

WHITESTONE SURGERY PATIENT PARTICIPTATION GROUP {WS-PPG}

Minutes of Quarterly meeting held on Thursday 7th October 2019 @ Whitestone Surgery.

A welcome was extended by the new Chairman, Tricia Lawlor and Vice Chairman, Richard Healey

1. Apologies

Apologies have been received from David Fiander and Di Kent.

2. Minutes of the last meeting held on 11th July 2019.

The minutes were approved as an accurate record of the meeting.

3. Matters Arising from the Minutes.

- i. It was asked if the Dementia Action Alliance Logo has been put on the website as this should now be shown on our correspondence and on the website
- ii. Tricia and Richard are working to update the current Website and will liaise with Morwenna so that it represents up to date information for all of the groups and their Lead contacts.
- iii. Vinda has agreed to take on the job of Education and Entertainment officer. It was also agreed that Vinda will be able to assist Hannah with the PVHL group as she has a lot of experience.
Actions: Richard Update Morwenna with logo detail. Tricia & Richards to review the website and ensure all information is up to date. Tricia & Richard to meet Vinda and discuss role.

4 Update/ Reports from Meetings/Organisation Workshops.

- i. *Bedworth and Bulkington Primary Care Network (BB-PCN)*

Dr Simon reported that there are meetings ongoing with the Partners of the other Practices, changes to the Out of hours. The increased availability of other resources within the BB PCN.

It is hoped that the PPGs will be active in working and helping each other

ii. North Warwickshire Patient Forum

The next meeting of the NW PF is 15th October. We will be looking to see how and what input our PPG can supply to assist other PPG's in the area. There are currently 6 other PPG.s involved, Tricia and Richard will try to find out where other PPG's stand, currently two are interested in working together so that we can share best practices. Sylvia and other members asked questions about the PCN as many in the group were unaware of how and when this came about. Tricia has advised that she will share NHS England's 10 year plan to enable patients to find out the changes planned. It was agreed that publication and engagement has not been great.

Action: Tricia to share information about PCN's and NHS 10 Year plan for those members wishing to know more

iii. Steering Group

There has been good feedback in regards to the staff in the practice as well as the groups that the PPG run. There are currently no complaints reported by patients.

Staff motivation is being encouraged and they are actively being encouraged to come up with new ideas that will assist both the practice and the patients.

In regards to Appointment waiting time and availability, this practice waiting time is on average 36 hours as opposed to 2-3 weeks that other practices are working with. We need to improve perception within Whitestone that a sole practitioner can meet the needs of the patient population.

Action : All please share details of our surgery appointment success

The Steering Committee meet on a monthly basis allowing the Chairman and Vice Chairman to be kept up to date with all matters that concern the Practice. Mike Slemensek joins in during these meetings he provides the Steering committee with helpful contacts and programme ideas. It will be valuable if there are any ideas or comments, these should be put to the Steering group, this is being actively encouraged.

iv. Happy Healthy and Involved (HHI)/Social Prescribing

There has been recent discussion to scale back HHI in order to make it more concentric with the practice

Action: Members to review half yearly where HHI is for quality purposes

v. Stroke Consultation/PPG'S within PCN/Integrated Care Facility on Golf Drive.

In regards to Stroke Services the intention is that all Acute patients will be dealt with at University Hospital Coventry and Warwick (UHCW) in Coventry, less acute patients will be dealt with at George Elliot Hospital in Nuneaton or Warwick Hospital in Leamington Spa Rehabilitation will take place either at the George Elliot/Warwick Hospital or in the community. There are some concerns about travel times and staffing which will need to be addressed however, there is a consultation which patients can take part in online or in paper format which runs until January 2020 and we encourage you to take part.

Action : Tricia & Dr. Simon to distribute consultation document in paper and electronic format.

vi. Golf Drive Development/BID

Doctor Simon updated the committee on this matter. Reporting that there are not enough health care facilities in the Whitestone area especially when the plans and the building, that were approved by the Borough Plan, goes ahead on in Golf Drive and Gipsy Lane.

There are lots obstacles to overcome in the allocation of the Golf Drive site. Currently there is nothing solid as to the time scale involved as there are

so many different agendas involved. Dr Simon is hoping to organise a presentation to the larger Whitestone community to appraise them on the plans the practice has. There was a lengthy discussion about lack of provision for primary care both in Weddington and Whitestone and strong feelings about having to travel further afield with an ageing population.

5 PPG Group Reports/Updates/Vision 2019

i. Computer Club

The group have assisted two people with Patient Access issues. Whilst this is a successful group it is felt that additional advertising may bring in more people in need of assistance using Computers, tablets and Smart phones.

ii. Caring Café

September meeting was brilliant. The Rainbow Group from Bedworth were invited and provided us with very entertaining afternoon. Members of the Caring café were encouraged to join in with some of the songs and were given props to accompany the songs. Everyone joined in and the mood of everyone was really good by the end of the presentation.

The fund raising day in Bulkington raised £276.00 from cake sales and raffle. A further £95.00 has been raised with raffles held at both the Memory group and the Caring café meetings.

November sees the return of the Hedgehog Ladies.

December this will be held on the 17th December, this will be the Christmas Party. We will be entertained by a Ladies Choir and the school choir have been invited to sing for us again.

Pat will need the numbers of people attending so that the catering can be organised. Dr Simon has agreed that he will meet the cost of members of the PPG who wish to attend. Tricia will email an invitation to all members.

Action: Tricia to obtain a copy of the invitation and distribute to PPG Members

It is hoped that a representative from Dementia UK can be in attendance so that the cheque can be presented with our 2019 fundraising.

Action : Hay advised that he held the e-mail address for Dementia UK and will pass to Tricia /Richard to make contact

iii. Memory Group

Dotty Doyle is stepping back from the total running of this group due to personal circumstances. Lynne Hastie-Fuller will temporarily take over with Dotty supporting from behind the scenes

On 31st October 2019 there is a Dementia Champions meeting in Lichfield. 7th November 2019 will actually take place at the Corner House where all are invited to join the group for a meal.

December meeting we will be visited by Mike Slemenski from the Mental Health Group.

The opportunity was taken to thank Dotty Doyle for all her help and ground-breaking ideas with both groups over the years and we look forward to welcoming her back in 2020. Dotty also spoke about her vision of a bereavement group which Lynne supported but we will revisit this in 2020

iv. Citizens Advice - Whitestone

The uptake on this has been quiet this year, referrals are being received from Dr Simon. We can offer the availability of our CAB to other PPG's in our PCN.

v. Job Club

Vinda has received four referrals. Two have not responded. The other two received assistance with making appropriate changes to their CV's.

vi. Quality

Di and Hay will be meeting in the next few weeks.

vii. Marketing and Media

The website is currently being updated with emphasis on linking to our online environment and linking to other groups where appropriate.

A meeting to take place in order to organise events for the 2020 calendar.

viii. Ground Breakers

Due to personal circumstances the allotment requires some additional help. Anyone wishing to help should do so. Allotment will now be quiet due to the season but should recommence in the spring and new members are welcome.

ix. POSITIVE VIBES HEALTHY LIVES

Launch of this to provide good mental health within the younger age group (12-16 year olds). On 30th November from 10.00am - 4.00pm at The Magyar Community Centre we will launch this with other groups and organisations to allow kids to see what's available for them in the community. There has been great interest from 9 groups. We also wish to include a Meet the Team stand of PPG group leads for adults calling in and dropping off young adults

6 Practice Report

- There were no items raised. No complaints reported
- There was a discussion in regards to the plans for the practice should the Golf Drive build be accepted

7 Christmas Coffee Morning

Coffee and mince Pies will be served between 1.00pm -3.00pm on 5th December at the practice.

8 Any Other Business

- Dr Simon reminded us that the use of the practice on Thursday afternoons is essential into allow the continuation for the provision of the allocation of this meeting place.
- Reminder of the Memory Group meeting at the Surgery on the 5th of December 1-3.30 pm.

9 Date of Next Meeting

The next PPG meeting will take place on **16th January 2020**

Time 1pm to 2.30 pm

WSPPG/LHF/October/19