

East Staffordshire District Patient Engagement Group
Minutes of the Zoom meeting held on Thursday 1st April 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)
CD	(Trent Meadows PPG)
SMcK	(Trent Meadows PPG)
RB	Trent Meadows PPG
BJW	(Tutbury Patient Forum)
LL	(Alrewas PPG)
IN	(Wetmore Surgery PPG)
CR	(Bridge Surgery)
TB	(Yoxall PPG)
LK	(Peel Croft PPG)
KF	(Balance St PPG)
JW	(Barton PPG)
LH	(Peel Croft PPG)
DB	Healthwatch
ZL	Burton Mind. Member East and South East Staffs Clinical Commissioning Group Patient Board
AH	East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement)

2. Apologies.

KB	(Rocester PPG) unable to get Zoom.
SG	(Yoxall PPG)
DH	(Chair, Crown PPG, Tamworth). Member East and South East Staffs Clinical Commissioning Group Patient Board
DW	(Bridge Surgery)
JK	(Wetmore Road)
JC	(Bridge Surgery)
ED	Yoxall PPG

3. Guest Speaker.

TS

Director of Communications for the Staffordshire CCG's

4. Welcome.

The Chair, SAR, welcomed everyone to the virtual District meeting held via Zoom. Our guest speaker TS was introduced to everyone and would be giving her talk first.

5. Talk by TS, Director of Communications for the Staffordshire CCG's

The Group had asked for updates on:

1. COVID-19 Vaccination rollout and effect any disruption on the supplies may have going forward.
2. Update on the ICS /ICP and any information regarding the rollout, partners involved at each level. timelines etc
3. Other projects currently involved in.
4. Where the District Group can be of assistance in getting communications out into the wider communities we work with.

Below are the notes that TS has kindly forwarded for inclusion within the minutes and is a summary of what was given to the members present. After each section there was a Q&A with those present.

1. COVID-19 Vaccination rollout

- Strategically led the Staffordshire and Stoke-on-Trent communications response to COVID-19, coordinating activity with partners across the Local Resilience Forum
- Updated weekly toolkit for comms in LRF and STP providers to share across channels – includes information on specific issues/concerns raised.
- Community Resource Pack for faith leaders, voluntary sector group leads, Healthwatch and other influencers targeting seldom heard groups (BAME, asylum seekers, sensory disability, learning disability, deprived areas, gypsy/travelling community) – includes videos, materials in a variety of languages and formats.
- Targeted engagement with BAME stakeholders – emailed resources, follow up calls, GP supported GP presentation with Afro Caribbean Society, supported delivery of pop-up vaccine clinics including two at Uxbridge Street Mosque in

Burton and suggestions of other worship venues (data suggests Pakistani, Bangladeshi and Black are lowest for uptake)

- Targeted more deprived areas (again low on uptake in data) with specifically designed leaflets to boost awareness of vaccine through Foodbanks (offered to Foodbank in Uttoxeter and Burton – no reply so far)
- Organised presentation with faith leaders on resources available and programme update
- Communities2gether – fortnightly network sharing concerns from community and offering update/reassurance of programme.
- Led workstreams on behalf on the local system i.e., testing, compliance campaign (Do it for)
- Developed new relationships with LRF partners as a result of the joint working across the system, which will support future working.
- Significantly increased communications with GP practices in response to the pandemic, which has received positive feedback.
- Significantly increased social media engagement and profile growth
- Increased use of more creative and digital channels such as videos, podcasts, GIFs – paid Ad on FB now targeted to adults in Burton about the vaccine.
- Supporting the ‘Trusted Voice’ campaign in Burton led by SCC – included Dr Shammy Noor and local Imams encouraging people to have the vaccine and follow social distancing measures.
- ACTION: Encourage everyone over 50 or those clinically extremely vulnerable to take up offer of vaccine. Welcome people sharing their stories of why they had their vaccine, either photo and quote or short video. Team can help with these. Also encourage those part of other health groups to share the resources and improve uptake.

Q&A and Comments

CD, (Trent Meadows PPG). Will the 2nd vaccine people get be from the same source as their first?

TS, Yes it will. Work is ongoing by the scientists, to see if the vaccines can be mixed and what the effect will be. If booster vaccines, like the flu vaccine, are needed in the future it is thought that it will not matter which vaccine is administered. This is not unusual as the flu vaccine is adjusted each year to ensure its effectiveness as new strains come along.

DB, Healthwatch. Why does the process for the 2nd dose differ between the centres? At the National NHS Centres and Pharmacy led centres people are given their second date after their first. PCN led centres say the patients GP Surgery will contact nearer the time.

TS, Communications will be coming out on this. At the start when the time-period between vaccines was 3 weeks it wasn't such an issue but when pushed to 12 weeks there is the chance dates maybe moved, people lose the information on next appointment etc.

TB, (Yoxall PPG), The vaccination programme has been a great success. Particularly it is good to see that within our area all patients have been offered / taken up the vaccine and in care homes continue monitoring is going on as new people come in as residents. However still concerns and observations, that there are still staff in care homes not being vaccinated. This means there is a potential impact on the residents when a COVID outbreak occurs with staff meaning the home shutting to visitors, for 14 days. These vulnerable patients have already endured a difficult, long, lonely time, and do not understand what is happening etc.

TS. This is still a problem and challenge, which is being addressed. Was compounded by the concern, in the early information re the vaccines, regarding possible impact on fertility. This has now been ruled out and younger staff being informed the vaccine safe, but the message needs to be reinforced.

2. ICS/ICP update

Strategic Commissioning Organisation

- With the agreement of GP members, the CCGs will be applying to NHS England to form a Single Commissioning Organisation for Staffordshire and Stoke-on-Trent.
- This follows the publication of the Government's White Paper on integrating health and social care.
- Following a period of engagement with members of the public and stakeholders, we are now working to a 1 October 2021 deadline for the CCGs to merge.
- For that to happen, we are working with system partners and NHSEI to get the necessary preparations in place to submit our formal application by the end of March 2021.
- Bringing the six CCGs into one will help promote integration and innovation, with

more streamlined decision making allowing us to make better use of proposed changes to commissioning policy.

- Services would be commissioned once, where appropriate, to improve the health and wellbeing of everyone in Staffordshire and Stoke-on-Trent and we will invest in our GPs, so they have a strong voice working with other partners in improving the lives of their patients in their local area.

Q&A and Comments

DB, Healthwatch, what happens with the current Accountable Officer and other current senior posts?

TS. Under NHS rules all the new positions that come about by the restructure are to be advertised and be applied for.

RB, (Trent Meadows PPG), is the new system based on a self-contained business model and what is the benefit to the patient?

TS The formation of the Primary Care Networks, (PCN's), will give the patient a different experience and may well mean a GP sees a patient rather than being sent to a hospital. During COVID there are examples where the GP / patient interface has changed to include either telephone / video consultations as well as the normal face to face consultations.

RB, (Trent Meadows PPG), what mustn't be forgotten is that continuity for the patient is important, but this may well be lost / diluted.

Comment

Conflicts of Interest in the new set up. As an example, say the Chair of Midlands Partnership NHS Foundation Trust also is appointed as the Chair of the ICS within Derbyshire.

TS All these types of issues will be covered in new Governance guidelines that will have to be set up.

IN, (Wetmore PPG), COVID appears to be the reason for transforming NHS services and if we are not careful there will be a loss of trust and confidence in the GP / Patient relationship. Examples of this are talking through intercoms, pushing samples through letterboxes. These remove confidentiality as other members of the public can also hear this conversation.

AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement). The future of patient access and what GP services will be like in the future will change. The younger generation and those with busy work schedules prefer the new ways of working with GP's whilst others want the continuation of face – face communications with their GP. The main aim will be in getting a good workable combination with the two ways. As GP Services are changing the Patient Voice becomes critical in discussions going forward. AH is looking at ways that this patient voice can be heard at the Primary Care Committee as it shouldn't always be the GP's who decide. TS responded by confirming that there are strict rules in place covering any changes within the Secondary Care environment and in Primary Care the PCN's should be engaging with patients on the how, when and where regarding changes.

3. Other projects

Testing

- Continuing to deliver testing across Staffordshire and Stoke-on-Trent, through a network of Regional Testing Sites, Mobile Testing Units and Community Testing Sites, including a mobile unit to target more rural areas.
- There is plenty of capacity at all the testing sites.
- Regular testing will become increasingly important as the lockdown restrictions start to ease and things open again.
- Testing cell is encouraging anyone who is unable to stay at home, especially if you are going out to do food shopping, doing school runs or maybe part of a support or childcare bubble, to go for regular tests.
- Post code push taking place in hotspot areas such as Tamworth – to deliver testing kits door to door.

NHS 111

- Launch happened on 1 December. Feedback so far positive operationally.
- UHDB and UHNM have added patient experience questions to surveys.
- Timeslots available in north at Haywood and working group set up to look at timeslots for MIUs in Tamworth and Lichfield
- Continuing to do regular stakeholder bulletins. We will be linking in with key voluntary groups/seldom heard groups to help raise awareness of the timeslots/how to access care.
- ACTION: Inform PPG members and community groups of campaign to call 111 first

SEND Strategy

- The CCGs have been working with Staffordshire County Council to develop a new joint strategy for children with Special Educational Needs and Disability
- Last year we held engagement sessions with parents, carers, healthcare and education professionals, including a Facebook session which attracted over 8k views, 200 comments to hear people's views on what it should include.
- This was followed by co-production sessions to develop the actual strategy.

Miscellaneous

- Outwood's Primary Care Centre – a business case was due to be finalised in early June 2021. Need to engage with patients of Carlton Street and King Street branch practices (after pre-election period) about the proposed move of the services to the Outwood's centre.
- Developed public briefing on housing developments query and access to general practice (likely to be presented at District Group on the day – Nicky Harkness and Eleanor Wood have been involved)
- Supported East Staffordshire and Surrounds Diabetes UK Patient Network with comments and advice on new brochure about Good Footcare.

There being no further questions / comments the Chair, SAR, thanked TS for coming and giving a full and informative talk around the topics the District Group membership had asked for information on. The members agreed with this and showed their appreciation in the normal manner. TS thanked everyone present for the opportunity and left the meeting at 19.25.

4. Minutes of the Meeting Held on February 25th, 2021.

Taken as read and no issues raised.

There were actions arising that were not already on the Agenda.

5. Action Log

The Vice-Chair, JB, went through the Action Log.

a. District Patient Group Website

Following proofreading of the website by one of our members there will be further work carried out on the website. **This has still to be concluded.**

b. Send link for the white paper on the review of the Mental Health Act Completed.

c. Production of "Local Information sheets" for Mental Health and Diabetes following District Group COVID-19 questionnaire / report.

Production of the local information sheets is still ongoing. However, the members are being kept informed of all local webinars, workshops etc that have/are due to take place. In terms of the Diabetes Good Foot care brochure JB informed everyone that the 1000 printed copies were now available. All Practice Managers have been informed in both East and South East Staffordshire informing them they are available and how many copies do they require for their Surgery.

The brochure has also been put onto the East Staffs CCG website and the link is:

<https://eaststaffscg.nhs.uk/publications/communications-and-engagement/1537-footcare-brochure-for-people-with-diabetes/file>

Hard copies have been sent to the UHDB for distribution to the Diabetes Departments, sent out to the Diabetes UK Patient Network members and is available for anyone. Just contact the Vice-Chair, JB, and arrangements will be made for copies to be sent out.

6. Healthwatch.

DB, Healthwatch gave the following update.

- Healthwatch Staffordshire is 8years old today, 1st April 2021.
- The Survey around Dentist care is still ongoing.
- In terms of the new ICS/ICP structures Healthwatch, like Support Staffordshire will be at the top table.
- New Newsletter due out and will be sent to the Vice-Chair, JB, for distribution.

7. COVID-19 Vaccination Programme

The Chair and Vice-Chair, SAR/JB, gave an update on the East Staffordshire situation regarding the COVID vaccination project.

The vaccination rollout continues to be a success and the latest number of vaccinations given within East Staffordshire is over 50,000 which is a magnificent achievement with Staffordshire being the best within the Country.

There is still concern regarding the low numbers of people attending from our BAME communities. Recently a concerted effort was made to contact patients from these communities resulting in people coming forward.

Vaccinations are taking place on Good Friday and in addition second dose vaccinations are taking place at the Uttoxeter Racecourse on Friday / Saturday the 9th / 10th April. One day will be for the Pfizer and one for the AstraZeneca.

Thursday April 15th will be the last day that Kate and Howard Nash will be running the programme at Pirelli and Uttoxeter. They have been involved since day one and have been at the forefront in the organisation and distribution of vaccines to our communities. Their enthusiasm and dedication have been integral in bringing everyone together in what to date has been a fantastic achievement for our communities. The procedure will be handed over to the Burton Albion Community Trust who have also played an integral part since day one.

8. PPG Updates

Barton PPG

- Virtual meeting planned for the 18th of March had to be postponed. Awaiting new date.

Yoxall PPG

- Nothing to report.

Alrewas PPG

- The next virtual meeting is in May.

Tutbury Practice Forum update

- Meeting held in March.
- Talk given by the new Practice Clinical Pharmacist, and what his role entails.
- Usual concise update from the Practice.
- Update on the COVID vaccinations via the surgery.

Bridge PPG

- Meeting recently held.
- The speaker was the Social Prescriber and CR suggested we have them as speakers to one of the District meetings.

Trent Meadows

- Few social chats with the surgery.
- Discussions been held for a small group to have a face-to-face meeting with the surgery early May.

Peel Croft PPG.

- Notes had been included from the last meeting in the February District minutes.
- LH mentioned the input from the Social Prescribers, and they had handed out leaflets. Again, echoed the comments from Bridge PPG that it would be good to invite them as a speaker to District.

Wetmore Road PPG

- Recently held an AGM.
- Have seen an increase in membership since meeting held via zoom.
- Increase in younger age people taking part.

Mill View

The following had been forwarded by Kate Brown.

- 2 new staff members have been taken on: a clinical pharmacist and a care co-ordinator. The care Co-ordinator is currently managing the LD patients.
- Main income streams have been protected for the last year (QoF and Enhanced Services). That income protection expires on April 1st meaning that the buffer which allowed Mill View to devote itself to the vaccination program will no longer exist. The surgery will be left stretched, like many others, but will continue to run the vaccination effort where it can.

General

One of the members informed the group that they had received a video from the Chair, SAR, on a respiratory webinar that had been arranged by Ruth Chambers, OBE. This was one of a series that the Vice Chair, JB, had circulated to everyone. The information contained within the video was excellent and had purchased a nebuliser from Evergreen Nebulisers, Wigan with the ampules supplied via the NHS. Apart from the excellent service from the Company above the result had greatly improved his COPD condition. The series of videos mentioned are due to go onto YouTube and the Vice-Chair, JB, will send out the links when available.

9. Feedback and Update from the Staffs CCG's Governing Body and the East and South East CCG Patient Board

a. Staffordshire CCG's Governing Body Meeting.

The Vice-Chair, JB, had circulated to everyone the following during mid-March.

NHS clinical commissioners for Staffordshire and Stoke-on-Trent will be holding their next Governing Bodies' meeting in common on Thursday 25 March.

And for the first time since the beginning of the COVID pandemic, members of the public are being invited to view the meeting live.

The meeting is being held on Microsoft Teams and is expected to last from 1.30-3.30pm.

Marcus Warnes, Accountable Officer for Staffordshire and Stoke-on-Trent CCGs said:

“We're delighted we can now invite people to join us live for our Governing Bodies' meeting in common.

“Previous meetings were recorded and posted online as soon as possible after the meeting concluded, but it was always our goal to ask people to join the event live as soon as we could put the necessary technical arrangements in place.”

The prime function of the Governing Body meetings is to conduct the business of the Clinical Commissioning Group, but members of the public will be invited to ask questions relating directly to the agenda at the end of the meeting.

Questions can also be submitted in writing or via email for anyone who is unable to attend the meeting, and these will be raised via the Chair and responses will be included in the minutes.

Both the Chair, SAR and Vice-Chair, JB, attended this meeting. The next one will be in May and the Vice-Chair, JB, will send out the details.

East and South East CCG Patient Board

- Patient Board had met earlier that day.
- Update from RG, Chair East Staffs CCG on the ICS / ICP structures and in terms of the ICS, Clinical Leadership. In addition, discussion on how clinicians are going to ensure the patient voices are heard.
- The need for patient involvement in Clinical Improvement Groups. A sub-group of the Patient Board is being set to discuss this further. An example was given on where good patient involvement was carried out, the MSK group.
- Update given by Duncan Bedford MD of Queens Hospital UHDB. Went through the effects of the last year with the pandemic. From a hospital staff prospective there are

a lot of tired, exhausted, (both physically and emotionally), people that will need support going forward. In terms of the patient backlog the current 52week wait for treatment is more than 8000 when it should be zero.

- The Locality Board starts to meet in April. This Board is a sub-committee of the Governing Body and as discussed at the last meeting both AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), and the Patient Board and District Group Vice-Chair, JB, are on this Board.
- Questions raised via the District Group discussed. In terms of 106 monies a communications document is due to be issued.
- From the patient stories the Board are informed about it is obvious that there is a real issue around communication and concern that the clinical leaders do not get to see this. A piece of work is being carried on this and a special meeting convened to discuss the outcome.
- With all that is going on and future design of health services the Board are keen to ensure the Patient Voice is heard and listened to.

Further comment on the above.

- The Chair, SAR, discussed the need to ensure that carers are corrected registered with GP surgeries, so they are brought forward to get their COVID vaccinations. She has requested for the number of carers registered within East Staffordshire.
- CD, (Trent Meadows PPG), indicated that 106 money was discussed at the Branston Parish Council. It appeared that there is Branston Lock monies for a surgery but there needs to be a tenant before any buildings takes place!! AH, asked for this information to be forwarded to both her and NH, Managing Director East Staffs CCG.
- DB, (Healthwatch), informed everyone that Queens Hospital is having its MRI scanner updated. It is part of a £2.5M investment by the trust to purchase 2 new scanners: one for Burton and one for London Road Derby. Also starting shortly work on the new multi storey car park. Both good news for our local communities.
- One member gave the following patient story. A person in their 80's had rung their surgery to get an appointment for their partner, mid 80's. There was no response so drove to the surgery where the receptionist was very rude and told them to get out. Ended up getting a letter which was of no help at all. They do not want to put in a complaint as concerned re the outcome. This is be registered as soft intelligence.

- Another patient story was about a patient who had gone for their routine breast screening and had excellent service. In addition, another person went for mastectomy. Was admitted am and out that evening after receiving excellent care.

10. East Staffs and Surrounds Diabetes UK Patient Network

The last virtual meeting took place on 18th March 2021 and the speaker was from the Midlands Partnership NHS Foundation Trust, who gave a talk about podiatry services. On this occasion the meeting invite had also gone to the Type 2 Peer Support group based mainly in the East of the country and which JB is a member. The members from this group joined to listen to the speaker and there was an excellent attendance overall. The Good Footcare brochure was discussed earlier in these minutes.

11. Any Other Business

- Following discussions at the last meeting on wills, power of attorney etc the Chair, SAR, and Vice-Chair, JB, had met with MV of St Giles / Uttoxeter Cares to discuss the Better Wishes programme. This is a softer approach and can be also known as 'Advance Care Planning'. In effect it is important to consider your preferences for your future care and share these wishes with friends, family and the healthcare professionals involved. This process also helps in the situation when planning for end of life and supports you to live well in the moment.
MV had found that people appeared interested in the concept at the start but then didn't follow up. To get this fully operational requires the agreement of Primary Care and the set up of a data sharing agreement.
Going forward it is proposed to carry out a pilot with 2 surgeries and a further meeting is planned during April. A further update will be given in May.
In addition, the aim will be to find out the interest in holding a webinar that covers this, setting up of wills, power of attorney etc.
Again, more information will be given in May.
- CD, (Trent Meadows), informed people that if they wanted to listen to music from the 50's and 60's then should listen to Boom Radio which is found on Alexa or a DAB radio. Found it good for stress relief due to COVID.

12. Review of the Meeting.

Highly informative, Good discussions,

13. Date of Next Meeting

The next virtual meeting, via Zoom, is on Thursday 13th May 2021 starting at 6.30pm. The Chair SAR thanked everyone for their contributions to the meeting.