

**East Staffordshire District Patient Engagement Group**  
**Minutes of the Zoom meeting held on Thursday 25<sup>th</sup> February 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)
BJW	(Tutbury Patient Forum)
LL	(Alrewas PPG)
JK	(Wetmore Road)
JC	(Bridge Surgery)
CR	(Bridge Surgery)
TB	(Yoxall PPG)
DB	Healthwatch
LK	(Peel Croft PPG)
KF	(Balance St PPG)
JW	(Barton PPG)
ZL	Burton Mind. Member East and South East Staffs Clinical Commissioning Group Patient Board

**2. Apologies.**

Apologies had been received from:

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
AH	East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement)
LH	(Peel Croft PPG)
DW	(Bridge Surgery)

### 3. Welcome.

The Chair, SAR, welcomed everyone to the virtual District meeting held via Zoom. The house rules were explained for the running of the meeting. Clarification was also given regarding the situation if a vote had to be taken on any topic discussed. It is accepted that up to a maximum of 3 people can attend the meeting from each PPG. However, if a situation ever arose where a vote had to be undertaken, this could only be taken by **one** member **of a PPG** that was present at the time. This situation is covered within the Constitution.

### 4. Minutes of the Meeting Held on January 14<sup>th</sup>, 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 which had 2 outstanding items.

#### ***a. District Patient Group Website***

It was agreed that the site should have secure status when you go onto it and that the costs of doing so should be looked at. The Vice-Chair, JB, informed the members that the costs were an additional £60 per year and had gone ahead and now the website is secure with its new address being:

<https://www.districtpatientsgroup.org/>

#### **New Action**

Also following proofreading of the website by one of our members there will be further work carried out on the website.

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

This work is still ongoing by both SAR and JB. In terms of Diabetes JB informed everyone that the new proposed patient booklet on footcare is in its final phase and JB hoped for 1000 copies to be printed early March. Discussion was held on the topic and where it would be distributed. DB, Healthwatch, requested a copy of the final document to be sent to them so it could be published.

There followed a brief discussion on podiatry services and appointments.

JW, (Barton), asked if MPFT have a system which allows them to text reminders to patients and vice versa when a patient can't attend and wishes to cancel? The Vice-Chair, JB, indicated he would investigate but was hoping to have a member of the MPFT Podiatry team attend the next Diabetes Patient Network meeting on 18<sup>th</sup> March.

JC, (Bridge), indicated he has a person who comes and gives treatment at his home. Cost is £25 a time. Can give details if required.

CD, (Trent Meadows), asked would the good footcare booklet be put onto the District website. JB indicated yes it would.

The Chair, SAR, is currently gathering the information on Mental Health and this also will be available soon. However, in between time the members had been kept informed of the following:

- i. Updates from Together We're Better
- ii. COVID-19 Vaccination Updates
- iii. Sent invitations to the following webinars:
  - Healthwatch
  - St Giles
  - AF
  - Blood Pressure
  - Asthma / COPD
- iv. Any other relevant information.

The Vice-Chair, JB, informed those present that he had attended the St Giles session which was excellent. It covered all aspects on the effect COVID-19 has had on our daily lives and he would recommend members sign up to any future sessions. The group had 8 people in total, including the facilitators and those present were able to reflect their personal experiences regarding COVID. If asked to summarise, it was a group that started out as complete strangers and left as friends.

The Vice-Chair will update the members on the next date.

In addition, the new Telephone Helpline commenced on 1<sup>st</sup> February. Currently this is maintained by the Chair, SAR, and several calls had been received. Most calls have been

around COVID vaccinations, but it is early days. The initial leaflet sent out has been reissued to show the new website address. A copy can be found at the end of these minutes. Members were asked to distribute within their communities.

## **6. COVID-19 Vaccination Programme**

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

As people are aware, the Primary Care Network, PCN, for East Staffordshire were successful in being responsible for organising the rollout at the Burton Albion, Pirelli Stadium and the Uttoxeter Racecourse.

The vaccination rollout continues to be a success and the latest number of vaccinations given within East Staffordshire is 40242 which is a magnificent achievement and one of the best within the Country.

Initially it was the Pfizer vaccine given with the AstraZeneca being given via GP Surgeries. However, depending on vaccine supply, Burton and Uttoxeter now give out both vaccines. Currently, there has been a slow down on the vaccines being given at Pirelli mainly due to vaccine supply and NHS England operating a “push” system to ensure all regions are getting vaccines for the most vulnerable groups first.

The Burton hospital carried out their own vaccinations of staff, and GPs are holding surgeries to “mop” up numbers, carry out vaccinations at Care Homes within their areas. All sites have also vaccinated carers, some of which are caring for family members.

In South Staffordshire, the hub has now opened near Alrewas and is run by the Midlands Partnership Foundation Trust. The Good Life Pharmacy in Hatton has started an NHS hub in the Jubilee Hall in Hatton.

The number of volunteers coming forward has been amazing and without this the programme could not be run as it is. Kate and Howard Nash who currently run the Burton and Uttoxeter hubs continue to do a fantastic job and to maintain communication between all the volunteers. A WhatsApp has been set up by Kate. This is amazing and operates as a great social group between everybody, especially when

details on what cakes etc are going to be made by the volunteers for the volunteers. Overall, great camaraderie.

There is still concern regarding the low numbers of people attending from our BAME communities. SMcK, (Trent Meadows), indicated that she, the Council and GPs have arranged for a special vaccination centre to be held the following Friday at the Uxbridge Pakistan Centre. SMcK indicated that only 200 over 70s had not yet had the vaccination. As Secretary of the Fairtrade Group, SMcK had also delivered packs of biscuits to the volunteers at Pirelli.

There still appears to be confusion with patients receiving NHS letters calling them to have their vaccination at various places. Our advice is, as before, that **please wait until your GP contacts you** as the vaccination will be done at a local venue. Again, we have been sending out emails to people telling them this and that they do not need to contact their surgery as they will contact them when they are due.

LL, (Alrewas) indicated that there was some anxiety around the vaccinations. Some people are given cards with details on what vaccination they had been given and the date, and others hadn't. Also, those who had received their first vaccination from NHS hubs, (eg Whitemoor Lakes in Alrewas), had dates for their second one, whereas those who went to Burton Pirelli Stadium, and the surgery are not given a date. There is a worry they will be missed out!

The Vice-Chair JB, informed people that Burton Pirelli and GPs are now ensuring the cards are being given to people after their vaccine with both type and date given. No dates are given for the second vaccination as people will be automatically contacted when it is due. The maximum is 12 weeks from the first but of course as things continue to improve the timespan may become shorter. At both Pirelli and Uttoxeter, after the person has had the first vaccine all details are entered directly onto their medical record.

CD, (Trent Meadows), confirmed this and if people were already registered for online services with their GP, they could download the NHS App and see the details for themselves under Immunisations. The link for the NHS App is as follows:

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

DB, Healthwatch, had attended the vaccination centre at Uttoxeter Racecourse on a severe cold day. He was concerned that there were several people in wheelchairs having to wait in the cold. In future could this be avoided by having a system that moves people in wheelchairs up to the front of the queue. The Vice-Chair, JB, will pass this on indicating that at Pirelli this already happens.

JW, (Barton), This happened recently at the surgery with everybody having to queue in the bitter cold and wind. Has discussed with the surgery.

LK, (Peel Croft), thanked JB for the vaccination newsletters and thought the last one was the best and gave a good summary of the situation.

ZL, (Burton Mind / Patient Board), indicated that the BAME community understands the issues around the COVID-19 and the apparent concerns around the vaccines. This was not helped with the scaremongering that goes around.

## **7. PPG Updates**

### **Wetmore Road PPG**

- PPG AGM is due on the 10<sup>th</sup> of March. Nothing else to report currently.

### **Alrewas PPG**

- The latest newsletter has been produced and LL will send a copy to the Vice-Chair, JB, for inclusion in the District minutes.
- One Practice nurse and one GP are retiring.
- Had a well-attended Zoom PPG meeting in February. The next one is in May.

### **Tutbury Practice Forum update**

- Next meeting not until March.
- Had been successful in obtaining a grant from the East Staffs Borough Council Councillor Community Fund. This application was made to enable purchase of new batteries and pads for the 5 community defibrillators that the Forum had raised money for and installed during 2015. Normally, the monies required would have been raised by our social quiz nights which due to COVID have not been held.

### **Yoxall PPG**

- Brief verbal update given. Written report sent to the Vice-Chair, JB, for inclusion.
- Currently patients requiring an appointment are being telephone-triaged first,

then an appointment is made if thought needed.

### **Yoxall PPG written report as sent to the District Vice-Chair, JB.**

- Thanks, given to the Practice Manager, who was present, all Doctors and staff for all their care and support throughout the Pandemic, whilst under immense pressure, much appreciated by us all and the community. This will be fed back to her staff.
- General update from the Practice regarding Covid-19 vaccinations, via both central hubs and now Covid-19 clinics at the health centre. Very time-consuming to contact people as it must be done by qualified clinical staff re the questions the medics have to ask. Concurrently, staff also must ensure the smooth running of their other work and care of patients. 300 people have now been injected at the surgery and further clinics planned and ongoing until all adults and vulnerable groups vaccinated.
- The Practice Manager asked if Yapp members would be willing to volunteer to steward people through. Members will let her know asap. The Practice Manager also wanted to say how well organised Pirelli and Uttoxeter have been, down to the hard work of all volunteers, but especially Kate and Howard who are amazing.
- Some traffic issues, but overall positive feedback. Government target to have vaccinated all over 70s by 16 Feb. Yoxall and East staffs already reached have already reached that target now on the clinically vulnerable and 65s and above. May be some older still to pick-up but overall brilliant achievement, keep going!
- Some people have sadly declined the jab but it's minimal. The PPG asked about those housebound and how they are contacted. Reassurance given that clinical teams have visited and given jabs as required but appreciated our help as always. Telephone Triage and letters dealt with by clinical team, including carers as appropriate and following guidelines. Second dose 10 to 12weeks after first jab, staff will contact and provide a vaccination card at the surgery. Practice Manager informed group she is putting a large new noticeboard outside on the surgery wall, extremely excited about this, it will have sections including YAPP section so current ongoing information can be displayed as many people never go inside the surgery, even less currently. Aim to try and make Health information more accessible for all. Updates etc discussed importance of advertising this in the village Fisherman and other parish mags. PPG member asked for clarity regarding responses to

emails and discussion took place re Yapp role in providing signposting etc. especially regarding complaints as not in our remit. Personal issues must go to the Practice Manager directly and generic and service delivery issues can be addressed by YAPP and actioned as required. All agreed on clear protocol.

- PPG member briefly updated re local council run, Voluntary car scheme and reassured all drivers are insured and Staffs County Council pay public liability insurance. Charge 45p per mile nominal fee. Small amount goes into central pot but mainly covers costs and admin. Needs to be advertised widely as may be useful lifeline in our rural hamlets and area.
- Also mentioned the development of the District patient groups new Helpline to signpost people to the right contacts regarding health, this is early days, and the Chair SAR at District is leading, and we will have more information as it evolves. Will be looking for volunteers when it takes off!
- General discussion re CCG changes which are ongoing.

### **Barton PPG**

- Next meeting mid-March.

### **Bridge PPG**

- Meeting held beginning of February. CR appointed as the new Chair.
- Some members have left, are so trying to recruit new members.

### **Trent Meadows**

- No meetings this year.
- Few social chats with the surgery, nothing more.
- The District Chair, SAR wished to thank the Practice Manager for approaching CD late November to start the process of getting the Vaccination volunteer project off the ground.
- SMcK indicated that the Stretton surgery was working as it should be.

### **Peel Croft PPG, sent to the Vice Chair, JB, by LK for inclusion in these minutes.**

- After writing to our members about their thoughts about holding Zoom meetings, there was a limited interest and therefore the Chair and I decided that we would not pursue this.



- Our PPG meetings in the past were attended by Dr Faarup and the Practice Manager. They always gave verbal updates to the Group about the Practice activities and the wider view of work within the East Staffs area.
- In conversation with the Practice Manager, she agreed to writing some notes about the events and news about the Practice over the last few months which has been edited by LK and circulated to our PPG members. These notes covered the following:
  - Covid-19 activity including giving vaccinations and use of support staff and volunteers at Pirelli Stadium since before Christmas and still ongoing for the future.
  - A new receptionist has been recruited so that an existing employee can become Care- Coordinator who will work closely with Peel Crofts most vulnerable groups.
  - Another staff member has secured a GP assistant training programme, which if successful will enable her to gain a City and Guilds qualification. Some of this will provide a formal accreditation of some work she already does to support the Doctors and the Practice Manager.
  - Dr Kulambi and the Practice Manager have been working with Mill View surgery at Rocester to raise the status as a PCN - (Primary Care Network) to offer a research, ready interest. Due to the burden of Covid-19 on the surgeries, this project is currently on the backburner for a while yet.
  - Server Mental health reviews, (a new service), has been introduced and another staff member is undertaking the health check reviews with a select patient group who are then, with agreement, introduced to a Mental Health Nurse who is working with Peel Croft.
  - Peel Croft have expressed an interest for a physio role to be rolled out working with other practices in the East Staffs area to make it a more viable service.
  - The Practice Manager has been involved on behalf of the PCN to work with St Giles with regards to rolling out social prescribing support in East Staffs which was fast tracked as Covid -19 hit. There is a team of employed individuals associated with Support Staffordshire, Age UK, South Staffs Network for Mental Health and St Giles as lead link for our local PCN. They have been a great support to practices and assisting our most vulnerable patients regarding - shopping, meds, advice and general support to those who may be fearful of mixing/group integration etc.
  - LK will be asking the Practice Manager to report on developments and progress

on some of the above and anything new in another 3 months.

### **Balance Street PPG**

- There was an AGM in January and KF will be the new Liaison Officer between the PPG and the District Group.
- Lot of talk around local house building within the area and the effect on the Practice. Had been some talk about expanding the Practice but they knew nothing about this.

### **General**

There followed a brief discussion around the effect of new housing development on General Practice especially around the former Bargates, Burton, and housing around Bridge surgery.

The Chair, SAR, confirmed that this topic and the discussions around 106 monies had been raised at the Patient Board and with the Clinical Commissioning Group. Overall, more interest is now being shown and the members will be kept informed.

## **9. Feedback and Update from the East Staffs CCG, East and South East CCG Patient Board**

### **a. East Staffs CCG**

- The vote regarding the future of the Staffordshire and Stoke on Trent Clinical Governing Bodies, as discussed by Rachel Gallyot at the District Group in January, had taken place. The result was for the new proposed system and now the proposals will be discussed with NHS England.
- Going forward, plans will start to form the Integrated Care System, ICS, and Integrated Care Partnership, ICP. Recently the Government had put forward a white paper on the new proposed system with the aim of putting it onto the statute books.

### **b. East and South East CCG Patient Board**

- Patient Board had met early February and the main discussions were around the new proposed ICS / ICP structure as discussed above.
- A proposal was made and passed for JB to be the Patient Board representative on the newly formed Locality Commissioning Board with the first meeting taking place in March.

## **10. East Staffs and Surrounds Diabetes UK Patient Network**

The next meeting is taking place on 18<sup>th</sup> March 2021 and the invitation will be coming out soon. It is hoped to have a speaker to talk about podiatry services. The Good Footcare brochure was discussed earlier in these minutes.

## **11 Update on District Group Website**

This topic was discussed earlier in these minutes.

## **12. Healthwatch**

DB, Healthwatch, gave the following update:

- The survey on Community Dental Services, Countywide, had been completed and the report can be found on the Healthwatch website.
- Healthwatch have a seat on the Integrated Care System Board which will be led, in a shadow form to the current Clinical Commissioning Groups, by Prem Singh.
- Healthwatch have been holding sessions regarding what the public would like to see as their priorities for the next year.
- A white paper on a review of the Mental Health Act is being put forward. Details can be found by going onto the following link:

<http://www.gov.uk/government/consultations/reforming-the-mental-health-act>

## **13 Any Other Business**

- The Chair, SAR mentioned that she and the Vice-Chair, JB, had put together a paper for the March Patient Board requesting information/update on the following.
  - A. The situation at Stapenhill following the closure of the Rosliston branch and transfer of patients to the main Practice based at Stapenhill.
  - B. What can the District Group do to give assistance to Stapenhill, All Saints and Gordon Street regarding patient representation at the District Group?
  - C. How are the COVID vaccinations going at these 3 surgeries as they are situated within high BAME communities?

JC, (Bridge), indicated that issues between Rosliston patients and Stapenhill surgery were in the local paper recently.

ZL, (Burton Mind and Patient Board), confirmed she is a patient at All Saints, and they do

not have a PPG. In addition, her mother is a patient at King Street, part of the Carlton Group. She had tried to make an appointment for her mother and phoned many, many times between 8.50am and 1pm one morning and either no one answered the phone or got a message that number was invalid??

SMcK, (Trent Meadows), mentioned that the COVID self-testing site based at the Hillfield site in Stretton is having a drop in numbers.

### **Speakers**

The members would like to see the following guest speakers being invited to the District Group:

Social Prescribers.

Prem Singh

Tracey Sherwan. (**Update: TS will be attending the next meeting**)

Lyn Miller

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

Highly informative, Good discussions, Good to occasionally not have a speaker so can spend time to discuss topics in more depth.

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

The next virtual meeting, via Zoom, is therefore on Thursday 1<sup>st</sup> April 2021 starting at 6.30pm. The Chair SAR thanked everyone for their contributions to the meeting.

