

**East Staffordshire District Patient Engagement Group  
Minutes of the Zoom meeting held on Thursday 23<sup>rd</sup> June 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)
BJW	(Tutbury Patient Forum)
SG	(Yoxall PPG)
LL	(Alrewas PPG)
DB	Healthwatch
JK	(Wetmore Road)
JJ	(Carlton Group PPG)
LK	(Peel Croft PPG)
LH	(Peel Croft PPG)
CD	(Trent Meadows PPG)
TB	(Yoxall 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.
KL	(Peel Croft PPG) issues with logging on
SMcK	(Trent Meadows PPG)
LT	(Carlton Group PPG)
JW	(Barton PPG)
RB	(Trent Meadows PPG)
AH	East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement)
ZL	Burton Mind and Member East & South East Staffs Clinical Commissioning Group Patient Board.

### 3. Speaker.

Baz Tameez

Healthwatch Staffordshire Manager

### 4. Welcome

The Chair, SAR, welcomed everyone to the meeting.

### 5. Minutes of the Meeting held on 31<sup>st</sup> May 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 SG and LL being the proposer and seconder.

### 6. Action Log

#### (i) Update on the My Wishes Project.

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

**Update 23<sup>rd</sup> June: To be reviewed later in the year.**

#### (ii) 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 23<sup>rd</sup> June: No further feedback from members. Arrangements will be made to fix a date for a draft video to be produced including the comments already received. If any further quotes received before that time they will also be included. Once produced it will be shown to everyone for comments.**

#### (iii) 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 23<sup>rd</sup> June: The topic had been raised at both the recent UHDB Patient Forum and to Duncan Bedford, Managing Director, UHDB, Queens Hospital when he came to the June Patient Board. No further information received but it was agreed this item will be kept open until the situation eases.**

## **7. Healthwatch Staffordshire**

The Chair, SAR, introduced BT the newly appointed manager of Healthwatch Staffordshire who had been invited to come and inform the members of the new Organisation changes now that Healthwatch are part of Support Staffordshire.

BT thanked the Chair for her introduction and the invitation to come and speak. ***Healthwatch Staffordshire progression and mobilisation since being run by Support Staffordshire from 1<sup>st</sup> April 2022.***

The Healthwatch team consists of a manager, (Baz Tameez), and 4 engagement officers who cover the following Staffordshire areas:

North, Southwest, Southeast and a Social Care focussed post.

All 4 roles are at 30 hrs per week.

In addition Healthwatch, (HW), has 1 Project Worker/Data analyst post at 22.5hrs.

The engagement officers are in the process of reaching out to existing volunteers and to give them the opportunity to continue as a volunteer. There will be a process of induction and training with Support Staffordshire.

### Priorities – Year 1

- We will have a focus on diversifying our volunteers from seldom heard groups (LGBTQI+ / BAME) and Expert Citizens (lived experience). We have had a meeting with NHS about student nurse placements and will be reaching out for student social worker placements also.

- HW will be working more collaboratively with key partners and stakeholders in the pursuit of best practice by working closer with VCSE, public and private sectors ensuring high quality care is based on patient and resident feedback. HW will contribute to the local voice and strategy of HWBB, Integrated Care system and commissioners across the health and social care system. These will also include HW stoke on Trent and support Staffordshire social prescribers.
- HW has been working with HW England through ongoing meetings and communication to standardise the webpage to be in line with the HW England template. To share relevant data for deeper impact within GDPR.
- HW Staffordshire, (HWS), will be working more closely with Staffordshire observatory, (strategic team within Staffordshire County Council), and other NHS partners.
- HWS will be further building on its engagement and intelligence gathering with a Healthwatch intelligence network being established to engage multiple platforms for gathering health and social care data.
- This will include VCSE health communities, Support Staffordshire VCSE locality forums and relevant Staffordshire events. And maximise collaboration with the PPG's.
- HWS has a grant fund allocated of £15,000 per year to help support groups from hard to reach/seldom heard and rurality to increase the public voice and patient feedback in areas that otherwise may not be reached. This could be to set up costs on relevant groups or money offered to support engagement officers attending.
- Focal investigations - We have an extensive list of potential focal investigations, 12 to be precise, and been collaborating with partners and public feedback to start the selections of around 3 to 4 areas for more in-depth work. Currently the four being highlighted are:  
 Root causes of good and poor teenage mental health; Health outcomes when you've been in care as a child; older people accessing services; and seldom heard groups/LGBTQI+. These 4 areas for deeper investigations are still to be finalised and agreed.

- As we do these deeper dives, we will have a focus on impacts around rurality and safeguarding.
- HWS will be reviewing its Enter and View statutory powers and how to best use this. To add value to its use we will be collaborating closely with statutory partners such as quality and safety teams at Staffordshire County Council and the NHS.
- Communicating our role to the public and our outcomes – will be using meetings, face to face, events, website, social media and phone calls.
- HWS will be engaging with statutory organisations, partnerships and boards to present our findings and influence systems change. To help ensure that the independent residents voice is central to local health and care services.

### ***Comments/Feedback from the members present***

- LL. (Alrewas PPG), Interesting and lots of information. Is there any promotional material that be forwarded for circulation?

BT. At present it feels like a new service as there is not only the work already highlighted above but also the normal day to day matters. The website redesign will include a standard Q&A section with information such as where to get COVID vaccinations. Once this and other materials have been sorted then will forward, via the Vice Chair, JB, to circulate to everyone.

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

NHS Dentistry is a major issue and now it would appear that getting to see an NHS Dentist is exceeding those trying to see a GP. This is also the case with the increase in the number of complaints regarding the two services.

The Vice-Chair, JB, mentioned that he had received the following link from JW, Barton PPG concerning an article on Dentistry and that people were turning to DIY Dentistry. The link is:

<https://www.dailymail.co.uk/news/article-10921337/With-90-English-dentists-closed-NHS-patients-turning-agonising-solutions.html>

- The Vice-Chair, JB, asked that when surveys etc are conducted by HW please do not hesitate to ask the members to circulate as the group has a wide-reaching range of contacts. On a negative point he asked if the final reports from this type of work could be produced quicker as in the past it has been months after the event.

BT grateful for the offer of assisting in circulating surveys and information and took on board the comments regarding the issue of reports.

The Chair, SAR, thanked BT for his informative information and to the members for their feedback. BT was welcome to stay for the rest of the meeting which he indicated that he would and thanked everyone for their input.

## **8. Feedback from the Reach Out Event**

This event was held in the Albion Suite, Pirelli Stadium, on the 8<sup>th</sup> of June. It was an all-day event, organised by the East Staffordshire Primary Care Network, (PCN), and was attended by NHS organisations, GPs and Practice Managers, Public Health, Volunteers from the Vaccination Centre, Burton Albion Community Trust and others. It was estimated that 200 people attended.

The agenda included presentations from:

- Introducing “Reach Out” Dr Atherton/Sarah Laing: PCN
- Introducing “De Bono’s Six Thinking Hats” Miriam Lemar
- Integrated Care System, (ICS), - Our health system in Staffordshire – the facts  
Paul Brown: Chief Finance Officer ICS

*White Hat “Facts and Figures” round table and feedback* ALL

- SCC – supporting communities and finding solution Dr McMahon SCC

*Green Hat “Ideas and Solutions” round table and feedback* ALL

- Why I volunteer Sue Taylor Volunteer
- A focus on Diabetes from our Expert Patient John Bridges
- Social Prescribing and “The Joy App” Nikki Archer/Alistair Whittle

*Yellow Hat “Benefits and Advantages” round table and feedback* ALL

- A Health Psychology partnership with our community Vikki Staples: Derby Uni

- Compassionate Communities Emma Hodges

*Red Hat “Emotions and gut reactions” round table and feedback ALL*

- The Healthy Communities Forum Sally Groves, Support Staffordshire  
Redmoor Health, Digital connectivity supporting the community  
Cameron Booth: Redmoor Health

*Black Hat “Weak points, negatives, pessimism” round table and feedback ALL*

*Green Hat – Ideas, Solutions, possibilities, Alternatives ALL*

*Blue Hat “Planning, next steps” ALL*

- Q&As Feedback and wrap up

The basis was to follow on from the Developing Compassionate Communities project that has been taking place in Uttoxeter.

The following outline was also given

We would love and indeed need every one of you to be part of the East Staffs “Reach Out – Developing Our Compassionate Communities” social movement. We are proud to announce that we are progressing to the verification stage for Uttoxeter as a nationally accredited Compassionate Community and now want to roll this out across the Burton, Tamworth and Lichfield districts and are in place to be the first accredited Placed Based Partnership in the country which is a massive achievement.

A huge part of this is about fostering good relationships and understanding each other’s needs and wants, reaching out to support and help each other. This involves ALL OF US working together and includes Residents, Hospitals, GP surgeries, community services, Fire, Police, Ambulance, Volunteers, Voluntary sector in fact everyone who lives and works here!

East Staffordshire PCN has also just been awarded a place on the national Complete Cares Community programme led by Professor James Kingsland and supported by the Staffordshire NHS Integrated Care Board. Our focus for this is Diabetes, where we want to work together to improve outcomes for our patients with Diabetes and to prevent the onset where we can.

The day promoted a lot of discussion especially around the shortcomings of Diabetes Care for patients in East Staffordshire and already conversations have already started on where and how improvements can be made.

## 9. Patient Stories and PPG Updates

- LL, (Alrewas PPG). At the last meeting there were discussions around the affect housebuilding was having on the surgery with the influx of new patients into the area. 106 monies were mentioned, and LL was asked to bring the topic to the District Group especially regarding how this type of money is distributed?

There followed a discussion by the District members present. DH, (Chair, Crown PPG, Tamworth), Member East & South East Staffs Clinical Commissioning Group Patient Board informed everyone that the appropriate Local Authority control the monies, and they then listen to the requests sent in by various organisations. There is NO obligation to contact the local Clinical Commissioning Group. Education and Highways are particularly good in putting forward their requests and overall they are successful.

The CCGs have in the past been non-existent in their applications although this has improved over the past 12-18months. In the South East District Group this topic has been mentioned for several years with even the local MP, who was at the time the Housing Minister, contacted. All to no avail. At the Crown Practice in Tamworth there is now no physical space left for additional surgeries and GPs are operating a hot desk system.

JJ, (Carlton Group PPG), highlighted that the power in 106 distribution lies with the Local Authority and we, as a District Group, should write to the appropriate Councillor and arrange to see him. The Chair, SAR, and Vice-Chair, (JB), have already done this and had a meeting including members from the planning Committee but nothing came from it.

As an analogy, “progress is like draining the Atlantic with a sponge”

- LK, (Peel Croft PPG). On the 15<sup>th</sup> of June LL had a face-to-face meeting with the new Practice Manager, Trish Dunn and the new Practice Co-Ordinator Rosanna Skelton regarding the restart of face-to-face PPG meetings. Was a



positive, welcoming meeting and the members will now be contacted to set a meeting up asap.

- SG, (Yoxall PPG). Had a face-to-face meeting at the surgery on 7<sup>th</sup> of June at which 14 patients turned up. Dr Gunn is now back off sick leave and currently the surgery has 5 doctors: 2 partners, 1 salaried, 1 Locum and 1 Agency Nurse
- The Vice-Chair, JB, informed the members of his experience in attending Queens A&E Dept, with his mother during the early hours of the previous day. He was surprised to see that patients did not have to wear masks when waiting in A&E but had to when going through to see a clinician. This appeared ludicrous especially when waiting there were patients coughing and being sick etc. The department was quiet, approx. max 8people and little ambulance activity, but it still took 5.25hours. It was interesting to note that from 8.15am onwards the queues started to form, with some indicating they had come as couldn't get a GP appointment!!

Both LL, (Alrewas PPG), and DH, (Chair, Crown PPG, Tamworth), and Member East & South East Staffs Clinical Commissioning Group Patient Board said the non-wearing of masks was crazy, especially as the rates were starting to increase again and people within the hospital environment with COVID were increasing.

- DB, Healthwatch, mentioned that he had read in the West Midlands Ambulance Service, WMAS, Newsletter that they were recruiting an extra 1000 staff. DH asked did this include staff for their NHS 111 service which DB confirmed that yes it was a mixture of vacancies throughout WMAS.
- The Chair, SAR and Vice-Chair, JB, informed those present that they had attended the latest UHDB Patient Forum that was held on the 26<sup>th</sup> of May. The speakers were Dr Magnus Harrison, Interim Chief Executive, and Patti Paine, Director of Midwifery, Divisional Nurse. It was an informative meeting.

## **10. Vaccination Update**

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

Update has continued to slow down. Still vaccinating the over 75s with their 4<sup>th</sup> vaccine. In addition continuing the vulnerable 5-11year olds and 3<sup>rd</sup> vaccines for the 12-18year olds.

The celebration evening took place on June 18<sup>th</sup> and was an excellent evening. All volunteers received a certificate and badge which was presented by the Ian Dudson CBE, HM Lord-Lieutenant of Staffordshire.

Going forward the aim is to have some modular buildings erected on the Pirelli site which will be used for both the NHS for vaccinations, and other organisations. The volunteers are being consulted on the plans and once built it will be a legacy for what has taken place since December 2020. It is hoped to have this ready for the start of the winter vaccination programme.

John Jackson, (Carlton Group PPG), who is also the Chair of the Burton Albion Community Trust, indicated that they were in the early development stages but had hit a problem.

The plans have been submitted to the Local Authority but for some reason they have indicated they will consider the application early next year!

We need to contact the Local Authority and challenge what are the reasons for the delay and anything the District Patient Group can do regarding this would be appreciated.

#### **11. 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 previously discussed, the network has two major projects for 2022 and beyond. The work within Tamworth, Lichfield and Burntwood is continuing, and discussions have been held with the various NHS and community organisations within these areas. In terms of the BAME communities of Burton a public event was held at the Pirelli Stadium, Burton Albion Football Club to assist to kickstart the project. This took place on Tuesday 14<sup>th</sup> June between 5.30pm and 9.30pm. There were speakers and 18 exhibitors plus the Mayor and his wife also attended. In total there were 80 people who attended, and the feedback was positive.

## **12. Update on the East and South East Staffordshire CCG Patient Board from 1<sup>st</sup> July 2022.**

The Patient Board held its last meeting on the 9<sup>th</sup> of June. As mentioned at the last District meeting the Board is to be replaced, from the 1<sup>st</sup> of July with a single Staffordshire wide Patient Assembly.

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

There is still no information on who and when the new Patient Assembly would be formed, how many representatives, what is the criteria for applying for a position etc. The public roadshows planned to take place throughout late May and June throughout Staffordshire to give more information on the ICS had been cancelled at the last minute and replaced with online meetings during July.

The Vice-Chair, JB, indicated that like the East Staffs District Group, the Patient Board wished to continue in some format from 1<sup>st</sup> July. At the Reach Out event, mentioned earlier in these minutes, the Primary Care Network had mentioned an offer of financial support.

## **13. Any Other Business**

The Chair, SAR, raised the idea of having a face-to-face afternoon tea meeting to replace the July virtual meeting. This to be around the second week of August at a location yet to be chosen. The members present were in full agreement. It was agreed to therefore cancel the scheduled July virtual meeting and wait for further details. Some ideas on where the afternoon tea could be held were mentioned and these will be followed up.

## **14. Review of the Meeting.**

Highly informative, good discussions.

## **15. Date of Next Meeting**

Following the discussions under Any Other Business above the next official virtual meeting, via Zoom, will be on **Thursday September 15<sup>th</sup>** starting at 6.30pm. The Chair SAR thanked everyone for their contributions to the meeting.

