**The Cottage Surgery**

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**Patient Reference Group [PRG]**

**Draft Minutes of the Meeting on Tuesday, 21.11.17 – 6.00pm at the Cottage Surgery**

1. **Attendance:** Present were Les Pole (Chairman), Rod Hudson (Treasurer), Colin Brookes, Ann Irving, Sue Taylor, Sharon Clay (Practice Manager), Dr. Steve Clay (GP) and Margaret Taylor (Secretary).  
**Apologies** were received from Claire Ayres, Marsha Blisset, Karenna Galer-Coombes, Liz Shrives and David Harris (Assistant Practice Manager)

2. **Minutes** of the Meeting on 8.8.17 These had previously been circulated and, with the addition of a note in paragraph 5 concerning correspondence with Professor Steve Field of the CQC, were approved and signed.

3. **Matters arising** not otherwise on the agenda:   
 a) Staffing: Sharon Clay informed the meeting that no appointment had yet been made to fill the   
 vacancy left by Dr. Ecclestone, Two doctors had shown initial interest but had not followed up   
 and another is due to come for interview.  
 b) South Charnwood PPG network: Efforts to arrange a follow-up meeting having so far failed, the   
 meeting suggested that we look into the possibility of developing an email network.  
 c) Good Neighbours: Claire Ayres had sent a report of the successful AGM and an outline of the   
 progress made during the year. Funding has been secured for the next twelve months.   
 (report and chart attached)

4. **Treasurer’s Report**: The treasurer reported that there had been no action in the last twelve months therefore there had not been a formal inspection of the accounts. The current balance stands at £567.55. The meeting agreed that the PPG might contribute to the costs of carpeting and an outside light for the entrance.

5. **CQC inspection**: The report had now been published. The PPG was relieved that the rating this   
 time was satisfactory. There were still some inaccuracies and typing errors but the PPG supported   
 the staff in their view that it was not worthwhile to try to get these altered. We regretted that the   
 surgery is required to pay a large fee to register for such an unhelpful and stressful inspection system.

6. **NHS in the East Midlands**: Margaret Taylor spoke of the changes in the NHS provision in the East Midlands and the impact on the Cottage Surgery and its patients, covering the LLR Alliance – what it is & what it does; the Better Care Together (BCT)/ Sustainability Transformation Plan (STP); and the movement of clinics etc. from acute hospitals to community venues and local surgeries. (Summary notes attached).

*(continued on p.2)*

*6. NHS in the East Midlands - continued*]

The WLCCG AGM on 11.9.17 had focused on a number of initiatives seeking greater integration of   
the work being done. The PPG Network continues to meet quarterly but concern was expressed by participants that the balance has shifted towards presentations by staff and away from contributions and sharing among PPG representatives.

7. **Future actions for PPG**:   
 a) First Aid training: Sue Taylor expressed her willingness to arrange a further training event at   
 a date to be agreed at our next meeting.  
 b) Awareness/education event: We considered organizing an event to raise awareness and educate   
 patients and suggested that suitable topics might be smoking or obesity among young people.

8. **Patients’ feedback**: Ann Irving shared her concern over the inadequate information given at the   
 audio department about replacement hearing aid batteries and where they can be obtained. She   
 had not been told of the need to produce documentation when going to collect NHS batteries and   
 therefore had to make a repeat journey. This would be hard for anyone coming from a distance on   
 public transport.

9. **Other Business**: Sharon Clay told the meeting that NHSE are putting ‘patient access’ wifi into all GP   
 surgeries. Members were not convinced of the usefulness of this or of the availability of a   
 sufficiently strong signal.

10. **Next meeting:** Tuesday 20th March 2018 at 6.00 pm at the surgery, subject to confirmation.

Margaret Taylor (Secretary) 20.3.18