

**East Staffordshire District Patient Engagement Group Minutes
of the meeting held at the
Voluntary Services Centre, Union Street, Burton DE14 1AA
Thursday 4th May 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) |
| CD | (Trent Meadows PPG) |
| SG | (Yoxall PPG) |
| KB | (Rocester PPG) |
| Melange | (Guest from France staying with KB, Rocester PPG) |
| BP | (Wetmore Road PPG) |
| LT | (Carlton Group PPG) |
| EM | (Alrewas PPG) |
| JW | (Barton PPG) |
| IL | Support Staffordshire Community Officer, Burton on Trent District |
| DB | Healthwatch, Staffordshire |

2. Apologies.

| | |
|------|----------------------|
| KL | (Peel Croft PPG) |
| LK | (Peel Croft PPG) |
| LL | (Alrewas PPG) |
| RB | (Trent Meadows PPG) |
| LH | (Peel Croft PPG) |
| GS | (Balance Street PPG) |
| SMcK | (Trent Meadows PPG) |
| TB | (Yoxall PPG) |

3. Speaker

Davina Lucas

Advice Project Lead, Citizens Advice,
Mid Mercia.

4. Welcome

The Chair, SAR, welcomed everyone to the meeting, particularly to both our guest from France, Melanie and our guest speaker Davina. KB, Rocester PPG, informed everyone that Melanie was staying with her for a while and had recently completed a business course. Grateful for the opportunity to sit in and learn about what we did.

5. Minutes of the Meeting held on 23rd March 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.

6. Matters arising from the Minutes.

There are no matters arising that will not be covered under the agenda.

7. Action Log Update

The two actions from the last meeting and the Vice-Chair gave the following update on each.

- (i). To invite Davina to come and speak to the group. **Complete**
- (ii). At the last meeting we heard a story of a lady who was 30 weeks pregnant and her experiences at Queens Hospital. Due to the details given it was agreed the topic would be raised at the next UHDB PPG meeting, the following week, and at other relevant meetings.

The Vice-Chair gave the following updates:

Was raised at the UHDB PPG meeting and the Trust will investigate their procedures for admission of early term ladies to Queens Hospital. The following update was received on 5th May.

If a woman presents below 32 weeks' gestation at Burton site we look to transfer her care to the nearest available maternity unit that has the level and availability of neonatal cot that is required. The decision to transfer is made after clinical assessment and tests to

make sure it is a necessary and safe option to transfer. Calls are then made first to Derby site then to all the nearest available maternity units that have both the capacity of a neonatal cot and capacity to accept on their maternity unit. Unfortunately we do find that we cannot always obtain a cot and maternity bed within a close vicinity and on these occasions we have risk assessed and made transfers to Trusts in locations such as Manchester and Liverpool.

These transfers are made by ambulance because the risk is of a preterm delivery and therefore clinical care is needed to continue until the transfer is made to the accepting Trust. I am not aware of why a woman would be asked to self-transfer but without further detail I cannot investigate this further.

The Vice-Chair had also raised this at the Staffordshire and Stoke-on Trent Local maternity and neonatal system (LMNS) who indicated the scenario described would not have happened and this was confirmed during discussion with a midwife.

It was agreed by all members present that satisfactory feedback had been received and as we have no patient details the action will be closed.

8. Talk from DL, Advice Project Lead, Citizens Advice, Mid Mercia.

Davina Lucas, DL, had been invited to come and give a talk following the information given by IL, Support Staffordshire Community Officer, Burton - on - Trent District at the last meeting.

DL thanked everyone for the opportunity to come and inform the group on the new services that are being offered to people within East Staffordshire. Citizens Advice used to operate out of Burton providing a valuable service to the community.

However, due to various reasons the service has not been provided for some time.

DL confirmed that the organisation recently received funding from the National Lottery Community to deliver an advice service working

directly with residents in Lichfield, Tamworth and East Staffordshire. This is a 3-year project 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.

DL indicated that the emphasis will be centred on East Staffordshire and was able to give the following information on how the service will be run.

- Face-to-face appointments will start on 18th May and will be held in the Burton Fire Station Community Room.
- Telephone appointments will be from 11th May.
- The whole project is aimed to assist the most vulnerable and diverse communities. To gain access to these communities' talks have already been held with Mark Pritchard, Burton Albion Community Trust, is the Social Prescriber lead for East Staffordshire.
- By going on the website people can self-refer by completing a short form and sending their email address.
- Will be looking to hold other face-to-face appointments at other venues in Burton and Uttoxeter.
- Looking to work with other partners, eg food banks, so support can be given quickly.

The following suggestions, for face – to -face venues, were put forward by those present:

- Voluntary Centre
- Burton Library
- Heath Community Centre, Uttoxeter
- Uttoxeter Library and Town Hall

Questions:

BP, Wetmore Road PPG- What about people in poor areas where English is not the first language?

DL, We do have interpreter service, mainly for telephone and virtual, and looking into communication channels for those people who are

deaf/ hard of hearing.

EM, Alrewas PPG- In the past Citizens Advice used to have several volunteers. What is the current situation?

DL, Prior to COVID had 140 volunteers, this has now dropped to approximately 40. Looking to recruit new volunteers who will receive full training.

DB, Healthwatch Staffordshire- Citizens Advice have been involved in other issues and areas that he works in and have been praised during a recent enter and view appointment he had.

DL was informed of the health events being held in June and August by some of the PPGs present. Invitations will be sent to DL inviting her organisation to have a stand.

DL was very grateful for the opportunity and for the time given to come and speak. If people required any further information, please contact her on dllucas@citizensadvicemidmercia.org.uk

The Chair thanked DL for her talk. The members responded in the normal manner.

DL was invited to stay for the remainder of the meeting.

Update

The following update has been received, via email on 19th May 2023

Hello,

*We are extremely pleased to bring you the good news of our new generalist advice service to East Staffordshire; Tamworth & Lichfield is now **live**. 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.*

*Our service which 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. The service is available to **all***

residents across these geographical areas providing access to practical advice on any issue, something all local Citizens Advice offices provide and deliver.

This service will be offered through differing routes including providing access to face to face service within communities through local venues. For residents in **East Staffordshire**, we are pleased to confirm from **16th May** we are now able to offer face-to-face appointments at **Burton Fire Station**, Moor Street, DE14 3SU **'every' Tuesday** (Flyer attached) these are currently 'booked appointments ONLY'.

Organisations can make direct enquires/referrals for support through our direct email teladvice@citizensadvicemidmercia.org.uk or via the **Public access** route via our website www.citizensadvicemidmercia.org.uk selecting the 'TEL Project' tab on the home page or use the QR code on the promotion materials (attached) which will also take you to this directly to the page.

We are now looking to connect and network with as many partners across these geographical areas to ensure this project starts immediately and successfully. Please do share with your network of contacts to raise awareness around East Staffordshire communities.

We aim 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**. This digital pathway should reduce the need 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.

If this is something you would like to discuss further, please contact either myself,
Rebecca Barlow rbarlow@citizensadvicemidmercia.org.uk

or our Project Lead

Davina Lucas dluca@citizensadvicemidmercia.org.uk

(The leaflets are attached to these minutes)

9. Patient Stories

Since the last meeting the Vice-Chair, JB, had informed the members of a change in the emergency supply of medications from a pharmacy. Details as follows:

As of 1st April 2023 pharmacies will no longer be able to issue emergency medication.

Please ensure you order your repeat medication in plenty of time.

If you do run out, and the surgery is closed, you can either:

Phone NHS 111 and select the option for emergency medication or

Go online at www.111.nhs.uk/emergency-prescription

When you go online you will see the following

111 online

Emergency prescriptions

Use this service to request a limited emergency supply of a medicine you've completely run out of.

This must be a medicine you are prescribed regularly, through a repeat prescription.

You will be charged your usual prescription fee. If you do not usually pay, it will be free.

When not to use this service

You cannot use this service to get:

antibiotics for a new or recent problem

controlled drugs that require identification to collect.

You then press start.

Before anyone asks this is not an April Fool wind up

*Finally, I received the following notification this afternoon:
From the 1st April 2023, Integrated Care Boards will have the responsibility for commissioning pharmaceutical services, general ophthalmic and dental services.
Further information on Integrated Care Boards can be found here: <https://staffsstoke.icb.nhs.uk/>*

The Vice-Chair, JB, asked if anyone had used the new system, found it acceptable or had problems. His own mother had used the system and the only issue was that NHS 111 only supplied medication to get through the weekend. The issue here is they are assuming the situation will be rectified by the GP/pharmacy on Monday! There were no other instances mentioned and the members thanked the Vice-Chair for informing everyone of this change.

There were no specific patient stories but several comments regarding services and the knock-on effect for patients.

These included the following:

KB, Rocester PPG

The Derby Royal Hospital has indicated a shortage of operating theatre staff, seemingly leading to lengthy waiting times or reduced possibilities for spinal interventions.

DB, Healthwatch

A similar staffing situation also exists within the Pharmacy at the Derby Royal, due to pharmacists leaving, causing delays in receiving medications.

BW, Tutbury PPG

On the old Lidl site in Uttoxeter there is a company called Integra who are carrying out NHS eye surgery, cataracts. There appear to be several companies of this type starting up and the Vice-Chair, JB, mentioned that his wife had NHS laser treatment at Spa Medical in Derby, which was excellent.

Discussion on the topic and costs associated with training specialized people who then leave the NHS to go elsewhere where the financial incentives are superior, moving abroad for example.

It is becoming more apparent that the basic GP services are being moved towards pharmacists as the first point of contact.

The responsibility is being transferred from NHSE to individual Integrated Care Boards. The main issues include the following:

- NHSE has informed the ICB's have to reduce costs by 30%
- We hear in the news that pharmacists are at risk of closure.

On a positive note DB, Healthwatch indicated that the Integrated Medicines Optimisation Group had investigated the supply of anticoagulant drugs. Following their investigation 15% of people had their medication changed, without detriment to their health, resulting in a cost saving of £1.5M.

10. Healthwatch, Staffordshire Update.

DB, Healthwatch, Staffordshire, had sent the Vice-Chair, JB, the following update which had been circulated to everyone.

(i). Tamworth Mental Health Consultation:

The feedback has been collated and there is a technical event on 9/6 to review and develop a response. Healthwatch will be attending with its independent role.

(ii). Enter and View Visits:

Healthwatch has joined up with MPFT's quality visits producing our own independent reports. Recently I have done two in Lichfield:

(a) The Lichfield and Burntwood Integrated Community Mental Health Team based on the Samuel Johnson site.

(b) The Lichfield and Burntwood Community Nursing Team based at Westgate medical Centre.

Planned visits to two of the inpatient wards at St Georges Hospital in Stafford due last week were cancelled due to the current high acuity level of the patients.

(iii). Work with PPGs:

Recently facilitated the Burntwood Health and Wellbeing Practice PPG communication with the ICB primary care team over change that will affect circa 5000 patients.

Starting to work with Carlton Group PPG in late May.

Access to primary Care Deep Dive progressing well with outcome due in October.

(iv). Healthwatch E Bulletins:

Now being produced monthly and copy of the March Bulletin attached for information.

(v). Annual Report

Annual Report on first year's operation under Support Staffordshire management currently under production.

DB added the following-

Recently, facilitated the Burntwood Health and Wellbeing Practice PPG communication with the ICB primary care team over change that will affect circa 5000 patients.

CD, Trent Meadows PPG, had looked through the bulletin and commented that from the March Feedback the results focussed purely on feedback from the "white" communities and there was nothing regarding ethnic feedback?

DB responded that they can only record the feedback received but took on board the comment.

11. Support Staffordshire Update from Ian Leech

- Burton Albion Community Trust are currently filling two posts each being 16 hours per week for "form filling" The service is only for people who have been referred to the service via their GP or social prescriber.
- Visited a Cancer Action Recovery Service based in Moira. They have ten people in East Staffordshire ready to be seen but the service requires funding. Been introduced to Support Staffordshire funding streams. The programme is based on 8 weeks of activity then the person returns after 3 months and again after 6 months.
- In this work IL meets many people and hears some heart-searching stories and what people are currently enduring. There is one gentleman who lives in Derby but attends a community

group in Queen Street Burton. The elderly gentleman has a bus pass which can't be used until after 9.30am which is the start time of his group. He places so much importance on the social element of this group that he walks the 14 miles to attend, leaving home at 3am!

Update: IL has had further conversations with this gentleman and will give an update at the next meeting.

- Recently attended a Trent and Dove Coffee Connect Event at a school in Horninglow where the children did a litter pick.
- Looking for gaps/trends within the local community and one concerns people feeling left out with technology, especially where most services require everything to be done online.
- BW, Tutbury PPG, agreed with this and gave an example of issues with banking services, where almost everything must be online.
- BP, Wetmore PPG, indicated that accommodation applications for Trent and Dove were only online but they have now reinstated a paper version.
- What's next for digital health care?

The government has defended its development of digital health and care services in its official response to concerns raised by a group of experts, promising further advances this year and next.

MPs on the House of Commons Health and Social Care Committee asked an expert panel to evaluate the government's progress on the NHS App, electronic records and other digital initiatives. The panel's findings were [published in February](#), acknowledging large numbers of sign-ups to the NHS App, but concluding there had been 'inadequate' progress on other commitments.

However, the [government said in its official response](#), published 28 April, that it was on track to deliver a number of improvements, including:

- pilots of proxy NHS App access for parents, carers or guardians of vulnerable adults and children in the coming months
- electronic health records in place at 90% of NHS trusts by December 2023
- digital care records in place at 80% of adult social care providers by March 2024

- the roll-out of life-long health and care records by 2024
- more technology being used on 'virtual wards' or 'supporting people at home' schemes.
- research into how people with low digital literacy skills use the NHS App
- a public education campaign on use of anonymised patient data.

In particular, the government said it wanted to go 'further and faster' with the NHS App to ensure it became the digital front door to health services. Its six key area of focus for the App are:

1. enabling people to be able to see information added to their GP health record (since last November, 22% of surgeries had fully enabled this feature for around 6.5m patients)
2. booking and managing hospital outpatient appointments via the App (enabled for 25m patients at 23 NHS trusts so far since this feature launched last September), as well as booking Covid and flu vaccinations via the App
3. modernising the digital prescription service
4. creating condition-specific hubs for assured digital therapeutics.
5. enhancing and extending the use of messaging
6. improving navigation to appropriate services.

We know from local and national Healthwatch research that many patients welcome digital technology for giving them quicker and more convenient access to services. But we will also keep reminding the government and NHS England that technological advances need to go hand in hand with tackling digital exclusion and retaining alternative forms of access to services for those who can't, or don't want to, use online services.

12. PPG Updates

EM, Alrewas PPG

Had a small meeting last night to discuss how to attract new members to the PPG. One idea was to begin a virtual group and information had been sent from the Vice-Chair, JB, regarding the Tutbury PPG virtual group.

JG, Yoxall PPG, gave information on their group virtual group.

BP, Wetmore PPG

The council have repaired all the potholes in the entrance to the surgery car park. There are changes to the reception staff team which are becoming regular. The surgery has two senior partners who have gone on long-term holidays at the same time.

The PPG is going to produce a comprehensive newsletter and is hoping this will be produced on a six-monthly basis.

The PPG and surgery are working together on how to improve communications.

JW, Barton PPG

Following the April PPG meeting a letter is being produced by the surgery to go out to patients giving information on the PPG and the surgery support for it. Hopefully this will attract further interest.

SG, Yoxall PPG

Looking to hold information afternoons for patients.

Had a stall at the recent Newborough Well Dressing.

Holding a joint Health Event with Barton and Alrewas. This will be held in Barton Village Hall on 19th of August.

JB, Tutbury PPG

As above the surgery and PPG are holding a Health and Wellbeing event. This is to be during Carers Week and will be in Tutbury Village Hall on Thursday 8th June between 1.30pm and 4pm.

Looking to plan a prostate information evening later in the year. The quiz nights are still proving popular and the next one is tomorrow the 5th of May.

13. 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.

- The face-to-face groups previously mentioned have now begun in all areas. The uptake has been good in some venues but nonexistent in two of the venues. However, this is a new venture which will take time to evolve and will continue throughout 2023 before being reviewed. In addition, the current virtual meetings held by Zoom will continue.

- In terms of the formation of an East Staffordshire Clinical Community Diabetes Team there was a clinical workshop held earlier in the week to discuss progress. The outcome is looking very positive, and information will be circulated shortly.
- W/C May 22nd May is Diabetes Prevention Week and JB will be sending out information throughout the week.
- There are research projects being started into the effect of diabetes on other chronic diseases.
- The National Diabetes Prevention Programme for people with prediabetes has been pushed strongly within East Staffordshire and we now are sitting at the top for patients referred/on the Programme.

14. Any Other Business.

- KB, Rocester PPG, suggested the following topic for a future meeting.
 - (i). People in Rocester want a PPG but do not want to be on it in terms of its organization and running. What can we do as a District Group?
 - (ii). Due to new housing everywhere the practice is seeing, as are others, an increase in patients with currently looking at 80 consultations per day. The surgery is now going to conduct an audit on access level with possibly having to act regarding patient lists.

This affects all surgeries, and we should consider an approach to people such as our local MP and Council leaders to express our concerns. All agreed and this will be investigated.

- Pirelli Vaccination Update

The Vice-Chair gave the following update.

- (i). The Spring COVID vaccination process has started. This is for all the 75+ cohort of people, care homes and people who have immune deficiencies. In total there will be approx. 12,000 people eligible. The vaccinations are mainly at Pirelli with GP's doing house bound patients and Pirelli staff dealing with people in care homes.
- (ii). Other updates regarding the Pirelli Centre include:
 - During the close season the vaccination centre is to be totally revamped with new floors, lighting, ventilation and refrigeration

in readiness for the winter vaccinations, and the introduction of other health services.

- Burton Albion Community Trust now have a full compliment of Social Prescribers. From recent audits for East Staffordshire and Mercian, (Tamworth), it has been found that by using social prescriber's surgeries are saving 5.3 appointments per patient.
- The Joy App is now up and running.

15. Review of the Meeting.

Highly informative, good discussions.

Our guest Melanie said she was very pleased to have had the privilege of being admitted to the meeting, and was very appreciative of the group's welcome.

16. Date of Next Meeting

The next meeting, face-to-face, is on **Thursday 15th June 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.