
WHITESTONE SURGERY PATIENT PARTICIPATION GROUP (WS-PPG)
MINUTES OF THE MEETING HELD ON THURSDAY THE 24th MARCH 2016@
WHITESTONE SURGERY

Present

Di Kent Chairperson
Hay Sharma Deputy Chair
Dr Simon GP

Dotty Doyle, Sylvia Golds, Tom Constable, Chris Gabriel, Pat Brennan, Mike Lathbury, Ken Newborough, David Jaynes, Kris Parnandi

Apologies

Ann Castle, Stan Watkinson, Amanda Lloyd

In Attendance

Denise Wilson CAB Manager

Denise was welcomed to the meeting she gave a very informative account of the work of the CAB which included advice which was general and included debtors /financial, marital, relationship issues, unemployment. Denise explained there was a very secure referral system which was accessed twice a day by staff. Advice could be provided to clients by desk top, reach out pop up community units, GP Surgeries. Denise advised that the referral information needed for clients was Name, Job Title, Contact details, and email address.

Dr Simon was keen to commence sessions within the practice and it was agreed that Sylvia and Denise would produce a paper stating how this could be achieved including the facilities required and commencement date.

Di thanked Denise for attending and Sylvia for organising

Agenda Items

1. **Welcome and introduction**
Members introduced themselves
2. **Apologies for Absence**
As above
3. **Agree/Approve Minutes of Previous Meeting held on 21st January 2016**
Minutes approved
4. **Matters Arising from Minutes**
Non which are not covered below
5. **Update Report Back from meetings**
 - I. **WNCCG** Dr Simon gave an update including the problems with the financial situation which WNCCG are presently dealing with.
 - II. **NW-PPG Forum** Ken Newborough had attended the meeting on behalf of WSPPG. Ken gave feedback on the financial deficit facing the NWCCG, Admiral Nurses (good contact for Chris and Dotty), Result of out of Hours service Consultation, Waiting times A&E, Complaints,

Information system, Friday friends club Bulkington, Continuing healthcare funding and eligibility criteria. Di thanked Ken for his attendance and his excellent feedback and also asked if other Members would like to attend forthcoming meetings. Members interested to let Di have names

III. **CORKILL PRIZE (NAPP)**

Di reported on a meeting held the previous day with Hay, Tom, Mike and Stan re submission for the above prize. Di had agreed to draft an application and would keep members informed.

IV. **Other Meeting** Nothing to report.

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

I. **Job Club** Dr Simon reported re numbers and also said that there was evidence available demonstrating how beneficial attendance at the club had been

II. **Silver Surfers/Bob the Bus/Course**

Tom updated re 6 week course and asked for ideas for the future. It was agreed that a marketing drive would help using all media outlets available to the surgery Tom and his team to deal.

Di suggested involving other practices and offering services. In the first instance the surgery could be used however dependent upon numbers consideration would have to be given to other venues. Di agreed to take it through the NWCCG and Dr Simon could use his GP Network.

Meantime Tom and his Team would look at aggressively marketing `what's available/on offer to the population of Whitestone`

Thanks to Tom and his Team for all the hard work

III. **Carers Café**

Chris and Dotty updated the meeting re the activities and development of the Carers Café. Chris circulated a package put together which it was hoped the Practice would give to potential referrals.

Chris also mentioned the Queens 90th celebrations which coincided with a Carers Café. Volunteers were sought for help and assistance with various things like cakes etc. Members to contact Chris/Dotty with offers.

Chris circulated a booklet from Guideposts

Dotty mentioned the development of a telephone helpline for carers this could be pursued, Dotty and Chris to action the implementation

Dotty also mentioned a bereavement service which could be a future development

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

IV. Apprenticeship in Practice/Pharmacy Assistant

Dr Simon updated re the work of Zaiba who was now a HCA, It was again considered that the work/development/training could be used by other practices. Lorraine Dowell the Apprentice Lead was the link with this.

Pharmacy Assistant nothing further to report.

V. Buddying with Age UK/ The Bromley By Bow Centre (BBBC)

Nothing to report

VI. Sharing Communicating our Work

Members were keen to share their work with other Practices. Di and Dr Simon to look at `HOW`.

VII. Citizens Advice Bureau (CAB)

See above for action

7. Quality issues/concerns/comments visits

I. Concerns/comments/suggestions from patients. None of note.

II. Quality Framework/Visits PPG Kris Parnandi now Project Lead and will be reviewing work to date and recommending the `Way Forward` to the June meeting

III. Health Watch Visit nothing further to report.

IV. CQC Visit Report had been posted on website 4th March 2016. Hay had printed a copy and also stated that the Practice came out good, there was some disappointment at the lack of `outstanding` however members stressed that given where the Practice was and where it is now Dr Simon and his staff should be really pleased and proud of their achievements.

Di on behalf of the PPG expressed thanks and appreciation for all the hard work and continued efforts.

8. Communication/Social Events

Website Monitor nothing further to report, Calendar of events still awaited, Newsletter/News Alert Di to produce information for Summer Newsletter any members with suggestions please forward to Di.

Notice Board nothing to report.

Directory of services Stan and Mike now liaising with a view to Stan taking over and producing

NAPP Di informed the meeting of the last bulletin and also the website details. Tom circulated information of website details.

Open Day/AGM it was agreed that this was a possibility and we were now looking at Saturday 11th June 2016 2pm-5pm. Ken asking for availability of Church. Need confirmation re this so that arrangements can be made.

Title/theme of Open day was discussed and members were asked to submit ideas. Dr Simon wanted it to be around Technology and the work of the



Chair Person
Diane Kent

Deputy Chair
Hay Sharma

Members
KenNewborough
Tom Constable
Rich Bishop
Chris Gabriel
Dorothea Doyle

Terence Connolly
David Jaynes
Sandra Roe
Kevin Roe
TylerBrocklehurst
KristinaParnandi
Sylvia Golds

Pat Brenan
Ann Castle
StanWatkinson
Mike Lathbury



Computer Group. Once we have confirmation re availability of the Church we can start planning

9. Any Other Business

10. Date and Time of Next Meeting

Thursday 9th June 2016 @ 1pm PPG Meeting

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