

WHITESTONE SURGERY – PATIENT PARTICIPATION GROUP (WS-PPG)
MINUTES OF MEETING HELD ON THURSDAY 26TH MARCH 2015

PRESENT

Di Kent **Chairperson**
Hay Sharma **Vice Chair**
Tom Constable, David Jaynes, Dot Doyle, Richard Bishop

IN ATTENDANCE

Amanda Lloyd **Lead Practise Nurse**

APOLOGIES

Sandra & Ken Roe, Mr Pudge, Chris Gabriel, Dr Simon

<u>ITEM</u>	<u>AGENDA ITEM DISCUSSION</u>	<u>ACTION</u>	<u>DATE actioned</u>
1.	DK welcomed all members to the meeting. Rich and Dotty introduced themselves as the new members of the group		
2.	Apologies for absence as recorded above. All members wished to convey get well thoughts to Ted Pudge. Amanda will action	Amanda agreed to visit Mr Pudge	
3.	Agree Minutes and Action Plan for meeting held on the 22 nd January 2015	Minutes and action Plan agreed	
4.	Matters arising	None which are not covered elsewhere	
5.	Agree PPG Development Plan 2015 DK informed the meeting of her attendance at the Practise meeting in January where the Plan had been discussed alongside the Practise development Plan. There were still names to be put alongside Roles. Item iii of Development Plan External Affairs/marketing/Communication/media. It was agreed to speak to Ken Newborough on his return regarding this Role. Amanda will assist Mr Pudge with Catering and other members would be involved with Projects.	Di to speak to Ken re Communication lead. Amanda to work with Mr Pudge with catering. Project Leads to continue	
6.	Amanda updated the meeting re WNCCG and highlighted some of the issues of concern. Hay reported his attendance at the		

	<p>WNCCG-PPG Forum. Main items were the appointment of the Chair-Stan Orton, One Thing Project, Focus on improved efficiency. Hay gave ambulance service as example where pressure will be applied for improved efficiency. Di reported on `Other` meetings which included Deputy Chair of NWCCG, Lorraine Dowell re apprenticeships and Whitestone Practise meeting.</p>		
7.	<p>Project Reports</p> <p>I. Silver Surfers. Rich was welcomed and thanked. He had joined Tom and Hay`s group as he was a lecturer and had expertise in course development. The Group had now reached the stage of course design. Rich gave an excellent presentation regarding sessions planned. Group to reconvene to agree implementation of Pilot Study</p> <p>II. Carers Café. Dotty was welcomed and thanked for joining the group; Dotty was bringing a wealth of experience to the Group. In Chris`s absence Di circulated an up to date report Chris had compiled and also a copy of the letter sent out to Carers. During discussion it was agreed that there may be some potential for the Silver Surfers and the Carers Café group to work together this would be pursued. Dotty circulated the names of some organisations that maybe helpful to the Carers Group, Di also reported that a meeting of the subgroup would take place the following day.</p> <p>III. Job Club Amanda reported on the progress and also referred to a report Breese had written. PPG to identify members for Advisory</p>	<p>TC/RB/HS</p> <p>CG/DD/KR/SR/DK</p> <p>PPG members</p>	

	<p>panel for participation in the Job Club.</p> <p>IV. OTHER DEVELOPMENTS. Di reported on the Role of the Physicians assistant and the apprentice in General Practise. This was still work in progress although Amanda reported on a candidate who would be joining the Practise and would be undertaking the Role of HCSW. Amanda had developed a Job Profile.</p>		
8.	<p>Amanda reported to the meeting of one complaint received which had been dealt with. Seemingly Amanda had, as a favour to the patient volunteered to reduce her lunch break to accommodate this patient unfortunately Amanda was delayed and the patient walked out. That was the only incident/complaint. Members then reported positive feedback from patients and the PPG congratulated the Practise staff on their continued hard work and dedication and asked Amanda to pass on to staff accordingly</p>		
9.	<p>COMMUNICATION</p> <p>I. Website/Monitor in waiting room. Hay circulated a paper he had produced Members agreed with Hay`s suggestions. Di asked if a section for News Alerts could also be included. Di to produce a message from the Chair for inclusion. Hay to arrange meeting with website designer Rich will attend if available</p> <p>II. News Letter/News Alert Di aiming to produce for the Summer</p> <p>III. Maintenance of Notice Board. There was general discussion re this and members were unhappy about where the Notice Board was</p>	<p>Di.</p> <p>HS</p> <p>Di.</p>	

	presently placed. Tom suggested a larger Notice Board next to the Monitor. Di to ask Dr Simon if this would be possible.	Di	
10.	SOCIAL EVENTS CALENDAR. Hay presently working on producing this. It was decided to Cancel the Cheese and Wine arranged for the 2 nd April as some members had already offered apologies. Hay to reschedule	HS	
11.	ANY OTHER BUSINESS. Di reported to the meeting the bid for improvement for the Surgery. Di also informed the meeting of the Chiropody Bid (not supported) and the treatment of Leg Ulcers which was to be provided elsewhere. Members expressed extreme concern with regards to both services and questioned why their views had been canvassed about both the services and seemingly no attention had been paid to the `PATIENTS VOICE` Di apologised and advised that she would be pursuing this on the Groups behalf. Members stated this was a very unsatisfactory situation and urged urgent action to ensure continuity of care. Questions were raised about patient choice and whether there would be travel implications. Di advised that to date no information had been received. Members asked to be kept informed as they were clearly concerned about the situation. Di also reported about the Wardens meeting which had taken place and it was agreed that in the first instance the Group should be allowed to develop themselves with the offer of help and support when requested.	Di/SS	
12.	DATE AND TIME OF NEXT MEETING June 4 th 2015 at 1pm		