**The Cottage Surgery**

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**Patient Reference Group [PRG]**

**Minutes of the Meeting on Tuesday, 12.6.18 – 6.00pm at the Cottage Surgery**

1. **Attendance:** Present were Les Pole (Chairman), Marsha Blissett, Colin Brookes, Rod Hudson,

Ann Irving, Liz Shrives, Dr. Steve Clay (GP), David Harris (Assistant Practice Manager),

and Margaret Taylor (Secretary).

Apologies were received from Claire Ayres, Karenna Galer-Coombes, Anne Gray and

Sue Taylor.

3. **Minutes of the Meeting on 20.3.18**: The Minutes of the meeting on 20.3.18, having been previously circulated were approved.

4. **Matters arising** not otherwise on the agenda:

a) Staff: We were glad to hear that Dr. Kishari Kulkarni is settling well into the practice.

Tracey Bancroft has resigned from her role as administrator to take up a new job. We were glad to hear that she will still do some occasional work for the surgery. A card was signed thanking her for all she has contributed and wishing her well in her new job. Tracey will shortly be replaced by Emma Smith. Stacey McFarlane has already joined the team. The PPG welcomed both Stacey and Emma and expressed the hope that they will settle well as members of the practice team.

b) Good Neighbours: Claire Ayres reported on the continued development of this scheme. Two more people have joined the Befriending part of the project and a new member, Miranda Brookes, to publicise the service. We were glad to hear that the Woodhouse and Woodhouse Eaves Good Neighbour scheme has been shortlisted by the RCC for its Rural Service Category of its 2018 Awards. The outcome will be known in October. (Claire’s report is attached).

c) West Leicestershire Clinical Commissioning Group PPG Network: The next meeting will be on Thursday June 21st at the NSPCC Training Centre. Margaret will be going and Marsha volunteered to go with her.

5. **Treasurer’s Report:** There having been no expenditure or income received apart from a minor amount of interest the balance in the account is £568.83.

6. **Babylon and GPatHand**: Colin raised his concern about NHS use of private provision of primary care by the internet company, Babylon. At present patients in the London area are able to register with GPatHand as NHS patients. Colin’s concern was the effect which such registration has on the provision of primary care for other people in the area and of the impact on NHS funding. We shared his concern. The secretary agreed to try to find out what the attitude of the West Leicestershire Clinical Commissioning Group is to this development and report back to the PPG. *(continued on p.2*

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7. **NHS Local Developments**: Margaret reported on progress being made across Leicester, Leicestershire and Rutland (LLR) to improve the efficiency and quality of care by moving care from the acute setting into community hospitals and some local surgeries, using GPs with special interests (GPSIs). A number of workshops and Learning into Action events have already taken place and more are planned. These involve health professionals, admin staff and patient representatives and look at ways of improving the pathway for patients from the decision by the GP to refer them to their tests, consultations and treatment. The endoscopy pathway has been re-designed and tried out at Melton Community Hospital and is now being followed in other venues. Work has begun in five specialities and five more are due to begin in July.

Other developments are in the use by GPs of PRISM and of Triage in making referrals. The first Triage to be developed is for Muscular Skeletal problems (MSK). PRISM has been in development for some time with more conditions being added. The Planned Care Board is planning to make e-referrals through these systems mandatory. Margaret shared her concern that, while this may well lead to a more efficient use of services, so benefiting patients and making needed economies, insufficient consideration has been given to possible weaknesses in the system and the impact of the mandatory approach on the morale of GPs and the personal nature of the care given. Margaret will consult with Dr. Clay and explore this concern further.

8. **Future actions for PPG**:

a) First Aid training: Information was shared from Sue Taylor that the First Aid training has been postponed until September in order to combine it with training for a walking group at the request of Bertil Shou the local first responder and Bob Lilley. Sue will let the PPG know the date as soon as it is arranged and would like members help in encouraging people to attend and any suggestions as to how local attendance could be increased.  
b) In the light of a TV programme on May 23rd in which a doctor was questioning parents’ overuse of Calpol and the use of drug therapy for children with Attention Deficit Hyperactive Disorder (ADHD), Margaret asked about the kind of support there might be locally for parents. Ann indicated that there are a number of groups working with parents and children and support is probably sufficient. The meeting agreed to do nothing at present but to bear the concern in mind.

9. **Patients’ feedback**: No specific feedback was reported to the meeting.

10. **Communicating with the Community**: There was brief discussion about the need to keep people informed of health issues and activities of the PPG, in particular with short articles in Roundabout. No specific action was decided.

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11. **Any Other Business**:

a) Questions were asked about the future increase in housing in the area and its likely impact on the

surgery. David Harris informed the meeting that Dr. Clay keeps an on-going record of the number of

sessions needed and the likely projection. Currently there is no out of area scheme in operation.

There is sufficient capacity to meet the current need and Dr. Clay will see that additional provision is

secured if it should be needed.

b) Attention was drawn to the leaflets available in reception introducing ‘The Silver Line’ a free national

telephone help line for older people.

c) The question of support for ‘Veterans breakfasts’ was raised but no decisions were made.

d) There was some discussion about the provision of books, especially for children, and Liz mentioned

an Altrincham charity providing exchange of children’s books.

12. **Next meeting**: The next meeting of the PPG was provisionally arranged for Tuesday August 18th

at 6.00 pm at the surgery, subject to the availability of all members.

Margaret Taylor (Secretary) 29.6.18

Additional Notes

1. WLCCG PPG Network: Following the network meetings the notes are available from WLCCG and can be available to any PPG member. If you wish to see them, please email

[communications@westleicestershireccg.nhs.uk<mailto:communications@westleicestershireccg.nhs.uk](mailto:communications@westleicestershireccg.nhs.uk%3cmailto:communications@westleicestershireccg.nhs.uk)>

to be added onto the mailing list.

Dates to note for the Network are September 2018 – the AGM of WLCCG, date to be confirmed,  
and Thursday 22 November at the NSPCC Training Centre – lunch from 12.15pm, meeting at 1.00pm

2. There have been further developments with respect to Babylon. The IT company has developed an app which it claims is better than a doctor. This was reported on BBC. Their report can be accessed at

ww.bbc.uk/news/technology-4465134. Please do look at this as it is a matter of great concern.

3. If you would like to keep up with developments in the NHS you would find the newsletter ‘Public Face’ useful. You can receive it by email. Go to emahsn.org.uk and click on Public involvement and then on Public Face newsletter to sign up to receive it. Emah = East Midlands Academic Health