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**WHITESTONE SURGERY PATIENT PARTICIPATION GROUP (WS-PPG)**  
**MINUTES OF THE MEETING HELD ON THURSDAY THE 21<sup>ST</sup> JANUARY 2016@**  
**WHITESTONE SURGERY**

**Present**

**Di Kent      Chairperson**

**Dr Simon    GP**

**Dotty Doyle, Sylvia Golds, Stan Watkinson, Tom Constable**

**Message of thanks from Dr Simon**

Dr Simon thanked members of the PPG and Project Leads for their hard work help and support over the past year. Dr Simon presented gifts as a token of thanks and appreciation.

Di responded by thanking Dr Simon and Staff for being helpful and supportive she also commended the way in which the `Team concept` had been developed and thanked Dr Simon for ensuring the PPG was an integral part of the Whitestone Team

**Agenda Items**

**1. Welcome and introduction**

Members introduced themselves

**2. Apologies for Absence**

Hay Sharma, Pat Brenan, Ken Newborough, Mike Lathbury, David Jaynes, Amanda Lloyd

**3. Tribute to Ted Pudge (Deceased member)**

Members had previously expressed their sincere sympathies and the message sent from Hay was used to pay a tribute to him

**"Ted was a gentle, kind-hearted man with an infectious sense of humour. I was fortunate to visit him on a few occasions to share a glass of port (and of course a slice of cake) and to glean a little of his fascinating life. He was proud of his daughters and was a dedicated husband and Dad. Our PPG was richer for having known Ted. His wisdom and valued advice will be greatly missed - overall Ted was inspirational. I shall miss his sparkling eyes and winning smile - sometimes mischievous. He was always willing to fight/support for those less fortunate. It was a great privilege to know Ted. "**

**4. Agree/Approve Minutes of Previous Meeting held on 12<sup>th</sup> November 2015**

Minutes approved

**5. Matters Arising from Minutes**

Non which are not covered below

**6. Development/Operational Plan 2016**

Drafting PPG Annual Report

Di circulated Development Plan for PPG and Whitestone Development Plan  
Dr Simon and Di explained that the Whitestone Development Plan resulted in the main from the results of the Patients Annual Questionnaire which was circulated to all members. It was further explained that the PPG Plan and

Whitestone Surgery Plan was now a combined document. Members were requested to forward any comments suggestions to Di.

It was further agreed that this document would be monitored at practice and PPG meetings to ensure progress/conformance. Kris would also have this as part of his Quality Project/portfolio.

**NB If you have not received copies of the PPG Development Plan, the Practice Plan and the Annual Patient Questionnaire could you please ask Pam (reception) for copies and bring to future PPG meetings.**

**NNB In accordance with PPG Development Plan the Chair and Vice Chair posts are due for Election/re-election in June anyone is entitled to nominate be nominated, Dr Simon has suggested and as Chair I have agreed that the post of Chair is for a two year term, the Vice Chair for one year. Project leads should also feel free to step down at any time giving sufficient notice for a replacement to be identified.**

**7. Update Report Back from meetings**

- I. **WNCCG** Dr Simon gave an update.
- II. **NW-PPG Forum** As the January meeting had been cancelled there was nothing to report
- III. **Other Meeting** Nothing to report.

**8. To receive Progress Reports on Projects**

- I. **Job Club** Progressing well and Dr Simon gave an illustration of its success
- II. **Silver Surfers/Bob the Bus/Course**  
Tom updated re the six week course launched the beginning of January 2016. This was progressing well and all `students` were giving positive feedback. Discussion took place regarding the future/future projects i.e. writing/developing our own course (s). Tom to keep the meeting informed accordingly. Dr Simon did state that financial support would be available for developments if needed.

Other developments, to roll out the project to other Practices, this is in the `pipeline` Dr Simon would keep the meeting informed of progress/development.

Thanks to Tom and his Team for all the hard work

- III. **Carers Café** Dotty/Di informed the members of an earlier meeting with Debbie from Guidepost to discuss the future and vision for the Carers Café. The main areas identified for development were
  - Process which incorporates referral, action ,outcome  
Chris/Di/Dotty to action
  - Development of phone in session. Dotty had produced a paper Chris, Di, Debbie to comment
  - Development of Package to be given to potential attendees. Chris actioning this
  - Consider combining Café with some form of entertainment

Chris/Dotty thanked for all their hard work and input.

- IV. **Apprenticeship in Practice/Pharmacy Assistant**  
Dr Simon updated re Pharmacy assistant development and expressed disappointment at a recent bid for funding had been unsuccessful. Members concurred with Dr Simon's disappointment
- V. **Buddying with Age UK/ The Bromley By Bow Centre (BBBC)**  
Dr Simon again expressed his desire to work with/collaborate with South Warwickshire as they were already working with Age UK. Meeting to be arranged.  
Di informed the meeting of the work of the BBBC which offered multidisciplinary/multi service services. Di also commented that Whitestone were offering fairly similar but on a smaller scale. Di to explore further BBBC
- VI. **Sharing Communicating our Work**  
It was agreed that we should explore ways of doing this as we had so much `Good Practice` to share and indeed receive. A system to be developed.
- VII. **Citizens Advice Bureau (CAB)** Sylvia Golds one of our new members works voluntarily for CAB. Sylvia outlined the services offered. Sylvia suggested inviting David Gooding to a future meeting to discuss future options of working together.  
**Sylvia will organise for the next meeting**

9. **Quality issues/concerns/comments visits**

- I. Concerns/comments/suggestions from patients. None of note other than those contained in the previously circulated Annual Patient Questionnaire
- II. Quality Framework/Visits PPG Kris Parnandi now Project Lead and will report to March Meeting.
- III. Health Watch Visit Dr Simon outlined the feedback from the Visit.
- IV. CQC Visit No report received to date

10. **Communication/Social Events**

Website/Monitor waiting area /Calendar of events to be discussed when HS present. Di did ask for suggestions for events Calendar and also asked for volunteers to help Hay. News Letter News alerts unless anything specific the next News Letter will be summer. Notice Board waiting area still being kept up to date. Directory of services, unfortunately Mike had sent his apologies and Sandra was not in attendance so no update received

**Could Mike/Sandra send an update re progress with Directory please?**

NAPP Di informed the meeting of the last bulletin. Open Day/AGM it was agreed that this was a possibility. Ken as project Lead and Members to consider dates, format and content. Dr Simon suggested we start to collect Raffle prizes now.

11. **Any Other Business**

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Stan informed the meeting of an over 50`s club which took place 1<sup>st</sup> Wednesday in each Month at Ambleside Way Sports Club. He will supply leaflets for the Surgery to distribute.

Dr Simon mentioned the Retired NHS Workers forum in the South of the County and queried the possibility of one locally. To be pursued Wardens Network this needs to be developed locally

**12. Date and Time of Next Meeting**  
**Thursday 24<sup>th</sup> March 2016 @ 1pm**

**Sincere thanks one again to Amanda for providing the Cake and Dr Simon for the gifts and hospitality**