

**East Staffordshire District Patient Engagement Group**  
**Minutes of the Zoom meeting held on Thursday 13<sup>h</sup> January 2022,**  
**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)
RB	(Trent Meadows PPG)
BJW	(Tutbury Patient Forum)
SG	(Yoxall PPG)
LK	(Peel Croft PPG)
KF	(Balance St PPG)
SMcK	(Trent Meadows PPG)
LL	(Alrewas PPG)
CD	(Trent Meadows PPG)
LT	(Carlton Group PPG)
YC	(Dove River PPG)
JW	(Barton PPG)
DB	Healthwatch
KL	(Peel Croft PPG)
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.
LH	(Peel Croft PPG)
TB	(Yoxall PPG)
JK	(Wetmore Road)
DH	(Chair, Crown PPG, Tamworth). Member East & South East Staffs Clinical Commissioning Group Patient Board.

### **3. Welcome.**

The Chair, SAR, welcomed everyone to the first virtual District meeting for 2022 held via Zoom. Also welcomed KL, (Peel Croft PPG), who hadn't been to a meeting since COVID pandemic started.

### **4. Minutes of the Meeting held on 28<sup>th</sup> October 2021.**

The Chair, SAR, went through the minutes and asked if there were any amendments?

There being no further issues raised the minutes were accepted as a true record with SG and RB being the proposer and seconder.

### **5. Action Log**

#### **(i) 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 conduct this action.

#### **(ii) Website.**

The Chair, SAR, informed the members that she and the Vice-Chair JB, had contacted CD, (Trent Meadows PPG), regarding the upkeep of the website. CD had agreed to conduct this role and a meeting will be arranged with our website provider.

**Update:** Due to time pressures this meeting has still to be arranged, The Vice-Chair JB, informed those present that this meeting had been arranged for Wednesday January.

#### **(iii) Information from Ruth Emery regarding the questions raised from the presentation given in October 2021.**

Following the presentation given by RE in October several questions had been raised but there had not been any feedback. The Vice Chair, JB, said that all the questions raised at that meeting had been forwarded to RE and a follow up email sent prior to both the December and this meeting. There still has been no response and he will chase up again. Once received the responses will be distributed to

everybody. AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), said that she had recently heard that RE had been off work for some time and will follow up with others within her department.

**(iv) Update on the My Wishes Project.**

The Chair, SAR, updated the members as follows:

Michelle Voorden of St Giles Hospice had moved to Support Staffordshire. Ian Leech, from St Giles Hospice, had taken on the project again and currently it is on hold until it had been confirmed on how the information will be accessible to a patient's GP record. JW, (Barton PPG), requested that Power of Attorney be considered as well either linked in the My Wishes project or as a separate topic. This was agreed.

Palliative care was also mentioned, and would it be on the Nursing Directorate of the CCG? AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), would try and find out but may be difficult at present as all available staff are currently being recalled to the "front line." Would chase up in February.

**6. Look back on 2021**

The Chair and Vice-Chair had put the following presentation together which was shown to all those present.

## Look back on 2021

- We held 9 meetings throughout the year.
- Apart from the PPG representatives we invite Healthwatch, and members of the East and South East Staffs CCG Patient Board to the meetings.
- In November 2020 we were approached by the Primary Care Network to seek people to help at the Pirelli COVID Vaccination Centre.
- 100 volunteers came forward, some of which were District PPG members and their PPG colleagues. The vaccination volunteer team won a Support Staffordshire “Star Award” in 2021.
- Vaccinations started on 16<sup>th</sup> December 2020 and are now approaching a total of 200,000 vaccinations being administered,

## Look back on 2021

- In October 2020 we were successful in obtaining a grant to enable the group to set up its own website.
- In December 2020 the grant monies above were “match funded” by the Clinical Commissioning Group.
- This additional money enabled the group to continue with virtual meetings via zoom membership and contribute to the running costs of the group.
- In December 2021 a member of the group has offered help in keeping the website up to date. A meeting has been arranged for 19<sup>th</sup> January 2022 with the website designer to go through the protocols.

## Look back on 2021

**We had the following speakers who gave presentations:**

- **Rachel Gallyot - Chair East Staffordshire CCG.**
- **Tracey Shewan – Director of Communications for the Staffordshire CCG's**
- **Michelle Vorden – St Giles Hospice**
- **Ruth Emery – Primary Care Lead for South Staffordshire CCG**
- **James Flintham/Richard Williams – Support Staffordshire Community Officers. Tamworth/Lichfield/Burton**

## Look back on 2021

**Members have been kept informed on various health matters including**

- a) When the Clinical Commissioning Governing Body and Primary Care Commissioning Committee hold their meetings at which the public can attend.**
- b) Regular updates on the Vaccination progress within Staffordshire.**
- c) Information from Support Staffordshire, Healthwatch and Staffordshire Together We're Better.**
- d) Updates on the progress towards the new Integrated Care System that will be replacing the Clinical Commissioning Groups during 2022.**
- e) The new Patient Participation Group that has been set up by UHDB.**

**Wherever possible members of the group have attended both the above meetings and other health related group meetings that take place**

## Look back on 2021

Due to the continued COVID pressure on our surgeries we have:

- Started a telephone helpline for patients to contact for information and/or explain the issues they experience.
- Circulated information leaflets to our communities in both June and July 2021 to help explain the situation.
- Any issues/ patient stories we have concerns with, as a group, have been escalated up the East and South East Staffordshire CCG Patient Board who discuss and then request input from the CCG.

## Aims and Objectives for 2022

**FOR DISCUSSION ON  
THURSDAY 13<sup>TH</sup> JANUARY 2022**

The members were grateful to have the presentation and LL, (Alrewas PPG), thanked the Chair, SAR, and Vice-Chair, JB, for all the work they did on behalf of the District Group.

A copy of the presentation would be sent to all District Group members, and it can be used at the individual PPG meetings.

In addition to the above slides there was also a presentation on the finances. It was agreed by all present that this slide would not be circulated as confidential to the members.

The Chair, SAR, pointed out that the group was the first to get going through COVID and currently is the only one that has been continuously meeting since July 2020. In that time we have done everything possible to keep our communities informed.

AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), confirmed that the group had put in a lot of time and effort throughout the pandemic and was a credit for the work done. This shows the advantage of being a self-administered group.

## **7. Patient Stories**

- (i). The Vice-Chair, JB, related details regarding patient discharge from Queens hospital. This related to his 94yr old mothers discharge earlier that afternoon following 2 weeks in the hospital including an operation. Prior to discharge the care by all staff had been first class. All this was then ruined by the attitude of the staff within the discharge lounge. A complaint to PALS is being considered. Another case of great care being spoilt by the discharge experience.
- (ii). RB, (Trent Meadows PPG), gave details relating to a sudden loss of hearing and having to attend the audio department at Queens. The staff were brilliant, and he had sent a letter of thanks to them.
- (iii). LL, (Alrewas PPG). Several PPG members contacted family members and friends asking for patient stories regarding the services offered by the practice. 26 responses were received which were generally very positive (see Alrewas PPG update in section 9).
- (iv). SG, (Yoxall), her 99yr old mother currently lives in Whittington. She has contact with a group of nurses, based in Lichfield. Nothing is ever to much trouble for them, and she can therefore still be self-sufficient.
- (v). ZL, Burton Mind. Member East and South East Staffs Clinical Commissioning Group Patient Board. A colleague she works, and her family are patients at Gordon

Street. Husband needed extra care and the surgery has been very accommodating and given the care required. The GPs were seen face-to-face and very efficient.

(vi). KF, (Balance Street), The surgery has a few patients on a journey with cancer. They have had good support from both Derby and Burton Hospitals.

(vii). CD, (Trent Meadows). In December had to be “blue-lighted” to Derby hospital with heart attack. Ambulance arrived within 10mins. Was at Derby for 3days and received excellent care. Was put onto various medications by the hospital and surgery put them onto the register of medications and texted when that had been done. After re-ordering, nominated Pharmacy rang back to see how I was getting on with taking them and were there any problems. Currently, having rehabilitation at Queens which is good. On another issue had to call NHS 111 over Christmas which needed an out of hours doctor appointment which was arranged and conducted that same day.

(viii). LK, (Peel Croft PPG). Recently had a small lesion on the side of his face. Used the phone app, that his surgery use, to sort a call back to discuss. GP requested a photo which was sent but wasn't that clear. GP arranged immediate face-to-face appointment and treatment.

Pleasant experience. GP looked overwhelmed with the current situation.

(ix). YC, (Dove River PPG). Conducted a short patient survey that was sent out via text, email etc. Received twenty-one returns which gave the following information:

- Sixteen out of 21 Very satisfied/ Satisfied with treatments offered
- Eighteen out of 21 Very satisfied/ Satisfied with the surgery handling of COVID.

(x). KL, (Peel Croft PPG). Visited surgery for COVID and flu vaccines, excellent experience. Booster was at Hatton with the support of her carer. Again particularly pleasant experience.

(xi). DB, Healthwatch. His wife had an issue with her knee that required attention. Saw GP, referred to physio for treatment. Was seen and treated by physio within 3 weeks that included the Christmas period.



## **8. Healthwatch**

DB, Healthwatch gave the following update:

- The COVID pandemic has slowed everything down and currently is preventing face-to-face meetings, although managed to speak at a recent Burntwood Council meeting.
- The replacement of the George Byan centre in Tamworth is entering the consultation stages and meetings are being arranged of which details have been circulated.
- A mental health referral team is setting up at Queens and will talk to people at they come into A&E.
- Currently a lot of money is going into mental health services.
- It has been found by Queens hospital that pulse oximeters appear not to work too well with people of dark skins. Looking for patients willing to take part in trials.
- As from 1<sup>st</sup> April 2022 the current Healthwatch contract will be taken over by Support Staffordshire. DB on the transfer list to be TUPE'd to Support Staffordshire.
- There were 8 x £1500 grants made available for those organisations who were working at looking into the effects of the COVID pandemic. Burton and District Mind received one of the grants.
- LL offered to put any Healthwatch notices onto the Alrewas PPG notice board. DB thanked LL for this and requested her email address which LL was happy for the Vice-Chair, JB, to forward on. DB indicated it best to wait until part of Support Staffordshire before information is displayed.

## **9. PPG Updates**

### **JB, Tutbury PPG.**

- Virtual Group meeting and AGM held on 12<sup>th</sup> January.
- Chair, Deputy Chair, Secretary and District Group Representative all re-elected to serve for 2022.
- Presentation given on “looking back at 2021” and plans for 2022
- Full input from the Practice Manager including update on the staff situation and

recruitment, the Practice Nurse Manager started in December.

- Input from Dr HS, Partner, and that he will be leaving the surgery in September and moving back to his home county, Lincolnshire. Everybody indicated they will be extremely sorry to hear he was going and wished him well for the future. A replacement has been agreed upon but not yet fully finalised.
- A newsletter was produced prior to Christmas to highlight both the issues and the positives that the surgery was facing.

### **SG, Yoxall PPG.**

- Planned meeting for 25<sup>th</sup> January 2022.
- Following the Practice Manager leaving in November a new person has been appointed and will be starting in February. It was pleasing to note that they will be attending the PPG meeting on the 25<sup>th</sup> of January.
- So far eighteen people have indicated they will be attending the meeting, both existing members and new members.

### **LL, Alrewas PPG.**

- As with Tutbury Dr Rachel Gallyot, Partner and Chair East and South East Staffordshire CCG is leaving the practice. In addition another GP is also leaving. Both leaving end of February. The two have been replaced with new appointments that start in March.
- Patient stories: PPG Members collected these. The feedback was positive, with just a few issues raised around communication with the receptionists and the appointments system. The Practice Manager agreed to send the report to the GP partners and to pick out the key points and advise what actions they could take to try and address these issues.
- We produced and distributed a location map for the defibrillators in Alrewas. We started, and continue to manage, this defibrillator project.
- Flu Clinic: Help was given and was much appreciated by all the surgery staff.
- Comms: A meeting was held to discuss our work around improving our digital communication with the practice population.  
We will take this forward later in the year.

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

AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), gave the following update:

The intended introduction of the new Integrated Care System, due to replace all six Staffordshire Clinical Commissioning Groups has been put back until 1<sup>st</sup> July 2022 instead of the 1<sup>st</sup> of April 2022. This is due to the delay in the new Act going through parliament. The CCG's will continue as normal until the new date.

Lot of pressure within the overall Health system at present. This due to both the normal winter pressures and the Omicron variant. The NHS is now back onto Level 4 which is major incident category and where possible all CCG staff have been redeployed to front line duties.

Due to the above most NHS meetings has been cancelled or reduced in time. The Governing Body and Primary Care Committee Meetings planned for the following week will still go ahead but reduced to one hour each and any questions from the public will have to be sent beforehand as none taken on the day.

Patient Board met in January. Awaiting decision re the meeting in February.

## **11. East Staffordshire and Surrounds Diabetes UK Patient Network, ESSDUKPN.**

- The workshop, discussed at the last District meeting, around raising the awareness of diabetes within the BAME communities within Burton took place on 16<sup>th</sup> December 2021. Those present included: The Chair of ESSDUKPN, local County Councillor, Diabetes UK Midlands, Burton and District Mind, Staffs Network for Mental Health, BACT, St Giles, Trent and Dove, Support Staffordshire, Everyone, Everyone Active, and Staffordshire Public Health. Plans are now being worked upon to have in place projects to assist and help signpost these communities to where help and support can be given. A further workshop is planned for February 2022 and hopefully the scheme to start in the April and run until end 2022.
- The first meeting of the ESSDUKPN will be taking place on Thursday 20<sup>th</sup> January and is open to everyone. Invitations have already been sent out.
- During 2022 it is hoped to extend the network within Lichfield and Tamworth.

## **12. Any Other Business**

(i). The Chair, SAR, informed the members that she is now the representative within East Staffordshire for the Atrial Fibrillation, AF, Association.

AF is a condition that causes an irregular and often fast heartbeat. It's not clear what causes atrial fibrillation, but it's common in people with other heart conditions.

The symptoms of atrial fibrillation include heart palpitations, dizziness and shortness of breath.

Treatments for atrial fibrillation include medicines to control your heartbeat and thin your blood.

DB, Healthwatch, mentioned that he has AF and had attended the last two national conferences that were held in Birmingham. They were superb with lots of information and leaflets. The Association also has an informative website and helpline.

(ii). The Chair, SAR, is also involved in wound care and lower limb health and attends a group run by the Midlands Partnership Foundation Trust.

(iii). Speakers: Members were asked to forward their ideas to both the Chair and Vice- Chair on whom they would like to see come and speak to the group.

(iv). Our website designer has approached the Chair and Vice-Chair regarding doing a promotional video for the group. They are happy to do this and pointed out that nothing would be going into any public domain until the group had seen and approved it. It would also be good to be able to give quotes from the members and their PPG's and the members were asked to consider this and forward their ideas to the Vice-Chair, JB.

## **13. Review of the Meeting.**

Highly informative, good discussions.

## **14. Date of Next Meeting**

The next virtual meeting, via Zoom, is on Thursday 24<sup>th</sup> February 2022 starting at 6.30pm. The Chair SAR thanked everyone for their contributions to the meeting.

**After the last minutes, December 2021, had been distributed the Chair and Vice-Chair received the following email:**

Hi John and Sue

I hope this email finds you both safe and well and that you've had a lovely Christmas.

John Jackson, our Chair of PPG sent through these minutes and I'm contacting you about the reference made about the consultation with our patients and potential move of Carlton Group Practice to the new Outwoods Village. I'm not sure whether you are aware or not but in May / June 2021 letters were sent out to all patients registered at Carlton Group informing them about the potential move to the new site and asking for feedback from our patients. This feedback was collated and sent back to the CCG in order for them to put the report together. This report was completed by Josh Slater in October. We also held an engagement event in July at King Street Surgery (in the car park) where our PPG, Senior Partner and members of our PPG were available for patients to come and discuss any concerns about the move and we had quite a good turnout of patients. The information regarding the Outwoods Village has also been put on our social media and is available on our website. So, whilst this may be considered "little consultation and involvement", we feel this reference is unhelpful and incorrect with the limitations we have faced during this past year with the pandemic. If you want to discuss further in the New Year, please don't hesitate to let me know.

Wishing you and your families a very Happy New Year, hope to see you both soon J  
Kind regards

Lisa

Lisa Beard

Carlton Group.

**The following response was sent by the Chair, SAR:**

Thank you for taking the time to read our minutes and your observations.

As you will see John B forwards as much information as possible, to allow members who are unable to attend to get a real flavour of the meeting. As Chair, the

responsibility for the minutes being sent out are mine.

I see the part of the minutes you feel unfair was reported to the group by Dave Bassett, in his role as Healthwatch Representative. I feel sure the minute as written, is an accurate record of what was said.

I will forward the minute you commented on to Dave Bassett, as I believe these are comments that should be directed to them.

I am happy to allow your comments to be included in the next minutes. I am not able to comment further as my involvement with your plans to remove or Healthwatch's conversations has been minimal.

If I can help further, please contact me.

Speak soon.

Kind regards

Sue

