

**East Staffordshire District Patient Engagement Group**  
**Minutes of the Zoom meeting held on Thursday 9<sup>th</sup> December 2021,**  
**between 18.30 and 20.30.**

**1. Present:**

|                      |   |
|----------------------|---|
| Sue Adey-Rankin, SAR | Chair East Staffs District Patient Engagement Group, (Tutbury Patient Forum)                              |
| John Bridges, JB     | Vice Chair East Staffs District Patient Engagement Group, (Tutbury Patient Forum)                         |
| RB                   | (Trent Meadows PPG)   |
| BJW                  | (Tutbury Patient Forum)   |
| TB                   | (Yoxall PPG)  |
| SG                   | (Yoxall PPG)  |
| LH                   | (Peel Croft PPG)  |
| KF                   | (Balance St PPG)  |
| JK                   | (Wetmore Road)  |
| DB                   | Healthwatch   |
| AH                   | East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement)      |
| DH                   | (Chair, Crown PPG, Tamworth). Member East & South East Staffs Clinical Commissioning Group Patient Board. |

**2. Apologies.**

|      |  |
|------|--|
| KB   | (Rocester PPG) unable to get Zoom.   |
| CD   | (Trent Meadows PPG)  |
| LT   | (Carlton Group PPG)  |
| SMcK | (Trent Meadows PPG)  |
| YC   | (Dove River PPG)   |
| JW   | (Barton PPG)   |
| LL   | (Alrewas PPG)  |
| ZL   | Burton Mind. Member East and South East Staffs Clinical Commissioning Group Patient Board. |
| LH   | (Peel Croft PPG)   |

The Vice-Chair informed the members that CR from Bridge PPG had resigned from from the group and would be no longer coming to the meetings.

### 3. Guest Speakers

James Flintham Support Staffordshire Community Officer, Tamworth  
Richard Williams Support Staffordshire Community Officer, Lichfield and Burton

### 4. Welcome.

The Chair, SAR, welcomed everyone to the virtual District meeting held via Zoom. Also welcomed the guest speakers, JF and RW, who had accepted our invitation to come to the meeting and have a discussion on their proposal regarding Patient Participation, sent out to everyone prior to the meeting.

For the benefit of JF and RW each person present introduced themselves and the PPG they represent.

### 5. Minutes of the Meeting held on 28<sup>th</sup> October 2021.

The Chair, SAR, went through the minutes and asked if there were any amendments? RB, Trent Meadows PPG, indicated that several questions were raised for the speaker RE, but he had not received any feedback nor is there any in the minutes. The Vice Chair, JB, said that all the questions raised at that meeting had been forwarded to RE and a follow up email sent prior to this meeting. There still has been no response and he will chase up again. Once received the responses will be distributed to everybody.

There being no further issues raised the minutes were accepted as a true record with RB and SG being the proposer and seconder.

### 6. Action Log

#### (i) Changes in Disabled Parking at the UHDB sites

A new protocol for disabled drivers parking at Queen's has come into being. It had been agreed that the Vice-Chair, JB, would put a leaflet together on the changes and circulate.

**Update:** The Vice-Chair, JB, apologised but he still had to conduct this action.

#### (ii). Website.

The Chair, SAR, informed the members that she and the Vice-Chair JB, had contacted CD, (Trent Meadows PPG), regarding the upkeep of the website. CD had agreed to conduct this role and a meeting will be arranged with our website provider.

**Update:** Due to time pressures this meeting has still to be arranged, early in the New Year.

## **7. Patient Participation Proposal from Support Staffordshire**

Firstly, both RW and JF gave details on the project Support Staffordshire had given them. This involved connecting with the various groups throughout Burton, Lichfield and Tamworth, and then seeing how Support Staffordshire can help link up the various organisations and health. They both see that PPGs can function as the bridge to help achieve this. The project has a further 5 months to run and both RW and JF want the members present to use them to help achieve this aim.

To help set the scene the proposal sent out is shown below

### **Healthy Communities / South East Place Base Partnership - Building on the work of Support Staffordshire Community Officers**

#### **Background:**

Patient Participation Groups (PPGs) have been required for each GP practice since 2015. A useful Toolkit document (attached) has been produced with support available from its author, and the local CCG's, via their Communication and Engagement team.

The activity of PPGs in general in the South East footprint is at a low base and has the potential to engage better with patients and recruit more volunteers and increase proactivity, in line with the aims of the Toolkit and with dedicated additional support.

Only 2 PPGs are currently members of Support Staffordshire in the area, from a potential total of around thirty. There are several well supported and effective PPG groups some that would be willing to share their experience with others. Two Patient Engagement groups exist, one for East Staffs and one for Lichfield & Tamworth.

Each are run in a different manner with different support.

#### **Potential actions:**

- Identify the current level of activity in all three localities (including the two district forums to which PPGs can send representatives). Identify those practices that don't have a PPG and offer to discuss this gap with them.
- Identify those practices with a PPG that could be more effective and offer to meet and discuss support options with them.
- Identify the PPGs that are doing well and support their development as well as

encourage them to network and mentor other PPGs.

- To connect the PPG's and Practices to the local voluntary sector offer.
- Engage with GP practices and PCN to support the growth of the PPG network.

Meeting agreed priorities, work with PPGs at all levels of their development to facilitate and encourage activities such as:

- Walking groups
- Place Of Welcome type coffee mornings/drop ins Virtual meetings
- Volunteer recruitment
- Other social action or community development goals Help to amplify and build confidence of the patient voice

Support Staffordshire staff that could be involved include - Locality Officers, Community Officers, Volunteering Officer and Social Prescribing Link Workers.

JF went through the proposal and went through what they had found to date, within the Tamworth and Lichfield areas.

- Some active.
- Membership issues.
- Who runs the PPG, the patient or the surgery?
- No succession planning.

There followed a discussion around the points raised above with similar being made about PPGs within East Staffordshire.

Examples were given with the main emphasis being on

- recruitment issues,
- apathy from patients,
- patients wanting to use a PPG as way of raising a complaint
- No finance to enable meeting the running costs and room hire

JF indicated that the place-based partnerships that are being set up from 1<sup>st</sup> April 2022 had received monies from the CCG which Support Staffordshire can bid for to help amplify the patient voice. There were already examples where social prescribers in

Burton have set up walking groups, routine coffee mornings had been set up for patients to get together.

DB, Healthwatch, mentioned that he had been a Places of Welcome coordinator and there are already thirty-six places of welcome set up and running within the area. RW confirmed this as he has visited several and found they can vary in size and type of people who attend.

DB in his Healthwatch role also has been visiting GP surgeries. Particularly, Balance Street, in Uttoxeter you could just walk in as normal, go to meetings within the building without an “escort” and there appeared to be a good relationship between patients and receptionists. The Vice-Chair mentioned that was good to hear but emphasised not all surgeries had the same footprint and access like had been described and therefore would not be possible to operate the same procedures. As an example, Tutbury and Dove River share the same small single storey building and waiting room, so strict measures must be in place to adhere with the various COVID protocols. Unfortunately not all patients realise this and only see one surgery working virtually as normal whilst others are not, and this leads to tension.

General input from members on their PPGs.

LH gave a history of Peel Croft PPG and the support from the practice especially the Practice Manager, DM and Partner Dr F. Always been a stable and well supported PPG but now small number of members. Had a good recruitment drive late 2019 but then COVID hit, and nobody appears interested in meetings via virtual means.

Yoxall PPG were being to take off well with joint community events with Barton PPG and holding a health event at the John Taylor School in Barton. All stopped due to COVID and with rising tensions between the patients and surgery held a public get together in the village hall. This attracted five new members but soon became obvious they just wanted to use the PPG to complain. Recently the Practice Manager left, the nurse leaves end December and lead GP on long term sick.

Other stories indicated all not well at some PPGs whilst some still have a particularly good relationship with their surgeries and are now meeting face to face.

DB, Healthwatch, mentioned that there was little consultation and involvement between Carlton Street Group and their patients over the future move to the Health Village due to be built at Outwoods site next to the Queens hospital.

The overall problem is that PPGs consist of a few resolute patients acting on behalf of all. Patients who are healthy are not interested until they need their surgery and then they expect everything straight away, like ordering on line and getting the things virtually instantaneously.

RW, Support Staffordshire welcomed the discussions and all the information given which is helpful in the work ne and JF are doing. He asked what are the criteria and make-up of PPGs and what is the requirement for medical people attending?

The Vice-Chair, JB, referred to the Setting up a PPG toolkit that had been produced and distributed by the Staffordshire and Stoke-on-Trent CCG's. This has already been distributed, and RW and JF have a copy which they distributed with their proposal. This is comprehensive document and sets out the various stages.

AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), was happy to meet up with JF and RW with a member of the Primary Care Commissioning team to give them background knowledge.

Finally, the Chair, SAR, mentioned that she and the Vice-Chair, JB, had put together a document for advertising to patients on how they can join their PPG. This was produced in a manner that could be used by any surgery / PPG and a copy is shown below.

## Patient Participation Group Membership Form

Name (Please print) \_\_\_\_\_

Address (Please print)

Telephone number \_\_\_\_\_ E-mail Address \_\_\_\_\_

Age Group (Please Tick) 18-30      31-50      51-65      66-74      75+

Preferred method of contact. (Please tick)                      Post                      E-mail

I confirm that I am a registered patient of the \_\_\_\_\_ Practice and that I wish to become an active member of the \_\_\_\_\_ Practice Patient Group, or member of the Virtual Group, (please indicate which).

I understand that, unless I state otherwise, my details above will be kept confidential and only be known to the elected officers of the Patient Group

Name (Please print)

\_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

When complete please hand into Reception, marked for the attention of the Patient Participation Group.

**Under the General Data Protection Regulations, (GDPR), by leaving your contact details above indicates your consent for us to contact you. To maintain confidentiality any email correspondence will be addressed to the specify recipient only, or via "blind copy" if sent as a group email.**

The Chair, SAR, wound up the discussions, thanking everyone for stimulating discussions

around the topic. Thanks were also given to JF and RW for coming along and talking through their proposal with the members.

If anyone wishes to discuss in more details both JF and RW were agreeable to having their emails given out and they are shown below:

[richard.williams@supportstaffordshire.org.uk](mailto:richard.williams@supportstaffordshire.org.uk)

[james.flintham@supportstaffordshire.org.uk](mailto:james.flintham@supportstaffordshire.org.uk)

## **8. Patient Stories**

No specific patient stories.

DH, (Chair, Crown PPG, Tamworth). Member East & South East Staffs Clinical Commissioning Group Patient Board, mentioned he had been looking at the Healthwatch Staffordshire website recently and saw the following on the front page:

### **Feedback Centre**

#### **Gordon Street Surgery**

#### **Terrible**

“Worst clinic in burton. The ladies at the front desk ignore everyone and do not answer the phone. When you...”

**[dissatisfied patient.]**

#### **The Langton Medical Group**

**Absolutely disgusting**

“Had to make appointment with nurse for yearly diabetic and heart review tried phoning over 50 times no answer went...”

**[antony.mcdonald]**



### **Balance Street Practice**

#### **My friend had a shocking experience**

“My friend went as she had odema in her legs and feet. Her BP was very high. She already has...”

**[Anonymous]**



### **Trent Meadows Medical Practice**

#### **Impossible to get an appointment**

“You can’t get an appointment then if you eventually do they will only give phone consultation. Had a ongoing problem...”

**[Anonymous]**



### **The Langton Medical Group**

#### **Letter sent which has been ignored**

“I have damaged nerve to my right arm and fingers. I have tried call the gp for over a week...”

**[Anonymous]**



Naturally, as a group we would not comment on what had been put into the public domain. In addition, these are an individual's comments about their surgery, and this should be taken up directly between the individual and their surgery through the correct complaint procedures.

However, the following update was given:

Gordon Street had a recent visit from the Care Quality Commission, CQC, and the report was not good. All details can be found on the CQC website. There are action plans in place to correct the situation and the surgery is working closely with the South East Primary Care Commissioners.

Langton Medical Group, Lichfield. Had the largest number of complaints and was discussed at the CCG Quality Committee earlier that day.

Trent Meadows was on the radar 6 months ago but not aware of any recent known issues apart from the abuse been shown to staff at the Stretton branch leading to the branch being closed for 2days.

## 9. Healthwatch

DB, Healthwatch gave the following update:

- In Tamworth, an 80yr old person, who was blind, received an appointment for hand surgery at the Robert Peel. However, they received a letter for a pre operation PCR test at Queens, Burton. The letter stated do not use public transport!  
AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), recommended this should be raised with Fran Smith, Community Hospitals Manager, UHDB.  
KF, Balance Street PPG, that her father who lives in York had a similar experience and had to conduct 3x50mile round trips for a pre op and PCR tests.
- The upgrade of the ITU at Queens is now complete which has released more beds.
- There is a £3.6M investment planned for midwifery services.
- DB has a meeting planned with the Managers DH and DA at Queens A&E to see how things can be improved.

- Had meetings with:
  - The Carers Group.
  - Parent / Carers Forum meeting.
- The Staffordshire County Health Scrutiny and Winter Planning meeting takes place on Monday 13<sup>th</sup> and the public can be present.
- Has a meeting with MPFT and the CCG to discuss the plans for the George Bryan centre in Tamworth.
- Psychiatric service has started up at Queens. Currently two staff at present but plans to expand the service.
- Recent mix up regarding a drop in COVID vaccination centre in Burton. People sent to Moor St Community Centre, then diverted to the Pakistan centre when in fact it was at the Queens Community Centre.

DK, (Chair, Crown PPG, Tamworth), member East & South East Staffs Clinical Commissioning Group Patient Board, asked that when DB has his meeting with A&E staff could ask for clarity on the ED kiosks that have been installed. Steve Fawcett, who is behind this indicates that they will be used to collect data from people visiting A&E and that nobody will be turned away but concerned on whether this is correct. The Chair, SAR, asked everyone if they knew what the kiosks are and do and any experience of using them?

AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), indicated that Steve Fawcett, does work as the clinical lead for all the six CCGs and understands where the comments and concerns are coming from. It was suggested that SF be invited to come to a District meeting to explain and discuss the topic and concerns.

## **10. PPG Updates**

### **CD, Trent Meadows PPG, had forwarded the following report:**

*Trent Meadows PPG notes following meeting November 24th*

- Although this was our second meeting after lockdown, we are still coming to terms with it all after such a long time without any meetings at all.
- We discussed the proposed frequency and timings of the coming year's meetings, together with potential speakers we

might invite.

- Changes of staff are ongoing at the surgery, with our new Practice Manager starting in the new year, subject to final confirmation. One of our doctors will be retiring and we have a new, female, GP partner who started a month or two back.
- Calls to the surgery have increased by 40% over the last six months and TM, in common with other surgeries, is receiving its fair share of staff verbal abuse. We agreed there was too much reporting of patient's complaints and it was good to report positively and praise staff when the opportunity arose.
- It was clear that although people understood the problems relating to the satellite surgery at Stretton, as explained briefly at our last meeting by our Practice Manager, they still had concerns about its future.

### **JB, Tutbury PPG.**

Face-to-face meeting held on November

- Due to the COVID situation number of attendees was low.
- Full input from the Practice Manager followed by long discussion on the topics of access, phone calls, (running at a total "in and out" calls of 1500 per day), and current protocols that had to be followed as the building has a small waiting room serving two surgeries plus other external health services.
- Update on the staff situation and recruitment.
- A receptionist has got through to the National finals for the Apprentice of the Year.
- The same person plus another young staff member have passed their training to conduct phlebotomy tests.
- Flu vaccinations conducted but not everyone done although people sent reminders. Of those vaccinated it was good to hear patients give praise to the surgery staff to the PPG members assisting.
- A newsletter is to be produced to highlight both the issues and the positives.

### **TB, Yoxall PPG.**

- Planned meeting for 16<sup>th</sup> November cancelled.
- Surgery going through tricky situation as one partner off on long term sick, Practice Manager recently left and Practice Nurse leaving at Christmas.
- New Practice Manager to start in February 2022. For the present a previous Yoxall

PM, John Evans, has come out of retirement to assist.

- Surgery still maintaining contact with the PPG.

### **DH, Chair South East District Group**

- The recent meeting covered primary care, NHS 111 and new housing within the area affecting health service. Been in contact several times with the local MP, who is the government housing minister but no responses to date.

### **11. Update from the East Staffs CCG, South East Primary Care Commissioning Committee and East & South East Staffs CCG Patient Board.**

Due to time pressures there were no reports to cover this agenda item.

### **12. East Staffordshire and Surrounds Diabetes UK Patient Network.**

- Meeting held on Thursday 25<sup>th</sup> November. Usual full agenda and the speaker was Simon Runnett, Locality Commissioning Manager, South West, Staffordshire CCG's. who had come to talk about, "Delivering improved diabetes care through the Primary Care Networks"
- workshop he is arranging with a Burton based Staffordshire County Councillor. The work is around raising the awareness of diabetes within the BAME communities within Burton. Following discussions between the Councillor, Diabetes UK Midlands and the Chair a workshop has been arranged to take place in December with interested organisations. Apart from those mentioned above the invitees include members of the network, Burton and District Mind, Staffs Network for Mental Health, Diabetes UK, BACT, St Giles, Trent and Dove, Support Staffordshire, Everyone, Everyone Active, Staffordshire Public Health and leaders from the BAME communities. From the workshop it is hoped that plans will be started to put in place projects to assist and help signpost these communities to where help and support can be given.

### **13. Any Other Business**

#### **(i) Meeting Dates 2022**

The proposed dates, times and location for 2022 had been sent out to all members. As agreed at the last meeting the proposals showed agreement to maintain meetings on a Thursday and at 6week intervals. New suggested times were 2.30pm until 4.30pm and as now 6.30pm until 8.30pm. Will continue with virtual during Autumn and Winter and

consider face-to-face from March 2022, dependant on COVID restrictions at the time. A discussion took place including the input that had been sent to the Vice-Chair. It was finally agreed to keep all meetings between 6.30pm and 8.30pm and the 2022 are attached to the end of these minutes.

#### **(ii). Website**

The website provider had approached the Chair and Vice-Chair to see if we wished a video to be made to promote both the group and patient participation via PPGs. Any draft video would be shown to the members before any release. This was thought to be a positive move.

(iii), Stretton Parish Council

The Chair, SAR, and Vice-Chair, JB, had been invited and attended the meeting earlier that week to discuss the roles of PPGs.

#### **14. Review of the Meeting.**

Highly informative, good discussions.

#### **15. Date of Next Meeting**

The next virtual meeting, via Zoom, is on Thursday 13<sup>th</sup> January 2022 starting at 6.30pm. The Chair SAR thanked everyone for their contributions to the meeting and wished everyone, their families and friends a happy festive season. The Vice-Chair, JB, echoed this and thanked everyone for their support to the Chair and himself throughout 2021.



**East Staffordshire District Patient Engagement Group Meeting Dates 2022**

| <b>Day</b> | <b>Date</b>                | <b>Time</b>     | <b>Meeting Type</b> |
|------------|----------------------------|-----------------|---------------------|
| Thursday   | January 13 <sup>th</sup>   | 6.30pm - 8.30pm | Virtual via Zoom    |
| Thursday   | February 24 <sup>th</sup>  | 6.30pm - 8.30pm | Virtual via Zoom    |
| Thursday   | March 31 <sup>st</sup>     | 6.30pm – 8.30pm | Virtual via Zoom    |
| Thursday   | May 12 <sup>th</sup>       | 6.30pm – 8.30pm | Face-to-Face        |
| Thursday   | June 23 <sup>rd</sup>      | 6.30pm – 8.30pm | Face-to-Face        |
| Thursday   | July 28 <sup>th</sup>      | 6.30pm – 8.30pm | Face-to-Face        |
| Thursday   | September 15 <sup>th</sup> | 6.30pm – 8.30pm | Face-to-Face        |
| Thursday   | October 27 <sup>th</sup>   | 6.30pm – 8.30pm | Virtual via Zoom    |
| Thursday   | December 8 <sup>th</sup>   | 6.30pm – 8.30pm | Virtual via Zoom    |

**Pre-Registration to the virtual meetings, via Zoom, will be required. Full details will be sent out prior to each meeting.**

**Locations for face-to-face meetings will be advised nearer the time. These meetings will also be subject to any COVID restrictions that were in place at that time. If face-to-face not allowed, then they will revert to virtual meetings.**

John Bridges

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