

**East Staffordshire District Patient Engagement Group Minutes
of the meeting held at the
Voluntary Services Centre, Union Street, Burton DE14 1AA
Thursday 23rd March 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)
LH	(Peel Croft PPG)
CD	(Trent Meadows PPG)
SMcK	(Trent Meadows PPG) 3.30pm
SG	(Yoxall PPG)
KB	(Rocester PPG)
GS	(Balance Street PPG)
LT	(Carlton Group PPG)
TB	(Yoxall PPG)
JW	(Barton PPG)
IL	Support Staffordshire Community Officer, Burton on Trent District

2. Apologies.

KL	(Peel Croft PPG)
LL	(Alrewas PPG)
BP	(Wetmore Road PPG)
RB	(Trent Meadows PPG)
EM	(Alrewas PPG)
DB	Healthwatch, Staffordshire.

3. Welcome

The Chair, SAR, welcomed everyone to the meeting.

4. Minutes of the Meeting held on 16th of February 2023

The Chair, SAR, went through the minutes and asked if there were any amendments? No issues were raised, and the minutes were accepted as a true record.

5. Matters arising from the Minutes.

There was only one matter arising that isn't covered by the agenda items. This is an update on the Health Event held at Casey Lane, Burton on Thursday 23rd February.

The event, organised by Burton Albion Community Trust, Borough Councillor, (SMcK), and the Diabetes Patient Network, (JB), was at the Burton Albion Community Hub Casey Lane, Shobnall, which is in one of the deprived areas of Burton. Over twenty-five organisations took part and the Mayor and Mayoress both attended, opened the event and stayed all afternoon visiting and talking to the stall holders. The event had been well advertised including a leaflet drop to approx. one thousand households within the area as well as posters in shops. Being half term, and the presence of a fire engine and police car, resulted in a good turnout from the community making the event a success, despite having no power all day within the building. Valuable feedback from the exhibitors as well.

It is planned to stage a second event later in the year at the Queen Street Community Centre.

6. Action Log Update

No outstanding actions.

7. Patient Stories

(i) LT. Told of a lady who was 30 weeks pregnant and her experiences at Queens Hospital. Due to the details given this will be raised at the next UHDB PPG meeting, following week, and at other relevant

meetings. Following these discussions, the information gathered will be discussed at the next District meeting.

- (ii) SMcK. An outpatient face-to-face appointment with the Diabetes team at Queens was due in January. To date no appointment received.
- (iii) GS. Should patients not be receiving face-to-face at the hospital now? Had a patient on pain management drugs but still can only get telephone call backs.
- (iv) SG. Her mother of one of the members, who is 100 years old, and lives in Lichfield, had a very painful issue with her hand. Contacted GP no one would visit had to go. Rang NHS 111 were so busy they couldn't say when a visit could be made. In the end relatives took her to Samuel Johnson where she received excellent care.
- (v) IL. In the past he had produced a video regarding the treatment of his father at Tamworth. Recently had an lovely email from Judith Payne at Queens Hospital passing on their condolences and best wishes following the death of his father and went on to say the video had been used and they were very grateful.
On a second issue took 2 days and over 200 phone calls to get through to his surgery recently.

8. Healthwatch, Staffordshire Update.

DB, Healthwatch, Staffordshire, was unable to attend the meeting but had sent the Vice-Chair, JB, the following update.

Healthwatch, Staffordshire are planning a series of quality visits to the UHDB Trust and have dates for the next year. These will be jointly done with the hospital quality team and a governor thus minimising the interruption of clinical time. We have done 3 Enter and Views with MPFT teams over February and March with another planned. We have also done one at Stafford Hospital. DB sat in on an audit of recorded NHS 111 calls at their centre in Stoke earlier in the week.

The primary care deep dive is progressing well, and contact has now been made with several PPGs across the county. We are putting a callout to all 143 GP practices across the ICB for examples of

innovative practice that improves patient experience.

9. Support Staffordshire Update from Ian Leech

IL has now been in his role for 10 weeks and has been spending the time to meet new groups and bringing people together.

- Recently had a meeting with Citizens Advice Mid Mercia and below are the details on what they can offer to people in East Staffordshire.

CAMM can support clients with a number of issues through our advice services, such as debt, welfare benefits (including form filling), energy, employment, housing and homelessness and consumer. If you come across any organisations that deliver similar services, please let us know and we can look at coordinating the support that is provided.

We also deliver a wide range of health-based and training services within the East Midlands, including:

- *Specialist neurodiversity and autism services*
- *Unpaid carers Services*
- *Statutory and non-statutory advocacy services*
- *Digital training services*

We are also happy to connect with any partners in Staffordshire, where our expertise and knowledge in these areas might be helpful.

Community Enablers Project. Please see an outline of the project below:

CAMM are extremely pleased to bring you the good news that we have recently received funding to deliver an advice service working directly with residents across East Staffordshire. We will be providing free, independent, confidential, and impartial advice to our local communities on legal issues such as benefits, energy, debt, housing and homelessness, employment, law and courts, and family and relationships.

This is a 3-year project awarded by the National Lottery Community to bring a holistic general advice service to the people who are vulnerable,

disadvantaged and living in poverty to increase accessibility to practical advice more quickly. This service will be offered through differing routes including providing access to face to face service within communities through local venues.

*The service is available to **all residents** across East Staffordshire, providing access to practical advice on any issue, something all local Citizens Advice offices provide and deliver. Using a secure, easy to use, reliable system, to establish strong digital referral pathways, ensuring the most vulnerable have quicker and instant access.*

*We would like to work closely and directly with smaller charities and community groups within East Staffordshire to enable they have an **exclusive and immediate referral route for their clients** reducing the need for them to either contact our “core” telephone Advice line or signposting clients to it, thus removing the delay for the most vulnerable individuals, as well as the likelihood that they will reach crisis point.*

Action: Invite them to come and give a talk to the District Group

- Been to the Horninglow Education Centre Boxing Club who currently are a “warm space hub” and offer IT training.
- Workers Education Association, WEA, offer training and they have an open day in the library on the 24th of April.

Due to the temporary closure of the library the WEA event has been moved to Coopers Square on the 28th of April.

- Visited the Place of Welcome in the Library. He knew of people who had gone there and found it had been the best thing they had done with new friendships formed.

Please note: Burton Library is temporarily closed due to internal repairs to the building so the above event and holding of the Place of Welcome will have been cancelled. *The library should reopen on the 24th of April.*

10. PPG Updates

LK, Peel Croft PPG

Next meeting due end May 2023. Hoping to have a day to observe the work that the receptionists do.

CD, Trent Meadows PPG

Last week we had a meeting with new Practice Manager, Judith Williams (Jude). Michelle Fildes is still there, but as Business Manager. Gemma Lewis, GP, has proposed an evening presentation later in the year, with suggested topics - kidney health, diabetes, obesity, women's issues, Alzheimer's, and prostate cancer - (not all necessarily on the same night!)

SG, Yoxall PPG

The PPG and Parish Council have arranged for CPR training and how to deal with someone choking. This is planned for 3rd July after school and is aimed at both adults and children. On the 1st of May will be having a stall at Newborough Well Dressing.

In conjunction with Alrewas, Barton PPG's holding a Health Event on 19th August in Barton Village Hall and is it fully booked for exhibitors attending.

JW, Barton PPG

First meeting since before COVID pandemic is taking place on 14th of April. The Vice-Chair, JB, is the guest speaker. It also will be attended by the Practice Manager, Louise Smith who joined the Practice in October 2022.

KB, Rocester PPG

As everyone is aware the PPG is currently KB. Appreciative messages are being sent to the GPs, Receptionists, and other staff from the patients. This was especially true for those who had possible cancer signs and had received fast referral to Queens.

GS, Balance Street PPG

Tabards have been made for members of the PPG to wear when they are assisting with flu clinics etc. Building work is to be started to erect new offices and the internal lift being replaced, (original from the days JCB used the building), which will cause a short-term inconvenience.

New phone system going in.

Patient Transport Services to be looked at.

LT, Carlton Group PPG

Next week is the PPG Annual General Meeting.

Like most surgeries having a new telephone system installed.

JB, Tutbury PPG

Last meeting held on 8th March. Well supported from the surgery with the Practice Manager, Care Co Ordinator and Receptionists/Carers Lead. Our guest speaker was Bethan, our Social Prescriber.

We are holding a Health and Carers Event on Thursday June 8th of June. This will be in Tutbury Village Hall.

The bi-monthly PPG Quiz nights are very popular and the next one is the next day, 24th March.

11. The East Staffordshire and Surrounds Diabetes UK Patient Network

The Vice-Chair, who is also the Chair of the Diabetes Patient Network, gave the following input.

- Involved in the previously discussed Health Event at Casey Lane in February.
- In February 2023 we held our first face-to-face meetings in both Tamworth and Burntwood and the decision has been taken to continue these and also start up face-to-face meetings within Lichfield, Burton, and Uttoxeter. The patient network face-to-face meeting locations have now been arranged and these are:

(i). Tamworth

Sacred Heart Church. Silver Link Road Tamworth, B77 2EA

(ii). Burntwood

MHA Communities South Staffs, Old Mining College, Queen Street, Burntwood, Staffordshire, WS7 4QH.

(iii). Lichfield

Lichfield Garrick Theatre, Castle Dyke, Lichfield, Staffordshire, WS13 6HR

(iv). Uttoxeter

Uttoxeter Heath Community Centre, Holly Road, Uttoxeter, Staffordshire, ST14 7DP

(v). Burton-upon-Trent

The Voluntary Services Centre, Union Street, Burton-upon-Trent,
Staffordshire, DE14 1AA

Full details, including dates and times have been widely distributed.
All meetings are free to attend.

In addition, the current virtual meetings held by Zoom will continue
and the details are also attached.

12. Any Other Business.

There was nothing raised under this agenda item.

13. Review of the Meeting.

Highly informative, good discussions.

14. Date of Next Meeting

The next meeting, face-to-face, on **Thursday 4th May 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.