

## Whitestone Health and Wellbeing Hub

### Minutes of PPG Meeting held on Thursday 29<sup>th</sup> March 2018

#### Present

Di Kent      Chair

Dr Simon     Senior Partner

David Jaynes, Ken Newborough, Chris Gabriel, Tom Constable, Vinda Parnandi, Sylvia Golds, David Fiander, Simon Fiander, Pat Watts, Richard Healey, Tricia Lawlor, Elaine Murray, Wendy Johnson

1. **Welcome introduction new members.** Di welcomed Wendy to the group. Keeley was also welcomed as the admin support to the PPG Group. All members introduced themselves.

2. **Apologies for absence**

Hay Sharma, Kris Parnandi, Dotty Doyle, Pat Colledge, Glenys Talbot, Anne Castle, Mike Fawcett, Kerry Bend.

3. **To agree/approve minutes of meeting held 14<sup>th</sup> December 2017.** Approved

4. **Matters arising.** All items tabled on the agenda

5. **Update/Report back from meetings.** WNCCG nothing to report.

NW-PPG FORUM, meeting cancelled due to weather.

NAPP Di referred to recent Bulletin and Conference, Vinda and Richard expressed interest in attending conference. Dr Simon agreed to pay expenses Di to speak to Cheryl re completing forms asap.

Steering Group Di and Dr Simon went through the agenda items of the meeting held on the 27<sup>th</sup> March 2018 and highlighted issues of note. Primary Care Digital Transformation Strategy North Warwickshire Dr Simon informed members of the recent excellent meeting and favourable correspondence received regarding this.

HHI, both Di and Dr Simon reported on the recent Board meeting. Di informed the meeting of a forthcoming brain storming session between Mike, Hay and Di to evaluate progress and future action. Members who had recently attended the event at Magyar Community Centre expressed concern about the lack of organisation and planning. Di stated this would be included in the brainstorming session

**Action.**

- **Di to speak to Cheryl re NAPP conference**
- **Di and Hay to meet with Mike re HHI**

6. **To receive Report/Updates from Service Leads.** Computer Club Tom confirmed that there are 3 regulars who attend the sessions, He also informed that there would be no sessions for the next 2 weeks due to holidays. It was disappointing to note that Old Mill had not pursued their recent contact.

David and Simon gave a presentation of their work so far which was recording of Data for Service Groups. This work was excellent. The recordings for CAB were demonstrated. Service Leads were asked to meet with Simon and David to discuss their requirements. Di asked if there could be an addition to each of the programmes designed to record actual volunteer hours, this was agreed. Pat Watts asked about Quality Audit and the use of a tablet/laptop and the data requirement. Pat to meet with David and Simon to sort. Di queried the purchase of laptops/tablets for the PPG. Di and Dr Simon to pursue. Each Service Lead to ensure they meet with David and Simon to finalise data requirements. Questions were raised re data required by management. Di explained that for CAB, Carers

Café, Drop in Sessions, Job Club it would be number of attendees, reasons, without breaching confidentiality, actions, follow up. In addition, total volunteer hours. For quality more, discussion was required around data, data collection. Pat was pursuing this with David and Simon. Elaine raised some very important questions re data and the use of google, whats app, twitter, Facebook etc it was agreed these could all be pursued. Wendy also mentioned, `Next door` a site that's presently used and questioned whether Whitestone could join or set something up for themselves. Computer Group to pursue this. Di and Dr Simon thanked Simon and David for this excellent work.

Carers Café/Guideposts in Dotty's absence Chris gave an update of happenings and future events she also referred to another project Dotty was hoping to develop later in the year. Chris also informed the meeting of a library project `Living well with Dementia`.

Recent changes with Carers Trust (previously guideposts) had left caring café without input. This was to be rectified shortly. Discussion also took place re name for Dementia club. The name suggested was Daisy Chain which Di did not particularly like. Members discussed alternatives, but no decision was reached. If nothing emerges then Daisy Chain will be used. CAB Sylvia gave an update and then referred to recent happenings with the withdrawal of CAB input to Mc Millan at GEH. Dr Simon and members thought the suggestion from Sylvia and Mike re Whitestone involvement was excellent and should be pursued. Di to talk to Julie Hunt. Mike already knows Julie and as worked with her in the past.

Job Club Vinda was still awaiting referrals. Discussion took place re helping younger age groups. Vinda agreed to contact North Warwickshire College to explore possibilities. Meanwhile Dr Simon will make referrals where appropriate.

Quality. Pat reported that updated audit tool was still required. Di agreed to forward to Richard for action. Also, as previous notes Pat will pursue with Computer Club (Tom, David, Simon) Data requirements and the use of a Tablet or Laptop. Dr Simon had also requested the formulation of possibly 3 questions which could be given to patient following consultation. It was thought this would act as an early warning sign for possible problems. Di and Hay to pursue.

Marketing Media. As there appeared to be a lot of work pending it was agreed to resurrect the Quality Group Meeting. A review of PPG information was now urgent as was the marketing material for Service Groups and the entrance area for the surgery. Richard organising a meeting accordingly.

Allotment Club. Nothing until weather improves.

Loneliness. Chris Gabriel circulated a paper titled Scribblers and Worms she outlined the purpose of the group and would keep the members informed of developments/progress.

#### **Actions**

- **Service leads to meet with David and Simon re data requirements**
- **Recording volunteer hours Simon and David**
- **Pat/David/Simon to meet re Q/A data requirements and the possibility of uploading data to tablet/laptop**
- **Use of google, whats app, Facebook, twitter, Next Door site. Simon/David/Tom to pursue.**
- **Name for Dementia Club-all ideas to Di for Dotty**
- **CAB Di to contact Julie Hunt**
- **Vinda to contact NW College**
- **3 quality questions. Di, Hay to action**
- **Marketing Richard to organise meeting and decide priorities**

7. **Practice Report.** Dr Simon informed the meeting of all staff changes/appointments. He also referenced complaints and his plan to detect early warning signs for possible problems, Members questioned waiting times for appointments. Ken referred to an approach by a patient who had had to wait for 2 weeks to see the nurse. Dr Simon welcomed this information and agreed to investigate the reasons.

Elaine asked if Dr Simon did telephone consultations he said not as such but would be willing to introduce.

**Action Introduction of 3 question survey Di & Hay.  
Introduction of telephone appointments Dr Simon**

8. **Development Plan.** All progressing well

9. **Any Other Business**

- Open Day. Di reminded group that no arrangements had been made to date and queried support for the event this year. All members expressed a keenness to hold an event, Tricia volunteered her involvement. Ken to obtain dates for the hall for Mid to end of September. Members interested in becoming part of a working party to organise Open Day let Di know asap. What theme should we have and what Charity should benefit? Ideas to Di please.
- Updated PPG Member list. Di asked for permission to circulate the newly compiled list. All members agreed. Di to update and circulate
- Di reminded members that the role of Chair was up for election in June anyone interested to let Di know,
- Tricia informed the meeting of a Group she is a member of `Keep our NHS Public` members considered it would be helpful for her to attend meetings and report back to the PPG

10. **Date and time of next meeting**

Thursday 14<sup>th</sup> June 2018 @ 1pm Whitestone Hub