**The Cottage Surgery**

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**Patient Reference Group [PRG]**

**Minutes of the Meeting on Tuesday, 6.9.16**

1. **Attendance**: Present were Les Pole (Chairman), Rod Hudson (Treasurer), Claire Ayres, Marsha Blisset, Karenna Galer-Coombes, Ann Irving, Liz Shrives, Sue Taylor, Dr. Steve Clay (GP), David Harris (Assistant Manager) and Margaret Taylor (Secretary).
We welcomed Bob Lilley, from Shepshed PPG as an observer.
Apologies were received from Anne Gray and Colin Brookes.

2. **Minutes of the Meeting on 17.5.16**: There being no corrections to the minutes, they were taken as read
 and signed.

3. **Treasurer’s Report**: Rod Hudson reported that there had been a small amount of interest added to the
 funds since the last meeting and no expenditure, leaving a balance of £565.41. No expenditure was
 anticipated for the near future although the meeting understood that there might be need for some
 future expenditure.

4. **Matters arising not otherwise on the agenda**:
a) Defibrillator for Woodhouse: Ann Irving reported progress on the provision of a defibrillator for
Woodhouse. The Parish Council would be asked for some money towards the cost and grants
could be solicited from the local Lions and Rotary. Bob Lilley agreed to find out about arrangements for maintaining the equipment and for obtaining a defibrillator for about £600.
b) Driveway improvement: There had been no further progress on obtaining the Section 106 grant in
spite of efforts by Ann Irving as Parish Clerk. Dr. Clay told the meeting that he is exploring some
options for improvement of the access.
c) Garden: David Harris said that he is in contact with Ruth Brice about work on the gardens here and at Sileby and hopes that they will soon be tidied.

5. **Good Neighbours initiative**: Claire Ayres reported on progress with the Good Neighbours Scheme,
which is to be formally launched on October 2nd, the day of the local Scarecrow Festival.
A report is attached.

6. **First Aid Training**: Sue Taylor had written a report on this for Roundabout. In the light of the
response to this, the Group decided that a second First Aid Training should be arranged next year, probably in the spring. Sue Taylor would lead on this.

7. **Questionnaire**: David Harris and Margaret Taylor are working on this and should have a draft for
circulation and comment in the next few days. The style will be different from the previous questionnaires and will attempt to pick up anything which could lead to a better experience for patients and also to discover how we can help patients to better understand how to cooperate in their health care.

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8. **PPG Networks**: Margaret Taylor had attended the first two meetings of the newly formed South
Charnwood PPG network which is looking to provide a forum to share events organized by the PPGs
and to contribute from a patient’s perspective to the Federation. The network is currently seeking volunteers to act as Chairman and secretary/convener. A Health Education event is organized to take place at Sileby Community Centre on Wednesday September 21st. from 2.00pm to 4.00pm. Letters have been sent from surgeries to patients with long term conditions inviting them to attend.
The next WLCCG PPG Network meeting is on Thursday, September 8th. Some notes from this will be circulated.

9. **Challenges facing NHS**: The WLCCG is currently in the process of planning the necessary changes.
It is their intention to give better care but with less expenditure by moving some of the care out of the acute hospitals into the community hospitals and GP practices. The meeting spent some time discussing these challenges facing the NHS and the problem of misleading media publicity.
Dr. Clay told the meeting of the imbalance in the per patient funding between GP practices and the realities of the WLCCG’s proposals to redress the balance. For the Cottage Surgery, currently receiving one of the lowest amounts, meeting the conditions imposed in order to receive the increase would lead to additional costs which would outweigh any increase given and would require an unnecessary extension to the opening hours. The meeting was unanimous in its concern and asked Margaret Taylor to raise this matter at the PPG Network and by a question at the WLCCG AGM.

10. **News items**:

a) Pilot scheme at Glenfield Hospital CDU: Mention was made of a report on the development of a scheme to increase the efficiency of the Clinical Diagnostic Unit at Glenfield in order to ensure that patients were directed expeditiously to the right place for treatment.
b) NHS proposal to close paediatric heart surgery unit at Glenfield: NHS England has revived this proposal. Ann Irving told the meeting about the petition calling for a debate in parliament about this proposed closure. More signature are needed soon if the debate is to take place.
 c) David Harris drew attention to an article in The Sun in which a patient was complaining about having to speak to his GP first before booking an appointment. The Group reaffirmed its support for the Doctor First scheme and Dr. Clay described how he always stressed in training that this must not be used as a barrier but as a means of enabling patients to access their GP without long waiting times.

11. **Micromanagement and excess form-filling**:
Margaret Taylor shared with the PPG her growing concern at the detailed amount of form-filling which is required of NHS staff, including those at GP surgeries; and also the linking of these numbers directly to payments. Her concerns are a) this makes work, which costs; cutting some paperwork could save money; b) linking evaluation and assessment with detailed financial accounting does not make for good accountability; c) such ‘micro-management’ undermines the morale of staff. Having talked to a number of people, including a friend who is a management consultant, she is hoping to gather some information in order perhaps to persuade someone to do a rigorous factual research into the problems and devise better ways of managing. The meeting gave general support to this. Continued on p.3

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12. **Meetings attended**: **Alliance PPPG & Planned Care Board**: Margaret reported that the LLR
 Alliance PPPG, on which she represents South Charnwood patients, is concerned to develop liaison with
 PPGs and is preparing a presentation pack for this. Margaret would like to present this at a future PPG
 meeting. The Planned Care Board, on which Margaret represents the Alliance PPPG is working hard to
 deal with the practicalities of moving care from the acute hospital to Community hospitals and GP
 practices. This is complex and time consuming but progress is being made in areas such as follow-up
 after knee or hip replacements, dermatology, endoscopy, etc. and also with improving the efficiency of
 the systems for arranging consultations with specialists in order to reduce waiting times and costs.

13. **Surgery Web page**: David Harris reminded the Group that individual patient access – for prescriptions, booking appointments etc. – was not by means of the Web page but a separate route.
Patients should ask at reception for a letter which would give them the access codes.

14. **Patients’ feedback**: a) Karenna asked about the use of telephone based computer apps for diagnostic purposes. David told the meeting that Dr. Clay would discourage such use. This could be put on a future agenda for clarification and discussion.
b) Liz Shrives told the meeting of a disturbing instance when a patient in a hospital ward was caused distress by being given insufficient information about a procedure in relation to a catheter. Liz had spoken to the nurse who dismissed the concern with the comment that the patient would not have understood. The meeting shared Liz’s concern at this lack of communication and respect.

15. **Any Other Business**: a) Flu vaccinations are due shortly, beginning September 19th, we were asked to encourage patients to book for these with the surgery.
b) The meeting was reminded of the dates of forthcoming meetings; WLCCG PPG Network on Thursday, September 8th, at the NSPCC College, WLCCG AGM on September 19th at Burleigh Court, Loughborough, at both of which PPG members will be welcome, and South Charnwood PPG on October 13th at which Margaret Taylor and Sharon Clay represent the Cottage Surgery.

16. **Next meeting**: Provisionally set for Tuesday, December 6th, subject to confirmation.

 Margaret Taylor (Secretary) 12.9.16