



Purpose of the Group: To be an independent patient-focused voice representing the views of the population and communities of Whitestone Surgery. With specific reference to health and social matters that influence the strategic planning of the Surgery while ensuring compliance to high quality standards.

Minutes Whitestone PPG Workshop held on the 7th January 2019 @Whitestone Surgery

Present

Di Kent **Chair**

Hay Sharma **Deputy Chair**

Ticia Lawlor **Secretary**

Chris Gabriel, Dotty Doyle, Vinda Parnandi, Sylvia Golds, Pat College, Anne Castle, Kris Parnandi, Lynne.

Apologies Richard Healey, Tom Constable, David Fiander, Stan Watkinson, Pat Watts

Items.

Firstly Di welcomed Lynne to the Group members introduced themselves

1. Purpose of the Workshop

Di reminded everyone that the workshop was to review 2018 and discuss proposed developments for 2019.

Di also reminded all present of the importance of registering hours committed to volunteering. This should be done in conjunction with the Computer Group. Di asked that all hours be registered including hours spent at clubs, groups and on preparation.

To get up to date prior to the actual workshop

Di and Hay discussed the work of the Steering

An arranged visit to Redroofs Surgery. Richard and Hay were attending the PPG Meeting to offer help, advice and support.

Dot reminded everyone that their help and support to herself and Pat would be very welcome at the carer's café meetings which were now held at Magyar Community Centre on the 3rd Tuesday in every month and the Caring Café which was the first Thursday in every month. Members to let Pat and Dotty know of their availability

CQC recent visit. Di and Hay referenced recent feedback and whilst overall good it seemed that the systems still used by the CQC could to an extent stymie developments like the ones at Whitestone.

2. How are we doing in relation to our 2018 development plan?

Good communication with Dr Simon, PPG members and practice staff was proving invaluable with developments and success. Members were reminded they were all doing a `good job` with their work and acting as the patient`s voice.

In the main the PPG Performance for 2018. had remained in accordance with Plan



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It was considered Service leads will need ongoing support and training in the future and training programmes should also be developed in accordance with identified needs.

Vinda offered to explore this bringing in Consultants where needed.

Di also stressed the importance of creating audit trails to monitor services all service leads to action this in conjunction with the Computer Group.

Overall a successful year for the PPG.

3. Terms of Reference.

Members present reviewed the Terms of Reference which remain fit for purpose.

Di to update reference to reflect review.

4. Service Group – objectives for 2019.

Couples Group. Dot advised that she was already planning a variety of trips and presentations. Burns night, Valentines event, a boat trip and a cream tea in the summer possibly August. Also looking to have a variety of visits, pony and pat dog other suggestions welcomed.

Pat reported The Carers Café is doing well but needed to consider raising some funds either from voluntary donations (some members had expressed a desire to donate) so raffles with donated prizes could be organised.

Dot confirmed first Thursday in every month is the Daisy Chain group (dementia)

Sylvia confirmed that she would like posters for CAB to raise more awareness not just in the surgery but in the wider community. She also asked whether we could discuss with local businesses particularly where we had a connection if they could display some free of charge. Richard to be asked about posters and leaflets as a matter of urgency. Venues in Attleborough, Horeston Grange could be approached to display posters and leaflets and perhaps local pages in community publications could be used.

It was agreed generally that marketing and media needs to be reviewed to deliver more awareness now that the group and activities have grown Richard to be approached.

Scribblers and worms, work in progress, the draft of what is proposed was discussed and would be reviewed at the next meeting.

Job Club Vinda discussed her intentions with local schools and colleges however she did suggest additional support will likely be required for future events, and if popularity grows.



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Groundbreakers, raised beds are proposed, and perhaps sensory garden area for people with sight challenges. Looking to grow and purchase another allotment, and discussed whether college apprentices might be interested in helping to build some of the structures required. Steady interest but obviously seasonal.

Computer club, continues but again more advertising and upgrading required. Reported at the last PPG was a willingness to work with other surgeries.

Quality Assurance. Pat had confirmed she has updated the questionnaire and was continuing with audits.

Di discussed a meeting she had had with a lady offering Zumba classes but as Di said we have limited funds and whilst it is good supporting a new local small business it would be preferable if we used this service as we do services presently provided by our partners i.e. they provide the service and referrals re made.

Hannah King, a graduate, interested in looking at services for the young person's focussing on loneliness and isolation leading to mental health issues. Dr. Simon was researching the legalities of this how it could be done.

Vinda also suggested yoga/meditation as a possible additional tool in the PPG offering.

Each Service lead would Report on progress at the formal PPG meetings.

5. PPG plan for 2019.

Similar objective but to continually improve in particular how we communicate with each other and the outside community.

Di asked if everyone was happy with the detailed info that she sends out. Various members said that they scan read and retain but do not read all of the communications.

Di said she realised that it was a voluntary group but wanted to ensure everyone was aware of the progress being made.

The information discussed will now be fed into the Practice Development Plan and Whitestone will be in a `unique` position of having a `Joint` Plan between PPG and Practice

6. Problems, issues or concerns.

There was some talk about the growing number of people moving to the area with all the new housing and whether existing services would be able to cope, including



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bus, road and rail transport. Also concerns about the impact on Doctors Surgery and hospital.

Discussions about how to get support for the site/land for the expansion of the Whitestone Surgery pursued. It was unanimously agreed that this Development was imperative and must be pursued

7. **Way forward.**

`Grow` the group and get additional people with skills to join. Only downside was the ability to comfortably meet if everyone turns up!

The Open Day was discussed and agreed HHI group to assist and maybe fund the day. **A date of Saturday 29th June 2019** was pencilled in and enquiries about a venue to be made. Perhaps have a mixture of Social, medical, advertisements for our groups and links and advertise well in advance.

Lynne who is a speech and drama teacher also confirmed she could arrange talks, links and support for those interested in this subject.

Di thanked all present for their invaluable contribution and confirmed that a joint Development Plan would be circulated to all members in due course.

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