

**East Staffordshire District Patient Engagement Group Minutes
of the meeting held at the
Voluntary Services Centre, Union Street, Burton DE14 1AA
Thursday 12th January 2023, between 14.00 and 16.00**

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)
LK	(Peel Croft PPG)
CD	(Trent Meadows PPG)
SMcK	(Trent Meadows PPG)
TB	(Yoxall PPG)
JW	(Barton PPG)
SG	(Yoxall PPG)
LT	(Carlton Group PPG)
DB	Healthwatch, Staffordshire
KB	(Rocester PPG)
JS	(Northgate PPG)
Dr EM	(Alrewas PPG)

2. Apologies.

KL	(Peel Croft PPG)
LL	(Alrewas PPG)
LH	(Peel Croft PPG)
BP	(Wetmore Road PPG)
IN	(Wetmore PPG)
DH	(Chair, Crown PPG, Tamworth)
IB	(Northgate PPG)
AB	(Northgate PPG)
RB	(Trent Meadows PPG)

3. Welcome

The Chair, SAR, welcomed everyone to the meeting. This was not only the first meeting of 2023 but the first face-to-face since the start of the COVID pandemic. Last year we held 2 face-to-face afternoon tea meetings, but these were social occasions.

4. Minutes of the Meeting held on 27th of October 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.

5. Matters arising from the Minutes.

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

6. Action Log Update

There were no outstanding actions.

7. Look Back on 2022.

A slide presentation was given by the Vice-Chair and the details are as follows:

Look back on 2022

- **We held 10 meetings throughout the year.**
- **8 of these meetings were via zoom and 2 were as afternoon tea.**
- **Apart from the PPG representatives we invited Healthwatch, and members of the East and South East Staffs CCG Patient Board to the meetings.**
- **Some District PPG members have continued to volunteer at the Pirelli COVID Vaccination Centre throughout the year.**
- **Our website has been regularly updated by CD for which we are extremely grateful**

Look back on 2022

- With the formation of the new Integrated Care Strategy/Boards from 1st July the CCG disbanded all Patient Engagement in June 2022 and were due to replace it with a Patient Assembly. The East Staffordshire District Patient Engagement Group was self sufficient so has continued to operate as normal.
- The Chair and Vice-Chair were representatives on the East and South East Staffordshire CCG Patient Board.

With the formation of the new Integrated Care Strategy/Board from 1st July the CCG disbanded all Patient Engagement in June 2022 and were due to replace it with a Patient Assembly. The Patient Board ceased on 1st July 2022.

- The Vice Chair/Secretary is the Chair of the East Staffs and Surrounds Diabetes UK Patient Network, with the District Chair its Treasurer. Some District members are involved with the network.

Look back on 2022

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 replaced the Clinical Commissioning Groups in July 2022.
- e) The 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 2022

- **January the members had a presentation on “Looking back on 2021”**
- **February the Chair and Vice -Chair were re-elected to serve through 2023. and CD had received the necessary website training**
- **March the members had a presentation on Diabetes**
- **June the members had a presentation from who is the BT Manager of Healthwatch, Staffordshire**
- **At the beginning of October an additional meeting was held to discuss Social Prescribing, and Care Coordinators .**
- **The May, September and October meetings were normal agenda items August and December were when the “afternoon tea” meetings were held**

There was an additional slide which went through the Group Financial Statement.

As with previous years this statement is not put into the public domain.

However, it is recorded that the members present agreed with the statement shown and had no comments to add.

All present thanked the Chair and Vice-Chair for the presentation and their work during 2022. The Chair informed those present the role she has with the diabetes patient network and the work that had been achieved through 2022. The Vice-Chair will give further detail later in the agenda.

DB, Healthwatch, Staffordshire said that the website does have monthly newsletters.

8. Healthwatch, Staffordshire Update.

DB gave the following update:

i. Hospitals:

Most of the Hospitals have been at Critical Incident level since the new year so managers and staff have been instructed to work on the frontline and to cancel non-urgent meetings until pressures ease.

The enquiries and concerns we have had about hospital issues have been with some of the West Midlands Hospitals with small signs that some Tamworth residents are starting to use UHDB a bit more. UHB has been the subject of considerable CQC and media attention over the last few weeks.

UHDB continues to receive high numbers of PALs enquiries and had made considerable progress in responding to complaints. UHB appears to be well behind with one person we are working with who has been waiting 11 months for a meeting at the Trust.

HW Staffordshire and Derbyshire planning to do some joint visits to some of the QHB wards in liaison with the patient experience team once cleared to do so by the nursing director.

ii. Ambulances and Non-Urgent Patient Transport:

The ambulance wait time issue is giving all concern. For Staffordshire, in 2018 crews were averaging 7 cases per shift. It is now 3.1 cases per shift. We have had accounts of patients getting high quality rapid responses, but some have reported waits of 5/6 hours for people who have had falls. Some Trusts have opened ambulance decision areas for example Wolverhampton.

We are receiving more calls about delays in patient transport either taking people for an appointment or getting people home afterwards. Worst cases 4.5 to 6 hours.

iii. NHS Dental Services:

In eight months, we have received over 70 calls over difficulty accessing local NHS dentistry. We have consulted with the Clinical Director for Community Dental Services at MPFT and have been able to signpost people for urgent dental care. We have come across a couple of dental practices that are still taking on NHS

patients and signposted some potential patients. We are currently submitting some evidence to the current Parliamentary Enquiry into NHS Dentistry based on the public feedback we have received.

iv. Mental Health Services:

A public consultation regarding provision of mental health services in SE Staffordshire is due to commence in mid-February after clearing the Integrated Care Board on 18 January and the County Health and Care Scrutiny Committee on 30 January. It will outline developments in community services as well as future inpatient provision which has been developed since the fire at the George Bryan Centre in Tamworth in 2019.

v. Access to Primary Care:

HW is running a Deep Dive Project on “Access to Primary Care” which has been identified by the public as one of their key concerns.

We will look at examples of good practice across the county, feedback from PPGs, work being done by the ICB primary care team with PCNs and practices as well as the national GP survey and the “Fuller Report” 2022 on the future direction of primary care. The intention is to help patients get the best out of Primary Care within the resources available.

HW has already been involved in enabling some patients to resolve their issues by using the wider range of health professionals working with GP practices (Pharmacists, Physiotherapists, Social Prescribers, Paramedics etc)

vi. Health Inequalities work in SE Staffordshire:

Support Staffordshire has recently secured £490k from the National Lottery to continue to their work in reducing health inequalities in SE Staffs. The funding has enabled some new appointments to be made including Ian Leach in East Staffordshire. It will enable several community projects to be supported and to continue the work undertaken by the local Diabetes UK Patient Network to develop and promote community-based services for people with Diabetes.

Healthwatch is linking closely with the team to share work and avoid duplication.

Discussions around the report DB had given. Concerns raised by KB, Rocester PPG, regarding Burton Albion Community Trust, BACT, having the contract for the social prescribers and wished to know:

- What is the overall role and responsibilities of the Primary Care Network, who were the organisation that awarded the contract to BACT, have in this service?
- Who is holding the Insurance Certificate?
- What governance is in place regarding GDPR, patient confidentiality, and record keeping? Is it under NHS regulations?
- How is their work measured and what is the criteria?
- Does the service have to report to the ICB and if so, who is responsible for this the PCN or BACT?
- What role does the JOY App play in all of this?

It was agreed that it was early days for BACT and that they had been recruiting the required number of social prescribers who will have to undergo training.

Update:

A person has been appointed as the senior social prescriber and the Chair and Vice-Chair have an appointment arranged for 8th of February at which the questions above will be asked.

The Chair thanked DB for his update.

9. Patient Stories

SMcK, Trent Meadows PPG, visited her GP last August and received excellent care. The result was that she was referred to the hospital for a scan. This was done in September. However, to date no further contact from the hospital and has been told the consultant waiting list is 25 weeks.

DB, Healthwatch indicated that at the end of 2022 the NHS produced their objectives for 2023/24.

These can be found by going onto:

<https://www.nhsconfed.org/publications/202324-nhs-priorities-and-operational-planning-guidance>

There were further excellent patient stories regarding cancer care at the UHDB Derby and Burton Hospitals.

It was agreed that the Chair and Vice-Chair will contact the UHDB Medical Director, James Crampton and enquire if he would be able to come and speak to the group.

10. PPG Updates

LK, Peel Croft PPG

Last face-to-face meeting was in January 2020 and no meetings held since mainly due to the PPG members not wanting to do zoom.

However, after discussions with Dr Faarup a small meeting was held in October 2022 and a further face-to-face meeting is to be held on 25th January 2023. A new constitution has been written.

SG, Yoxall PPG

At the initial end of COVID when restrictions were lifted the PPG held an information afternoon in Yoxall Village Hall. 100 people attended and at times the atmosphere was a little vitriolic. A further one was held in November 2022 where 12 people attended and apart from one person it was a positive afternoon.

The next face-to-face PPG meeting is on 9th February 2023.

KB, Rocester PPG

KB is a PPG of one. Currently the Practice Manager is off ill. The surgery is getting some patient abuse but when investigated nothing of substance.

JW, Barton PPG

There has been no meetings or correspondence since the start of COVID.

A meeting with the new Patient Manager, (previous Yoxall Practice Manager), had been held earlier that day with JW and JB, District Vice-Chair. Very positive and agreement reached on how the PPG should be run, with support from the surgery. Work to start on resurrecting the PPG and hold face-to-face meetings.

JB, Tutbury PPG

Meeting held the previous day which was also the AGM. The officers were re-elected and a programme of objectives etc. agreed for 2023. These include continuation of the bimonthly social quiz nights and having a Health and Wellbeing/Carers event in June. Discussions on increase year on year on patient registrations, appointments, access, telephones and aggressive patients.

CD, Trent Meadows PPG

Last meeting was 29th November 2022. There is a new Chair who believes in 1 hour bimonthly meetings and doesn't attend external meeting, hence CD will be continuing to attend the district meetings. Have a new Patient Manager, Gail, who was the Practice Manager at Barton.

Dr EM, Alrewas PPG

We were meeting virtually but a face-to-face meeting is planned for February. The PPG in collaboration with the lead practice nurse and the practice manager publish a helpful newsletter. This is distributed via our local Facebook site, the Alrewas telegraph, placed on a noticeboard in the village and hard copies are available at the surgery. We are fortunate in having a new member of our group who is very social media aware.

DB, Healthwatch,

He is attending the Carlton Group PPG at the end of January.

11. The East Staffordshire and Surrounds Diabetes UK Patient Network

The Vice-Chair, who is also the Chair of the Diabetes Patient Network gave an update on the work that had been carried out throughout 2022. In March 2022, the ESSDUKPN were successful in receiving funding from the SE Healthy Communities Fund for the 2022/23 fiscal year.

This funding money was to be used to promote and advertise small community events, produce necessary literature, and working together with known community leaders to attract previously disengaged members of the BAME community. There will also be

costs involved in the hire of rooms in which to hold these events, administration costs, annual zoom membership to hold virtual meetings and equipment to give overhead presentations.

In addition, the East Staffordshire and Surrounds Diabetes UK Patient Network is looking to offer their support to people with Diabetes within the Tamworth, Lichfield and Burntwood communities. The reason is that currently there is no diabetes support groups within these areas.

After the project started it soon became obvious that the main emphasis should be placed on getting the word out there on who the Network was and the support that was being offered to our local communities.

This was achieved by attending many events, meeting groups, giving presentations and holding two main events.

In addition:

- Contact made with many organisations and the Primary Care Networks within the areas.
- Talk given to 250 people from health and the community at the East Staffordshire PCN Reach Out Event at Pirelli in June. Following this a further clinical workshop was held in September to discuss what community diabetes care is required within East Staffordshire. A further workshop was planned for the 19th of November but was cancelled due to several reasons!! An additional workshop has been arranged for the 24th of January 2023.
- Several people with diabetes have joined the patient network, have contacted via phone for discussions and have had appropriate literature sent to them.
- Have attended an open day at a local mosque within Burton. An attempt was made to build upon this and visit other mosques in the area. There has been little success in this area to date, but the aim is to continue working to get a foothold in these places.

- Two larger events were also held, and these were: A Public Diabetes event held in June at the Pirelli Stadium and in November Burton Albion handing over a home game against Charlton on Saturday 12th November to our network to promote diabetes and the work we are doing, (this also arranged to coincide with World Diabetes Day which was on the 14th of November).

12. Any Other Business.

- Speakers for 2023. It was suggested that initially we have people to update on social prescribing, the current situation at UHDB and the ICS/ICB
- The Chair indicated that it was a requirement to elect the officers to serve on the District Group for 2023. This will place at the February meeting.

13. Review of the Meeting.

Highly informative, good discussions, good to be back face-to-face.

14. Date of Next Meeting

The next meeting, face-to-face, on **Thursday 16th February 2023** starting at 14.00hrs. Again this will be at Voluntary Services Centre, Union Street.

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