

**East Staffordshire District Patient Engagement Group**  
**Minutes of the Zoom meeting held on Thursday 13<sup>th</sup> May 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)
KF	(Balance St PPG)
JW	(Barton PPG)
LH	(Peel Croft PPG)
SG	(Yoxall 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)
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)
CR	(Bridge Surgery)
TB	(Yoxall PPG)
LK	(Peel Croft PPG), internet issues

### 3. Guest Speakers.

FF	Senior Commissioning Manager: (Staffordshire CCG, Southeast Locality).
CG	Head of Estates, Facilities and Health & Safety DHU Health Care.

### 4. Welcome.

The Chair, SAR, welcomed everyone to the virtual District meeting held via Zoom. Our guest speakers CG and FF were introduced to everyone and would be giving their talk first. All the members introduced themselves and their roles.

### 5. Talk on the Red Home Visiting Service in Southeast Staffordshire

FF introduced herself and indicated it was wonderful to see everyone and that the Group is still going strongly.

CG works for the DHU organisation, (Derbyshire Health United). DHU Health Care is a 'not-for-profit' community interest company (CIC). The following is an extract from their website, [www. http://dhuhealthcare.com/services/](http://dhuhealthcare.com/services/)

*For 365 days a year, 24 hours a day, we are committed to providing a diverse range of health services to over 5 million patients across six counties. As a socially conscious company DHU exists to provide caring, high quality, safe and effective healthcare to our patients and the communities we serve.*

*We constantly engage with our staff and improve our service without being driven to meet the changing demands of shareholders and owners.*

As part of the 2017 winter emergency winter planning, DHU went through a proper tendering process, which they won, to offer their services within East Staffs. This means that can now offer their services across the whole patch. All referrals to the DHU service are via a GP Practice and they use GP's and Advanced Nurse Practitioners when making visits.

They were approached by the Clinical Commissioning Group start of winter 2020 to start the "red home service" This is to give an emergency service to those patients

who for whatever reason are house bound. There are 3 vehicles operating the service within our area. The main reason for visits relates to COVID and complex illness patients. If a patient requires hospital care, then they wait until an ambulance arrives so that the patient is never alone.

Due to the success of the service, it has been extended until June 9<sup>th</sup> or maybe further. To date 313 visits have been made within East and South Staffordshire. Had positive comments from GPs on the service.

### Questions/Comments

DH: Is the service mainly for East Staffordshire?

CG: Is it on a first come basis but have done visits to Tamworth and Lichfield.

DH: Is it because GPs unaware of the service in the South?

CG: All have been communicated with. In the South VOCARE offer a similar service and it maybe that VOCARE pick up the cases, but DHU assist to ensure the patient is seen. This also operates vice versa.

DH: Will the service go beyond June 9<sup>th</sup>?

FF: Discussions ongoing to look at all scenarios going forward.

DB: How far has the service reached out into the BAME communities?

FF: Service is available to all, and learning is used within those communities.

DB: What about the Crisis Rapid Intervention Services within our area?

FF: This is a system that operates in North Staffordshire. In the East and South looking to use the current ERRS, emergency rapid response service. Discussions are in place but is a different service to the North.

CG: The Red Home Service is an extension to Primary Care Service, with the exceptions such as mental health. It is a service truly for housebound / COVID patients and doesn't exclude any groups within our communities. They go whenever and wherever the surgery requests the visit. Health inequality doesn't come into it.

Finally, apart from the red home visits DHU still continue their green home service which continues until September 2021. It is only the red service that may not continue after June 9<sup>th</sup>. However, if there is a car available, they may continue to make a red home visit.

The Chair, SAR, thanked both FF and CG for coming and explaining the service and the role it has played during these uncertain times. The members showed their appreciation in the normal manner. At this stage both FF and CG left the meeting.

## **6. Minutes of the Meeting Held on April 1st, 2021.**

Taken as read and no issues raised.

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

## **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 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.***

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 over 600 printed copies have now been circulated. **It was agreed to close this action.**

## **8. Patient Stories**

The Chair SAR and Vice-Chair JB, informed the members on the reasons for having this topic as a standing agenda item and the priority given to it within the agenda. Gave a brief update regarding the work by the Patient Board regarding Patient stories. From work done so far it appears that patient experience of day care is good whilst more longer-term care appears to be an issue.

For confidentiality purposes no names will be shown from those members giving patient stories.

- a). Had to visit Sir Robert Peel for outpatient treatment. Received and excellent service which showed the value and importance of our community hospitals.
- b). Having to visit another branch of the surgery for BP and blood tests. Is awkward for patients without own transport.
- c). Had to ring NHS 111. Was informed they were busy, ring back later or ring 999. Went to the minor injuries unit instead and all sorted in 1.5hours.

## **9. Healthwatch.**

DB, Healthwatch gave the following update.

- Before the COVID pandemic an assessment on the hospital discharge procedures had been undertaken and the report is now on the Healthwatch website. <https://healthwatchstaffordshire.co.uk/>
- Priorities going forward will be centred on Mental Health, Community and Hospital services.
- Patients are using the Healthwatch phone line to inform on the various local health issues they are facing.
- Survey been carried out on community dental services.
- Healthwatch will have a seat on the new Integrated Care Services Board being set up.
- Healthwatch Staffordshire currently hold weekly discussion groups which people can attend. Information on the website.

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

The vaccination programme is going exceptionally well with Staffordshire one of the best areas within the country.

In East Staffordshire, the programme at Pirelli and Uttoxeter hubs has been arranged by the Primary Care Network in conjunction with Burton Albion. The number of vaccinations is in 80,000 which is a tremendous achievement greatly helped by the team of volunteers.

DH mentioned that in the South East the programme is also progressing well at the Coton Centre hub.

AH indicated that the programme in South Staffordshire is slightly different due to the number of Primary Care Networks involved. The hubs at Alrewas and Lichfield are going well.

The Chair, SAR, informed the members that the volunteers within East Staffordshire had been shortlisted for a Support Staffordshire Star Award with the virtual presentation evening being on June 17<sup>th</sup>.

CD said now that vaccinations are being offered to the under 40's is it the AstraZeneca vaccine that is being used?

The Vice-Chair, JB, was able to confirm this.

The new Moderna vaccine was being tried within Reading and Wales. AH indicated there are some also in North Staffordshire.

Patients are being advised to download the NHS App as it will show their vaccination history. In some instances, it may mean the patient has to confirm identities with their surgery to get the full details.

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

## **11. PPG Updates**

### **CD: Trent Meadows**

No zoom meetings but hoping to have a face-to face meeting with the Practice soon to discuss future meetings. PPG is patient led.

### **LL: Alrewas**

Regular zoom meetings. In July hoping to hold the first face-face meeting within the Alrewas Methodist Hall. PPG is patient led.

### **KF: Balance Street**

Regular meetings via zoom. Changes in the appointment system with access to appointments via the website. PPG is patient led.

## **BW: Tutbury**

Meeting was due yesterday but now moved to next week. Meetings are via zoom and always has a member of the surgery present. PPG is patient led.

## **JW: Barton**

March zoom meeting had to be cancelled. Waiting for new date.  
PPG is Practice led.

## **General**

The Chair, SAR mentioned that there is a “PPG Toolkit” coming out soon for GP’s regarding the set up and running of PPG’s.

At the last meeting, the following was reported:

*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.*

Update from the Vice-Chair JB on 5<sup>th</sup> June 2021.

The videos are now available and can be seen by going onto the following links.

<https://clicks.eventbrite.com/f/a/SmY5FmiObYHuiGctov8sjg~~/AAQxAQA~/RgRijgBAP0QsaHR0cHM6Ly93d3cuZGlnaWhlYWx0aHdlbGwuY28udWsvdGQtd2ViaW5hci9XA3NwY0IKYKbAzKxgcAkEAVIYYnJpZGdlc2pvaG43NjNAZ21haWwuY29tWAQAAAAA>

[https://clicks.eventbrite.com/f/a/hKFShn33uXTK7j\\_dt8tYXQ~~/AAQxAQA~/RgRijf1EP0QuaHR0cHM6Ly93d3cuZGlnaWhlYWx0aHdlbGwuY28udWsvcmVzcC13ZWJpbmFyL1cDc3BjQgpgpsTJrGCRNKfNUhhicmlkZ2Vzam9objc2M0BnbWFpbC5jb21YBAAAAA~](https://clicks.eventbrite.com/f/a/hKFShn33uXTK7j_dt8tYXQ~~/AAQxAQA~/RgRijf1EP0QuaHR0cHM6Ly93d3cuZGlnaWhlYWx0aHdlbGwuY28udWsvcmVzcC13ZWJpbmFyL1cDc3BjQgpgpsTJrGCRNKfNUhhicmlkZ2Vzam9objc2M0BnbWFpbC5jb21YBAAAAA~)

[https://clicks.eventbrite.com/f/a/HnXQ\\_zuRWz4TL42A8FGHeA~~/AAQxAQA~/RgRijfuEPOQsaHR0cHM6Ly93d3cuZGlnaWhlYWx0aHdlbGwuY28udWsvaHQtd2ViaW5hci9XA3NwY0IKYKYeyKxgg7T4\\_IYYnJpZGdlc2pvaG43NjNAZ21haWwuY29tWAQAAAAA](https://clicks.eventbrite.com/f/a/HnXQ_zuRWz4TL42A8FGHeA~~/AAQxAQA~/RgRijfuEPOQsaHR0cHM6Ly93d3cuZGlnaWhlYWx0aHdlbGwuY28udWsvaHQtd2ViaW5hci9XA3NwY0IKYKYeyKxgg7T4_IYYnJpZGdlc2pvaG43NjNAZ21haWwuY29tWAQAAAAA)

<https://www.digihealthwell.co.uk/af-webinar/>

<https://clicks.eventbrite.com/f/a/IXYVFLP1VAuQXcHcZn1GFw~~/AAQxAQA~/RgRijfi6POQsaHR0cHM6Ly93d3cuZGlnaWhlYWx0aHdlbGwuY28udWsvc2ktd2ViaW5hci9XA3NwY0IKYKY6xaxghcx-M1IYYnJpZGdlc2pvaG43NjNAZ21haWwuY29tWAQAAAAA>

## **12. 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.**

NHS clinical commissioners for Staffordshire and Stoke-on-Trent will be holding their next Governing Bodies' meeting in common on Thursday 27<sup>th</sup> May.

For the second 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 1.30-4.30pm. 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, will be this virtual meeting.

AH indicated that it was hoped that the next virtual meeting of the Primary Care Commissioning Committee will also be held "live" This will be on Thursday 27<sup>th</sup> May between 9.30am and 11.30am. The Vice-Chair, JB will keep the members informed.

Update: The meeting was held "live". Members were informed and both the Chair and Vice-Chair registered and attended the meeting.

An update on both meeting above will be given at the next District meeting.

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

- Patient Board had met on May 6<sup>th</sup>.
- The questions raised via the District Group on 106 monies have been raised and are being investigated. It is hoped to have a full response by the July Patient Board.



- The Board had a good presentation from UJ, Head of Business and Service Development, and SW, Clinical Lead for Improving Access to Psychological Service (IAPT) South Staffordshire. Both are from Midlands Partnership Foundation Trust.
- Regarding patient stories the Board were informed that work is ongoing to finalise the report on the stories received over the past six months. This will not only be brought to the Patient Board but also is to be presented to the Locality Commissioning Board which is a sub-committee of the Governing Body.

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

The next meeting is on Thursday 20<sup>th</sup> May and we have as our speaker Brian Rich, Senior Therapist on leading Long-Term Conditions, from Staffordshire and Stoke on Trent Wellbeing Matters. Brian will speak on a general basis about the psychological aspects of diabetes and will talk for approx. 30 mins plus Q&A.

Brian has also accepted our invitation to stay for the whole meeting so we can hopefully 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 so they can listen to our speaker.

## **11. Any Other Business**

- 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. Currently discussions are ongoing, and it is hoped to take the project forward during the summer.

LH commented that she should work very well and had used something similar when she worked as a carer. The document was called “This is Me”.

KF indicated that she was the Care-Ordinator at Balance Street Surgery. The programme being planned will be of assistance when carers visit people or when they come home from hospital.

It was suggested that MV from St Giles come and talk about the programme at the next meeting.

- SMcK indicated that Good Hope are involved in delivering food parcels. Burntwood food parcels under pressure.
- The date of the first virtual UHDB Patient Forum has been set, Wednesday 9<sup>th</sup> June

between 10am and 11am. Concerning that there are 2 speakers planned so not much time for patient input. Very much depends on who Chairs the meeting.

- UHDB are going to reduce its number of governors from 40 to 27. It is also planned that the governors will carry out virtual ward visits that include talking to staff and patients.
- Discussion on further planning applications for a further 500 houses around Burton. This is in Beam hill and was first agreed about 4-5 years ago.
- What is the position regarding the proposed GP development and Health Village on the Geoffrey Hodges site at the Queens Hospital? Information to be gathered and distributed.
- DB raised the issues around Mental Health and the role of the new ICS and ICP Boards around this topic. AH indicated that a certain percentage of all health monies must be spent on Mental Health and this expenditure must be transparent for everyone to view.

## **12. Review of the Meeting.**

Highly informative, good discussions,

## **13. Date of Next Meeting**

The next virtual meeting, via Zoom, is on Thursday 24<sup>th</sup> June 2021 starting at 6.30pm. The Chair SAR thanked everyone for their contributions to the meeting.

