

**MINUTES OF THE WHITESTONE SURGERY PATIENT PARTICIPATION GROUP
(WS-PPG) HELD ON 18TH MARCH 2021. (MICROSOFT TEAMS MEETING)**

1 Apologies and Attendees

Apologies: Heather Miller, Chris Gabriel, Dotty Doyle, Hay Sharma.

Attendees: Dr Simon, Tricia Lawlor, Richard Healey, Alison Bindley, Sylvia Golds, Wendy Johnson, David Fiander, Simon Fiander, Wendy Johnson, Di Kent, Lynne Hastie-Fuller.

2 MINUTES OF THE LAST MEETING

The minutes from the last meeting held on 10th September 2020 we're approved, save noting that Wendy Johnson attended the meeting but her name was missing from the minutes.

3 MATTERS ARISING

Tricia will raise one item in Section 4

4 UPDATE/REPORTS

i Vaccine Roll Out/ Patient Experience/Changes to cover/ Dr Simon Suspension

Covid19 Vaccination. Discussion of members experiences, Wendy has had her vaccination done at a pharmacy in Nuneaton, Tricia had been invited to go the Bedworth Civic Hall. Lynne was called to Stoneleigh showground. The invitations of locations for the vaccination are varied with different locations around the region. All however agreed the locations were efficient and the experience was good. Dr Simon stated that the roll out has been extraordinary.

Dr Simon suspension.

Dr Simon wanted to mention the support he has received from Tricia and Di and generally from members of the patient population. He continued by informing the meeting that the suspension was the result of an individual from the Network Group. 25 accusations had been made after tracking computer files. It is believed the way the individual has accessed this information and the procedure followed was not in keeping with usual protocols as Dr. Simon would have had an opportunity to discuss these claims prior to any suspension. There are no allegations from individual patients. The suspension is due to be reviewed in May however, currently, the investigation has yet to commence!

Dr Benjamin as locum has been a great benefit to both Dr Simon and the practice. This has given Dr Simon the time to retune and refine his ideas for the Integrated facility, it has also given him the opportunity to review services and practice and funding for the Surgery. Sylvia inquired how this individual was able to gain access and make a report - this will be part of the investigation. Sylvia took this opportunity to thank Dr Benjamin for all his hard work and efforts. Di commented on how fortunate we are to have continuous Locum cover from Dr Benjamin and the fact that many patients know him from previous cover. It was also agreed that the staff had done an excellent job under difficult circumstances.

ii Current position with other PPG's (Bedworth and Bulkington Primary Care Network) BB PCN

The chair of the BBPCN has resigned and various other surgeries have withdrawn from the PCN. The activities within our PPG continue to perform better than others within the network. Dr Simon feels we must continue with our specialist groups and with the volunteers on our PPG. Richard feels that post pandemic our groups and the PPG will be an integral part of local services moving forward. There had been Royal approval from HRH Prince Charles for the type of Community care provided by PPG's.

iii Local Matters/Outpatients appointments/GEH Current Operational levels.

At present there is currently no Outpatient clinics nor Phlebotomy service on the GEH site. Regarding the Whitestone Surgery, patients who are due for their health MOT, patients are being asked to provide the Surgery with their weight and BP readings. There was discussion about blood tests as some patients had limited capacity to get out to have these carried out and Tracy is no longer providing this at the Surgery. Discussion about the cost of someone coming to the house to carry these out and how they were accredited. It was felt essential that no patient falls through the cracks or suffers any health issues because of limited data being available at their Annual MOT.

iv Planning for the future of the PPG/Members/Future Social Events .

Planning for the groups to restart is underway. As the Community Centre in Magyar Crescent in March is still unavailable Holy Trinity Church in Attleborough is being considered. The minister is interested in our Caring Cafe. Richard voiced some concerns for people with transport issues. It may be worth using the meeting venue for our PPG meeting if regulations allow at the time. Tricia confirmed that herself and Richard would go along and meet the vicar and look at the premises. Di is of the opinion that this venue may offer a linkage between the group and the wider Community. Tricia announced that Stan has left the practice and therefore the Computer Group. We had thanked him for his

service and were sorry to see him go. However, as Richard and Tricia wished to extend our PPG beyond Whitestone, it may well be that Stan may become involved again. An invitation is to be extended to the Whitestone Volunteer group to join us at our June meeting. Dr. Simon hopes that as restrictions ease and some normality returns that there will be a resurgence of Community spirit. Regarding the Citizens Advice Bureau conditions for the Bedworth Office, Sylvia cannot work at location. Sylvia was asked to assist us in looking for a replacement. Richard feels that the need for using the C.A.B will be more significant post pandemic. Tricia took this opportunity to thank Sylvia for all her hard work, many people had benefitted from her expertise.

Sylvia offered her services to the other groups but has said that she will make enquiries about an Outreach type forum for the PPG and will report back.

V Integrated Care Facility on Golf Drive/Legislation/Patient feedback.

The community need more information as to what services and public amenities would be available. Tricia has some concerns about the legislation and whether it opens services up to more private companies. Details will need to be examined and staffing levels will be key. Tricia has available links should anyone like to see them. Information is available online on the White Paper.

Keeley is coordinating Patient feedback which has been limited to date.

Vi Financial Overview & Budget.

Tricia has expressed a desire to have a Treasurer, especially as some funding comes from Warwickshire County Council. There is also apparently funding which comes from NHSE via the CCG so we need to look at that. A Treasurer would be able to review the criteria for bids for funding and ensure we have accountability.

5 Reports/Updates & Vision 2020.

Computer Club

As stated earlier, Stan has now left. There have been no meetings of the group due to the restrictions surrounding the pandemic. Discussion about some educational group to raise awareness again.

Bereavement Group

Wendy has forwarded the proposals that the group has to Tricia. Tricia has ordered some booklets from The Good Grief Group a charity which supports the bereaved. It is essential that there are minutes and structured plans available so that it can be viewed on what groups proposals are. It is a complex area and training will be required for members of the core group.

Caring Cafe and Memory Group

It is suggested that initially these two groups be amalgamated once we can meet and reopen the groups. It is felt that we may need to be more

inclusive in the Community. Making the group meetings open for more people and not so restricted to Carers and individuals who are dealing with dementia within families. Di commented that it may need be essential to review the Terms of Reference of the groups. Once restrictions are eased the group needs to contemplate meeting dates and times.

C.A.B

Refer to comments earlier in the minutes.

Job Club

No report

Quality – Patient feedback

Keeley has forwarded Patient Feedback to the Chair and Vice Chair.

Di wonders if we need to reassess the quality and parameters. Tricia agreed it was useful to keep reviewing TOR of all groups as times changes and circumstances warrant.

Marketing/Media.

Nothing specific to report but there was a discussion relating to how the Surgery must keep changes in access to services updated on the website and in other ways, posters on the windows or printed in the Surgery so that the patients are kept informed.

Groundbreakers.

We need volunteers and a new lead. Tricia and Richard will look at the site and report back

Positive Vibes Healthy Lives.

No report here although Hannah King now has a permanent teaching job and have moved home so whilst she is prepared to assist with some of our online marketing, she will be unable to stand as lead. We will review this at the AGM.

6. Practice Report

Patient Complaints/number/actions/outcomes

Dr. Simon advised there have not been any Steering Group meetings held. Dr Benjamin had been invited to participate at this meeting, however he was unable to do so. The procedure for appointments has changed, but the practice staff are keeping on top of patients concerns, there has however been an unprecedented number of calls from worried patients. The entire practice team are working well together and are keeping things running smoothly. The patient friends and family feedback should be assessed to see what regular issues are being raised. There have not been any complaints about Dr Benjamin.

Any other issues

None

7 WS-PPG 2020 Plan/Succession planning 2021

There has been no succession planning currently. However, it will be necessary to start contemplating the replacing of The Chair, Vice-Chair and Secretary. Prior to the AGM all members will be asked to confirm whether they wish to continue in their roles.

8 Any Other Business

A Memory Page is to be constructed, to honour past members of the Group. We will need confirmation from the families that this is acceptable, and they may wish to choose a photograph and approve the short memorial sentence. Tricia asked if those who knew Tom, Ted and Ken well would be prepared to draft some words please? Website updates are required, Stan and Ann's details to be moved.

Dr Simon wanted it minuted his thanks for all the support he has received during this period.

The date of the next meeting is 24th June, notification will be provided nearer the time as to the location and time.