



**Minutes of the meeting held at the
Voluntary Services Centre, Union Street, Burton
DE14 1AA Wednesday 12th June 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)
BJW	(Tutbury Patient Forum)
KL	(Peel Croft PPG)
CD	(Trent Meadows PPG)
CR	(Bridge PPG)
BP	(Wetmore Road PPG)
SG	(Yoxall PPG)
LH	(Peel Croft PPG)
IL	Support Staffordshire Community Officer, Burton on Trent District

2. Speaker

Debbie Melling	East Staffs PCN Community Manager
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3. Welcome

The Chair, SAR, welcomed everyone to the meeting.

4. Apologies

The Secretary, JB, had received the following apologies:

EM	(Alrewas PPG)
TB	(Yoxall PPG)
RB	East Staffs PCN Research & Support Manager.

JW	(Barton PPG)
LK	(Peel Croft PPG)
DH	(Tamworth PPG)
DB	Healthwatch Staffordshire
LT	(Carlton Group PPG)
GS	(Balance Street PPG)
SMcK	(Trent Meadows PPG)

5. Update from the East Staffordshire Primary Care Network

DM thanked everyone for the opportunity to come and give an update on what has/is taking place since the last update earlier this year. She informed the members present as follows:

- **Spirometry** The service is now up and running and operating as a “hub” on a Wednesday and Friday.
- **The 8 Care Diabetes Programme.** Started earlier this year and is going well. Further clinic being held on Saturday 15th of June at Pirelli. The clinics can see up to 50 patients a time and is aimed at the hard-to-reach groups and those who, for whatever reason, have not completed or had their annual diabetic 8 care health checks. When warranted these people are also offered their retinopathy screening. The Midlands Partnership University NHS Foundation Trust, (MPFT), have received additional funding for further Saturday clinics for 12 months and arrangements are being made to operate at an average of one Saturday per month. In addition, from the Wednesday 3rd of July 2024 there will be clinics held at Hill Street on a weekly basis. Looking now to begin these in Uttoxeter on a fortnightly basis. The Vice Chair, JB, who is also the Chair of the East Staffordshire and Surrounds Diabetes UK Patient Network, (ESSDUKPN), has attended each clinic and informed those present of its success and the gratitude from the patients who attended
- **Diabetes Clinical Community Team.** MPFT have now appointed a Band 7 nurse to head up the building of the long-awaited Community team which again JB and his patient network have been pushing for since the Reach Out event in June 2022.

- **COVID and Flu Vaccinations.** The spring campaign is now complete. Plans ongoing for the Autumn campaign. All in place for September but now NHS England have moved the start date to October. Although Burton Albion now has new owners they are committed to the East Staffs Primary Care Network, (East Staffs PCN), and other Burton Albion Community Trust work to be continued and possibly built upon even more in the future.
- **Gordon Street Update.** DM updated those present on the current situation with Gordon Street surgery.

Following the removal of the services at Gordon Street the patients now are seen at two locations namely, At Outwood's House and Hill Street Clinic Stapenhill. Although not ideal currently there isn't another choice as the Gordon Street surgery is owned by the previous owners and discussions are still ongoing between them and the Integrated Care Board/NHS England regarding future ownership.

The East Staffs PCN have a 12month "caretaker" contract to supply all the medical requirements, GPs, Nurses, etc. to give patients the care they need. As no former Gordon Street GP Partners have been transferred, nursing staffing will be continue to provide a full service while the GP work is being carried out using those who supported the PCN in the 2023/24 Winter hub services. Since the new arrangement over 400 Friends and Family feedback forms have been received and all have been positive. This 12month "caretaker" contract could be extended to 24months but after that a permanent solution must be found by the ICB. In terms of Outwards House, the service is operating out of 6 clinical rooms with an additional 3 clinical rooms at Hill Street Clinic, Stapenhill. It is hoped that additional rooms will be made available at Outwood's to enable all staff to work at one site in time. In addition, Dean and Smedley, Horninglow Road Pharmacy are offering Gordon Street a room to enable the surgery to offer a regular blood service for patients, which has also been well received.

The following questions/comments were made:

- Following what has happened with Gordon Street, over many years, will there be any shared learning to ensure that the situation doesn't occur elsewhere?

DM indicated there is to be a meeting with a representative from each East Staffs surgery present to discuss what happened and what will be in place to prevent reoccurrence.

- It would appear that one of the reasons was a cultural issue with the Chair, SAR, giving examples from calls she had received on the Helpline that the District Group had reintroduced.
- DM also mentioned that the surgery didn't embrace the electronic side of the business quoting the reordering of prescriptions as an example and these taking days and days to be signed off and given out for dispensing.
- IL, Support Staffordshire Community Officer, Burton on Trent District, asked what about DM? Are you being supported in all of this and other work? Since your role started with the East Staffs PCN it appears to have grown and grown. Everyone present agreed quoting the old saying "if you want a job doing give it to the willing person who will not say no." DM was appreciate of the comments and support indicating that after a hectic few weeks with Gordon Street it is now settling done with people assisting on a rotational basis.
- BP, Wetmore Road PPG, echoed the feeling of everybody and informed everyone that a similar situation has now occurred at Wetmore Road PPG, details in PPG reports.
- What about parking for Gordon Street patients at Outwood's House? DM indicated that patients have free parking facilities and use the staff parking area opposite the building.
- Phone numbers. The previous contact numbers for Gordon Street have been transferred so no difference for patients.

There being no further questions the Chair, SAR, thanked DM for an excellent and concise update. If the District Group can be of any assistance she must ask. Those present echoed those comments. DM was grateful for the opportunity, for the kind comments, and offer of support.

Due to other commitments DM then left the meeting.

6. Minutes of the Meeting held on 2nd of May 2024

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

To reduce time, the update had been circulated by the Vice-Chair, JB. The details were as follows:

(i). My Health, My Way Project

The Vice-Chair, JB, is a patient representative on the My Health, My Way project. The initial pilot project has commenced with letters to the various patients being sent out.

An official launch with people from NHS England had been arranged for the 4th of June. However, this was cancelled due to several key contributors having to withdraw their participation due to the period of heightened political sensitivity prior to the General Election. The project has commenced late May with the cohort of patients identified for the initial pilot project being contacted.

Action: Update members, as necessary.

(ii). Date of District June Meeting

Due to a clash of commitments for the Chair and Vice-Chair, the date of the District June meeting required moving. After discussion, with those present, it was agreed to move the meeting back by a day. It will now take place on Wednesday 12th of June between 14.00hrs and 16.00hrs. **Action complete**

(iii). Use of Website

It was agreed that all documents with the heading East Staffordshire District Patient Engagement Group should also include the website address. **Action complete**

(iv). Patient Association

The weekly newsletters have been distributed in the normal manner. At previous meetings the Vice Chair, JB, indicated that at present the Newsletter is only distributed to those people who can receive via email. This is because most of the articles require a computer to access either further information, attend

workshops, etc. He had been in contact with the Patient Association to discuss if the newsletter could be put onto both the Forum and District websites.

This following information has now been received and below is the information received.

I have had a look at your websites, and I wonder if something about the Patients Association would fit under the sites' Useful info' pages.

You could link under this section.

<https://www.patients-association.org.uk/Pages/Category/advice-and-information-leaflets>

or this one

<https://www.patients-association.org.uk/helpline>

and that might be helpful to people who visit the sites.

More specifically about us, The Patients Association – we created these set of assets for PPGs

<https://drive.google.com/drive/folders/1SCpaJeWcszkYQWk92DAIjmtogpc5NAvT?usp=drive> link that we shared for those

who wanted to promote membership with us.

It was agreed that the information be uploaded onto the East Staffordshire District Patient Engagement website. In addition, as the Patient Association, rely on donations it was agreed to make an annual donation of £50. The Vice Chair, JB, will action this.

There were no further actions from the meeting.

9. Patient Stories

- SG, Yoxall.

Required a hearing test. The audiometry department at UHDB are so busy they are not offering the service and that Spec Savers in Burton were now doing it. Had an excellent service, follow up etc. and the hearing aids were NHS ones.

- CD, Trent Meadows

Indicated that he had heard about patients who had needed knee or hip operations which, due to the backlog in the NHS, were being carried out within the private sector but paid for by the NHS

with no issues whatsoever and in very quick times! Other members gave similar positive stories of receiving NHS care through a third party which was efficient and good treatment.

- LH, Peel Croft

Whilst in Scarborough had an angina attack. Letter issued etc. on tests and conclusions. Was told required further scans when back in Burton to check the situation. Had the CT scan, at Queens, on a Sunday, at the beginning of May. Not looked out until the end of May and as of 12th June still waiting to hear on the results.

On a second issue has currently put in a PALS complaint concerning her mother-in-law who died recently, and the lack of care given at Queens.

- SAR, Tutbury

Been waiting for an appointment with cardiology for approximately 2 years. Had an appointment recently, on a Sunday, and had various standard tests blood pressure, weight, etc. plus spoke with a consultant. Total time 20mins and still waiting for the letter to go to the GP, with supposedly, a copy to her.

- BP, Wetmore Road

BP is a Governor at UHDB. That morning, he had spent time near the Costa Café within Queens talking to people. Spoke to 20 people and there were no complaints whatsoever.

- KI and JB, Peel Croft, and Tutbury/Vice Chair

Both recently had treatment concerning heart related cases. In both instances the quality of care and follow up had been excellent, including informing their respective GP's.

- Ian Leech, Support Staffordshire

His young grandson has had severe eczema on his face. Seen both the GP and been to A@E without any success. Showed a photo. The young lad has been in tears over the pain and unsuccessful treatments. The father has used his private medical insurance and after consultation and cream the problem completely went within two weeks. Showed a photo of the healthy happy looking young man.

When we read the above stories and observe what has happened one has to ask what is now wrong with the NHS. Why can some departments offer excellent care and others do not. Some are

proactive and due to the current backlog and restraints redirect patients to private clinics at no expense to patient where the care is good and efficient. It all comes down to the usual some departments communicate, think outside the box, etc., and others appear to not bother.

10. PPG Updates

The following reports had been received and sent out prior to the meeting.

- **Tutbury**

Our last meeting took place on May 15th. It was the first of two consecutive evening meetings as normally they are held during the day. There was a good attendance and we had two presentations on the night.

One was from one of the local pharmacies updating everyone on the Pharmacy First Advanced Service and what additional services patients could receive from the pharmacist.

The second was the new way of contacting the surgery.

They have started using Accurx triage and this went fully live on 1st June 2024. Patients will be able to access a GPs advice or appointment by visiting the website or the NHS app. Once a request has been made this will go through to Reception and will be assigned to the GP on call. A GP will then respond with either advice, an appointment, an appointment link or will navigate you to a more appropriate service.

Any medical queries, prescription requests or general enquiries are also made via Accurx. Naturally, not everyone has the internet, so they still phone the surgery, and the triage is carried out over the telephone.

The above is a major change from the previous system and there were many questions and discussions. There was positivity for the new system and the reduction in telephone pressure at the 8am and 1pm slots for making appointments.

The planning for the Health and Wellbeing event being held on Thursday, June 13th is now complete. Posters, emails and text messages from the surgery have been going out and there are 33 organisations taking part. The Deputy Mayor Cllr Kim Smith is also attending.

- **Alrewas PPG update – 6.6.24.**

The Alrewas Patient group now has 3 active members and no chair. We have met once since losing our chairperson, Lorna Lewis. The surgery is going through a time of change. One GP partner has left, another is joining the practice next month. The valued practice manager Sonia Senior is moving to another NHS post next month. A new practice manager, Ryan Hampson-Miller, has been appointed & we are going to meet him at a meeting on 20th June.

At our last meeting in April, we were presented with figures for patient satisfaction/ feedback. The results are as follows: -

Automatic system now in place to gather feedback on a regular basis. Any patient attending receives a text message after their appointment (max 1 text per month) and has opportunity to provide immediate feedback on their experience.

We have also received some good unsolicited reviews on Google

	FEBRUARY	MARCH
Total responses	188	167
VERY GOOD	170	141
GOOD	6	17
NEITHER GOOD NOR POOR	5	5
POOR	4	2
VERY POOR	3	2

We are looking forward to hearing the views of our new Practice Manager on how we can work with him to continue consulting with and informing patients on health matters and surgery issues.

- **Wetmore Road Update**

BP informed the members that Wetmore Road PPG recently held their AGM. At the meeting both the Chair and Secretary stepped down citing personal workload, so the additional role was too much. Nobody else came forward. Spoken to the Practice Manager to see if the surgery can assist. Said they have no time, and the PPG doesn't contribute anything. Hence there is currently, no PPG at Wetmore Road.

The District Group members indicated that this is a sad situation but as noted before most, if not all, PPGs rely on the few to try and represent the whole and at times it can be a thankless task.

- **Balance Street**

The Vice-Chair had received apologies from the Balance Street representative, GS. Due to personal circumstances GS is unable to attend the meetings on behalf of Balance St.

The PPG are hoping to find an alternative to attend but currently, failing to do so.

11. Support Staffordshire Update. Report circulated prior to the meeting. Update from the Support Staffordshire Community Officer for Burton/Uttoxeter.

Not much to report this month, partly because May is a month where I tend to be on holiday as much as I'm at work!

Suffolk was lovely, the weather ok, but I would avoid Harwich at all costs! Broken sofas and caravans on bricks in the gardens and people swapping little packages of talcum powder on street corners! Who knew talcum powder was still popular?

Whilst away on holiday I listened to the report on the 'infected blood scandal' and within the summary, point ten made very interesting reading and if any the Patient Group were to have a mission statement, I believe it should be taken from this.

What follows should be a reminder to the Integrated Care Board and other health organisations, every time they tick a box that has the words patient voice next to it. Patients are more than boxes to tick. Patients know! What follows aren't the words of patients, they are the words of the independent enquiry into one of the biggest health scandals of our time.

PATIENT VOICE STATEMENT FROM THE BLOOD TRANSFUSION ENQUIRY:

10. Giving patients a voice

One of the most striking aspects of the evidence has been a failure adequately to listen to patients and to hear what they wanted, rather than assume the “listener” already knew.

There is no easy way of ensuring that medical authorities, and government, become less defensive when patients tell them that their care could have been better, or has failed in certain respects.

The recommendations made already in this Report should go some way towards meeting that challenge.

However, without enabling the patient voice to be heard better, those improvements will be incomplete. Accordingly, I recommend that steps be taken to help the patient voice to be both heard and taken into account in developing clinical policies, and healthcare policies in future.

There are a number of steps which it is desirable to take to achieve this. Some may seem minor, but they are, taken together, part of a composite picture of how patients can be enabled to play a full part in what is best seen as a patient-doctor partnership in care.

Patients know!

12. Healthwatch, Staffordshire Update.

There is nothing to report for this meeting

13. Further Updates

The following updates had been sent prior to the meeting.

- **East Staffordshire and Surrounds Diabetes UK Patient Network Update.**

The planned face-to-face meetings within East and Southeast Staffordshire have been held.

The latest Zoom virtual group meeting was held on the 23rd of May where the speaker was:

Mike Sweeney

Advanced PCN Dietitian & MPFT Research Champion

Who gave an excellent presentation and Q&A session on food and diabetes, with the emphasis on low carbohydrate foods.

Regarding other work, the Chair attends events wherever possible.

During June these include

- Health and MSK information day/clinic at Hill Street Medical Centre on the 22nd of June
- Attending a further 8 care process health screening event at Pirelli Stadium on the 15th of June.
- Was involved in a further Grants Advisory Panel for the

assessment of Diabetes UK Research Projects.

- Attended the UHDB Carers event at St Georges Park which was successful, and a Mental Health Awareness Event at Queen Street Community Centre in Burton both in May.
- During June will be at the Tutbury and Barton health events.

June 10th – 16th is Diabetes Week

Information from Diabetes UK

Diabetes Week is a week to make some noise, raise awareness and shout about the things that matter to people with diabetes, shining a light on what it's like to live with day in, day out.

This year, we want to talk about the health checks you need when you have diabetes.

We know life with diabetes can feel like number, check and test overload. You might feel fine or feel like you don't have the time. Or maybe you're not sure what checks you should be getting. But these regular diabetes health checks are vital to keep you healthy, so you can continue living life to the full.

Following the many patient stories, I receive on this topic it is obvious that there are discrepancies in the care that local people with diabetes are receiving.

This is one area I am extremely interested in raising at higher levels within the Staffordshire Health System and I am contemplating carrying out a doodle poll with the members we have within our network to assist in collecting evidence.

- **Research report from RB East Staffs PCN Research & Support Manager.**

ELSA – Rykneld Primary School – Completed the recruitment of over 20 children to the ELSA Study at Rykneld School.

No results back as yet.

ELSA – Mill View – Have participated in the ELSA Study however uptake was very low. Some parents opting for the Dry Blood Spot testing at home kits, this means that the children will be tested at home by the parent and the Dry blood spot card sent off to the study team, no GP Practice intervention at this point.

FOUND – Study looking at patients aged between 50 & 70 who may be at high risk of Obstructive Sleep Apnoea based on certain medical conditions, overweight, have hypertension, diabetes or

both.

Currently recruiting to this study at Balance Street who are acting as the Hub Practice for Mill View, Balance Street and Northgate. This is working really well and there has been a very good uptake 16 patients already recruited and as at 3rd June another 52 expressed an interest. Hoping to roll out to other Practices in the near future.

MPOX – Vaccine trial for patients aged between 18 and 50 years of age. 2 Practices participated in this study and the results were 1693 invited, 31 successfully recruited this is well over the percentage anticipated uptake of 0.8%

Wetmore Road Surgery

Invited - 1,109

Successful Referrals - 22

Rate - 1.98%

The Tutbury Practice

Invited - 584

Successful Referrals - 9

Rate - 1.54%

Funding Bid

RB submitted an additional funding bid to the NIHR to cover funding for her role for the next 12 months. She is pleased to report that the funding bid was successful, and her role is funded for another 12 months.

- **University Hospitals of Derby and Burton NHS Foundation Trust Updates, (UHDB).**

The following email from UHDB was distributed to all District members on the 29th of May 2024

UHDB Youth Forum

Colleagues in our Youth Service Team are about to relaunch the UHDB Youth Forum - and would be grateful if partners would share the attached poster through their networks - and with any young people who you think may be interested in joining. They are particularly looking for young people aged 11-18 who have accessed health care services or support friends and family who do. The meetings are going to be held at the Children's Hospital in Derby as they have a dedicated room and facilities there - but the group is open to any young person to join.

The first meeting is to be held on Tuesday the 9th of July between 18.00hrs and 20.00hrs. This was sent on behalf of Louise Melbourne, UHDB Senior Youth Worker.

UHDB Patient Forum meeting.

The next meeting was due to take place on Tuesday the 11th of June between 10am and 11.30am. when this update was circulated no information had been received regarding this. In addition, the draft minutes from the previous meeting had not been received. Following an enquiry by the Vice Chair, JB, the details and last report had been distributed by him on the 10th of June. Unfortunately, and possibly due to the late distribution of the information the attendance was very low.

14. Any Other Business

IL, Support Staffordshire, informed the members that the breakfast club known as Tillys Voices and held at the Queen Street Community Centre is now run by different people. It is now held on a Thursday each week between 9.30am and 12noon. Recently IL visited and 18 people were present.

15. Review of the Meeting.

Highly informative, good discussions, lot of input and discussion, finished on time.

It also showed how the time can be better utilised by having reports being sent beforehand.

16. Date of Next Meeting

Date of Next Face-to-Face Meeting: Thursday 18th of July 2024, 14.00 – 16.00. The Chair, SAR, thanked everyone for their contributions to the meeting.