

**East Staffordshire District Patient Engagement Group Minutes
of the meeting held at the Voluntary Services
Centre, Union Street, Burton DE14 1AA
Thursday 15th February 2024, 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) (Tutbury Patient Forum)
BJW	(Peel Croft PPG)
KL	(Alrewas PPG)
EM	(Trent Meadows PPG)
RJB	(Yoxall PPG)
SG	(Rocester PPG)
KB	(Barton PPG)
JW	(Peel Croft PPG)
LK	(Peel Croft PPG)
LH	(Tamworth) via Zoom for part of the mtg
DH	(Trent Meadows PPG)
CD	(Bridge PPG)
CR	Support Staffordshire Community Officer, Burton on Trent District
IL	Healthwatch Staffordshire
CS	
DM	East Staffs PCN Community Manager

2. Welcome

The Chair, SAR, welcomed everyone to the meeting.

The initial part of the meeting will be the AGM and election of officers to serve throughout 2024.

3. Apologies

The Secretary, JB, had received the following apologies:

TB	(Yoxall PPG)
BP	(Wetmore Road PPG)
SMcK	(Trent Meadows PPG and Social Prescriber)
LT	(Carlton Group PPG)
RB	East Staffs PCN Research & Support Mgr.
DB	Healthwatch Staffordshire

4. Look Back on 2023 and Treasurers Report

As this was the first meeting of 2024 the Chair, SAR, gave a verbal update on the Group activities throughout 2023. She also wished to thank the Vice-Chair/Secretary, JB, for all his support in his two roles and CD, Trent Meadows PPG, for his work in keeping the website up to date.

The members present echoed these thanks.

The Vice-Chair gave a verbal presentation on the Group finances as of the 31st of December 2023. Due to the confidential nature of the topic the finances will not be shown on the website. All those present had no issues regarding the finances and the Chair, SAR, duly signed them on behalf of all present as being correct.

The Vice-Chair, JB, also thanked the Chair, SAR for her work throughout 2023. The members present echoed these thanks.

5. Proposed Constitution Amendment

Prior to the meeting an email had been sent out by the Chair and ViceChair regarding proposing two amendments to the current Constitution. These are as follows:

- 1.** The Constitution will be ratified at each District Group AGM. This procedure is to be added to the current Constitution and the date of ratification be added at the bottom of the Constitution.
- 2.** The current Chair and Vice-Chair would like to propose the following addition to the current Constitution:
The addition of a Management Committee heading.

Under this heading, we propose the following:

A Management Committee consisting of:

- *The East Staffordshire Chair and/or Vice-Chair/Secretary/ Treasurer.*
- *2/3 Patient Group representatives. These to be from different Patient Participation Groups, (PPG), and not the same PPG.*
- *A representative from Support Staffordshire and/or Healthwatch Staffs.*

will meet 3 times a year to look at and be assured that the procedures under the Constitution are being met.

Brief notes from these meetings will be kept and a brief report will be given at the following East Staffordshire District Meeting along with any actions/decisions.

There was a discussion of the proposals by all those present with the following outcome.

- The proposals were a good idea.
- Proposal 1. Agreed
- Proposal 2. Agreed in principle. It was suggested that the Management Committee meeting be held prior to a regular meeting as
People would already be present and not have to find a further agreed date to meet.
The outcome could be conveyed immediately to the full meeting.
Healthwatch did not wish to be part of the committee so to keep their impartiality.

It was agreed that the Chair and Vice Chair would look at proposal 2 and bring a modified version for ratification at the March meeting.

5. Election of Officers to serve throughout 2024.

Under section 7 of the District Group Constitution, it states that:

- The group will be chaired by a PPG representative, known as the Chair. There also will be an elected Vice Chair and Secretary.

- The above officers will be appointed annually by the group. This normally will take place at the first meeting of the year.

Prior to the meeting the Vice-Chair had forwarded nomination forms to all members for the positions due for election.

The Vice-Chair informed those present that he had only received nominations from the existing officers. The Chair asked if there was anyone else who wished to put themselves forward?

As no one else came forward those present were asked to vote for:

Chair: Susan Adey- Rankin.

Result: Unanimous Agreement

Vice-Chair/Secretary: John Bridges,

Result: Unanimous Agreement

Both the Chair and Vice-Chair thanked everyone for their support and accepted to serve in those positions throughout 2024.

For the records Chris Darby had been asked if he was happy to continue looking after the website. He was happy to do so, and the members agreed, thanking him for the work done throughout 2023.

Treasurer

The Chair, SAR, proposed that now we had our own bank account we should appoint a Treasurer. As the Vice-Chair/Secretary, JB, currently looks after the accounts it was proposed that, if willing, he be also the Treasurer. JB agreed to be Treasurer and the members present unanimously agreed.

The Chair, JG, closed the AGM and the meeting followed the normal procedure.

6. Minutes of the Meeting held on 19th October 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.

7. Matters arising from the Minutes.

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

8. Action Log Update

(i). My Health, My Way Project

The Vice-Chair, JB, is a patient representative on the My Health, My Way project.

Update: The meetings have been put on hold until March 2024. (ii). Can we have someone to come and speak on the procedure that takes place to set up a DNR, (do not resuscitate). **Update: As previously mentioned, this has been put on the list of speakers for 2024** There were no further outstanding actions.

9. Patient Stories Patient Story from IL

- Prior to the meeting a patient story relating to a family member of IL had been distributed to all. The content made for disturbing reading and the current state of the NHS. The members present were duly concerned and thanked IL for sharing. IL thanked everyone and gave a further verbal update on the current situation. In conclusion what is the effect of all this having on me?
- I'm running around but getting nowhere.
- I dread my phone ringing.
- I dread having to ring the health services. Sometimes things are easy, but mostly, everything is a battle and it's a battle because of a lack of communication, both verbal and written.
- My work life balance is having to be extremely flexible.

- I'm tired. I'm tired of battling with health professionals. I'm tired of having to explain things repeatedly. Basically, I want my life back!

All agreed that the whole episode has been a catalogue of errors and must be also happening with other people. This must be escalated up. The Chair, SAR, Vice-Chair, JB, and IL will put something together to send to the ICB. **Patient Story from LH**

Having problems in getting appointments to see the cardiologist. When contacting told difficult as he only works on a Monday. In addition, also the same issue in getting an appointment with hearing department.

Patient Story from CD

Following a heart attack has been waiting for a 3month checkup. After getting nowhere found you could contact the Slot Utilization Department at Derby on 01332 788641. Contacted and was given the date of 16th February, which was altered to April 17th which has now been altered to April 29th!

In addition, the Derby Outpatients Appointment system can be assessed by phoning 01332 785686.

Information from BM

Waiting for hip replacement. Currently a year to see a consultant and then a further year wait until the operation.

Spinal operations are also being delayed due to lack of theatre staff.

Information from the Vice-Chair, JB.

Permission had been given to relate an excellent patient experience that happened to one of our District PPG members.

The person had to call out an ambulance due to severe chest pain. They arrived within 20mins and on route to Derby Hospital, they had to stop and resuscitate the patient twice by the crew, followed by another 5 times while at the Trust.

The patient whom John has had feedback from would like to thank the paramedics and hospital staff who saved their life.

Information from DH, (poor sound via Zoom as we can hear clearly but DH can't)

DH had read IL's patient story and agreed it encapsulated patients' feelings on the current NHS. The Integrated Care System and Board should be seriously looking into all these issues, but nothing appears to be happening.

DH indicated two other issues around community hospitals in South Staffordshire. These were-

- 2 years ago, had to use the Endoscopy services which were superb. Now this procedure closed during 2023. Why?
- The MIU at Samuel Johnson used by someone who had a fall in the street. On arrival informed would have to go to Queens, Burton as no access to the Xray machine at a weekend?

Had also attended the ICB Public Board meeting where he raised the issues around the ERS ambulance system, (Non-Urgent Patient Transport). This is the responsibility of the Staffs and Stoke-on-Trent ICB whereas the West Midlands Ambulance Service is under the Black Country ICB. DH was asked to send the details and they would investigate.

In addition, heard that the FIT testing, (a sophisticated bowel screening process), had been stopped at the Hope Hospital with patients having to go to Nottingham hospital.

Discussion on all the above and concerns around what is happening within our local main and community hospitals. In addition, as UHDB is split across two ICB's, (Derbyshire and Staffs/Stoke on Trent) what impact, if any, is this having on services.

10. PPG Updates KB, Mill View

New Practice Manager due to start soon.

LK, Peel Croft

The first meeting for 2024 due on 30th April.

CR, Bridge PPG

The surgery has a new Operations manager Michael Lacken-Whelan who is now involved with the PPG, The Vice Chair of the District, JB has offered to attend and give assistance.

Michael Lacken-Whelan was contacted some time ago and invited to the Tutbury PPG January meeting but was not able to attend.

JB, Tutbury PPG

AGM and meeting held in January.

Previous officers all re-elected. Presentation given on work carried out during 2023, the financial situation, and objectives for 2024. To continue having bimonthly meetings.

Had started a Dementia Group in January with 34 attending the first meeting. This will be now held bimonthly.

Also arranged community coffee morning with Trent and Dove. Social quiz nights will continue, again bimonthly.

11. Healthwatch, Staffordshire Update.

DB, Healthwatch, Staffs was unable to attend but Christine came to represent Healthwatch Staffs. The following update had been sent by DB prior to the meeting. As there was no time to distribute before the meeting his update is shown below-

- ***999 Ambulance - Patient Experience Survey***

Following concern from both the Public and the County Overview and Scrutiny Committee, Healthwatch launched this survey. Running until 10 March, the feedback will be collated and shared with West Midlands Ambulance Service before being published in report. We are hoping to spend some time in the Ambulance control room and will be talking to NHS 111 to get a balanced picture. At the time of drafting this report we have received 214 returned surveys so far.

We plan to move on to look at Patient Experience of Admission Avoidance Schemes then Hospital Discharges later in the year.

- ***Updates on completed Deep Dives and Enter and View Visits***

Reports on the three deep dives completed at the end of last year are now on our website along with a report on SE Staffordshire Chronic

Pain Service. A report on an Enter and View visit to UHNM Maternity Department which was jointly undertaken with Healthwatch Stoke will be published shortly.

- ***Healthwatch Engagement Grants***

We have some grant funding available to use to support engagement with seldom heard groups to ascertain their experiences of using health and social care. We are currently working with the Tamworth Wellbeing and Cancer Centre and Better Way Recovery in Lichfield/Tamworth with some other options being explored now.

- ***Continuing NHS Care Review***

The ICB have initiated a review of NHS Continuing with Neil Carr the CEO of MPFT being the senior responsible officer for this piece of work. Staffordshire is a significant outlier in NHS spending significantly more on this than other authorities (Circa £100m). There is currently some national media focus on this issue.

- ***MPFT Developments***

The final board decision has now been taken by the ICB to support the permanent closure of the George Bryan Centre and the alternative support that has been put in place. We had a project closure meeting recently to look at lessons learned for future projects.

MPFT have also received £4.6m from NHS England to build a new Crisis Assessment centre at St Georges Hospital that will receive section 136 referrals for both adults and children. Patient engagement in the planning of this service is under way to ensure co-production.

- ***UHDB Focus Group – Nuclear Medicine Patient Questionnaire***

We recently participated in a focus group run by UHDB to review the approach of the Nuclear Medicines Department to the implementation of the Ionising Radiation (Medical Exposure) Regulations 2017 or

“IRMER

Written procedures must include “making enquiries of individuals of childbearing potential to establish whether the individual is or may be pregnant or breastfeeding.” The Trust wanted to ensure they were

dealing with this in an inclusive way considering wider gender identity issues.

The feedback was unanimous that this was primarily a health and safety issue and that as part of standard documentation issue to all patients there should be a first question that asks could you be pregnant or be breast feeding Yes/No if no ignore the other questions and sign.

- ***ICB deliberative event re; Midwifery Services***

The ICB have started to look at the future of midwife led birthing units at Sarnum Johnson Hospital and Stafford Hospital, both of which have been closed since Covid. A deliberative event was held before Christmas discussing the proposals for the future. Considering the increasing level of complex births that require full Maternity cover and the previous low take up of the Lichfield and Stafford Units the view that they should be closed permanently is being formulated,

There is an aim to get home birthing restarted in 2024 subject to midwife recruitment which is improving. UHDB maternity services are currently in special measures with a comprehensive improvement plan being worked through.

A newly appointed head of midwifery is leading this.

- ***GP Practice Changes***

Work is underway to support patient disbursement from the Health and Wellbeing GP Practice in Burntwood to the two larger practices in the area. (Circa 5k patients).

In Burton, the ICB have given notice of a change of GP contractor for the Gordon St GP practice from May 2024. A Letter is being sent advising all patients. (10.6k patients)

- ***Increasing MMR Uptake in Local Communities and all patients*** Public Health are concerned about the low uptake of MMR vaccinations in certain communities. We have been working with Public Health and ICB communications to look at ways of increasing local uptake. A member of the Comms team will join me at the SE VCSE Alliance Meeting on 22 February to update the group.

Concerning the above report Christine, Healthwatch asked if any further information was required? She will then pass this onto Dave to respond. Christine gave an update on some areas in the above report.

Support Staffordshire Update.

IL gave the following update:

- a. He had attended an online UHDB patient event that morning. This was concerning Patient, family, carer, public and citizen engagement on

Exceptional Care Together. The slides are attached to these draft minutes.

The issues with the workshops were-

- Communication not mentioned once in any of the themes.
- Confusion on what the participants were supposed to do within the breakout workshops.
- The slides were typical NHS speak and difficult to read.

b. Funding

There is a second generation of funding available for volunteer groups to apply for. For further information please go onto the following website <https://supportstaffordshire.org.uk/funding/> Where a list of the various organisations, that are offering fund opportunities, are listed. Below are the types of organisations. When you go onto the website above and press on a particular organization shown it will open to give the full details

[POSTCODE LOCAL TRUST – WEST OF ENGLAND \(PEOPLE'S POSTCODE LOTTERY\)](#)

[D'OYLY CARTE CHARITABLE TRUST](#)

[B&Q FOUNDATION GRANTS](#)

[TRUSTHOUSE CHARITABLE FOUNDATION](#)

[KFC YOUTH FOUNDATION COMMUNITY GRANTS PROGRAMME](#)

SCREWFIX FOUNDATION

VILLAGE HALLS SMALL GRANTS FUND

MASONIC CHARITABLE FOUNDATION – GRANTS FOR PEOPLE WITH DEMENTIA AND THEIR CARERS

ARTS COUNCIL ENGLAND – CULTURAL DEVELOPMENT FUND: ROUND 4

TOPCASHBACK SUSTAINABILITY FUND

COMMUNITY COUNCIL RURAL DEVELOPMENT FUND

SWANSWAY COMMUNITY GRANTS FUND

SOUTHEAST STAFFORDSHIRE HEALTHY COMMUNITIES VCSE ALLIANCE ENGAGEMENT FUNDING

VCSE ENERGY EFFICIENCY SCHEME

THE HAPPINESS FUND

SPORT ENGLAND – SMALL GRANTS PROGRAMME

12. Update from Debbie Melling, East Staffs PCN Community Manager

The Chair, SAR, apologised that due to the length of the previous discussions DM only had a few minutes in which to give her report. DM thanked the Chair and gave the following update-

- Gordon Street update. Gordon Street Surgery has been served with 3month notice following a long time of noncompliance with the

ICB to end their contract with them. Letters have gone out to patients which includes the following-

As a registered patient of Gordon Street Surgery, we wanted to inform you of some important changes. As of Monday 6 May 2024, there will be a change in provider of GP services at Gordon Street Surgery. A temporary GP provider will be in place while the ICB looks for a longterm solution. During this time, you should still attend any appointments you already have booked unless you are contacted directly.

What does this mean for patients? You do not need to do anything. GP services will continue to be provided at Gordon Street Surgery in the period leading up to, during and after this process. Please access the GP surgery as you normally would.

What happens next? Please continue to remain registered with Gordon Street Surgery. We will continue to let you know about any developments over the coming months.

- The Social Prescribers have now completed 12 months of service under the umbrella of the Burton Albion Community Trust. From the available statistics for this period, 2100 patients have used the service, it has been estimated that around 10, 500 clinical interventions have been prevented. In addition, a “form filling” service has been set up to assist people. Already it has enabled people to receive £400.000 of benefits for people with two cases having secured this for a 10year period.
- The Joy App. Currently over 400 organisations are on board within the local communities, where people can be signposted. DM sent the following link and information for the minutes.

Joy is a digital social prescribing platform that helps to establish easier more streamlined ways of working between the GP surgeries, social prescribing teams and local non-clinical service providers that help our patients. The key benefits of Joy are:

1. *Makes it easier for you to promote your services to staff working in GP surgeries and be ‘front of mind’ when a patient may benefit from your service.*

2. *Provides you with powerful data to support funding bids and business cases.*

3. *It is free!*

Please see below links for Joy

The link to joy marketplace is <https://services.thejoyapp.com/> •

The next round of COVID vaccinations should be starting in April.

- On March 2nd and 16th there will be sessions for people with diabetes to deal with have their 8 care processes done. This will be either via appointment from the GP or just drop in. This is a new service for East Staffordshire which if successful will be built upon.
- Brief update on the Pharmacy First Advanced Services that has recently been rolled out.

The Chair, SAR, thanked DM for her update and again apologised for the brief time slot. In future the topic will be further up the agenda. A question was raised regarding the role of the social prescribers and patient confidentiality. DM responded that the appointments are on a 1:1 basis and the social prescribers do not have access to patient records.

13. The East Staffs and Surrounds Diabetes UK Patient Network The Vice-Chair, who is also the Chair of the Diabetes Patient Network, Had sent his update, copy below, prior to the meeting. **Look Back on 2023 What did we achieve in 2023?**

We were successful in obtaining a further grant from to assist in continuing our work throughout 2023 and beyond.

- Early 2023 we started to hold both face-to-face meetings in 5 locations whilst continuing the virtual meetings. All held on an approximate 6week basis. The face-to-face meetings were in East Staffordshire: Burton, and Uttoxeter.
South-East Staffordshire: Tamworth, Lichfield, and Burntwood. These meetings were set up following the foundation work done throughout 2022.
- Grown the membership. At the end of 2023 we have a contact member base of approximately 200 who have completed contact

forms. They either just request literature, require information over the phone, and/or attend meetings. (At the end of 2022 this number was 31).

- Getting referrals from social prescribers within all geographical areas.
- Work commenced late 2023 started on the recruitment of clinical personnel to begin the start up the East Staffordshire Community Diabetes Team.
- The relationship with our major stakeholders is starting to bear fruit.
- Meetings held with the lead at the Integrated Care Board who has Long Term Conditions in her portfolio. The main aim was to raise the concerns over the ICB delays in approving new technological advances which NICE guidelines put out in March 2022.
- The Teaching Therapies team at MPFT have started a long-term project out of one of the East Staffs Surgeries where people with diabetes can be immediately referred. This is a day per fortnight to start.
- Getting people, the required information and signposting to enable them to have a better understanding of self-care for their conditions.
- Meeting held with the Burton Mayor to discuss ways of working together to assist the Asian, Afro-Caribbean, and Eastern European communities within Burton.
- Continued to grow the relationship with Staffordshire County Council Public Health team and Reed Wellbeing who deliver the NHS Diabetes Prevention Programme for people with prediabetes.
- In August we secured an empty shop in Burton to promote us and other health related local organisations to the wider public.
- We continue to strengthen our relationships with our key partners and build relationship with new groups within our communities.
- With the assistance of the East Staffs PCN, looked at the disparity across the surgeries in delivering the diabetes 8 care processes. In addition, working with them in their research work around Edi, newly diagnosed over 55's and link to pancreatic cancer, and ELSA the research with children aged between 3-13years and possibility of getting Type 1 diabetes.

- Two events were held in two of the diverse communities in Burton during February 2023 and October 2023. Excellent attendance from many of the local health-related organisations. Good public attendance in February but low in October.
- Attended various other health and public events within East Staffordshire. Two of these events had excellent attendance.
- Assisted in the planning and attending of a 3day health event at a local primary school. The event took place in January 2023. **Speakers at our virtual Zoom meetings these included:**
- Jan. Presentation from the Chair - Look Back on 2022
- March. Service Clinical Staff Member MPFT Diabetic Eye Screening Programme.
- April. Dr PT, MRC Research Fellow, Centre for Systems Modelling & Quantitative Biomedicine, Institute for Metabolism & Systems Research, College of Medical and Dental Sciences, Edgbaston, Birmingham
- May. KM, General, Planned care East Staffordshire Integrated Care Project Lead, Mental, Physical Health and Social Care Services, MPFT
- June. SR, Health and Well Being Manager, Burton Albion Community Trust. Doctoral Researcher Health and Life Sciences Birmingham City University.
- Aug. MS, Primary Care Network Dietitian, Specialist Adult Dietetic Service, MPFT.
- Sept. AW, RNIB Community Connection Coordinator Midlands and East England.
- Nov. GB, Principal Podiatrist, Solent NHS Trust.

Further Involvement The

Chair sits on:

- Various Diabetes NHS health streams looking at improving diabetes care.
- On the Diabetes UK Grants Advisory Panel. This panel is part of the process for approving grants into Diabetes Research.

- Became an ambassador for the Public Health Collaboration UK in January. (Diabetes and Low-carb, Dr Unwin).
- Continued the relationship with the DUK Type2 Peer Support Group who have members from the Midlands and Eastern Regions. The group continue to attend some of our virtual meetings.
- Recently the Chair and Treasurer have been appointed as the Voluntary Services representatives on 3 of the ICBs portfolios.

Aims and Objectives for 2024

- Have speakers at the virtual meetings and, where practical, the face-to-face meetings. What speakers would people like to see?
- Continue with our face-to-face and virtual meetings. Based on attendance the face-to-face meetings have been moved to bimonthly whilst the virtual meetings will stay at six weekly intervals.
- Contact local organisations and offer presentations/awareness to staff.
- Contact the local colleges and secondary tier schools to provide awareness.
- Hold an event with prominent speakers e.g. Dr Unwin, Prof P. Kar
- Continue to look at ways to gain access to the hard-to-reach communities with the aim to offer support via health events, with other NHS colleagues, at the mosques.
- The primary school worked with in January 2023 has requested assistance for a further 5day event which has now been planned for January 2024.
- Look at further ways to promote the network.

Challenges for 2024

- Continue to push for the community clinical diabetes team. This work has come to a standstill since September 2023.
- Critically look out what are the most beneficial community events that we should attend.
- Work with the ICB, regarding the introduction of the new technology guidelines advised by NICE in March 2022.

- Sustainability for the future of the Network. During 2023 certain planned meetings and events had to be cancelled due to the Chair being in hospital. It is now critical to focus on finding a person(s) who can be trained to take on certain roles, running the face-to-face meetings and assisting with the organisation of events to ease the situation of being dependent on a single individual. Succession Planning- thoughts and ideas?

FINALLY

Remember it is important to always state the following:

There are **8760 hours** within a calendar year. Normally, a person with diabetes would spend **3hrs per year** in front of a health professional. This means they spend **8757** looking after themselves. To do this they need:

“The correct tools and knowledge to do this successfully.”

The aim of the East Staffordshire and Surrounds Diabetes UK Patient Network is to help them achieve this.

14. Any Other Business

- i) **Speakers for 2024** Representative from the Ambulance Service, Social Prescribers, Midlands Stroke Association, End of Life, and Do not Resuscitate procedures, Power of Attorneys, Prostate, Menopause, and access to physio’s, Research, IBC Representative.
- ii) **Hybrid Meetings** Had tried at the meeting. Although we could clearly hear the person at the other end of the call couldn’t. Requires further investigation.
- iii) **Future Agenda Items** Ensure PCN Update is higher up the agenda.
- iv) **Feedback from UHDB PPG Meeting.** Left due to time constraints.
- v) **Feedback from ICB Patient Assembly.** Left due to time constraints. For items iv) and v) update to be given at the next meeting.

15. Review of the Meeting.

Highly informative, good discussions.

16. Date of Next Meeting

Date of Next Face-to-Face Meeting: Thursday March 21st, 2024, 14.00 – 16.00. The Chair, SAR, thanked everyone for their contributions to the meeting.