

**East Staffordshire District Patient Engagement Group Minutes  
of the meeting held at the  
Voluntary Services Centre, Union Street, Burton DE14 1AA  
Thursday 15<sup>th</sup> June 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)
EM	(Alrewas PPG)
RB	(Trent Meadows PPG)
LK	(Peel Croft PPG)
TB	(Yoxall PPG)
LH	(Peel Croft PPG)
IL	Support Staffordshire Community Officer, Burton on Trent District
DB	Healthwatch, Staffordshire
DM	East Staffordshire Community Manager East Staffordshire PCN, (from 2.30pm)

**2. Apologies.**

KB	(Rocester PPG)
KL	(Peel Croft PPG)
LL	(Alrewas PPG)
GS	(Balance Street PPG)
LT	(Carlton Group PPG)
SMcK	(Trent Meadows PPG)
JW	(Barton PPG)
SG	(Yoxall PPG)
BP	(Wetmore Road PPG)

### **3. Speaker**

Dr Rachel Gallyot

Deputy Chief Medical Officer  
Staffordshire and Stoke-on-Trent  
Integrated Care Board  
Staffordshire and Stoke-on-Trent Health  
and Care Senate Chair

### **4. Welcome**

The Chair, SAR, welcomed everyone to the meeting, particularly our guest speaker Rachel Gallyot.

### **5. Minutes of the Meeting held on 4th May 2023**

The Chair, SAR, went through the minutes and asked if there were any amendments. The Vice-Chair wished to make two amendments to the minutes, and these were:

- Attendance List, our guest from France was Melanie.
- The date of the next meeting had been incorrectly written

No further 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**

There were no outstanding actions.

### **8. Talk from Rachel Gallyot, RG, Deputy Chief Medical Officer, Staffordshire and Stoke-on-Trent Integrated Care Board, Staffordshire and Stoke-on-Trent Health and Care Senate Chair**

RG has been invited to come and give a presentation on the current situation with the Staffordshire and Stoke on Trent Integrated Care System/Board, (ICS/ICB). RG thanked everyone for the opportunity to come to the group and give an update on the new organisation that came into force on the 1<sup>st</sup> of July 2022.

Previously, RG was the Chair of the Southeast Clinical Commissioning Group and was also a partner within the local Alrewas surgery. Due to the many changes that were happening leading up to the merger into the ICS/ICB, RG had left the Alrewas surgery. Her current roles include being the Deputy Chief Medical Officer and has as her portfolio the position of Clinical Director Long term conditions, Frailty and End of Life. In addition she assists as a GP in Northgate surgery, Uttoxeter.

RG gave a slide presentation which is attached to these minutes. After the presentation the following question and answer took place.

**RB, Trent Meadows PPG.** What are the changes between ICS/ICB and the previous CCGs?

RG. Under the CCGs the system had contracts with other NHS organisations such as UHDB and MPFT, with penalties, based on targets set. The new system is based on block contracts being issued based on working together. With UHDB there are slight issues as Derby sits under a different ICS/ICB. By working closely together these specific issues are being addressed.

In terms of the total spend the ICS/ICB in Staffordshire and Stoke-on-Trent are responsible for £3billion and the ICB have the responsibility for ensuring the money is well spent.

The ICB Board has two GP members, and the Board holds all the contracts that have been issued to health organisations. The GP's role has changed under the ICB, and dentistry is also under the ICB.

**LH, Peel Croft PPG.** Is there enough money and staffing?

RG, the workforce is the main challenge especially within surgeries. Money is very tight, and outcomes are constantly being scrutinised.

**TB, Yoxall PPG.** The demographics are now very different. With the money in one pot what effect will this have on fair and equal distribution?

RG, to achieve the outcomes set the money will be spread as required. This could mean money going to areas who haven't received it before.

**DB, Healthwatch.** The system is currently £181million in debt and the ICS/ICB must achieve a 7% saving.

RG, in addition ICB's, have been asked to cut overhead costs by 30%.

**DB, Healthwatch** gave a positive example where working together had resulted in savings in spending with no detriment to the service and/or the patient.

**RG** mentioned that General Practice is seeing an 11% increase in patients wanting to see a GP.

**DM, Community Manager, East Staffs PCN.** The above shows how important it is to get the right messages across that it is not necessary in all cases to see a GP. There are other people within the surgery who may be better at dealing with the query, nurse, clinical pharmacist being examples. The social prescribers are also picking up on this when they speak to people.

**IL, Support Staffordshire.** It is not getting an appointment that is the problem, it's getting through to speak to someone. Gave an example of the number of times he had phoned over a 3-day period.

In terms of RG presentation, IL mentioned that in his previous role with St Giles a lot was discussed in 2015 about End of Life but it's the same conversations 8 years later!

**RG,** the difference now is that people are now working to make change. In 2022 Staffordshire and Stoke on Trent were on the NHS red list. They are now happier to see changes coming through. This has been achieved by people working together.

**IL, Support Staffordshire.** Yes it's not just saying it and it does seem to be that things are beginning to change.

**RB, Trent Meadows PPG.** Why now are things changing and not under the CCG?

**RG,** The CCG world was an adversary approach but now there is evidence that new integration system is beneficial for the patient as it has people working together rather than against each other.

Finally, an update was given on the One Health and Care Record. This will make many changes for patient care as the patient record will be visible to all the health professionals involved in that patient. This includes Hospital, GP, and Midlands Partnership University NHS Foundation Trust.

The Chair, SAR, on behalf of those present gave sincere thanks to RG for her time, the presentation, her openness and transparency in answering the questions. Those present responded in the normal way. RG was invited to stay but had to leave.

## 9. Patient Stories

- The Vice-Chair, JB, mentioned his experiences when being admitted to Queens, early May and having an operation. Overall the care in A&E, the wards, from the consultant, surgeon and staff had been excellent and this had been reported back to everyone. However on going back to the Surgical Assessment Unit to have his drain removed the experience was awful and this is now subject to a PAL'S complaint.
- *RB, Trent Meadows.* Spirometry testing. Has been unable to get any testing at his surgery for several years. This is crucial as it shows the progress of the disease and the effect of medications etc. **DM, Community Manager, East Staffs PCN**, indicated that, for obvious reasons, no tests throughout COVID. In terms of availability within surgeries there is the need for a universal offer to standardize the procedure and its availability. When at Peel Croft they had only 5-10 patients that needed this test and this is the case with most surgeries. Training is needed and is costly so the PCN is looking at the subject to see what can be offered both effectively and efficiently.
- DB, Healthwatch Staffordshire. Gave a patient story concerning a patient story, who had autism and neurological issues, and their journey through A&E.

## 10. Healthwatch, Staffordshire Update.

DB, Healthwatch, Staffordshire, gave the following update:

- Tamworth Mental Health Consultation:

The feedback has been collated and a 154page draft report had been produced.

- Shropshire and Stafford in house mental health services had both had a bad report from the Care Quality Commission

- The Healthwatch Staffordshire Annual Report is now available. This can be found by going onto the following website:

<https://healthwatchstaffordshire.co.uk/annual-reports/>

The report will be downloaded and attached to the minutes.

- Meeting Michael Pritchard, Senior Social Prescriber, Burton Albion Community Trust, the following week.

The Chair, SAR, attended the Healthwatch Advisory Management Meeting and was the only public person present. Important to remember they Represent “us” and are involved in 21 ICB meetings plus now the social care side. The Vice-Chair, JB, said he had received no notification of the meeting and are there future dates published that can be circulated?

### **11. Support Staffordshire Update from Ian Leech**

- Had visited, that morning, Speakability, a group that is for people who have had a stroke. They are based at the Queen Street Community Group and are well supported. They have an issue in getting leaflets circulated in hospitals and GP surgeries. The Vice-Chair, JB, said if these can be sent via email he could circulate throughout his wide network.
- Had attended the Health and Wellbeing/ Carers Event in Tutbury on June 8<sup>th</sup>. This had been well supported by both organisations and the public. He had received excellent feedback from people.

### **12. PPG Updates**

- **CD, Trent Meadows PPG**

Aiming to attract new members by holding a coffee morning in the surgery on Saturday 8<sup>th</sup> July, 400 leaflets are being circulated. The Practice Manager will be present.

- **TB, Yoxall PPG**

All is going well for the joint Health Event with Barton and Alrewas PPGs. This will be held in Barton Village Hall on 19<sup>th</sup> of August.

Had positive feedback when “the day in the life of members of the health centre staff” were articles in a newsletter.

Have a CPR and choking event arranged for after school on 3<sup>rd</sup> July

DB, Healthwatch Staffordshire indicated that a surgery in Kidsgrove did a video from a GP and put it out to the patients.

- **JB, Tutbury PPG**

We held our first Health and Wellbeing/Carers event in Tutbury Village Hall on Thursday 8<sup>th</sup> June between 1.30pm and 4pm, since COVID.

It was supported by a total of 26 organisations and the footfall was good. This will be held again in 2024.

The quiz nights are still proving popular and the next one is 21<sup>st</sup> of July.

- **LK Peel Croft PPG**

The meeting in May only attracted 3 members. Working with the Practice Manager to get further dates and get them well published.

### **13. The East Staffordshire and Surrounds Diabetes UK Patient Network**

The Vice-Chair, who is also the Chair of the Diabetes Patient Network, had, prior to the meeting, circulated the following report.

#### **Update Summary January - June 2023**

We were successful in applying for a further grant to continue the foundation work of 2022 and move to the next stage of our development in raising diabetes awareness. We also have been given further support in East Staffordshire with time being allocated to us by Support Staffordshire Community Officers.

Based on the previous work in 2022 we have set up face-to-face support groups within 5 areas namely Burton, Uttoxeter, Tamworth, Lichfield and Burntwood. These operate on a six-week basis and although very slow we are now getting referrals etc from both the clinicians, social prescribers, and people with diabetes regarding our meetings. In addition we are continuing our six-week virtual group meetings. All the meetings have been planned for the whole of 2023 at which point a full evaluation will be undertaken to see what alterations, if any are needed going forward.

In conjunction with many other organisations we held a Health and Wellbeing Event in one of the deprived areas of Burton. This was very successful and will be repeated at another venue later in the year. Since the Reach Out event in June 2022 we have been present at all the clinical project meetings to discuss the lack of a clinical community

diabetes team within East Staffordshire. In May, it was very pleasing to announce the following:

*As you are aware I gave a presentation at the "Reach Out" event held at the Pirelli Stadium in June 2022. Highlighted within that presentation was the fact that East Staffordshire had no provision for a Community Diabetes team. Since that event, I have attended a series of clinical workshops have been held where the topic has been discussed in depth, and you have been kept informed.*

*I am pleased to inform you that the Midlands Partnership University NHS Foundation Trust has received agreement from its Planned Care Board to start forming a Diabetes Community Team which will be for and operate from sites within East Staffordshire. They are soon to go out to advertise for a Lead Specialist Practitioner (Band 7) who will head up this multi-specialist team. I, and my colleague within Midlands Partnership University NHS Foundation Trust, will keep you informed on the developments and the topic will be the main topic for discussion at our virtual evening meeting taking place on Thursday 25th May 2023.*

We are gaining trust with clinicians who are working with us on new ideas for people with diabetes, one of which is on the topic of low carb diets.

In addition, we are working with both Public Health and the Burton Albion Community Trust in looking at ways of getting "the word" out into the wider community in a way that covers the following areas-

- Education and Awareness of Diabetes into schools and colleges
- Support Public Health on the National Diabetes Prevention Programme
- Grow the support of the Patient Network to all people who currently have diabetes.

Naturally there is still a tremendous amount of work to do in many areas which include-

- Finding positive ways to connect with the ethnic and other hard to reach communities especially where English is not the first language.
- Consideration to the marketing side of our work eg use of social network channels, improved website just to name a few.

- Succession planning to ensure people are in place to continue the work going forward.
- Look at taking on part time paid staff and volunteers who can assist us. Support Staffordshire are being very helpful in this area.

#### **14. Input from DM, East Staffordshire Community Manager East Staffordshire PCN**

- The Spring COVID vaccination campaign has now finished. East Staffordshire was the best performing PCN in Staffordshire. All housebound catered for by GP's. The overall uptake was not as strong as previous campaigns.
- Have been approached by the ICB to vaccinate children between 6months and 5years who are at clinical risk. This is due to take place the following week.
- Flu vaccinations have been confirmed. In Uttoxeter the vaccinations will be done by the surgeries whilst the remainder will be at Pirelli. The vaccines are due to be delivered direct to Pirelli w/c 11<sup>th</sup> September and vaccinations will commence soon after that date.
- The Social Prescribers team are now fully staffed and doing well. It is predicted that this service will save up to 12,500 GP patient interventions each year.
- Two mental health workers, with a third due to start will be having 6 surgeries each to look after.
- Now have two form filling people and Citizens Advice Mercian have been in contact and want to work with Burton Albion.
- Other work includes:
  - Speaking to stroke community nurses
  - Links with MPFT on care home intervention
  - CRIS work with discharge from hospital. Meeting being arranged for the following week.
  - Joy App is progressing well.

#### **Projects**

- Issue of the low carb leaflet for people with diabetes
- ELSA research which is for looking at the possibility of Type 1 diabetes in children.

- Looking at research into asthma.
- Pilot for drug rehabilitation.
- Looking to get Burton Albion Community Trust registered as a research site.
- Obesity project
- PCN's forming a Southeast Alliance.

The Chair, SAR, thanked DM for the comprehensive feedback on the work being carried out. The members present showed their appreciation in the usual way.

### **15. Any Other Business.**

- The agenda had included a presentation by the Vice-Chair, JB, regarding a pilot project on mild frailty in Staffordshire. He sits on the project team as a patient representative. However, due to time constraints it was agreed that the presentation and information would be sent out as a separate document. The members will be asked for feedback.
- The Chair, SAR, proposed that the July meeting be informal, and an afternoon tea as done last year. The members were in full agreement and the details will be sent out to everyone after the meeting.

### **16. Review of the Meeting.**

Highly informative, good discussions.

### **17. Date of Next Meeting**

The next meeting, face-to-face, will be an informal meeting/afternoon tea on **Thursday 20<sup>th</sup> July 2023** starting at 14.00hrs. It is hoped this will be at the Pirelli Stadium. The Chair SAR thanked everyone for their contributions to the meeting.