**The Cottage Surgery**

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**Patient Reference Group [PRG]**

**Minutes of the Meeting on Tuesday, 6.12.16**

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

2. **Minutes of the Meeting on 6.9.16**: The minutes having been circulated and there being no corrections they were taken as read and signed.

3. **Matters arising not otherwise on the agenda**:  
 a) Good Neighbours Scheme: This is now up and running. Volunteers have been checked and trained  
 and 4 jobs done in October and 8 jobs in November. The PPG thanked Claire for her work in setting up  
 the scheme and for the encouraging start. [See attached reports]  
 b) First Aid Training: It was agreed to arrange this for a date in April or May on a date to be agreed at our  
 next meeting.  
c) Defibrillator for Woodhouse: Ann Irving reported that the Heartbeat Trust would allow only their own,   
 expensive, equipment to be installed and suggested that we seek to persuade the parish council to take   
 over responsibility in order that a defibrillator might be obtained through the auspices of Bob Lilley for   
 about £600 and maintained by him.   
d) Driveway improvement: There is still no progress on this.   
e) Garden: We were glad to note that work has now begun on the garden.

4. **Treasurer’s Report**: Rod Hudson produced the Statement of Accounts for the year 7th September 2015 to 6th September 2016, noting that expenditure during the year comprised £33.00 for the hire of the   
village hall for the ‘Happy, Healthy Us’ event and £1069.20 for chairs for the surgery waiting room, as   
agreed by the PPG. There had been a small amount of bank interest of £0.47 added since the last   
meeting leaving a current balance of £566.12. [Statement attached]

5. **Questionnaire**: Margaret Taylor reported that the questionnaire had been available in reception for a number of weeks and that 45 people had filled in copies. A summary of the results was provided and attention drawn to the respondents’ overall level of satisfaction with the service provided by the practice. Further reflection on the results may indicate future action for the PPG. [Report attached]

6. **Care Quality Commission Inspection**: Dr. Clay and David Harris informed the PPG about the CQC inspection which had taken place the previous Friday. Les Pole and Margaret Taylor had met by request with the leading inspector who was a retired nurse; the other inspectors were a retired practice manager and a GP. A full discussion followed in which the PPG expressed concern about the attitude with which the inspectors carried out the inspection, the amount of additional paperwork they had required in advance and their apparent determination to expand minor points into causes for reprimand. (cont. p.2)

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6. *(Continued*) We were particularly concerned that the GP inspector had access to patients’ records and discussed some of them when the leading inspector was in the room. The meeting expressed full support for the surgery staff and agreed that, when the report is received from the inspectors, the chairman and secretary should write to the CQC expressing our view that while we do not doubt the importance of regular assessment of the care provided in every health service location, we had grave concern at the unhelpful and damaging way the inspection was carried out and at the breech of patient confidentiality.

7. **Challenges Facing the NHS**: Ann Irving had a copy of the Sustainability Transformation Plan indicating changes in our area and the secretary agreed to circulate a summary. Margaret pointed out that the plan was in line with the ‘Better Care Together’ planning which the CCG had been undertaking over the last few years. Dr. Clay expressed concern that the extra money which is to go into Primary Care with the intention of providing extra hours will simply spread care and end in giving a lower quality of care.  
Colin Brookes had provided an article, which had been circulated, about the future of the NHS and expressed concern about the misdirection of funds in particular in regard to overprescribing. Dr. Clay reassured the meeting that the influence of the drug companies on prescribing has been removed by the close controls exercised under the regulation by the CCG. The CCG has also taken steps to limit the prescribing of Gluten free foods and of paracetamol.

8. **PPG Networks**:   
a) South Charnwood PPG Network (SCPPG): A second health awareness event had been held, this time at Birstall. It had been well attended and found useful. Dr. Clay had spoken to a leading endoscopy nurse from the LLR Alliance about the availability of the procedure. The Alliance was anxious to encourage people to choose a community hospital for this but Dr. Clay had found none of their appointments available on Choose and Book. The nurse was able to indicate an alternative method of booking appointments and Margaret Taylor had made the Alliance PPPG aware of the problem.

b)WCCG PPG Network: The Network had met on November 10th and heard reports from the WLCCG, Federations and PPG Localities. Delegates went in turn to each of three workshops: a) improving access to urgent care in Leicestershire; b) a Community Pharmacy team working closely with a GP practice to better support local communities; and c) Improving people’s experience of care at the end of life. Notes from this meeting are attached to the minutes.

10. **News items**: The petition to force a debate in the House of Lords on the proposal to close paediatric   
 heart surgery at Glenfield is still being circulated and we await further news.

12. **Meetings attended**: Margaret had continued to attend the Alliance PPPG & the Planned Care Board   
 and will share information as appropriate.

13. **Patients’ feedback:**  Concern was expressed about the costs incurred by patients being transported for tests or treatment by Arriva ambulance when they could drive themselves or be driven by a friend.

Date of next meeting: Tuesday, February 7th 2017 at 6.00 pm.  
 Margaret Taylor (Secretary) 11.12.16