

East Staffordshire District Patient Engagement Group
Minutes of the Zoom meeting held on Thursday 16th September 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)
BJW	(Tutbury Patient Forum)
TB	(Yoxall PPG)
SG	(Yoxall PPG)
LK	(Peel Croft PPG)
LH	(Peel Croft PPG)
JF	(Balance St PPG)
JW	(Barton PPG)
CR	(Bridge Surgery)
LT	(Carlton Group PPG)
LL	(Alrewas PPG)
DB	Healthwatch
DH	(Chair, Crown PPG, Tamworth). Member East & South East Staffs Clinical Commissioning Group Patient Board. (Arr. 7pm)

2. Apologies.

KB	(Rocester PPG) unable to get Zoom.
RB	Trent Meadows PPG
KF	(Balance St PPG)
SMcK	(Trent Meadows PPG)
JK	(Wetmore Road)
AH	East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement)

3. Welcome.

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

4. Minutes of the Meeting held on 16th September 2021.

Taken as read and only one issue raised by CD. Trent Meadows PPG.

In relationship to the letter circulated from Lord Bethell what did the initials TRE stand for? The Vice-Chair, JB indicated he had sent an email to Kate Griffiths asking for clarification and was waiting for a response.

At the last meeting SMcK, Trent Meadows, had asked if anyone had heard from KL of Peel Croft PPG? The Vice-Chair informed the members that he had communicated with KL, via Facebook, and all is well. She is looking forward to when we can meet face-to-face.

There were no further actions arising that were not already on the agenda.

5. Action Log

(i) My Wishes Project, (Plan your future care).

Following the talk by MV of St Giles a questionnaire had been formulated and sent out to all members of the District Group asking for them to distribute to their PPG members and Practice for discussion and comment.

At the last meeting the Vice-Chair, JB, thanked all those who had given feedback and informed everyone that MV had left St Giles to take up a position at Support Staffordshire. The project is now back with Ian Leech, IL, at St Giles, and as agreed all the feedback had been correlated a meeting would be held with IL.

Update: A meeting had been recently held between the District Chair, Vice-Chair and IL to discuss the next steps. The outcome of the meeting was that IL will attend the meeting in November and discuss the next steps with the group members.

(ii) 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 carry out this action. Action still open.

6. Healthwatch

DB, Healthwatch gave the following update:

- (i) Starting to meet patients at the monthly Hospital meetings.
- (ii) Trying to adopt some of the Better Wishes' ideas with people he meets.
- (iii) UHDB are looking at the discharge lounges at Queen's, current situation requires improvement, and the Trust is looking for funding to improve the situation. During the high alert situations some patients are being sent to other places such as the community hospitals.
- (iv) The 12month waiting list for patients reached 10,000 in May 2021 but now under 6000. Trauma and Orthopaedic departments are extremely busy.
- (v) Lot of energy to support the staff at the Trust.
- (vi) In terms of community matters, especially where English is a second language started doing work around digital exclusion. Following up from potential leads from SMC, (Trent Meadows PPG), 21 local contacts have been made.
- (vii) Beginning to make contacts/links in the Tamworth and Lichfield areas. Now looking for contacting within the Uttoxeter area and happy to come out and meet people/groups.
- (viii) Informed the members that he is a member of the Burton Community Champions group, who have a mental health meeting the following week.
- (ix) Working with Richard Williams of Support Staffordshire on their inequalities programme.
- (x) Other future areas DB will be looking into include Primary Care Access, Hospital Waiting Times and Mental Health.

The Chair, SAR, thanked DB for his very informative input. Due to other commitments DB then had to leave the meeting.

7. Patient Stories

The Chair, SAR, went round the participants in turn to ask if they had any patient stories.

- (i) CD, Trent Meadows PPG, had to have his ears syringed and used “Hearing First” which gave an excellent service. Discussion on ear syringing with several good contacts for micro suction being given. DH, (Chair, Crown PPG, Tamworth), Member East & South East Staffs Clinical Commissioning Group Patient Board, mentioned that Specsavers in Tamworth do it for £60, also available at Peel Pharmacy, Tamworth. In addition, pity it is not part of the GP contract. The Chair, SAR, stressed the importance of dementia patients having ear checks.
Action: Vice-Chair, JFB, to compile a list of contacts.
- (ii) The Vice-Chair, JB, gave the members an outline of the presentation he gave to the South Staffs CCG Locality Board earlier in the day that covered patient stories concerning Diabetes care.
- (iii) The Chair, SAR, related the care that her younger brother received when had the signs of a stroke. It was good to see that the new Stroke pathway was excellent and everyone very helpful and briefly the details were:
 - Family noticed the telling signs and acted immediately.
 - Paramedics arrive promptly and were very efficient.
 - On arrival at the Royal Derby the medics were ready and waiting.
 - One hour later problem located and sorted
 - Checked thoroughly on the neuro ward and discharged back home.
 - Diagnosis showed Atrial Fibrillation a condition that increases fivefold the risk of a stroke. It is very common and can be treated successfully.
 - It was agreed to circulate details on the signs of a stroke and what arterial defibrillation is.
- (iv) LK, Peel Croft PPG) mentioned the sad loss of a close friend in May and the great support he received from his “bubble family” which includes friends. These support mechanisms have been a fantastic benefit throughout the times of COVID-19 and he too was able to assist someone in the “bubble” when they needed to take a member of the group into Derby for a blood test.
- (v) LL, (Alrewas PPG), brought up the topic of Swift queue which is the hospital system for booking blood tests. Apparently, the surgery used to carry out the blood tests requested by consultants for their outpatients. This saved the inconvenience of having to book an appt through Swift queue requiring travel

to the test location. For the elderly and those without own transport this was a superb service however, the surgery has now stated they will only carry out blood tests requested via their own GP's.

This prompted discussion and comments which covered

- Is this due to the blood tube storage? No, it isn't
- Could these patients be able to have their bloods taken at Hill St clinic in Stapenhill saving travel to the hospitals?
- Example of other GP surgeries who successfully carry out this service and have done for many years so why the change?
- Doesn't say much for the forthcoming integrated care model and yet again showing silo working.

It was agreed that this should be escalated up to the Patient Board as

- Just sprung upon patients
- Gap between GPs and Hospitals appears to be widening
- Inconsistency between surgeries.

(vi) LL, (Alrewas PPG). Mentioned the good service received from MPFT for recent wound care.

(vii) JW, (Barton PPG), Used to have to attend a clinic at the hospital every 2-3 months for a skin complaint. During the Blood Testing Clinic restrictions or closure at Queen's during Covid, JW asked her GP Practice if they could take her blood tests for her ongoing appointments at Queen's. They were happy to help and submitted the samples to the respective clinic (using the hospital's blood sample wallet showing patient's hospital number, which JW provided when the blood was taken). This supportive action by the Practice to help the patient, greatly reduced the risk of her picking up Covid in the hospital.

8. PPG Updates

JB Tutbury

- Held second face-to-face meeting yesterday.
- The Practice Manager couldn't attend but had sent the report via the PPG Secretary which was read out.
- Update on the latest COVID vaccination situation, Governing Body AGM due the following week, and access to the surgery.

- Agreed that the social quiz night would be reintroduced but with protocols in place and no refreshments. This will be taking place on Friday 22nd October starting at 8pm in the Tutbury Club.
- Flu clinics due to start on Saturday 18th with 385 planned. The issue is that to date no vaccines have arrived although Dove River surgery, who share the building had received theirs? Could be their premises in Sudbury had the delivery but we must question the situation, especially when both pharmacies within Tutbury and Hatton have had deliveries. To prevent cancellation of appointments, taking up valuable receptionist time, Hatton pharmacy had agreed to loan some of theirs so long as they are replaced the following week.

LK, Peel Croft

- Working with the Practice Manager to get messages out into the community.

TB, Yoxall

- As reported at the last meeting held our first face-to-face meeting in July.
- COVID-19 and the current situation regarding access has caused a lot of aggravation between the surgery and patients. To try and ease the situation a joint Surgery /PPG Health event is being held in Yoxall Village Hall on Tuesday 21st September between 2pm and 4pm. This will give the chance for patients to come and speak to the Practice Manager and other surgery staff.

SG, Yoxall, informed the meeting that an email had been sent to the PPG late today stating that due to the awful social media abuse the surgery had received when promoting the event to patients, they would be bringing posters about zero tolerance.

CD, Trent Meadows, indicated that this type of person uses social media but rarely follow up with a face-to-face confrontation.

The Vice-Chair, JB, indicated he would also be attending the event and congratulated Yoxall on their initiative.

Yoxall currently have a senior GP on long term sick leave.

CR, Bridge

- Having a PPG meeting next week. The Vice-Chair, JB, is attending to give a presentation.

- The GPs are now seeing more patients at the surgery but will not get back to pre-COVID levels in the near future.
- There has been difficulty in obtaining supplies of the flu vaccine in this area.

DH, South East District Patient Group, SEDPG

- The East Staffs District Patient Engagement Group Chair and Vice-Chair are invited to the SEDPG
- The agenda covers similar items to our District Group plus included updates on Section 106/Primary Estate, NHS111 and Primary Care updates.
- The next meeting is on 22nd September and will be covering:
 - Primary Care
 - Care Navigation
 - NHS 111
 - Future of the George Bryan Centre in Tamworth. One wing burnt down 2 years ago, and the second wing closed as unsafe. It is planned to hold a public consultation on its future during October but no details yet.
 - Update on effect of further new housing developments planned, there is an application for 800 new houses at Mile Oak in Tamworth.

9. COVID-19 Vaccination Programme.

The vaccinations are still progressing well although the centre has slowed down over the past few weeks mainly due to the availability of vaccines. Recently held clinics for 16years upwards and pleasing turnout.

Going forward Pirelli will be used for the COVID booster vaccinations which will start late September/early October. With the new football season starting in August new arrangements have been made to take account of when the centre is required for supporters. The vaccination bulletins are still being circulated widely by the Vice-Chair.

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

(i). East Staffs CCG

The six Staffordshire and Stoke-on-Trent Clinical Commissioning Groups (CCGs) are coming together virtually on Thursday 23 September 2021 (2-4pm) to host their combined Annual General Meeting (AGM).

The event will be a Live Teams Meeting chaired by one of the CCG Chairs Alison Bradley, who is also an ICS Board representative. Key presenters will include Marcus Warnes, Accountable Officer, Paul Brown, Chief Financial Officer and the CCG Chairs.

The meeting will reflect on key achievements in the last year, as well as a chance to hear from the CCGs about the work we've been doing with the local health services in the last year, whilst continuing to tackle the Coronavirus pandemic and delivering the vaccination programme.

The Vice-Chair, JB, has circulated the above details and registration details to everyone. Registration must be completed by 5pm on Wednesday 22 September 2021. Anyone who registers will be sent details of how to join the webinar and how to submit questions.

(ii). The South East Primary Care Commissioning Committee

The meeting was not held in August but will be taking place between 9.30am and 11.30am on Thursday 30th September. The Vice-Chair, JB, will circulate the full details when they become available on the CCG website. Anyone who registers will be sent details of how to join the webinar and how to submit questions.

(iii). The East and South East Staffordshire CCG Patient Board.

Meeting was held on 2nd September. Usual full agenda with the normal standard items. Time spent on patient stories and the report that JB will be presenting to the South East Locality Commissioning Board on 16th September. Update given on the progress of the new Integrated Care Partnership that is planned to take over from the 6 CCGs in April 2022. Agenda also covered patient access to GP surgeries, patient stories, and Board members updates.

11. East Staffordshire and Surrounds Diabetes UK Patient Network.

There have been no further meetings since the last report. The next meeting is on Thursday 29th September. The Chair, JB, has sent invitations to the paediatrics teams at UHDB to invite both parents and their Type 1 teenagers to the group in September to discuss any concerns and worries they may have especially as they progress into the transition into adult care.

The monthly discussions are still held between the UHDB and the Chair, JB, regarding issues and concerns raised by the group. The September meeting had to be cancelled as the UHDB contact Luke Gregory has moved onto another job within the Trust. His replacement is due to start early October and once settled in it is hoped these valuable meetings will re commence.

JB gave a quick update regarding the 1,000,000-step challenge he is doing for Diabetes UK throughout July, August and September. The target was achieved on August Bank holiday, but the aim is to continue till the end of September to see what the final figure will be.

12. Any Other Business

(i) Face-to-face meetings.

The Vice-Chair, JB, had made some enquiries regarding a venue for when the District Group wish to restart face-to-face meetings. The previous venue, Burton Community Fire Station, is not accepting block bookings and in fact has just ceased offering their facilities. Support Staffordshire have a room at the Voluntary Centre located in Sainsburys car park and can accommodate both daytime and evening meetings. A discussion was held, and it was agreed that with infections on the increase and autumn/winter approaching, zoom meetings would continue until Spring 2022.

(ii) University Hospitals of Derby and Burton NHS Foundation Trust PPG Forum

The second PPG forum meeting took place earlier in the day. It was well attended by members of the East Staffs District Patient Engagement Group. The speakers were as follows:

Nicola Bullen, Assistant Director Health, Safety & Wellbeing, who gave a very comprehensive talk and presentation on how UHDB is prioritising the

health and wellbeing of staff following a very tough 18 months. The second speaker, Duncan Bedford, Managing Director, UHDB, Queen's hospital was to be the second speaker but unfortunately was unable to attend. However, those present were given an update on the states and the plans to utilise the community hospitals more. This included having MRI and CT facilities available in these hospitals rather than people having to travel to the 2 major hospital sites.

The PPG Forum meetings will be held on a bi-monthly basis.

(iii) Patient Association

Both the Chair and Vice-Chair, SAR, and JB have signed up for the Patient Association and consider this to be more informative. It is free to join, and you get weekly updates. Their website is:

<https://www.patients-association.org.uk/>

Below has been copied from their opening page

The Patient's Association is an independent patient charity campaigning for improvements in health and social care for patients.

Uniquely for a charity with a remit covering all health and care issues, we work with patients directly: they are our members and supporters, and also the people who benefit from our help and advice services. Through our helpline we support thousands of people each year with their concerns and queries about the health and social care system.

We also speak to government, the NHS and other stakeholders about patients' priorities and concerns, to ensure the patient voice is heard and acted upon.

Our purpose

To ensure that everybody can access and benefit from the health and care they need to live well, by ensuring that services are designed and delivered through equal partnership with patients.

Strategic focus 2021-25

Patient partnership in the design and delivery of health and care services.

Our core values ensure we never lose sight of what we're trying to achieve.

Compassion: *we treat patients, their families and carers with respect, sympathy and understanding*

Collaboration: *we share knowledge and work with others to achieve common goals*

Inclusiveness: *we work to fulfil our mission equitably and for the benefit of all, guarding against discrimination and disadvantage*

Empowerment: *we support patients, their families and carers to take action on their own wellbeing and wider decision-making*

Ambition: *we aim to deliver our mission to the highest standards.*

These core values serve to guide our decision-making and the strategic direction of the Patients Association, and fundamentally underpin everything we do.

It would seem to be a viable alternative to the National Association for Patient Participation which has an annual payable subscription

13. Review of the Meeting.

Highly informative, good discussions.

14. Date of Next Meeting

The next virtual meeting, via Zoom, is on Thursday 28th October 2021 starting at 6.30pm. The Chair SAR thanked everyone for their contributions to the meeting.

