

- Liz gave an update for January -

Calls handled by reception	15,290
Medications Issued	
Consultations	
Patient referrals and letters	
Patients who did not attend appointments	

Remaining figures for the above will be inserted when received from the surgery

- Staff changes – Sam Pritchett had taken over from Sarah Craig at Cropwell and was covering various other duties as well until replacements were found. Rachel Davison had returned from maternity leave as rota Co-ordinator - Due to the complexity of this role Liz is assisting at present as required. Matt Moore, based at Bingham is leaving at the end of March.
- Staff morale is difficult and tough – when staff are off sick, everyone is assisting with covering the respective roles to keep things moving.
- There have been some negative remarks, from patients, on social media regarding the surgery and its staff, Please remember that the people in the surgery are doing a difficult job and trying their best to help everyone. Negative comments are not helpful and do remember that one day you might need their help. Let's not forget the positive comments and that a 'thank you' goes a long way and helps morale in a big way.
- Liz gave details of a trial Menopause Group Consultation which is to be held on 7 March at Bingham – 3.30pm – 5.30pm. This consultation is for ladies that are not already on HRT and have not previously seen anyone. It is NOT for follow-ups. If someone rings up wanting to discuss HRT the benefits of a Group Consultation should be put forward to start with as this might help because:-
 - Time with the GP will be up to 90 minutes rather than a ten minute appointment or multiple appointments that might be required
 - Lots of information will be given – they will learn all they need to know, including being sent a video and information beforehand
 - A supportive group of women, during what can feel like a lonely time – learn from each other's experience
 - Will get HRT prescription issued at the end of Group Consultation if needed. If this trial proves to be a success, there is the possibility of other Group Consultations being set up covering different subjects.
- A new telephone system is being installed in the surgery during the next few months
- The surgery thanked members of the PPG for their help with the filing/admin at the surgery – this is always required. Any work carried out by the PPG is always confidential, all members having signed a Confidentiality Clause.
- Several complaints had been received about the signage, or lack of, leading to the Cropwell Surgery. It is not clear in the area it is situated and this should be looked at accordingly.

Sam Pritchett to investigate this further

4. Well Pharmacy – Karen Alexander, Alex Castledine

Sally welcomed Karen and Alex from Well Pharmacy and an update was given:-

- What do we want from the Pharmacy?
- There have been a number of issues, the service improves then declines again. We need continuity. The Pharmacy is of prime importance and used a lot in Cotgrave and we need to be able to rely on the services it offers.
- There are now additional responsibilities with Pharmacies that have signed up for Pharmacy First, whereby patients can be seen by the Pharmacist and given the required medication or referred elsewhere if needed. This includes:-
 - sinusitis
 - sore throat
 - impetigo
 - shingles
 - uncomplicated urinary tract infections
 - insect bites
 - ear infections

there is no charge for seeing the Pharmacist. If you pay for your prescriptions and one is issued that is all you pay for.

When a Pharmacist sees a patient there are various questions asked leading to various levels of triage and help will be given at every stage. Referrals will be made if required.

- There is frustration in obtaining certain medication. This, we know, is countrywide.
- Substitutions for medication not available is not an answer to a problem. Firstly, this is not legally allowed. Protocols and procedures have to be followed by the Pharmacy throughout and any changes have to be referred back to the GP to ensure that the contents of a substituted medication is correct and not going to cause any additional problems. It is not just a matter of being given an alternative. The Pharmacy does their best to obtain the required medication but due to shortages this is not always possible. Patients can always try another Pharmacy because of course they may still have supplies. Questions were asked about drugs/strengths of various medications that could be prescribed.
- Cotgrave now has full cover in the Pharmacy with two Pharmacists covering different days Monday to Saturday to ensure someone is always available.
- Advertising of the services offered under the Pharmacy First Scheme will be in Cotgrave Connections to clarify to patients what can be obtained and how.
- The Pharmacy use six different wholesalers for medication supplies. Legally they are required to use three.
- The timespan for obtaining a completed prescription legally is ten days. At present the Pharmacy is completing this within seven days.
- The Pharmacy is undergoing a refit at present and will have a fuller range of items available

<ul style="list-style-type: none"> • A general discussion about the Pharmacy/medication supplies etc took place. • Sally thanked Alex and Karen for attending the meeting and it was noted that the Pharmacy would update the PPG on a quarterly basis. 	<p>Sally to include on the agendas as required</p>
<p>5. Dementia Friends Training – Anshu Shearing</p>	
<ul style="list-style-type: none"> • Due to the importance of this subject and the restraint of timings at this meeting, it was decided to defer it to the meeting to be held on 27 March. Anshu Shearing will attend the meeting to address this subject. 	
<p>6. Dementia Programme – Rushcliffe</p>	
<ul style="list-style-type: none"> • Gwyneth Owen is seeking help for the supply of 50+ Binders/Folders to circulate the RDAM Dementia directory to public places and hardcopy. Any ideas on freebees would be appreciated. • There will be a Dementia Roadshow at Rushcliffe Arena on Thursday 16th May for providers, services etc. Gwyneth would like volunteers to help organise the event and participants, sponsors etc. Multiple other events around Rushcliffe in the next few months. If anyone requires further detail please contact David Adams. • U3A has been contacted about a dementia meeting – implications of this being considered. 	
<p>7. Social Prescriber – Philippa Bremner</p>	
<ul style="list-style-type: none"> • Philippa introduced herself as the new Social Prescriber covering Cotgrave and Cropwell and gave an update on the service being provided. • Feedback for the work being done was very positive. It is a sign post service. There is a lot of help and support available as described in previous minutes. Please see attached documents and below for her contact details and further links to all things Social Prescribing. For more information on social prescribing please visit the Rushcliffe PCN website: Rushcliffe Social Prescribing RushcliffeHealth Friendship Calendars: https://www.rushcliffehealth.org/friendship-calendars Directories for Health and Social Care conditions: https://www.rushcliffehealth.org/directories The Big Greenbook for nature based activities and green spaces in Rushcliffe: https://www.rushcliffehealth.org/green-book Facebook: Rushcliffe Social Prescribing Nottingham Facebook • A question was asked about the DESMOND Programme (Diabetes Education and Self Management for Ongoing and Newly Diagnosed) 	<p>Pippa to look into this Programme and report back at the next meeting. Sally to put on the next agenda.</p>

8. Rapid Group Feedback – Sally Bates	
<ul style="list-style-type: none"> • Event coming up – “The Future of Health” on 27 June at the Cotgrave Welfare to keep people informed as to what is going on. • Talk of a case study about PPG 	Belvoir Health Group happy to volunteer – Sally
9. Cotgrave Integrated Neighbourhood Event – 24 February	
<ul style="list-style-type: none"> • This event to take place at the Cotgrave Welfare – 10am-12noon. People are invited to drop in on the day. • The event is to encourage local organisations to work with the community to find ways to improve the health and wellbeing of local people. • It will highlight what already goes on in Cotgrave and how people can be involved • Local services and community groups are invited to showcase their work - Gill has volunteered to staff a table for our group and is available to talk about the PPG • This is an opportunity for the people of Cotgrave to make change happen. • A short questionnaire is available to complete in this respect, either from the scan on facebook, or in paper copy and can be returned to the surgery, the library or wherever it was collected from. • This event does not seem to have been advertised very much. We need more communication/advertising about these sorts of events. Can this be done using the surgery as a central point perhaps? Because again not everyone uses facebook as a means of obtaining information and we need to remember this so that all patients in the community are aware of what is taking place. 	Heather to look into the possibility of the surgery being used as a central point for information being communicated to everyone in some way.
10. The Future of Healthcare in Rushcliffe – June 27 2024 2.00pm-6.00pm Cotgrave Welfare	
<ul style="list-style-type: none"> • Are you registered with a Rushcliffe GP practice? If so, you can find out how health and social care is changing • A flyer advertising this event is attached – book a free ticket as indicated on the flyer 	
11. Any other business – Update from David Adams re medication supply	
<p>The following is a brief summary of the situation and problems with medication supply and dispensing:- (copies of this have already been circulated to the PPG)</p> <ul style="list-style-type: none"> • 2020 onwards - Major problems with patients unable to obtain prescribed medication started to occur post Brexit and during the Pandemic. 	

- Reasons: Patients were told that there were “manufacturing” problems especially by staff at Well and other dispensaries.
- Consequence: Patients had to seek alternatives from the clinicians at BHG to hunt for supplies widely. Considerable frustration and aggression resulted.
- During 2023 it became apparent that some these issues were not just manufacturing but the result of price and policy decisions taken by DoH, NICE and the new ICB locally.
- Conditions affected include but not limited to: Type 2 Diabetes, coronary treatments, psychotic problems such as Autism, Hormone imbalance, certain antibiotics for infections, dyspepsia remedies and epilepsy.
- January 2024: a poster appeared in Morrison’s pharmacy in Gamston suggesting that patients affected contact their MP. DA/SB wrote to Ruth Edwards.
- Details were requested and our concerns were discussed and raised with the Minister for Health. He was aware of some of the issues. We suggested he and RE contact local pharmaceutical professions or trade bodies to get lists of out of stock or unavailable medications.
- We understand that this list is over 111 in January and an all- time high with an annual increase of over 50% over 2023 reported in the media. Previous shortages were sometimes transient, others were long term and the result of NICE and ICB policy decisions we believe. The BHG team have been very supportive of the PPG and patients during this time. However their teams have frequently and regrettably been the subjects of aggressive behaviour.
- The latest position with certain drugs for Type 2 Diabetes is a global problem and unlikely to be resolved this year according to Diabetes UK! These problems are largely the result of licensing these products for weight loss programmes and successful treatments, in addition to patients seeking private supplies at costs of over £300 per month.
- Next Steps - this subject has to be escalated to whatever level required in order for results to be obtained.
- Can this be taken to the next Rapid Group meeting in order for it to follow the required procedure/protocol
- Do we bring the media in so that the community is aware of what is, or is not, taking place
- A letter was e-mailed to our MP Ruth Edwards on 28 January outlining the concerns of this subject. Detail of the response received on 12 February as follows:-

“Thanks very much for your email. As you will know, I have been collating details in relation to the medicines that are currently in short supply.

I can confirm that I have now passed this information to the Minister of State for Health and Secondary Care so that the Minister and his officials can investigate

Sally to bring this forward at the next Rapid Group meeting

the shortages, having already met with him to bring local concerns about shortages to his attention. Please note that it may be several weeks until the Minister reports back to me.

In the meantime, I understand that there are global supply issues with glucagon-like peptide-1 receptor agonists (GLP-1 RAs), which are licensed for treating patients with type 2 diabetes, including the branded medicine Ozempic. This appears to be largely driven by off-label prescribing for weight loss, which has led to shortages of these medicines for patients with type 2 diabetes.

I am aware that the Government has issued guidance in the form of a Medicine Supply Notification (MSN), addressing all GLP-1 RAs, advising healthcare professionals on how to manage patients requiring these medicines. The Government is considering whether further communications are required.

The Government expects all providers of healthcare services, whether National Health Service or private, and all those with responsibility for prescribing to take appropriate account of national guidance such as MSNs. The guidance is clear that these medicines should only be prescribed for the treatment of type 2 diabetes, in order to protect supply for diabetes patients. Medicines which are solely licensed to treat type 2 diabetes should not be routinely prescribed for weight loss.

I know that the Government is working closely with national diabetes specialists, the NHS, wholesalers, all manufacturers of these medicines and the relevant regulatory bodies and agencies to address this problem and to understand how they can help ensure type 2 diabetic patients continue to get access to treatment.

I will be in touch once I hear back from the Minister and please do let me know if I can assist in the meantime.”

Ruth Edwards

- Is part of the problem based on licensing (MRHA) NICE and what the DoH will pay? Is this compounded by what our local Nottinghamshire Area Prescribing Committee says, thinks or does?
- This problem is ongoing and clearly affecting patients – we just need to continue with this subject as it is a long and drawn out matter that will rumble on for a very long time.
- Patients need to communicate with Ruth Edwards so that she is aware and up to date about what is happening in the constituency. We cannot complain about a situation if we are not willing to do anything about it.

12. Date of next meeting

**The next meeting of the PPG is to be held on 27 March 2024 – 2.00pm- 4.00pm
at the Cotgrave Hub**