

**East Staffordshire District Patient Engagement Group Minutes
of the meeting held at the
Voluntary Services Centre, Union Street, Burton DE14 1AA
Thursday 19th October 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)
HS	(Alrewas PPG)
CD	(Trent Meadows PPG)
RJB	(Trent Meadows PPG)
DH	(Tamworth)
SG	(Yoxall PPG)
TB	(Yoxall PPG)
IL	Support Staffordshire Community Officer, Burton on Trent District, (From 3.10pm)

2. Apologies.

BJW	(Tutbury Patient Forum)
LT	(Carlton Group PPG)
BP	(Wetmore Road PPG)
LK	(Peel Croft PPG)
LH	(Peel Croft PPG)
KB	(Rocester PPG)
SMcK	(Trent Meadows PPG)
JW	(Barton PPG)
DM	East Staffordshire Community Manager East Staffordshire PCN

3. Speakers

Two speakers were due to attend but due to unforeseen circumstances both had cancelled. It is hoped that they will be available later.

For the record the speakers were:

(i). Amy Woodward, Community Connection Coordinator – Midlands and East England, RNIB

(ii). 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.

Before the start of the meeting the Vice-Chair, JB, informed members that a colleague from the Wetmore Road PPG, GH, had sadly passed away recently. GH was also a member of the East Staffordshire and Surrounds Diabetes UK Patient Network of which JB is the Chair.

Condolences to the family had been sent and some members will be present at the forthcoming funeral.

5. Minutes of the Meeting held on 7th September 2023

The Chair, SAR, went through the minutes and asked if there were any amendments. The Vice-Chair indicated that under Agenda item *PPG Updates*, page 7, the following had been reported:

The joint Health Event with Barton and Alrewas PPGs took place in Barton Village Hall on 19th of August. This should have included Yoxall PPG as well. The Vice-Chair will amend the minutes so that the correct record is put onto the website.

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

(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.

These slides had recently been received and circulated to all members.

(ii). My Health, My Way Project

The Vice-Chair, JB, is a patient representative on the My Health, My Way project. At the last meeting, a presentation had been given followed by a detailed discussion which raised several both +ve and -ve comments which were to be raised by JB at the next project meeting.

JB informed everyone present that all the comments received plus those from other patient discussions had been fed back to the project team.

The team were grateful for all the comments, and all will be taken into consideration. JB is to compile a full report of the comments for the project team and a copy will be forwarded to all the district members.

(iii). 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?

Update: Currently, there is no update on this.

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

Update: This has been put on the list of speakers for 2024

There were no further outstanding actions.

8. Patient Stories

(i). Blood Tests

As with the comments raised at the last meeting there was a story around blood testing.

- Carlton group surgery no longer has a contract with Queen's hospital to take blood tests from their patients. Patient was told they could not have a form to take to Queens as they would refuse to take it. This would have been easier than trying to wait for an appointment with the surgery and the patient also works as a volunteer at the hospital.

This is because Carlton group have their own phlebotomist, they have advertised for another one to ease pressure on surgery appointments. Patient thought the NHS was free at the point of contact but can't have a simple blood test.

(ii). Medical sick notes.

One of the members had a relative who had seen a GP at Carlton Street and been referred to Queens for signs of cancer on the face. Treatment at Queens had been fully successful, and the patient had been discharged with a two-week sick note. Just prior to the note running out the patient contacted their surgery for a renewal note and was told must ring on the day it ran out. Duly contacted only to be told would need an appointment and this would be in 3 weeks. Couldn't afford to wait so went back to work. Due to the operation being facial and to save embarrassment was moved to another job within the organisation which was stressful. Husband of the patient visited the surgery to explain the situation and his disgust of the system. Family is now considering putting in a formal complaint to the surgery.

(iii). Maternity Unit, Queens

IL, Support Staffordshire, had recently become a grandfather for the second time. The family member had the baby via a "C" section which had been known about. The time in maternity had been good. However, whilst seeing the baby in the neo natal unit the mother had asked for pain relief to be told by the nurse not possible as this had to be supplied by the maternity unit which was virtually across the corridor. This is now being taken up by PALS. When it came to discharge the new mother rang at 1.26pm to say she had been discharged and ready to be picked up. She did not leave the hospital until 6.45pm due to the usual delay in paperwork, medications etc. Not only is this causing stress and holding up a bed, but the mother had another young child who was waiting to see both mother and the newborn.

DH, Tamworth, indicated the issues of discharge is the same at Birmingham, hospital.

(iv). Ambulance Service

DH, Tamworth, related a story of a 75year old male, who had T2 diabetes, and heart/stroke problems. Was visited Outpatients at the Good Hope hospital when he collapsed. Needed transfer to UHB but when they phoned West Midlands Ambulance Service told sorry Good Hope out of the area and the provider is ERS. Contacted them to be told it would take up to 8hours !! so family took the patient themselves to UHB. As a Governor of UHB he had raised this but told they understood

but could do nothing as it was the ICB who had commissioned the service with ERS. Apparently, no consultation and this change so DH had written to David Pearson at the ICB and got the response:

“Let me know if you hear of any other cases”.

Action

It was agreed by the members that they need someone from the ICB to come and inform on the ambulance service contracts in 2024.

In addition, concerns raised that under the new system there is no clear procedure for escalation of these concerns.

The Chair, SAR, indicated it is the ICB Patient Assembly the following week and if the opportunity arises these concerns will be raised.

(v). Eye Intervention

SG, Yoxall, had been informed by her optician that she needed cataract operations. In She was referred to Optegra, Uttoxeter in May. 4 weeks later first eye operation completed and 8 weeks later the second eye was done. The whole experience was excellent and had sent this to the Patient Association and received a response back. The Vice-Chair, JB, related a similar experience his wife had at Spa Medica in Derby. These organisations are eye specialists only and have greatly assisted the NHS as regards cataract operations. It is also important to also state that the cataract operations performed at Queens was also excellent. This fact was also endorsed by another member, KL, Peel Croft, who had recently had cataracts removed at Queens.

(vi). Appointment System at Trent Meadows.

IL, Support Staffordshire, had to arrange an appointment which included blood tests, etc followed by a GP appointment to discuss the results. Had difficulties booking a blood test in the surgery due to non-release of appointments. Was told to try again in a couple of days or go to hospital for test. Booked hospital test online (that was fine as I'm computer literate). Had I not been able to get a test in time, the two-week appointment would have been useless as part of the reason for that appointment was to discuss results.

(v). Trent Meadows

RJB, Trent Meadows, in the recent PPG minutes it stated that 3 receptionists had left recently. On investigation it was found that 2 left due to abuse from patients, on the same day. This could be a factor

regarding issues with appointments, but this patient behaviour is totally unacceptable. All the members present agreed.

9. Healthwatch, Staffordshire Update.

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

10. Support Staffordshire Update.

IL gave the following update:

(i). Recently attended Better Health Staffordshire meeting. Both he and the Chair, SAR, are both members. This is organized by the Staffordshire County Council and a public event is being planned for February 2024.

There was a discussion on the topic.

(ii). Visited Restart, who operate out of the Elim Church on the corner of Uxbridge Street on a Thursday between 11.30am and 1.30pm. The group is run by a lady with Parkinsons and does painting classes. IL invited to take part and found the experience excellent.

(iii). Attended a Parkinson's group in Burton. The aim was to advise them on how they can get discount on their Council Tax so took the forms with him. The feedback was mixed mainly because people must have severe Parkinson's and the form requires a signature from a GP. He was told some GP's will sign and others will not. He has taken this up with Miriam at Staffordshire County Council and Debbie at the East Staffs Primary Care Network.

(iv). IL visited the Places of Welcome meeting which is in Burton Library on a Tuesday afternoon. The group is run by Friends of Burton Library. IL shared a variety of groups with Helen and Colina. A couple of attendees, who were looking for things to do/places to go. He then met them again the following week at one of these groups, Muddy Boots which is behind Burton Mind, and they told him of all the places they'd visited on his recommendation. They were also recruiting others to the groups too.

11. PPG Updates

CD, Trent Meadows PPG

Prior to COVID the PPG had held a prostate information event, within the surgery waiting room, for men over 55. This was a talk from the Burton

Prostate Group, who are people who had prostate cancer. This was extremely successful, and a further event has now been arranged. This is to take place on Saturday 25th November at 10.30pm in the Trent Meadows, Branston surgery.

LL, Alrewas PPG

LL and the surgery's Practice Manager attended one of the weekly meetings of the village's Drop-In group. LL explained the aims of the PPG and talked about the work that has been undertaken and their future plans. She emphasised that the PPG is keen to hear about patient experiences and encouraged those present to join the Virtual Group. A number of ideas were put forward regarding things the PPG could do to improve their communication with the practice population.

The Practice Manager responded to a number of specific questions received from members of the group prior to the meeting. There was then a discussion regarding the work of the surgery, which included talking about the different clinical and non-clinical roles, the appointments system and the challenges they are facing.

JB, Tutbury PPG

Held our last meeting in September. We had a Presentation from Amy Woodward, Community Connection Coordinator – Midlands and East England, RNIB. (AW has one of our speakers for the District Group today). A presentation was given to our Practice Manager who has now left to take up a position within the East Staffordshire Primary Care Network. Early October a text was sent to all patients, above 16, asking if they were interested in joining the PPG and if so how to contact the Secretary JB. This was immediately successful and in 10 days we have 12 new members.

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 the last District meeting the Network has been very busy with the following:

(i). Continuing with 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. The Burton face-to-face meetings have grown over the months from 1 person attending to 15 in September. Dates are now being formulated for 2024. Apart from the virtual group meetings staying at six weeks the face-to-face meetings are moving to bimonthly.

(ii). Events

- The biggest event was the one we organised at Queen Street Community Centre, Burton to celebrate World Mental Health Day, (October 10th). There were 30 organisations that took part and there was full advertising throughout the local area. Unfortunately, footfall was disappointing but there was a great response from the exhibitors who would support other future events.
- Presentation to the ABC Training Organisation, in Burton where 25-30 people took part.
- Had a stand at the Elim Church, Princes St Burton, for their McMillian Coffee Morning.
- Gave a talk to Burntwood Warmer Welcome Group.
- Gave a presentation at the Uttoxeter Business Network.
- Attended a Diabetes Conference at Kenilworth.
- Took part in a Health Event at Wincanton, B&Q site Branston.
- Attended the East Staffs PCN workshop concerning the setting up of a Clinical Diabetes Community Group for East Staffordshire.

(iii). Future Events

- Having a stand in the Octagon Centre to celebrate World Diabetes Day, (November 14th).
- Presentation to residents at Amberwood Care Home, Burton

13. Any Other Business.

(i) 2024 Draft Meeting Dates

The Vice-Chair, JB, had sent out with the meeting papers the proposed 2024 meeting dates. These are based on the same format as current-

Frequency: Every six weeks
Day: Thursdays
Time: 14.00-16.00
Location: Voluntary Services Centre

All present agreed with the proposal.

(ii) Dentistry

CD, Trent Meadows PPG, had an appointment with his hygienist. As mentioned at previous meetings CD had received treatment for a heart attack. On knowing this the hygienist would not perform the work on his teeth and mouth until 6months after his hospital discharge. Apparently, this is due to possible bacteria being passed into the blood stream. CD has spoken to the rehabilitation team at Queens, and they were unaware of this.

Both the Chair SAR, and LL, Alrewas PPG, it was the same for members of their family who had received similar heart treatment. In both cases the family members had to take antibiotics one week before the dentist appointment.

(iii). IL, Support Staffordshire.

Informed everyone that there is a Men's Voices Event at Pirelli on the 14th of November. Details are as follows:

Central Co-op Men's Voices

Join us for an incredible day of celebrating men's voices at Central Co-op! This event is all about embracing the unique perspectives and experiences of men in our community.

Date: Tue Nov 14, 2023

Time: 09:30 AM GMT until 15.30pm

Location: Burton Albion, Pirelli Stadium, Princess Way,
Burton upon Trent, DE13 0AR

Get ready to be inspired by captivating stories, thought-provoking discussions, and engaging workshops. We have curated an exciting line-up of talented speakers and Central Co-op led workshops who will share their journeys, insights, and talents.

Central Co-op Men's Voices is an opportunity to connect, learn, and grow together.

Don't miss out on this empowering gathering of voices! Mark your calendars and join us for Central Co-op Men's Voices. Let's celebrate the power of men's voices and the impact they have on our society.

Attendees are encouraged to bring donations of Men's Toiletries that will be distributed to local foodbanks in our trading region.

Admission is free. Go on the following link to register:

<https://www.eventbrite.co.uk/e/central-co-op-mens-voices-tickets-731832088477>

14. Review of the Meeting.

Highly informative, good discussions.

15. Date of Next Meeting

The next meeting, face-to-face, will be on **Thursday 7th December 2023** starting at 14.00hrs. The Chair SAR thanked everyone for their contributions to the meeting.