

**East Staffordshire District Patient Engagement Group
Minutes of the Zoom meeting held on
Thursday 15th September 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)
LL	(Alrewas PPG)
LK	(Peel Croft PPG)
LH	(Peel Croft PPG)
CD	(Trent Meadows PPG)
KL	(Peel Croft PPG)
JW	(Barton PPG)
IB	(Northgate PPG)
AB	(Northgate PPG)
SMcK	(Trent Meadows PPG, joined at 7.20)

2. Apologies.

KB	(Rocester PPG) unable to get Zoom.
SG	(Yoxall PPG)
TB	(Yoxall PPG)
LT	(Carlton Group PPG)
BP	(Wetmore Road PPG)
RB	(Trent Meadows PPG)
DB	Healthwatch, Staffordshire
DH	(Chair, Crown PPG, Tamworth)
JJ	(Carlton Group)

3. Welcome

The Chair, SAR, welcomed everyone to the meeting. Firstly, the Groups condolences

and thoughts were referenced, and recorded to the family of Queen Elizabeth II following her tragic passing. Also welcomed were Ian, Chair, and Ann Bye from Northgate PPG. Everyone introduced themselves as well.

4. Minutes of the Meeting held on 23rd of June 2022

The Chair, SAR, went through the minutes and asked if there were any amendments? The Vice-Chair, JB, gave his apologies to KL, Peel Croft PPG, for not sending her the minutes. There were no further issues raised and the minutes were accepted as a true record.

The Chair, SAR, thanked everyone who attended the afternoon tea at Burton Albion on 18th August. All agreed it had been a great event and it was good to see everyone face-to-face. Thanks were recorded to the Chair, SAR, for arranging everything. Possible there will be another social event nearer Christmas.

5. Matters arising from the Minutes

There were no matters arising that aren't covered by the agenda items.

6. Action Log

- **Update on the My Wishes Project.**

Due to the current pressures within the health sector and the many changes ongoing at St Giles this topic will be closed for the time being. Midlands Partnership Foundation Trust, MPFT,

- **Members quotes for the video promotion**

Mentioned previously, 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.

Update 23rd 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.

Update 15th September No further action currently

- **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 23rd June: The topic had been raised at both the recent UHDB Patient Forum and to Duncan Bedford, Managing Director, UHDB, Queen's 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.

Update 15th September: No further action currently

7. Patient Stories

i. JW, (Barton PPG)

A family member had recent issues following serious medical procedures at Queens. The care whilst in the hospital was brilliant but all went bad once discharge procedure started and with the after care. Additional equipment not in place and was discharged with medications missing. Went back to the hospital pharmacy but they indicated can't help as now discharged so up to the GP.

ii. JB, (Vice Chair and Tutbury PPG)

Gave details relating to his 94yr old mother and mis diagnosis by Queen's A&E after a fall. Told no fracture/break will be painful but must continue to walk on it. After 2 weeks of pain taken back to Queen's A&E to be told they had made a mistake the hip was fractured. No more details at this time as complaint being sent.

On the positive side the intervention and reaction of WMAS when called out was excellent and the staff concerned were complimented at the time.

In addition, the people who arranged discharge back home were first class with JB kept informed at every stage. The same goes for the Occupational Therapy team at the hospital.

iii. Signage at both Queens and Derby Royal

Both the Chair, SAR, and the Vice-Chair, JB discussed their recent experiences visiting the 2 hospitals and finding appalling signage causing complete confusion for people visiting. This will be reported back to the UHDB PPG Forum taking place the following week.

Action: The Vice-Chair to forward details to everyone regarding this event

iv. KL, (Peel Croft PPG)

Was recently on ward 8 after suffering a stroke. Everything was perfect including discharge and medications issued.

8. PPG Updates

i. KB, (Rocester PPG),

The following report has been received.

- Covid vaccination clinics are currently being set up in-house and at Pirelli.

In-house we are also holding *open access clinics* for both 'flu and covid vaccinations.

- Re: Social prescriber role. (The following comments from Mill View are in addition to my own comments to John about the ethics underpinning (or not) the "procedures" of Social Prescribing.

Is this a well-named role? Preferably it should be called a link worker or social navigator/triage team. Nothing is "prescribed", they are not clinicians but rather a team of people who know what services are available, including charities and other agencies, and can direct Patients to them eg bereavement services, financial support

Currently our patch has a vacancy and just one hour of social subscribing support assigned to our surgery per week.

- We have been offered some community diabetes support whereby MFPT have been commissioned to send a specialist nurse to housebound patients.

ii. LK, (Peel Croft PPG)

- Last meeting was January 2020 with 10 people present which was a great turnout. Since then our Practice Manager, DM has left and joined the East Staffordshire Primary Care Network. This has been a big loss and with Dr Faarup came to all the PPG meetings, only missing 1 in 15years,

- On the 5th of October we will be having a full face-to-face meeting with Dr Faarup leading. We now only have 5 members.

iii. IB, (Northgate PPG)

- Last face-to-face meeting was early 2020 then moved to zoom which had a mixed reaction from members.
- Facing resistance from the surgery to have face-to-face meetings and not within the surgery building.
- Have a new Practice Manager who has IT background
- Have reached out to Balance Street PPG to see how their meetings are run.

The Vice-Chair, JB, agreed to meet up with IB/AB to discuss further.

iv. CD, (Trent Meadows PPG)

- Understands how IB feels as the same situation regarding PPG meetings at Trent Meadows.
- CD has stepped down at PPG Chair and the new Chair is David Hindson.
- Next meeting is at the end of September, will only be for one hour and meetings will be bimonthly.

v. JW, (Barton PPG)

- No meetings held for a long time.
- The Chair, who is the Practice Manager, has resigned and is leaving the Practice at the end of September or October.
- Not sure what is to happen with the PPG going forward.

vi. JB, (Tutbury PPG)

- Face-to-face meeting previous day. Meet bimonthly and since March 2022 have been face-to-face. This method started July 2021, previously via zoom, but changed back to zoom when COVID figures increased towards the end of 2021.
- Due to the age profile of the group numbers are falling but there is still a good virtual group.
- Excellent relationship with the surgery and the Practice staff are invited to all meetings. The Practice Manager attends most of the meetings and gives a full update including where support from the PPG would be welcomed.
- HS, GP and partner of 25years attended the meeting as this was his farewell

before relocating to Lincolnshire.

- We had a discussion regarding social prescribers and the Practice Manager informed everyone that she is taking up a new role as Research Manager for the East Staffs Primary Care Network. Not full time so will also continue in her role as PM at Tutbury part time.
- Holding a social quiz night on Friday 30th September, invites have been sent.

vii. LL, (Alrewas PPG). Sent to the Vice-Chair, JB, 16th September

Alrewas Surgery September meeting

- Comprehensive report from the Practice Manager which covered: surgery feedback; the many internal and external pressures that they are having to cope with; future events, including the Flu and Covid vaccinations; suggestions for things we can do to support the surgery.
- Communication: A newsletter will be produced in October. The previous one included a note from the surgery's Care Coordinator and information about the roles of other members of surgery staff will be included in this and in future newsletters. One of our members will meet with the Practice Manager to work on posts/articles and to help with the planning of their digital strategy.
- To improve our understanding of the different areas of work and how the surgery operates, members will be invited to join one of the surgery's half day meetings and to 'buddy up' with different staff members.
- Health Information Event: We are hoping to organise one in Spring 2023.

viii. TB, (Yoxall PPG) Sent to the Vice-Chair, JB, 6th September

- Had our PPG today, very good Dr Gunn attended again
- Surgery update Rachel, Practice Manager, explained all flu and covid jabs going to be at Pirelli. TB to contact to say if they want any Yoxall PPG volunteers on the days, when doing Yoxall practice willing to help as would have done if still being held at the practice.
- Planning an event for late Nov or early Dec. "Meet the Yapp group" a communication afternoon led by the PPG but getting across main issues and update from the practice. Also introduce our new members and raise our profile. Hopefully some displays re each service within the practice etc. Information giving and taking queries concerns compliments back to the

practice. Tea and cake. All informal and hoping to hold on a Saturday afternoon. Staff too busy for this time, getting back to face to face, new team etc. so why the PPG has offered to run this event, keep the momentum going, as the previous event was very successful.

- Going to meet with Rachel to develop a proforma for folks to fill in if they want to. early planning stage! But everyone keen.
- Doing a further newsletter to help our community truly understand what the staff do and the pressures they are under. A member of the PPG is interviewing members of staff and the topic is -a day in the life of our practice receptionist! Feedback from those who have read it is very positive.

9. Vaccination Update

The Pirelli vaccination team is now starting to deliver the Autumn COVID vaccinations. Also the flu vaccinations, normally carried out by GPs, will also be carried out at the same time hence only the need for the patient to make a single visit. Also being arranged are the vaccinations to Health Care staff and those patients within care homes. It is anticipated there will be lots of clinic dates from now on.

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:

- 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 work is ongoing to make the necessary contacts.
- Work is progressing with both Burton Albion FC and Burton Albion Community Trust. On the 12th of November the football club have a home game against Charlton and the ESSDUKPN has been given the opportunity to raise the awareness of diabetes, have a bucket collection around the ground and hand out literature. In addition, working closely with BACT to weave diabetes awareness into the various community programmes that they run.
- Ensuring the network has a presence at all local events, relevant meetings etc.

11. Update on the ICS/ICB.

As indicated at the last meeting both the Patient Board and District Groups have had all support removed from the new NHS Integrated Care System. These are to be replaced with a single Staffordshire wide Patient Assembly.

The Chair, SAR, gave the following update following a recent meeting on this topic.

- Working on the Terms of Reference
- The Assembly will consist of 40 people
- These people will be from Patients, Charities, 3rd sector, Hospital Trusts, MPFT, BACT and the ICS/ICB and will be a strategic meeting.
- People will have to complete an application form, not yet available, and attend an interview.
- Will only meet quarterly!
- Objective is to hold the ICB to account
- Will be nothing like the previous Boards and District Groups. Going to be Place and Locality but no details??

In essence they are **telling** us what we want not **asking** us what we want.

In terms of East Staffordshire we have already agreed that the East Staffs District Group will continue business as usual. The Patient Board wished to continue in some format. As mentioned in previous minutes, the Primary Care Network had mentioned an offer of financial support for the Patient Board.

12. Any Other Business

i. Format of Future meetings.

Following the success of the social get together members are keen to move back to face-to-face meetings for everything. Discussion on the topic including, venues, times and need for insurance cover.

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.

ii. Role of Social Prescribers and Care Coordinators

Concerns expressed on both these roles. The number of social prescribers has greatly reduced within East Staffordshire, from 6 to 3 and we appear to be falling behind other areas of Staffordshire. More clarity and understanding are required.

Under (i) and (ii) above it was agreed that a special meeting should be held to discuss these topics in more detail.

iii. Messages to Patients mobiles

There are concerns that when surgeries send messages to patients' mobiles some people are unable, due to the model of mobile, to access the links sent. In addition what happens for those patients who either do not have a mobile phone, don't want messages sent via this function or lose/change numbers and don't update the surgery? One member had contacted their surgery on this topic and was told the following:

"If a patient can't access the links on their mobile to inform the surgery who will put on the patients records and will phone instead".

Question

How can this work in practice due to the volume of patients and what about those without phones?

Action: It was agreed to have this topic forwarded to the Practice Managers Meeting and ask for a detailed response on what the text messaging system does and doesn't do.

13. Review of the Meeting.

Highly informative, good discussions.

14. Date of Next Meeting

Following the discussions under Any Other Business there will be an additional virtual meeting, via Zoom, on **Thursday October 6th** starting at 6.30pm. The agenda will consist of Social Prescribers, Care Coordinators, Face-to-face Meetings and the running of PPG's.

The Chair SAR thanked everyone for their contributions to the meeting.

