

**East Staffordshire District Patient Engagement Group**  
**Minutes of the Zoom meeting held on Thursday 24<sup>th</sup> June 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)
RB	Trent Meadows PPG
BJW	(Tutbury Patient Forum)
LL	(Alrewas PPG)
TB	(Yoxall PPG)
LK	(Peel Croft PPG)
KF	(Balance St PPG)
JW	(Barton PPG)
SG	(Yoxall PPG)
CR	(Bridge Surgery)
LT	(Carlton Group PPG)
DL	(Dove River PPG)
DB	Healthwatch (Joined the meeting at 7.15pm)
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)
DH	(Chair, Crown PPG, Tamworth). Member East and South East Staffs Clinical Commissioning Group Patient Board

**2. Apologies.**

KB	(Rocester PPG) unable to get Zoom.
JK	(Wetmore Road)
SMcK	(Trent Meadows PPG)
LH	(Peel Croft PPG)

### **3. Guest Speaker.**

MV St Giles Hospice

### **4. Welcome.**

The Chair, SAR, welcomed everyone to the virtual District meeting held via Zoom.

### **5. Minutes of the Meeting held on 13<sup>th</sup> May 2021.**

Taken as read and no issues raised.

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

### **6. Update on the My Wishes Project**

Our guest speaker MV was introduced to everyone. All the members introduced themselves and their roles.

At the meeting in May the Chair, SAR, and Vice-Chair, JB, gave an update on the My Wishes programme they are discussing with St Giles. The name will possibly change in the future and as mentioned last time it is around patients future planning. As agreed at that meeting MV from St Giles had come to talk about the programme. MV gave the members information on her background and the work she does for St Giles and Uttoxeter Cares. She has worked for St Giles for the past seven years.

The My Wishes project had come about through the South East Staffordshire Action Alliance who work on Advanced Care Planning, (ACP). In England 0.6% of the population have taken up an ACP with this normally being in the last year of life. In Staffordshire, the figure is only 0.2%. To make people more aware a project programme was agreed upon and an application for more was made to the NHS. The programme was designed to have a wider meaning and to get people thinking a lot earlier in their lives, in what day-to-day things matter to them and would be important if at a later stage in life they had to go into/or receive care. These things could include what radio programmes a person likes, doesn't like certain foods etc. This information would be invaluable to carers especially if the person had trouble communicating. It can be seen as "a will for your care".

Pre-pandemic the project was headed by Ian Leech, IL, Community Engagement and Supportive Care Manager for St Giles Hospice. IL saw lots of people within the community, explained the purpose behind the project and received a good deal of positive reaction. However, when the questionnaires were handed out people took them away with them but very few were completed and returned. The reason was that people were concerned who would have sight of the document.

Now looking at doing it in a different manner and have the form incorporated into a patient's medical record. Lagardo have a "My Wishes" programme but this is a non-NHS organisation, so there's an issue with getting it accepted. Work has been undertaken with the NHS Digital platform with the aim of having it incorporated onto the NHS App. So, the next phase is putting together our "My Wishes" questionnaire to gather opinion and feedback for the NHS. If successful, then the aim will be for it to be available to complete via the NHS App.

MV has sent an example of the type of questions to the Chair and Vice-Chair SAR and JB. These will be looked at and forwarded to the members to discuss with their PPG members and feedback to the next District meeting. A discussion then then take place on the way forward and possible wider consultation possibly via a webinar in September.

At this time, it could also be possible to have people available to widen the discussions to cover such items as Wills and Power of Attorney.

Questions:

- JW. Can the plan be altered as time passes and circumstances change?  
MV. Yes it can.
- JW. Is there another way rather than having it via the NHS App?  
MV. Could have a paper-based system where advice on completion can be given by trained volunteers and then entered onto the patients' record.
- JW. Is the document shared between the family?  
MV. this is an individual document that would be shared by the [patient and their clinician and possible future carer(s)]. There is nothing stopping a patient having a copy or sharing with their family. It is their personal choice.

- DL. How are the people selected to take part, importance of involving family and carers, what will be in place to follow up if the individual has completed the questionnaire?  
MV. This is the importance of having trained volunteers who can assist the patient and be able to check the form has been completed and passed onto their GP. Discussion on the topic and questions raised by DL.
- TB. Valuable information but only as good as the people who read it.  
MV. A lot of professionals are aware of this type of form as used extensively in End-of-Life care. This is where it is important it is attached to a patient's clinical record as then it will follow the patient when future care is required.
- DH. Brilliant idea and work already carried out. However, NHS App and other technology alien to me and to a lot of people. Will it be possible to have a questionnaire, complete it and then leave for my GP?  
MV. Yes that will be possible.
- JW. Lasting power of attorney, wills etc  
MV. This area is covered in the questionnaire.

The Chair, SAR, gave the members the background on the discussions she, JB and MV have been having on the topic. Now that further information is available the way forward is for the members to take away the notes from this meeting and the questionnaire proposed back to their PPGs and surgeries for discussion and thoughts. The feedback will then give us a basis on how many people are willing to be involved, thus helping form the foundations to take the topic forward.

**Action: The Chair and Vice-Chair, SAR and JB, to look at the questions submitted and put into a format to circulate to the members. Request for feedback, both positive and negative plus how many individuals would be interested to take the project further.**

Finally, the Chair, SAR, thanked MV for coming along to explain the project. The members responded in the normal manner and MV left the meeting at 7.15pm.

## 7. 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 now been concluded.**

## 8. Healthwatch

DB, Healthwatch gave the following feedback.

- Survey done on how people have been feeling coming out of COVID. The findings have been reported back to the Health and Wellbeing Board.
- Younger people concerned around the COVID vaccinations, but uptake appears to have improved over the past 2 weeks.
- Ian Wright, Community Outreach Lead for Staffordshire, has retired recently.
- The next Healthwatch Advisory Group meeting is 24<sup>th</sup> July. Details will be sent out nearer the time.

## 9. Access to GP Surgeries

As the Group is aware the Chair, SAR and Vice Chair, JB sent out a leaflet on 4<sup>th</sup> June giving information on why the public isn't seeing surgeries beginning to open more as restrictions are being lifted. The Chair wished to inform the group that this type of document is being sent on behalf of all group members and not the Chair and Vice-Chair. If at anytime the members consider that our actions have overstepped the mark, please say so.

The leaflet went out to the Practice Managers, and they were grateful with some putting it on the surgery websites.

The most concerning situation is around the anger shown to the receptionists when patients contact the surgery. In addition, the amount of phone calls has also dramatically increased and are at higher levels than pre-pandemic. In some cases, receptionists and other staff have had to receive counselling which is totally unacceptable.

The Vice-Chair, JB, said he has printed approx. 900 copies of the leaflet, and this had been handed out at the Pirelli vaccination centre. He himself had handed out around 450 leaflets at one session when the Pfizer vaccine was being administered. With patients having to sit for 15 minutes before leaving the site it was pleasing to see that people sat and read the leaflet and took it away with them. In one case a person came and said he would contact his surgery the day to apologise for their recent behaviour over the phone.

There was a discussion on the topic and DB, Healthwatch asked what action can be taken with patients who continue to be aggressive. AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), mentioned that there are procedures that the surgery can implement which could lead to a patient being taken off the books. A surgery tries to resist this as all it is doing is push the problem onto another surgery.

CD, Trent Meadow PPG, said he had met face to face with his Practice and could confirm the issues that the Vice-Chair, JB, had described. He mentioned a YouTube video he had seen called "If I die it's your fault". It was made by GP surgeries and gives an insight to the issues being discussed. KF, Balance St PPG echoed what CD had said. Nothing is made up and what it shows does happen every day in real life.

**Action: CD to forward the details to the Vice-Chair, JB, who would forward onto the members.**

**Update: Action completed, and link circulated, copy below**

**<https://www.youtube.com/watch?v=3ru4QhVZ2a8&t=0s>**

JW, Barton PPG indicated that patients are anxious about being asked by the receptionists on why they want to see the GP so in some cases won't contact. A discussion took place by those present. In lots of cases the reason for this was to see if the GP is the correct person and it maybe the Clinical Pharmacist or Nurse maybe better suited. Unfortunately, patients may not be fully converse with the additional surgery personnel. This had been highlighted in the district leaflet.

LK, Peel Croft PPG, mentioned that he had spoken to the Vice-Chair, JB, about the

system his surgery uses, AccruRX. This system allows the patient to complete a form via an App which acts as a triage. This goes to the surgery who then have the full details and the appropriate clinician calls you back.

DH, Crown Practice PPG, Tamworth indicated that University Hospitals Birmingham operate a similar system to the AccruRX.

DB, Healthwatch. When he rings his surgery Bridge, you get a recorded message by a GP who explains that the receptionists are fully trained to ask the questions they do and are bound by confidentiality rules. DH also indicated that his Practice have a good opening message when people phone.

AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), said that at the last South East Patient Group these issues were also discussed. At the end of the day patients have a right under Care Navigation not to give details to the receptionists. AH wishes to know which surgeries are insisting on this.

As mentioned at the recent Primary Care Commissioning Committee the Care Quality Commission have restarted their inspections of GP Services. In addition, The Chair of the East Staffs CCG, RG, and other senior CCG members have been meeting with certain surgeries to sort out the issues.

## **10. Patient Data Release**

Recently the Vice Chair, JB, had circulated information regarding the extraction of Patient Data by NHS Digital. This is like the care.data scheme which caused an outcry in 2014 and was subsequently cancelled. Originally patients had until 23<sup>rd</sup> June to opt out of the scheme with the extraction of data starting on 1<sup>st</sup> July 2021. However, following the issue being raised in the Houses of Parliament this has now been delayed, to allow time for communication to the public, until the 1<sup>st</sup> of September 2021. The Secretary, JB, has had written communications with the local MP, Kate Griffiths, who has forwarded the concerns to her ministerial colleagues along with the suggestion to move the date to January 2022.

DH, Crown Practice PPG, Tamworth in full agreement in what has been said and agreed the communication on the topic had been appalling.

### **11. Patient and Community Care.**

The Chair, SAR, informed the members that District Group had been asked to become involved with Compassionate Communities. Some already have volunteer groups to assist surgeries. The project is in its early stages, and it thought that the Primary Care Network and Burton Albion Community Trust will become involved. The Chair will keep everyone updated on the topic.

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

The Chair, SAR, informed the members that the volunteers within East Staffordshire had been successful at the latest Support Staffordshire Star Award virtual presentation evening held on June 17<sup>th</sup>. They had won the East Staffordshire New Volunteer Team of the Year Award. A letter of congratulations has been circulated and is attached to these minutes.

The vaccinations are still progressing well although the centre has slowed down over the past few weeks mainly due to the availability of vaccines. The Chair of Burton Albion, Ben Robinson, is still fully committed to the vaccination programme and has offered the facilities for as long as necessary. With the new football season starting in August new arrangements will be made when the centre is required for supporters.

The vaccination bulletins are being circulated widely by the Vice-Chair.

DL, Dove River PPG, asked if the vaccines are mixed. AH responded that trials are being undertaken but until the Joint Committee on Vaccination and Immunisation give their approval then no mixed vaccines can be used.

### **13. Update from the East Staffs CCG and East & South East Staffs CCG Patient Board.**

AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement) gave an update on the **Integrated Care Systems (ICSs)** and the **Integrated Care Partnerships (ICPs)**. There will be lots of differing work streams and as the new systems develop, they will be looking for patient involvement on the Clinical Information Groups. A lot of work is going on via the Patient Board to ensure that as the ICS and ICP goes forward, they recognise the



patient voice.

In terms of the Patient Board, the monthly meetings are still being held via Microsoft Teams. At the June meeting a presentation was given by Staffordshire Together for Carers who were given the contract by Staffordshire County Council in April 2021. AH asked the Vice Chair, JB, to share the presentation with the district membership.

The Primary Care Commissioning Committee virtual meeting was held “live” for the first time on Thursday 27<sup>th</sup> May between 9.30am and 11.30am. Early today, Thursday 24<sup>th</sup> June, the second “live” meeting was held with the Chair, SAR, Vice Chair, JB and DH attended the meeting.

#### **14. Patient Stories**

- DH, Crown Practice PPG, Tamworth. Concerns over the NHS 111 service. Had cause to contact them and was told, “we are busy call back later”.
- LL, Alrewas PPG, had a hearing test at Samuel Johnson, Lichfield. Only had to wait 2 weeks for the appointment. Excellent treatment and fitting of a hearing aid.
- JW, Barton PPG. She knows a patient from Balance Street surgery in his late 70’s. Likewise she went to Samuel Johnson and had good care.

#### **15. PPG Updates**

##### **CD: Trent Meadows**

- Law of unexpected consequences: Getting more face-to-face appointments, the less GPs you can see! Reason: the meeting room needs thorough cleaning which takes time!
- Also, some Indian GPs are having to take time off to go back to India to attend bereavements.

##### **LL: Alrewas**

As stated before, in July hoping to hold the first face-to-face meeting within the Alrewas Methodist Hall. PPG is patient led.

### **DH: Crown Medical Practice, Tamworth**

Small practice with 3 doctors. Have an excellent system, especially appointments. for those people who have work commitments where they allow for forward bookings for those who cannot book on the day.

### **JW: Barton**

- Following our PPG on 17th June, we are pleased to confirm our continued involvement with Yoxall Dementia Community Group, which, due the pandemic, had to be shelved. A meeting of the Steering Group is now scheduled at Yoxall on 9th July, to discuss preparations for the Memory Walk at St George's Park on 12th September, and the dementia awareness/carers event in Yoxall in October.
- Concern was raised by members whether GP Practices would return to normal. Patients felt disconnected from their GP.
- Emma Collins gave a short presentation on "The Life of a Practice Nurse at Barton Surgery.
- The Practice Manager detailed the roll-out of the vaccine for the over-18s at Pirelli Stadium.
- Election of new Chair and Secretary to be finalised.
- Every effort to be made to recruit new PPG Members.

### **BW: Tutbury**

- Virtual meeting on 19<sup>th</sup> May
- Input from the Practice Manager on the situation regarding access to a GP Surgery and the restrictions that have still to be in place.
- Update on the vaccinations carried out at the surgery.
- Agreed to have the July meeting as a face-face within the Main Hall of the Village Hall. Appropriate precautions will be taken.

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

The last meeting was on Thursday 20<sup>th</sup> May and the speaker was Brian Rich, Senior Therapist on leading Long-Term Conditions, from Staffordshire and Stoke on Trent Wellbeing Matters. He attended for the whole meeting and his talk was on a general basis about the psychological aspects of diabetes which lasted for approx. 45mins

including Q&A. There was also the opportunity to have discussions on other projects Brian will be working on relating to people living with long-term health conditions. As with our previous meeting the invite had also gone to the Type 2 Peer Support group based mainly in the East of the country and 8 members attended the meeting.

## **17. Any Other Business**

### **A. UHDB Patient Forum Update**

- The first virtual UHDB Patient Forum was held on Wednesday 9<sup>th</sup> June between 10am and 11am. There were two speakers, Paul Brookes, Director of Estates and Facilities and Phil Bolton who joined the trust end September 2020 on a six-month secondment and support to Cathy Winfield, MBE, the Executive Chief Nurse. There were 8 members of the public of which 6 were from East Staffs and South Staffs PPGs.
- The meeting was highly informative with good presentations given by both speakers along with opportunities to raise questions.

#### **Paul Brookes**

- The development of the Outwoods site was discussed. The full business case will be presented during the next few months with the predicted cost in the region of £40million. The costs will be met 50:50 between the NHS and Private funding. They expect the Geoffrey Hodges wing to be demolished during 2022. There is still no confirmation of a new GP Surgery on the new complex.
- The Multistorey car park foundations have been laid and the structure will start in the next 3-4weeks. It is planned to be available for use in January 2022.
- Although COVID has interfered in many plans substantial work has been undertaken on the various sites.

#### **Queens**

1. New state of the art orthopaedic theatre suites.
2. Changes in flooring and lighting
3. Opened a further new A&E Assessment unit at Queen's.
4. Updating of ventilation, access and fire equipment.
5. Replacement of medical gases on the wards to ensure same level as Derby.

#### **Derby**

1. Building 2 new theatres equipped with the latest robotic technology.
2. Major update on the electrical systems to double the capacity of supply. This is major work costing in the region of £7M.

3. Plans have been put in for a 350space multistorey car park in the existing maternity car park.
4. New accommodation planned for London Road and the roads are being improved.

## **Phil Bolton**

1. Discussed the effect of COVID on the staff. Stressed the importance of cleanliness everywhere not just on the ward.
  2. In Mid-May 2021 there was zero COVID within the trust now they have 4 cases, 3 with the delta variant and 2 patients who were known to have travelled. However, patients are less sick.
  3. Staff are fatigued but slow release to normality is happening. However, mustn't relax. Considers the Trust staff will still do their duties wearing masks.
  4. No visiting still allowed but are looking at certain cases, e.g., end of life.
- Further meetings will be held on either a bimonthly or quarterly basis.
  - DH, Crown Practice PPG, Tamworth confirmed that the meeting was very productive and informative, and people were able to make suggestions.

### **B. Practice Manager Invitation**

The Chair, SAR, and Vice Chair, JB, had been asked if a Practice Manager could attend a future meeting and wanted to hear the views of the members. Those members present didn't have any major objections unless there were confidential discussions. However, it was agreed that if this situation ever arose the agenda could be so structured that this could be at the end of the meeting where the person could be asked to leave.

### **18. Review of the Meeting.**

Highly informative, good discussions,

### **19. Date of Next Meeting**

The next virtual meeting, via Zoom, is on Thursday 29<sup>th</sup> July 2021 starting at 6.30pm. The Chair SAR thanked everyone for their contributions to the meeting.

