

**East Staffordshire District Patient Engagement Group
Minutes of the Zoom meeting held on Thursday 12th May 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)
LL	(Alrewas PPG)
DB	Healthwatch
KL	(Peel Croft PPG)
LH	(Peel Croft PPG)
JK	(Wetmore Road)
JW	(Barton PPG)
LT	(Carlton Group PPG)
DH	(Chair, Crown PPG, Tamworth). Member East & South East Staffs Clinical Commissioning Group Patient Board.

2. Apologies.

KB	(Rocester PPG) unable to get Zoom.
LK	(Peel Croft PPG)
CD	(Trent Meadows PPG)
TB	(Yoxall PPG)
SMcK	(Trent Meadows PPG)
AH	East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement)

3. Welcome.

The Chair, SAR, welcomed everyone to the meeting.

4. Minutes of the Meeting held on 31st March 2022

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

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

5. Action Log

(i) Changes in Disabled Parking at the UHDB sites

The questions raised at the last meeting had been sent to the Patient Experience team at UHDB and the following response had been received:

Why are there two sets of differing charges still in place across the Trust dependant on whether Derby-based or East Staffordshire car parks?

We set our charges based on the locations of our hospitals and use council charges and other car park charges in our respective Counties to set them so there are no plans at present to have parity.

When does the new multistorey one open at Queen's/ What charges will be in place at this new car park? We assume the same as the other sites on Queen's

We are hoping to open early April, but the car park will be staff only at present as the location is not the easiest for patients to access the majority of our services from. We will be turning two other current staff car parks to Patient only ones to compensate.

When will the same benefits for disabled drivers be offered to the Derby sites car parks?

Free disabled parking is available across all our 5 sites.

They have also asked one of their colleagues to check the information on the UHDB website for typos.

Estates will be available to give an update on facilities and estates at the next UHDB PPG Forum meeting, including car parking. The initial date for this meeting has been moved and the new date is:

Thursday 26th May 2022, 1.30pm – 3pm.

(ii) Update on the My Wishes Project.

Due to the current pressures within the health sector this topic is still on hold.

Update 12th June: To be reviewed in June.

(iii) Members quotes for the video promotion

Mentioned in AOB at the last meeting, our website designer had 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 PPGs and the members were asked to consider this and forward their ideas to the Vice-Chair, JB.

The Vice-Chair had received a quote from the Alrewas PPG and asked for members to discuss this with their PPGs and forward quotes asap. A meeting will then be arranged with the website designer.

Update 12th May: Still waiting feedback from the members.

(iv) Waiting Lists

The Chair, (SAR), had asked the members to think about and discuss waiting lists for treatment. This can include cancer treatment, hip and knee replacements, wound care and anything there is a waiting list for. You may also like to enquire of your practice if they know of any areas that have a particularly long wait. This was fully discussed at the last meeting but will stay on the action list until the overall situation within both primary and secondary care shows some improvement.

Update 12th May: No further information received but it was agreed this item will be kept open until the situation eases.

(v) Abdominal Aortic Aneurysm Screening, AAA.

At the last meeting it became known that the above service was having issues in securing a permanent location to conduct these tests. The Vice-Chair, JB, indicated he would contact AAA to see what facilities they require and see what can be arranged within the Burton area. The Vice-Chair has done this, and discussions are

underway between the service and Burton Albion with the aim of conducting the testing at the Pirelli Stadium.

Update 12th May: Discussions have now been held between the service and Burton Albion and agreement reached to have the tests carried out at Pirelli.

6. Healthwatch

DB of Healthwatch gave the following update:

Feedback from the monthly UHDB Patient Experience and Engagement Group Meeting.

1. The group was shown a video of a patient story from a lady with bowel cancer who was admitted for surgery during the pandemic. She had never been a patient in hospital before and commented that although she was, fully informed about the surgery she was about to have, she was not prepared for the recovery on the ward that would follow. This resulted in some confusion as to what the roles staff in different uniforms undertook and she was getting nursing assistants and trained nurses mixed up. She thought that some information on the ward environment prior to admission would have been helpful. There was also a delay in getting additional pain relief prescribed and administered.

One of the matrons fed back that during Covid the continuity of nurse staffing was disrupted to maintain services and led to delays sometimes in pain relief being prescribed and two qualified nurses being available at one time to check and give the dose of a controlled drug.

A national review of nursing uniforms with a view to standardisation is currently under consideration. A member of Yoxall PPG was concerned that this could lead to money being diverted away from patient care at a time when NHS finances are stretched.

2. There has been a 78% increase in PALS enquiries at the Trust over the last year. Concerns from relatives of patients who had passed away in hospital without visitors during COVID were frequent. Often this was to understand what actually happened to their loved ones.

As from 1st April 2022 it became mandatory that all deaths in hospitals, not reported to a coroner, must be reviewed by a medic independent to the case.

3. There is a national target of treating all patients who have been waiting 108 weeks for surgery by the end of June 2022. This is proving a challenge with over 100 cases to be cleared. The Trust is looking at all options to reduce the list including capacity elsewhere.

The recent opening of the extension to the Treatment Centre at QHB has helped tackle some of the waiting lists and in the longer term the Trust is looking to develop a dedicated elective surgical unit on the Nightingale Hospital site in Derby which would secure elective capacity all year round.

4. A new Chief Executive appointed and will start in Sept 2022. He is Stephen Posey, the current Chief Executive at Papworth Hospital in Cambridge. Dr Magnus Harrison will revert to the role of Medical Director at that time.

Other Items for information

1. As from 1st July, Heather Johnstone, currently Staffs CCG Executive Nurse, has been appointed as the new Integrated Care System Director of Nursing.
2. Draft NHS Statutory Guidance on patient and public engagement was issued for consultation yesterday with a closing deadline of 31 May.

Changes at Healthwatch Staffordshire

The management contract for delivering Healthwatch Staffordshire transferred from Engaging Communities Solutions to Support Staffordshire at the beginning of April 2022. The new manager is Baz Tameez:

(Baz.Tameez@healthwatchstaffordshire.co.uk Tel: 07563397802). He has a background of working in prisons, mental health and drug services.

DB has transferred across as an Engagement Officer – SE Staffordshire with an increase in hours from 18.5 to 30. There are similar posts for SW and N Staffordshire as well as a post focussing on social care. A new Advisory Board is in process of being established to overview and support the service.

Current issues arising from the Healthwatch Enquiry Line

HW continues to receive many enquiries from patients in Staffordshire regarding the lack of access to NHS Dental Services and continuing difficulties in accessing Primary Care. Both issues have been taken up with the Dept of Health at a national level by HW England.

A discussion followed about HW putting out some guidance for patients on the HW website relating to these issues and about how to use both the PALs and complaints processes. The group thought that this would be helpful.

Useful contacts that can help:

In Staffordshire, there is an organisation called A.S.I.S.T that can help people with the management of their NHS complaints. They have a website asist.co.uk and if you click on the heading for Staffordshire and scroll down you will find the section on NHS complaints. You can then either contact them using the referral form on the site or by telephoning 01785 246709.

MPFT Dental Access Centre

Phone number 0300 123 0981

Comments/Feedback from the members present

LL. (Alrewas PPG), Very interesting and lots of information.

DH, (Chair, Crown PPG, Tamworth). Member East & South East Staffs Clinical Commissioning Group Patient Board.

There appears to be a lot of time spent with prisons etc, but the public should be given fair share of service availability. Healthwatch in the past had a good advocacy service, will this be coming back? DB, no, as it is now done by ASIST who have the contract under Staffs County Council.

DH, (Chair, Crown PPG, Tamworth), and Member East & South East Staffs Clinical Commissioning Group Patient Board.

There are stories of a surgery in Lichfield that has 8 GPs but are still not seeing patients. This is totally unacceptable.

LT, (Carlton Group PPG), Over the past 15years there has been a 40% reduction in beds which hasn't helped bed occupancy.

The Chair, SAR, it is reported that up to 22,000 doctors could be leaving the profession by September

With the lack of bursaries for medical students many are having to take on other jobs as well. Some leave before the end of the courses and going into other professions. The Chair, SAR, gave one example of a medical student who after training owed £120K!

The Chair, SAR, thanked DB for his usual informative information and to the members for the information given.

7. Patient Stories

- RB, (Trent Meadows PPG), Prostrate clinic due to held at Pirelli Stadium? Was given Rachel as a contact name but no answer. Rang several times but just got the message “busy.” How do we make contact?
Recently had a head scan. After waiting 3 weeks for an answer but received nothing. Contacted the hospital and was told, no issues we will get a letter to you. Registrar consultant wrote to him stating the Consultant will be seeing him in June to discuss everything with him. Why do patients have to chase for results, then no issues then letter saying appointment in June re his condition?
- LH, (Peel croft PPG), I spent 3weeks in Scarborough hospital with a suspected heart problem. Was then transferred to Hull where the care was excellent. On return home saw my GP and seen in 9days. Due to be Queen’s next but if not heard after 4weeks then contact. Why can’t there be better guidance on times?
- DH, (Chair, Crown PPG, Tamworth), Member East & South East Staffs Clinical Commissioning Group Patient Board. Patient from Tamworth in her 80s had to be admitted to Good Hope for treatment. Moved to Coventry for an operation which went well then had to go back to Good Hope for her Cardio Rehab. Normally would have been Tamworth hospital but informed the CCG had removed the budget?

- KL, (Peel Croft PPG), A friend collapsed outside her surgery. Called the reception who just said can't help. Asked to speak to the Practice Manager and informed no, not here.
- KL, (Peel Croft PPG), questioned the length of time for cataract operations at Queen's. At Birmingham time between consultation to operation is 8weeks Have been waiting 18months and still not seen.
- JB, Vice Chair, mentioned recent issues at Queens he had encountered over the past few months concerning
 - Discharge issues and the delays to get the discharge notes signed by the medical professionals.
 - Visitors not being asked to show evidence of negative lateral flow tests when visiting their relatives, as per hospital instructions, resulting in wards being closed to visiting due to COVID being brought in.
 - Delay issues with the pharmacy and getting medications on discharge hence delaying bed availability.

8. Vaccination Update

The Vice-Chair, (JB), gave an update.

Update has continued to slow down since the start of 2022. Currently, vaccinating the over 75s with their 4th vaccine. In addition continuing the vulnerable 5-11year olds and 3rd vaccines for the 12-18year olds.

Burton Albion was successful in winning the EFL League One community award and at the finals were voted the overall winner for the EFL. In addition, an additional award was made to Ben Robinson for his contribution to the NHS for the COVID vaccination set-up at the Pirelli Stadium. The number of vaccinations given has now reached over 300,000.

9. PPG Updates

The following updates were given:

- LL, (Alrewas PPG), Alrewas PPG Update:
The PPG May newsletter was compiled and distributed. As well as general health related information, it included updates from the PPG regarding the patient stories we collected, the defibrillators in

Alrewas and a note from the surgery's new Care Coordinator explaining her role. There were also messages from the surgery regarding staff changes, the extent of patients' responsibility for chasing up hospital appointments, NHS health checks and information about how you can see a specialist physiotherapist (a First Contact Practitioner).

The PPG had a stand at Alrewas Parish Council's Community Event on 7 May. Our next committee meeting will be in June.

- JW, (Barton PPG), No meetings being held nor any communication on when they will restart.

There was no other feedback.

10. Update from the East Staffs and Surrounds Diabetes UK Patient Network, (ESSDUKPN)

The Vice-Chair, JB, who is also the Chair of the ESSDUKPN gave the following update: As discussed in the presentation given at the last meeting the network has two major projects for 2022 and beyond. The work within Tamworth, Lichfield and Burntwood is continuing, and a stand was had at the recent Tamworth Community Reboot Event. This was successful and in conjunction with an earlier event at the Community Hub in Tamworth 7 people have signed up to the network.

In terms of the work with the BAME communities within Burton the decision has been taken to hold a public event at the Pirelli Stadium, Burton Albion Football Club to assist to kickstart this project. This will take place on Tuesday 14th June between 5.30pm and 9.30pm. There will be speakers and exhibitors and it will be free to attend. In addition, the, to be inaugurated on 13th May, Mayor and his wife will be attending. Poster will be distributed and is attached to these minutes.

11. The Future from 1st July 2022.

The following information was given by the Chair, SAR, and Vice-Chair JB.

As discussed for some time now the new Integrated Care System, ICS, has been given its Royal Accent and will be in place as from 1st July 2022. At that time the current Clinical Commissioning Groups will cease to exist.

Initially, the aim was to have a top-level Board then 3 sub-Boards, North Staffs,

South East Staffs, and South West Staffs below. Stoke-on-Trent will have its own system for the ICS.

However during its passage through Parliament the system was changed and now there will be only the following Boards:

ICS Board for Staffordshire and an ICS Board for Stoke-on-Trent.

This means that all decisions will come from these Boards only hence the chance of local issues being missed and the possibility of the current North/South Staffordshire divide becoming bigger.

At the May Patient Board the members were informed that as from 1st July in Staffordshire Patient Engagement will be via a single Patient Assembly.

The current Patient Board would not receive any support neither would the East Staffs District Patient Engagement Group!!

This was totally the opposite that we had been told month-on-month so was not taken well by those affected.

On asking how and when this new Patient Assembly would be formed included how many representatives, what is the criteria for applying for a position etc there was no information forthcoming as still in the design stage!!

It is planned to hold public roadshows throughout late May and June throughout Staffordshire to give more information on the ICS. Once this information becomes known it will be distributed to everyone. SAR and JB asked the members if they would attend.

There followed a robust discussion on the topic. It was agreed that the District Group had always been autonomous from the CCG, had its own monies, website and ran itself. The same could not be said of the Patient Board who has secretarial support, payments to some members, from the voluntary group and when face-to-face payments made for room hire. The other complication for both groups is that public liability insurance was under the CCG policy, and this will also be gone.

In the South East the District group has support from the CCG including secretarial so they, technically, are in a worse situation than East Staffs District.

The Vice-Chair, JB, indicated that like the East Staffs District Group, wished to continue in some format from 1st July.

On the positive side the Chair and Vice-Chair had made many contacts during the

years and was starting to work closely with the Primary Care Network and the Voluntary sector. It was agreed that at the next meeting in June we should have further information and the roadshows would have been held. The topic can then be discussed in more detail and plans start to be drawn up for the future.

12. Review of the Meeting.

Highly informative, good discussions.

13. Date of Next Meeting

The next virtual meeting, via Zoom, is on Thursday 23rd June starting at 6.30pm. The Chair SAR thanked everyone for their contributions to the meeting.