
Whitestone Surgery Patient Participation Group (WS-PPG)

Minutes of Meeting held on the 12th November 2015 @ Whitestone Surgery

Present

Di Kent Chair
Hay Sharma Vice Chair
Dr Simon GP

Tom Constable, Ken Newborough, Pat Brennan, David Jaynes, Sylvia Golds,
Kevin Roe, Sandra Roe, Stan Watkinson, Chris Gabriel, Dotty Doyle, Kris Parnandi

In Attendance

Kim Furnival Practice Manager
Belinda Ashmore Senior Receptionist

Apologies for Absence

Ted Pudge

1. Welcome Introductions

Di Welcomed Practice Manager and Senior Receptionist from Springfield Medical Practise and Keresley Green Medical Centre who were in attendance to observe part of the meeting.

Sylvia Golds was welcomed to her first meeting

2. Apologies for Absence

Mr Pudge, Hay had visited Mr Pudge all members wished Mr Pudge well and send their best wishes

3. Agree/Approve Minutes of Previous Meeting

Minutes of the 10th September approved

4. Matters Arising

Camphill Walk in Centre Di confirmed no comments had been received to date re the future of the centre and out of hour's service. Some discussion took place Di asked for any comments to be sent to her ASAP

Open Day no comments had been received to date, Ken confirmed that we would be able to use the Church premises providing dates were known well in advance, Decision still had to be made re an Open Day or an Open Day and AGM

NAPP Di confirmed membership of this organisation and thanked Dr Simon for funding.

5. Update Report back from Meetings

WNCCG Nothing to report

NWCCG-PF Di reported back issues of relevance from the meeting held on 2nd November 2015. Consultation on Urgent Care, Keep Calm be prepared, Election Vice Chair.

Planning Application outcome-nil approval- reported

6. Open Day

Comments still awaited re Open Day or Open Day plus AGM in June

If we required the use of the Church premises Ken would need the date well in advance.

7. To Receive Update/Report re Projects

Job Club this project continued to thrive under Helen`s Leadership. Dr Simon informed members of the reduced need for prescribed antidepressants in his patient population. It is thought this is mainly due to the holistic approach to patient need.

Silver Surfers Tom gave an update re progress/development. Five trainers now involved with the project. Drop in sessions would be taking place Wednesday lunchtimes for the foreseeable future. Learn my Way in partnership with Volunteer Centre North Warwickshire was launched Wednesday 11th November 2015 sufficient people had been recruited to commence the first course in January 2016. As the Silver Surfers project was now ready to roll out to other GP`s Tom talked about support structure and process it was agreed to look at this. Di informed the meeting of the request made by the PPG Chair of Old Mill re introducing/linking in with Silver Surfers. Tom will await contact from Jeff Higgs

Di Thanked Tom and his Team for all the work, effort and achievement to date it had surpassed all expectations and were now recognised as a unique development by many. Stan informed the meeting of computers surplus to requirement at the GEH enquiries to be made about their disposal

Carers Café Chris gave an update on progress to far and outlined future work including phone in service, development of Carers information packs and a directory of services the latter one could work in partnership with the work of Mike and Sandra. Di to contact Matron for integrated services to explore accepting carers from other Practises. Chris also informed of Carers rights day, Dotty had suggested the development of a befriending service. From a meeting with Age UK it was established that they run a similar service so the possibility of partnering with them for this is to be explored

Di thanked Chris and Dotty for all their efforts and hardwork with this Project
Apprenticeship in GP Practice/ Clinical Pharmacist Dr Simon outlined the work to date and confirmed that approval was still awaited for the Pharmacy Assistant bid. Whatever the outcome the Project would still go ahead.

Buddying with Age UK Di, Hay, Kevin and Sandra had met with age UK the day prior to the meeting to discuss provision of service and opportunities for partnering. Barry Collier was the representative and was keen to work with Whitestone. Some of the services offered were free legal advice, domestic services, emergency response, will writing, GP navigator service, home support, gentle exercise class, dementia day opportunities. Discussion now needs to take place re possibilities of working together. As Dotty had suggested developing a befriending Service it was decided that this could perhaps be pursued with Age UK, Hay, Sandra, Kevin and Di to meet again to discuss way forward. Di to write to Andrea Green re possibility of funding for GP Navigator. Di distributed various leaflets etc. left by Barry.

8. Quality/Issues/Concerns/Comments/Visits

Quality Framework Di outlined work so far, all members had received questionnaire/report of first observational visit carried out by Hay and Di. As a result of the visit and discussion afterwards some adjustments were made to the questionnaire. Di asked for any member interested in carrying out observational visit to forward their name to her as soon as possible. Kris Parnandi had agreed to join Di and Hay to look at the next stage of the project. Meeting arranged for Monday 16th November 10am.

Healthwatch Visit Date for visit now 16th November 2015

Care Quality Commission Visit Members were aware of visit which took place 3rd November. Whilst Di and Dr Simon highlighted comments received at feedback session the final report would not be received for approx. 8 weeks. Inspectors were impressed with the work of Whitestone Team so we now await the final outcome

Di and members conveyed their sincere thanks to Dr Simon and his team for all the hardwork and effort and stated how it was greatly appreciated by the members and indeed patients as this was reflected in the feedback Di and Hay received during their visit.

9. Communication

Di informed meeting she would be drafting the Xmas Newsletter and asked for any contributions.

Directory of Services Sandra updated re progress work was ongoing

NAPP Di confirmed membership of this group and thanked Dr Simon for funding the registration. Pam to be asked to commence a file with all NAPP information so members could access it.

10. Social Events Calendar

Hay still requesting ideas

11. Any Other Business

Attending meetings. Di and Hay suggested members accompany them to future WNCCG-PF to gain experience so that they can attend in their absence. Interested members to forward names to Di

12. Date and Time of Next Meeting

Thursday 21st January @ 1pm

Apologies Kris and Ken

Di thanked all members for their help, hard work and support and wished them all a MERRY CHRISTMAS AND A HAPPY AND HEALTHY NEW YEAR

KEN GAVE A VOTE OF THANKS TO Di AND Dr SIMON

THANKS TO HAY FOR THE AFTER MEETING REFRESHMENTS

THANKS TO AMANDA FOR HER CAKE GREATLY APPRECIATED