

**East Staffordshire District Patient Engagement Group Minutes  
of the meeting held at the  
Voluntary Services Centre, Union Street, Burton DE14 1AA  
Thursday 7<sup>th</sup> September 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)
KL	(Peel Croft PPG)
LL	(Alrewas PPG)
CD	(Trent Meadows PPG)
EM	(Alrewas PPG)
LK	(Peel Croft PPG)
LH	(Peel Croft PPG)
KB	(Rocester PPG)
SMcK	(Trent Meadows PPG)
JW	(Barton PPG)
IL	Support Staffordshire Community Officer, Burton on Trent District, (From 3.10pm)

**2. Apologies.**

TB	(Yoxall PPG)
BJW	(Tutbury Patient Forum)
GS	(Balance Street PPG)
LT	(Carlton Group PPG)
RB	(Trent Meadows PPG)
DH	(Tamworth)
SG	(Yoxall PPG)
BP	(Wetmore Road PPG)
DB	Healthwatch, Staffordshire
DM	East Staffordshire Community Manager East Staffordshire PCN

### **3. Welcome**

The Chair, SAR, welcomed everyone to the meeting.

This was the first official meeting since June as the meeting in July was an informal meeting/afternoon tea at Pirelli Stadium.

### **4. Minutes of the Meeting held on 15<sup>th</sup> June 2023**

The Chair, SAR, went through the minutes and asked if there were any amendments. There were one or two minor contents regarding the proper use of grammar.

No further issues were raised, and the minutes were accepted as a true record.

### **5. Matters arising from the Minutes.**

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

### **6. Action Log Update**

(i). The slides from the presentation given by Rachel Gallyot at the last meeting had still not been received. These are being chased and once received will be circulated to all members.

(ii). The June agenda had included a presentation to be given 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 discussed at the September, but information would be sent out with a request for feedback. This was done on the 11<sup>th</sup> of August.

The following email accompanied the documents circulated:

*As some of you are aware I am the patient representative on a project team looking at piloting a digital tool to support the self-management of Mild Frailty. The initiative will probably be called My Health, My Way. Within Staffordshire, there are over 80,000 people aged 65, or over, who have mild frailty. The aim of the project is to develop a digital tool that can give people the opportunity to view educational material that could help people learn how to slow the progression of mild*

*frailty into moderate or severe frailty where interventional health and care services are required.*

*Currently, there is no specific preventative service designed to help people delay this progression, hence the project, which involves the Integrated Care System, Public Health, Midlands Partnership University Foundation Trust, and Recap Health who are the digital provider.*

*The initial project will involve inviting 5,000 patients to take part and join the developed digital platform, which has been designed for presenting and monitoring the use of healthy ageing information. These people will be automatically identified as those who are aged 65 and over and have been identified with having mild frailty from coding in their GP records.*

*There is a lot of work going on before the pilot will be ready to start, including engaging with GP surgeries that wish to take part, agreeing on how patients will be invited, the Governance procedures, etc, and all this must be in place before the pilot goes live. The target start date for the pilot is during November 2023.*

*Currently, the digital tool has 15 healthcare information packs that have been put together for patients to look at. Each pack contains several topics with information on websites, booklets, and videos to watch.*

*The purpose of contacting you is to ask if you would look at the packs, in terms of topic and visual appearance, as attached, and feedback to me on the following:*

- 1. Place the 15 packs in order of what you consider to be the most important, from the most important down to the least.*
- 2. Are there any potentially useful topics missing from any of the packs?*
- 3. Are there any topics in the packs that you consider irrelevant?*

*As access to the digital platform is via invitation, to simplify things, I have also copied and attached an example of the information that is*

*within the Falls pack to give you an idea of the information included. When we have our next face-to-face meeting, I will be able to open the platform and show further details, including the content in the other packs. Meanwhile, I would be grateful for your input regarding the questions above and for the content in the Falls pack.*

There were no further outstanding actions.

## **7. Presentation by John Bridges, Vice-Chair, on the My Health, My Way Project**

As indicated in the Matters Arising, above, JB sits on a project team that is looking at piloting a project on mild frailty. JB firstly thanked those members that had responded to the feedback request. JB gave an overall update on the project and the issues being faced namely,

- How are patients to be informed.
- Governance Procedures.
- Start date.
- Topics included, too many, too long, etc.

JB then gave a short presentation, using his log on details, to show how the platform works. JB had got the project group to agree that his log on details could be sent to the District and PPG members to enable them to give a more detailed response to the project being proposed.

This was agreed by the district members present, and the email below is what has been sent out following the meeting:

Naturally, for reasons of security the log on details and password included in the original email have been removed.

*In August I sent out an email and attachments regarding the My Health, My Way project group that I currently sit on.*

*I am very grateful for the feedback I received from that email, copy below.*

*At the District meeting last week, I gave further information on the project. In addition, the project group agreed with my comments that people could not give worthwhile feedback unless they had access to the information. Based on this and what I mentioned last week please find*

*attached the information that will allow you to gain access to the information enabling you to give more worthwhile feedback.*

**1. Go to the following link \*\*\*\*\***

**2. Enter the following log-in details**

**Email \*\*\*\*\***

**Password \*\*\*\*\***

*That should give you access to the 14 items we are proposing for the My Health, My Way Project.*

*I would be grateful if you could then use the spreadsheet attached to the email to enter your comments feedback, etc.*

*Once complete can you please email the spreadsheet back to me.*

*I need the feedback by Monday 2nd October.*

*Any problems please do not hesitate to contact me directly.*

There then was a discussion and Q&A session on what the members present had been told. All the comments and feedback from that discussion has been noted by JB and will form his feedback to the project team.

## **8. Patient Stories**

(i). Blood Tests

Discussion on the blood test system that operates between consultants and GPs. A consultant had contacted a patient to have a blood test done by his GP within a week. Contacted GP no paperwork received. It arrived by post 10days after the request. The GP surgery then indicated as the blood test initiated by the consultant it had to be done via the hospital. Patient rang the hospital, and they sent the appointment in the post. Absolutely no joined up thinking and obvious still working in silos and all down to who get paid for the service. As usual the patient is the person who must sort it out. This has been the situation for a long time.

(iii). KB, Rocester, mentioned the issues around hospital test results apparently not being received by patients. Not sure if it's the hospital or the postal system as KB received no mail in 3 weeks and she is not the

only person in her area who has commented on this.

(iii). KL, Peel Croft, recently had two visits to Queens for cataract operations. The service was excellent.

(iv). JW, Barton, been having issues regarding physio appointments. There appears to be no joined up thinking.

The Chair, SAR, mentioned the UHDB PPG Forum meeting that she, the Vice-Chair, and other District members had attended, via Microsoft Teams, earlier that morning.

This was around their upcoming Patient Experience, Engagement & Insight Strategy for the next 5 years. A slide presentation was given and when the slides become available, they will be distributed to all District members. We commented that there should be an additional slide added concerning the critical area of Communication!!

During the meeting this topic was mentioned time and time again with many examples being quoted by the PPG members present.

## **9. Healthwatch, Staffordshire Update.**

There had been no update received from DB, Healthwatch, Staffs.

## **10. Support Staffordshire Update.**

IL apologized for the delay in attending the meeting but had been on a Microsoft Teams meeting with DB, Healthwatch, and other stakeholders that was being held by UHDB, (The University of Derby and Burton NHS Foundation Trust). UHDB were holding a special session focusing on the development of our Patient Experience, Engagement & Insight Strategy 2023-28. They were looking for input to ensure they are heading in the right direction and prioritise areas of focus.

(This was the same meeting that the Chair and Vice-Chair had attended in the morning, details above).

IL gave an update on activities since the last meeting. In addition, he is now encountering the following when he visits groups within the area.

(i). Finding that when he visits small community groups, they are struggling with getting volunteers. In the past this work had the older generation who would help but now their priorities are looking after grandchildren, etc.

(ii). Finding that when he visits the smaller groups, like family and breakfast clubs they are struggling with costs associated with day to day running. Unfortunately, there are restricted funding opportunities but next week small funding opportunities are coming with grants of £500 and £2000 being made available from a pot of £37K.

(iii). Is to become a grandfather for the second time the following week and all present passed on their best wishes and congratulations.

## **11. PPG Updates**

### **CD, Trent Meadows PPG**

The coffee morning arranged by the PPG, to attract next members, took place as planned in the surgery on Saturday 8<sup>th</sup> July, GPs, and other staff attended. Overall, it was fairly successful.

### **JW, Barton PPG**

The joint Health Event with Barton, Yoxall, and Alrewas PPGs took place in Barton Village Hall on 19<sup>th</sup> of August. It was well attended both by organisations, and the public with positive feedback being received from both. IL and the Vice-Chair had attended and had stands. They indicated it was a very successful event and congratulations should be given to all those involved in setting it up.

### **JB, Tutbury PPG**

Held our last meeting in July. This was the second evening meeting, normally held in the afternoon, to see if it would attract new members. No real increase in numbers but will consider again for 2024. The Practice Manager is leaving mid-September to take up a full-time position within the East Staffordshire Primary Care Network.

## **12. 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 update:

Since June the Network has been very busy with the following:

(i). Holding the face-to-face meetings, every six weeks, in Tamworth, Lichfield, Burntwood, Uttoxeter, and Burton. In addition, the virtual on-line meetings have been taking place, again on a six-week basis.

(ii). Events

Have had a stand at the following:

- Burton Library Health Event
- Unity Park Opening Day
- Shobnall Play Day
- Reopening of the Upper Floor, Octagon Centre, Burton
- Had a shop in the Octagon Centre, Burton
- The joint Health Event with Barton and Alrewas PPGs that took place in Barton Village Hall
- River View Family Day with Trent and Dove

In addition, visited voluntary groups within the area.

(iii). Upcoming Events/Talks

- Health Event being organized at Queen Street Community Centre, Burton to celebrate World Mental Health Day, (October 10<sup>th</sup>).
- Stand in the Octagon Centre to celebrate World Diabetes Day, (November 14<sup>th</sup>).
- Presentation to the ABC Training Organisation, in Burton
- Stand at the Elim Church, Princes St Burton, for their McMillian Coffee Morning.
- Talk to Burntwood Warmer Welcome Group.
- Giving a presentation at the Uttoxeter Business Network.
- Attending a Diabetes Conference at Kenilworth.
- Health Event at Wincanton, B&Q site Branston.
- Attending the next East Staffs PCN workshop concerning the setting up of a Clinical Diabetes Community Group for East Staffordshire.

### **13. Any Other Business.**

(i). Question raised by JW, Barton PPG. What is the procedure for patients in their advanced years of age regarding having a medical review even if they are not having medical treatment. Do these reviews automatically take place or are they just left to get on with life?

(ii). Can we have someone to come and speak on the procedure that takes place to set up a DNR, (do not resuscitate).

### **14. Review of the Meeting.**



Highly informative, good discussions.

### **15. Date of Next Meeting**

The next meeting, face-to-face, will be on **Thursday 19<sup>th</sup> October 2023** starting at 14.00hrs. There will be 2 speakers and they are:

- Presentation by Amy Woodward, Community Connection Coordinator – Midlands and East England, RNIB
- Update from 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

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