist with this please let us know.

The PPG will have a “meet and greet” table in the surgery waiting room on the second Wednesday of each month from 9.30 until 11am during the forthcoming months so please stop and say hello if you are visiting. If we can help you we will do our best, but please remember we are unable to take complaints. We will also have a stand at the Christmas Market on November 30<sup>th</sup>.

Finally we would like to wish Dr Phipps a long and happy retirement. Thirty years is a long time in service to the public. There will be many patients who look back on his time with the Deepings Practice with gratitude and fondness. He will be missed.

## A DAY IN THE LIFE OF THE SENIOR RECEPTIONIST

Being a senior receptionist isn't just answering phones — it's part administrator, part dealing with unhappy patients and part organiser. You juggle patient care, medical priorities, and staff coordination all day, often with no break between crises/issues.

On a normal day I start my shift at 7:30, opening up the reception office getting ready for the day & getting ready to welcome the receptionists.

The telephone waiting time is our main priority and we're always ready to jump on the phone when needed. There is always a question/query being batted to us from the staff and patients, but keeping a cool/calm head is paramount.

We work closely with other members of the Senior Management Team and the GP's on a daily basis, we're definitely a very supportive group of people, which makes the job enjoyable.

When the doors open at 8am it's all hands on deck, trying our best to accommodate patients but then dealing with the backlash when the appointments are fully booked.

No two shifts are ever the same & I would say, to be a multi-tasker is the most essential talent I possess.

It's a role that is challenging/rewarding and I thoroughly enjoy it.



## WELL BEING EVENT MAY 17<sup>TH</sup> 2025



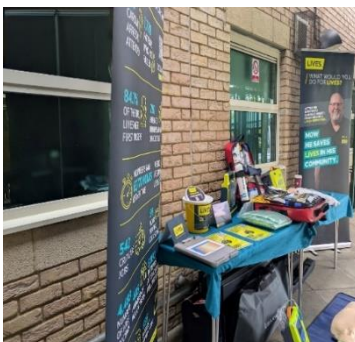
Voluntary Drivers group and also Lincolnshire Lives who demonstrated CPR and the use of the defibrillator.

The Well Being Event was well attended and people found out about various organisations in the area that are willing to help patients. The event was organised by Jo Markham who is our Social Prescriber and the PPG.

Below are some photographs taken on the day. They illustrate the PPG Tombola which raised money for The



### QUOTE FROM LIVES



'LIVES is a Lincolnshire charity providing life-saving emergency care when it matters most. Our volunteer Community First Responders give their time to answer 999 calls in their own communities, arriving first 85% of the time without blue lights or sirens, just dedication and skill. Alongside them, our commissioned medical teams operate across Lincolnshire, delivering advanced care where it's needed.

We also provide expert medical training, equipping individuals and organisations with the skills to save lives'.

# RETIREMENT NEWS

## Dr Phipps

Dr Phipps kindly spent an hour of his evening telling us about himself and his hopes for the future, once he has retired from The Deepings Practice.



Dr Phipps was born in Dudley, in the West Midlands. The family moved to North Lincolnshire (near Scunthorpe) hence his connections with the county and his desire to return.

He attended both Oxford and Cambridge Universities where, following his love of science, he became a doctor.

Following a spell as a Houseman at Peterborough Hospital, he joined the Deepings Practice in 1992 and became a partner in 1994. The surgery was at that time housed where the present Community Centre is now.

Dr Phipps is proud of the way the Practice has developed over the years whilst coping with constant changes from outside their control.

He said the highlighted developments during his career were increased professional teamwork, improvements in care (particularly in the way treatment had helped prevent strokes and heart attacks which at one time led to many early deaths) and how life expectancy had grown. These days it is now common to reach the age of 90 which was very rare when he began his career

Also highlighted were the ways in which I.T. had made information readily available for staff. This included the robotic system in the Practice Dispensary.

Disappointingly, over time, the Primary Care Team had diminished. At one time there was a dentist, podiatrist, Health Visitor etc. based at the surgery. These were taken away when changes were implemented. (These were outside of the control of the practice.)

Covid was a major challenge but everyone pulled together to get through the stressful times of 2020/21.



Dr Phipps is looking forward to travelling when he retires, his first holiday is to Japan. He then plans to visit countries on his wish list and also continue to go on skiing holidays. He will have time to go to the Theatre and attend History lectures.

We wish you well in the future Dr Phipps. Stay fit enough to follow your dreams and be careful when on those skis!

## LOOKING FOR A NEW GROUP?

**Or somewhere to take your children/grandchildren.**

**There are several groups taking place at the Deepings Library;  
See below**



### Deepings Community Library

This is a thriving community service in the centre of Deeping. As well as the regular library services borrowing, requesting books reference advice, computers to use, printing and photocopying available (charges apply). There are also many different activities going on every day. It is free to join but please bring proof of address.

Here are some of our regular activities

|                          |                                                                                                                            |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Monday                   | Stay & Play for toddlers. Drop in 10-4.30 and have fun with each week's themed toys.                                       |
| 2-4pm                    | Senior Library Group and Knit & Natter run on alternate weeks.                                                             |
| Tuesday<br>10.15-11.15   | Bumps & Babies: a social time for expectant mums and carers of small babies, refreshments provided.                        |
| 12.30-4.30               | Afternoon is Junior Puzzle time. Fun puzzles for young minds Adults have their own quiet colouring time in the adult area. |
| Wednesday<br>10.30-12.00 | Wednesday the Good Mood Café is open from in the adult lounge area for company and support.                                |
| 1-4.30pm                 | Afternoon is Jigsaw time for adults, just drop in and have a go.                                                           |
| 2-2.30pm                 | Afternoon in the children's area is Pre-school Storytime for 2-5-year-olds. Stories, songs and things to make.             |
| Thursday<br>Evenings     | Monthly talks on a variety of subjects 7.00-8.30pm                                                                         |
| Friday                   | Morning starts with Rhyme time 10.15-10.45 for babies and tots. Come along songs, music and instruments. Lots of fun.      |
|                          | Scrabble Group for adults is from 10.15-12.15 friendly games for all abilities                                             |
| 2.00-3.30pm              | Shared Reading Group for adults, ask about joining ( <i>not a drop in session</i> ).                                       |
| Saturday                 | Every week is different: monthly Book Sale, Lego, crafting, Story time sessions & jigsaw puzzle day.                       |

Find us at Wade House, High St Market Deeping PE6 8ED Tel 01778 346528

On Facebook: [deepingscommunitylibrary](#) Instagram@DeepingsLibrary

Checkout our website [www.deepingslibrary.co.uk](http://www.deepingslibrary.co.uk)



## HAVE YOU TRIED?

### PILATES PART 2



### SOME PILATES EXERCISES FOR YOU TO TRY AT HOME

Standing Stand with your feet hip width apart, pull your tummy muscles in and lengthen through your spine.

Turn your head to one side then the other two or three times, then lower your head towards your chest then up toward the ceiling, then come back to looking forwards.

Gently lift your arms out to the side, bringing the backs of your hands together over your head if you can. Lower your arms, then lift them again bringing the palms together. Lower your arms.

Lift your shoulders to your ears and roll your shoulders back, then shrug & relax.

Put your hands in prayer position with your thumbs on your breastbone, and keeping your hips facing forwards, turn your top half to one side, then slowly turn to the other side, before coming back to the centre and relax your arms.

Stand up tall, then lift one heel off the floor, put it down then lift the other heel. Do this a few times, then try to point, flex, and circle each foot in turn. Hold on to something if you need to.

Seated Sit on a firm chair, bend your knees to 90 degrees if you can with your knees and feet hip width apart, and sit up straight.

Pull your tummy muscles in and breathe, keeping your muscles tight.

Do the head, neck, arm, torso exercises as for “standing”, then the heel lifts, and the flex and point exercises for your ankles.

To work your legs, keep the knees bent but try to lift each foot off the floor in turn a few times. Then keeping the leg lifted (you can hold your leg up if you need to) straighten it out to the front then relax again. Repeat several times with each leg.

Every day, focus on your breathing for a few minutes. It’s very relaxing.

Hold your core muscles in whenever you think about it. Then do these two things at the same time.

Stand or sit up straight (it takes years off you!) and walk as much as you can.

Exercise of all sorts strengthens muscles which in turn strengthens bones, and builds confidence. Start small, and go from there. Make it a routine part of your day to do a few mobilising exercises and you’ll soon see the difference.

Go on, you know you’re worth it!

This article was the second of two, written by Anita Barker

## NEWS FROM THE PRACTICE



### Online Triage – Faster Access to Care!

You can now submit routine queries online without needing to call us.

Please review the full details on our website to check whether online triage is appropriate for your query.

Visit - [www.deepingspractice.co.uk](http://www.deepingspractice.co.uk)

#### How it works:

- Submit your query online (one issue per form).
- Receive a response within 3 working days.
- Possible outcomes:
  - ✓ Advice or prescription issued
  - ✓ Tests arranged
  - ✓ Appointment requested if needed
  - ✓ Directed to urgent care if appropriate

#### Please note:

- Routine issues only (not emergencies).
- Not for booking appointments, dental problems, or hospital follow-ups.

#### Choose your query type:

- Admin queries: sick notes, letters, test results, referrals.
- Medical queries: new symptoms, follow-up tests, repeat prescriptions (non-antibiotics), medication questions.

By submitting, you agree to receive responses via SMS/email.

 **For urgent problems call 999 or use local emergency services.**

## THE DEEPINGS practice

### Book your COVID-19 and/or Flu vaccination NOW!

If you are eligible for the COVID-19 and/or Flu vaccination and haven't booked yet, please contact Deepings Practice to arrange your appointment **as soon as possible**.



- ✓ Protect yourself
- ✓ Protect your loved ones
- ✓ Protect our community



**Call us today to book:**

**01778 579000**

Thank you for helping us keep our community safe this winter.



VectorStock  
VectorStock.com/14832241

## ‘ROLL UP! ROLL UP!’ (your sleeves)

Another successful vaccination programme is nearing its end. A big thank you to the nurses who were so efficient and to the practice staff who coordinated the appointments.

A big thank you to **YOU**, the patients who turned up on time, were cheerful and friendly.

We hope the use of the vaccines for flu and Covid will reduce the numbers of people requiring hospital treatment.

## CAR SCHEME INFORMATION

On July 15<sup>th</sup> the PPG hosted the Voluntary Drivers’ evening at Market Deeping Sports and Social Club. Sonia from The Junction Café provided a delicious buffet. There were 35 people in attendance plus representatives from the PPG, Dr Wade, Dr Phipps, Mrs Bartle and Mrs Clark from the Practice.

The photograph shows The leader of the drivers coordination team, Mrs L, Thompson presenting Terry with a Thank You gift on his retirement after 17 years as a volunteer driver, a role he said, ‘Was extremely rewarding’



THE DEEPIINGS PRACTICE  
PATIENT PARTICIPATION GROUP  
● YOUR PATIENT VOICE ●

Make a difference in your community

### VOLUNTEERS NEEDED

**The Deepings Practice Volunteer Car Scheme needs you:**

Demand for our service is growing and we **urgently need new volunteers** to support the service.

*If you could spare some time, or for more information, please contact us: 07858 373912*

YOUR MILEAGE PAID

## DUCK RACE



Here are some photos from the Annual Duck Race 2025.

The PPG had a stall where people could guess the number of sweets in the jar or buy some knitted figures as Christmas presents. The moneys collected were for The Volunteer Drivers Scheme that is organised by the PPG.



One happy customer? The Lion came to meet one of our drivers and is holding the results of the sweets in the jar competition. This was won by Erika following a tie breaker draw.

## Hospital Visits?

This may be useful information for you in the future.

If you are visiting someone on a day to day basis, make sure you read this poster as you may find it helpful. The Trust can offer a reduced rate for parking on site.





**THANK YOU TO THE FOLLOWING PEOPLE WHO HAVE HELPED WITH  
THIS NEWSLETTER**

The Deepings Practice

Reception at the Practice

Technology department

Anita Barker

Voluntary Drivers Scheme

Deeping Library

Deeping St James United Charities

Social Prescriber Jo Markham

Lincolnshire Lives

The Lions Group

The Deepings Sports & Social Club

Sonia at Oasis catering

The PPG Committee.