



Purpose of the Group: To be an independent patient-focused voice representing the views of the Whitstone Community. To specifically address Health, Wellbeing and Social issues that influence the strategic planning of the Practice. To ensure compliance to quality standards throughout.

MINUTES OF THE WHITSTONE SURGERY PATIENT PARTICIPATION GROUP (WS-PPG) HELD ON 23rd September 2021 @ 1.30pm

1. APOLOGIES AND ATTENDEES

Apologies: Richard Healey, Di Kent.

Attendees: Tricia Lawlor, Lynne Hastie-Fuller, Dr Sacha Simon, David Fiander, Pat Colledge, Allison Bindley, Sylvia Golds

2. MINUTES OF THE LAST MEETING

The minutes were approved and can be uploaded to the website.

3. MATTERS ARISING FROM MINUTES.

The meeting in June had given new attendees a chance to voice their opinions and feedback which Tricia felt had been a useful exercise. Sylvia said whilst she is very supportive of the Surgery and the staff efforts, she had to raise the fact she is unhappy with her experiences on trying to call the Surgery. She waited 55 minutes last Friday and was cut off. She therefore had to call again and was asked to call back after 2pm. Sylvia asked what the feasibility is of adding a dedicated questions only line? Sylvia states that this issue is from not only her experience but that of other patients that who have spoken to her. Tricia had advised that this had been an ongoing issue and with the increased number of calls, the Surgery and Practice Manager were trying to monitor. Sylvia felt we need solutions. A reminder that the 111 facility is there should patients need to speak to a medical professional if they are unable to get through to the Surgery. Sylvia added she was old school and wanted to speak to someone who knew her. We discussed that patients are being seen face to face and Dr Simon restated that Doctors still want to see patients face to face when it is required but must be able to triage those with most urgent need. Dr Simon informed the meeting that there is an almost 80% increase in calls to the Surgery. As we now have potentially more than one Doctor per day, perhaps those younger patients who were happy with telephone call backs only, could be spoken to by one Doctor and attendances at the Surgery by another, so that 50% more patients could be seen. This will be discussed and reviewed. Underfunding may also be an issue, and this is being reviewed following a forensic examination of accounts and whether these sums are correct. This may impact upon service provision. Health inequalities in the region were again raised and discussed, looking at how funding is coming both from WCC and CWCCG. Tricia advised that sadly from what she could see, we did not have an effective functioning PCN with some Surgeries going their own way and we did not appear as BBPCN to be in control of our finances. These are apparently controlled by the GP Federation, but we have still not been invited to discussions about what services our area needs for the growing population. Dr. Simon advised that there is a meeting next week to see how things will progress. Sylvia said that she has been waiting a long time for inequalities in this area to be addressed and felt that if we did not hear from our CCG soon about progress, we should contact the Press. South Warwickshire does seem to get priority and Flu Jabs were being distributed in those areas already. Patients in Whitestone are being left behind. Tricia reminded the group that



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with all the changes happening it is difficult to find out who is responsible, and who we can get an answer from but this we must now vigorously pursue.

4. UPDATES/REPORT BACK FROM MEETINGS/NEW WORKSHOPS

i. Revised Surgery provisions and reports on changes/staff and Locums

Dr Benjamin has been marvellous however he has retired but is overseeing the newly appointed Locums. All agreed that Dr. Benjamin and the staff had done a sterling job in guiding the practice through Dr. Simon's suspension and Covid. There is a review of different ways to assist patients and manage expectations and the number of doctors that are on site. Integrating the Locums has allowed the Surgery to see how they work with the Staff and patients. It is obvious that the 1.5 Doctors required to deal with patient numbers also supports additional premises for the practice. Going back to the previous points, different age groups want different types of consultation, so the patient voice has never been more important to ensure we are delivering a range of services and are fully inclusive. Is the patient voice being heard?

ii. Financial Overview.

Independent review has been carried out at the Surgery; indications are that Whitestone Surgery may have been underfunded for some time. Dr. Simon said it is complex because the formula used takes into account not just the size of the patient population, but additional funding goes under the Cahill formula to those practices with more demanding or vulnerable population groups. The complete review will be given to the Practice Manager Cheryl who will provide a report at the next Steering Meeting with The Chair and Vice-Chair.

iii. PCN Review/Future of the PPG

The PCN now has a new Chairman and Administrator. Sue Turner is the Chair and Tricia had written to her welcoming her and asking that we have an opportunity to work with the PCN and other PPG's to ensure we work well together. This would be an excellent idea and as the PCN will share professionals amongst our Surgeries, we could also work with the other Surgeries and encourage more social prescribing and educational meetings for all our collective members. Tricia confirmed this is what Richard and she had been trying to do since their election. Dr. Simon added that he still is unable to report on how funding will be allocated in the region. Cheryl Simon has been appointed as Administrator but there are now some queries being raised about conflicts of interest. The members wanted to know how the PCN is set up, who appoints the members and who do they report to? Are they responsible to the Patients of BBPCN? Tricia added that she still has little idea of the framework. Sylvia and Lynne asked can we please find out this information for the December meeting as other PCNs in Coventry and Warwickshire seem to be making more progress? Tricia said she believed it is now approximately 2 years since these bodies came into existence. Dr. Simon added that the PCN have to date never provided a Financial Statement to the full membership.

5. To receive Reports/Updates

We need to reiterate that other than a short break during Covid lockdowns, our groups are providing social prescribing. However, there is a need for the PPG to inform the wider



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community including the community at Holy Trinity Church, where the Vicar is keen to advertise the services we provide.

i. Computer Club.

David is still willing to continue to provide the service for the Computer Club, however as Stan has now moved away from Nuneaton, we now require at least one other person to join in the running of this group for Safeguarding purposes. Currently there is one new person who is interested in joining. Updated advertising should bring people back to the varied services provided by the group. The room upstairs at the Practice is still available and Thursdays is the best day for its use. David confirmed this suited him. He will resume in January.

ii. Caring Café

The Carers Cafe and the Memory Group have amalgamated. The group has 6 new members post pandemic. This group is successful and continues to attract and reach new members. Pat has already been organising various events for the Group.

October meeting has Farm Foods visiting, A Sunday lunch outing to Poppies in Bulkington is being organised, 1 Course £11.95, 2 Courses £15.95, 3 Courses £19.99. We are also looking at this location for a Christmas Lunch in December. Dr. Simon agreed that a social event was required for the end of the year, he is happy to assist with funding if required.

Pat has already booked a boat trip to Hawkesbury on the 26th May 2022.

We are currently trying to work out the logistics including transport for an outing to the National Memorial Arboretum followed by a meal at Marsh Farm.

This year our raffle money is being collected on behalf of **Mary Ann Evans Hospice.**

iii. Memory Group

See above comments on joining with Carers Cafe.

iv. CAB

Sylvia advised that one of her former colleagues at Citizens Advice had confirmed that there would be some assistance available for the PPG she will liaise with them and let Tricia know as and when services might be able to resume. Tricia paid tribute to the contribution Sylvia had made to this service as it was a tough group to run remotely as people needed personal advice and assistance often in difficult circumstances.

v. JOB CLUB

No report from Vinda but no referrals had been received from Dr. Benjamin

vi. Quality- Planning for review/update

Di Kent and Hay Sharma have confirmed that they will review the quality questions post covid to see what worked well and revisit all areas generally to see what need improving.

VII Marketing/Media

As discussed at this meeting and June meeting and since the beginning of 2021 communications are key and we are not reaching the patient population with the correct messages. Regarding the PPG, we now have a new member who is a graphic designer and has confirmed he is willing to assist with more advertising. Once back at the Surgery, try to ensure that there is slide show/video for the TV in Surgery waiting room with contacts and



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links to various groups to get patients involved. Richard had confirmed in his absence, he will advise on this.

VIII. Groundbreakers.

Dr Simon has informed us that a patient and local Noah Crick is willing to take the lead and Tricia has forwarded a letter of welcome explaining the set up at the allotment and arranging a visit for himself and his family. We will proceed with the sensory garden with a pathway for wheelchair users to come and enjoy and we are looking to install a solar pump and plant scented trees and shrubs to attract bees, insects and butterflies which will also help the planting. Noah has suggested getting winter bedding in and speaking to Paul Bonner (from another PPG) about the greenhouse which Paul could advise on.

IX PVHL

This is currently suspended, however it is hoped that it will resume next year. Hannah King has prepared a 'job description' and wants to circulate this to our under 16's (with parental consent) so we can appoint a Junior Ambassador for the group for next year. Tricia felt this was a good idea as social media particularly a group on Whatsapp and Instagram would be a good way for young members to communicate.

X. Bereavement Group

A meeting is due to take place in December to look at the logistics and framework of this group. Dotty Doyle is still keen to be involved. Referrals and those who are already known to us, to be invited to the first meeting in the New Year and we can trial it and see what people want and how they react. Dr. Simon mentioned that there will be a way of generating additional income for the PPG based on referrals, but he has yet to find out how this will materialise.

6. Practice Report

The Surgery will be offering flu jabs this year and the serums are awaited. There was surprise in the group as many people were aware that some areas have already begin their flu vaccination programme. There were also questions about booster jabs for the over 50's and those with underlying conditions but again, these details with timings and location have not yet been seen by the practice. Sylvia asked if there were any further details about the ICF and did say judging by what had happened at Weddington with no provision for a new Doctor's practice, she thought she would probably not still be alive when it went ahead! Dr. Simon said it was still his vision.

7. Christmas Social Event

A social event will be planned for December, either at the Hall, depending upon numbers or at another venue. Due to the age and health dynamic of several our patients, we must risk assess venues and numbers before a decision is to be made. Tricia said she was disappointed that she had received so few apologies as because we are paying for our venue for meetings, if we do not have a quorum, we will have spent funds and possibly not be able to meet. She encouraged members to return their forms to advise if they still wished to be involved with the PPG or take on any new roles.

8. AOB



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Tricia said she wants the Memory page to go ahead and is asking for members who knew Ken, Tom and Ted well enough to write a short personal paragraph about them and their involvement with the PPG to contact her. Sorry that we are still talking about it and no further forward. Sadly, Neil's wife Margaret who attended our Caring Café has died. Pat had ensured that condolences were sent to Neil, and he had been invited to our 2021 resumed Caring Café but felt now he was unable to attend. The bereavement group could consider inviting him in the new year.

Date of next PPG meeting, 16th December 2021.