**The Cottage Surgery**

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**Patient Reference Group [PRG]**

**Minutes of the meeting on Tuesday, 17.5.16 at 6.00pm at the Cottage Surgery**

1. Members present were Les Pole (Chairman), Claire Ayres, Marsha Blisset, Colin Brookes,   
Rod Hudson (Treasurer) *[until 6.30pm*], Karenna Galer-Coombes, Ann Irving, Sue Taylor,   
David Harris (Assistant Manager), Dr. Steve Clay (GP) *[until 6.30pm* and Margaret Taylor (Secretary)  
Apologies were received from Liz Shrives and Anne Gray

2. The Minutes of the Meeting on 23.2.16, previously circulated were taken as read and approved.

3. Matters arising not otherwise on the agenda:  
a) Defibrillator for Woodhouse: The British Heart Foundation would supply a defibrillator for £400 and will include training for 10 people to use it. In the meantime Ann is awaiting a reply from the Community Heart Trust who have adopted the phone box as a place for a defibrillator.   
b) Driveway improvement: Funds from the section 106 money from developers for improving facilities in the community have been allocated but are still being held by WLCCG who are laying down unacceptable terms for its release. The PPG was of the opinion that we should support the surgery in this and seek to ensure that the money is safeguarded until the matter can be resolved. Subsequent to the meeting we discovered that the planning permission had lapsed and a new application will have to be made. Ann and Margaret will consult with the surgery on further action.  
c) Garden: David Harris informed the meeting that arrangements were in hand with a landscaper who had done good work at The Banks.  
d) Posters display: The meeting noted, with thanks, that the posters on the noticeboard had been tidied.  
e) Questionnaire: Margaret apologised that this had not yet been prepared. She and David had discussed the approach which they hoped would not be a simply repeat of previous questionnaires but would engage the patients who completed the forms in sharing their general experiences of health care provision and support.

4. Treasurer’s Report: Rod Hudson reported that the bill for the waiting room chairs had been paid and  
that the balance in the account is now £564.70

5. First Aid Training: The First Aid Training had gone well, with 50 people attending. The meeting   
thanked Sue for organizing it. It was noted that there are two defibrillators in Woodhouse Eaves,   
one at the surgery and one near the Pharmacy/Post Office. It was suggested that we might organize a further training at some future time, possibly asking Bob Lilley, a First Responder from Shepshed to lead. We would welcome Bob to a meeting of our PPG as he is involved in setting up a PPG in Shepshed and would like to observe one of our meetings.

6. Good Neighbours initiative: 55 people attended a preliminary meeting, many of them showing interest in developing a scheme. A further meeting is planned for Tuesday, June 7th when it is hoped to set up a steering group. The meeting thanked Claire for arranging this.

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7. Euthanasia kits: Colin alerted us to an item reported in the press regarding the availability of   
‘euthanasia kits’ available through the internet and the case of a woman who was prevented by police   
from using the one she had ordered and subsequently committed suicide. We spent some time discussing this. We were concerned that people should not suffer unnecessarily and recognised that in many case, especially elderly people, pain relief could legitimately be given even if it hastened death. However we also recognized that some people did suffer physical or mental pain which could not be relieved by medication. We recognized that people’s autonomy and dignity should be respected but also that there should be protection from subtle coercion and protection for those the person seeking death might want to involve. There are complex ethical issues involved which cannot easily be resolved.

8. South Charnwood PPG Network: Margaret reported on the initial meeting of the South Charnwood PPG Network. The purpose of this grouping of PPGs is to facilitate cooperation with the Federation and share ideas and activities with the PPGs of the practices within the South Charnwood Federation. Each PPG is invited to send two representatives; most were represented by one PPG member and a practice manager. Margaret had attended the first meeting. Sharon Clay had intended to be there but was prevented at the last minute. The meeting asked Margaret to continue to attend on our behalf. We felt that the balance of representation might be better if two PPG members attended along with a practice manager. The next meeting is on Wednesday, July 20th. Possible activities we could share include First Aid Training, ‘Happy Healthy Us’ we have organized and the walks organized by Quorn.

9. Patients’ feedback: a) impact of junior doctors’ strike: No-one had heard of any patients being affected  
by the strike but there may have been some we did not know about. We await the outcome of the current talks at ACAS.  
b) Other: No other patient experiences, good or bad, had been reported to us.

10. News items:   
a) EMAS CQC report: The recent report was of continuing concern but not a new problem. Delays are  
caused by waiting times at A & E, distances covered in our area and traffic problems out of EMAS control.  
b) Change of provider for Loughborough hospital and Out of Hours service etc. We were told at the WLCCG PPG Network that CNS, the current provider of some services at Loughborough Hospital, the 111 service and the Out of Hours service has withdrawn because it has gone into administration. However the WLCCG has contracted with Derbyshire Health United to take over these services and patients should not be affected.

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11. Reports of Meetings attended:  
a) PPG Network: Margaret attended the recent meeting at which Angela Bright gave an overview of the Evolution and Revolution in Primary Care in West Leicestershire, including the setting up of the four GP Federations. Sue Venables then outlined how engagement with patients and carers has developed to respond to the changes. Both were informative and interesting. This was followed by useful discussion in area groups on the role of PPGs and Networks and how these can engage with the providers and planners of care. The final session was presented by Gill Stead, the Pharmacy Lead in the WLCCG. She told us of the large reduction in expenditure on prescriptions which will be necessary in the coming year, focusing particularly on prescriptions for paracetamol and for gluten free foods for coeliacs. She asked for reactions from PPGs to the suggestion that foods should no longer be given on prescription but that patients should be encouraged to buy from supermarkets which now have stocks of appropriate foods. The meeting was generally in favour of this, especially as the costs to NHS of the prescribed foods was substantially higher than the cost of the same foods at the supermarket. We did recognize that people on lower incomes might find it difficult to afford even the supermarket prices but considered that it would be more responsible financial management for them to be supported in buying their own foods. With regard to paracetamol, we recognized that this could be bought without prescription and some savings could be made by asking patients to buy their own but that some people, because of their health problems, should have the drug on prescription. We were assured that the Cottage Surgery kept careful check to ensure no unnecessary prescribing.  
b) Friends and Family Test Awareness Event: Margaret had attended this and shared her concern that the continuation of this system of feedback and the reporting required is a waste of managers’ time and resources. A cascading system of personal questioning used by the CCG’s Communication and Engagement Team provides much more useful feedback, uses fewer resources and does not cause the negative reaction that repetition of the same simplistic questions can cause.   
c) Alliance PPPG & Planned Care Board: The Alliance and the Planned Care Board are continuing to work towards the provision of health care nearer home and more easily accessible for patients. There has been progress in a number of areas but the task is hindered by the complexity of the current health and social care structures and therefore slower than anyone would wish.

12. Forthcoming Events:   
a) PPG Awareness Week: We decided not to arrange anything for the week itself but to have some leaflets available at the Open Gardens on June 4th and 5th. *(Because of pressures on people’s time this did not happen but we will obtain leaflets and make them available round the villages*)  
b) Dementia Awareness Day at Loughborough University: Mention was made of this event to be held on Saturday, May 21st.  
c) WLCCG AGM: This will be held on Tuesday, September 20th at Burleigh Court, at Loughborough University. There will be displays from 5.00pm and the AGM will begin at 6.00pm

13. Any Other Business: Marsha indicated her willingness to help with a future fund raising event.

14. Next meeting: The next meeting will be on Tuesday, July 19th (tbc)at 6.00pm at the Cottage Surgery