



**Minutes of the meeting held at the
Community Room, Morrisons, Wellington Road,
Burton, DE14 on Thursday 17th October 2024,
between 14.00 and 16.00**

1. Present

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)
SG	(Yoxall PPG)
LT	(Carlton Group PPG)
KB	(Rocester PPG)
DM	(Bridge PPG)
RJB	(Trent Meadows PPG)
DH	(Tamworth PPG)
IJ	(Carlton Group PPG)
DB	Healthwatch Staffordshire

2. Welcome

The Vice-Chair, JB, welcomed everyone to the meeting. The Chair, SAR, had sent her apologies earlier that week.

3. Apologies

The Vice-Chair/Secretary, JB, had received the following apologies:

SAR	Chair East Staffs District Patient Engagement Group, (Tutbury Patient Forum)
BP	(Wetmore Road PPG)
EM	(Alrewas PPG)
TB	(Yoxall PPG)
RB	East Staffs PCN Research & Support Manager.

LK	(Peel Croft PPG)
SMcK	(Trent Meadows PPG)
LH	(Peel Croft PPG)
JW	(Barton PPG)
IL	Support Staffordshire Community Officer, Burton on Trent District
DM	East Staffs Primary Care Community Manager

4. Minutes of the Meetings held on 5th September 2024

The Vice-Chair, JB, welcomed IJ to the meeting. The amended minutes, from the 5th of September were then gone through and the members asked if there were any further amendments. 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

As previously agreed, the update has 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.

Update: Firstly, the pilot has started with not only letters sent out to the patients chosen for the pilot but in accordance with governance, a follow up invite from the Company who have put the information together. As previously discussed, My Health, My Way is an online collection of information chosen by NHS professionals, all brought together in one handy place to make it easy for people to find good quality information on all the important topics for healthy ageing. The information is all from publicly available websites, videos, and leaflets. We are also signposting to local groups, clubs, and activities so you may hear members of the public saying they heard of your

service through My Health My Way.

The delayed launch with NHS England is now taking place on Monday the 16th of September.

Action: Update members, as necessary.

Update for 17th October: The launch took place on the 16th of September as planned. A summary of the work to date was given and the appropriate presentation is attached to this report.

(ii). Speakers for 2025

On the Agenda for the meeting on the 17th of October

(iii). Healthwatch Report on the Ambulance Service

To be sent to all members of the District Group

Update: Sent out 15th October 2024

- DW, Healthwatch, gave the following further update:
Attended the Health and Scrutiny Committee in September. A new service is being added in North Staffordshire which includes extra staff and ambulances.
- DH, Tamworth PPG, informed those present that due to being abroad he had tabled a question to the last ICB meeting concerning the ERS service. Unfortunately, with not being there do not know if it was raised.
- Apparently, Derby have just awarded ERS a contract to provide their service. UHDB have escalated to both the Staffordshire and Derbyshire ICBs their concerns.

The above prompted further discussions regarding non-urgent patient transport. Members related several stories that involved patients being left for hours, not collected etc. The worst stories unfortunately appear to affect cancer patients.

- Community Transport in Tamworth has shut down.
- In East Staffordshire the voluntary driver scheme is still operating but to the members knowledge it is down to one person.

There were no further outstanding actions from the meetings.

7. Patient Stories

The Vice-Chair confirmed that as agreed at the last meeting, he is compiling a report of all the patient stories relating to UHDB. This will be discussed at the December meeting and then sent to UHDB for comment and to invite a senior person from the trust to come and discuss the findings with the District Group members.

The following new patient stories were raised:

- Case of a 90year lady who lived in sheltered accommodation and her experience following discharge from Queens, Burton Taken to the discharge lounge at 2.30pm Friday but by 9.45pm no care package in place so back to the ward. Back to discharge Saturday 8.45am and due to delays in arranging the care package not discharged until 5pm that day.
- Patient was due to go in for a minor operation. Had a telephone pre op consultation arranged. Prior to this call had received a letter requesting lots of information including list of medication, diary input, next of kin etc. When mentioned during the consultation the ward sister who questioned why the letter had been sent as 4 years out of date! In addition, there would be a 12 week wait for the operation so why a pre op consultation at this stage? Just accepted a cancellation slot and operation next day.
- Heard that Hill Street Clinic has now stopped doing blood tests. Is this correct?
- The Sir Robert Peel due to have MRI and CT scanners. On checking progress was informed not allowed to give out any information. Contacted again and told the communication letter is now with the Communications Department. Still heard nothing. Currently, referrals are made to University of Birmingham and the situation is worsening.

Story received 20th October. Included so people aware.

- A patient had to have a scan at the Royal Derby late afternoon of the 20th of October. They were unaware of all the changes to the car parking system as not been since the changes introduced. The appointment was a last-minute cancellation so no appointment letter either. The scan timing meant they left the hospital just before 6 pm so could not have used the park and ride either even if they had known about it. They parked in car park 7 or 8 not too sure and although the total time was under 2 hours they got charged £25 as over the 90mins. They indicated poor signage and as mentioned no previous information on the changes. They have no idea if there is an appeal process.

Following the above story the Vice-Chair has sent out to all members the information that is on the reverse of appointment

letters. However, this would not have helped in this situation. Story sent to Alison Betteridge for comment.

8. PPG Updates

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

(i). Tutbury PPG

- Our last meeting was on the 18th of September.
- We held a Prostate Evening on Thursday 12th September. This was one of our objectives for 2024. The Burton Prostate Support Group gave the talk and presentation. It was well supported and those who attended were extremely grateful. In addition, input was given by one of the practice partners who stressed the importance of being examined as it is a cancer that can be dealt with if caught in its early stages. If any patient had any doubts or concerns, he stressed they contact the surgery and make an appointment to see him.

Note

At this stage the District Vice-Chair, JB, stressed to all the male district members present that they follow this up with their surgeries. He also informed everyone that he had taken up the offer of his GP that morning and all OK.

For further information on the Burton Prostate Cancer Support Group please see below:

Meeting Location:

Rolleston Scout Headquarters, Station Rd, Rolleston-on-Dove, Burton-on-Trent DE13 9AB

Meeting info:

We meet on the 2nd Monday of each month, from 7.00pm-9.00pm

We welcome anyone diagnosed with or impacted by prostate cancer. We meet monthly and provide members with a range of informative talks on all aspects of prostate cancer and wellbeing. We provide support to help you navigate your prostate diagnosis. Friends and family welcome are also very welcome to attend. Please give us a call to find out more.

Contact details

Group Leader(s):

John Staley

- burton.prostatecancer.suppgroup@gmail.com

- 07478 889577

- <https://www.facebook.com/BPCSG.2017/>

- We held our latest Dementia Group social afternoon **Past Times** on Thursday September 19th 2pm-3.30pm.
- We held our Patient Forum Quiz Night on Friday 20th September and again it was a huge success.
These are great nights that are well attended, raising money for the projects the Forum has planned and to pay for its meetings, annual health event, etc.

(ii). Yoxall PPG

- Our next meeting is in November.

(iii). Trent Meadows PPG

- No meeting since the last District meeting.
- The Practice now has employed a Practice Compliance Manager
- As Tutbury, have total triage in place.

(iv). Crown Medical Practice, Tamworth PPG

- Good relationship with the Practice.
- Employed to further GPs.
- Unfortunately, the Advanced Nurse Practitioner has left.
- Have tried the e-consult patient triage system and it worked well.
- The Southeast District Group was folded by the Clinical Commissioning Group when the Integrated Care Board started in July 2022.
- Lural House Surgery, Tamworth, PPG disbanded.
- Aldergate Surgery, Tamworth has no PPG.

(v). Bridge Surgery PPG

- Have introduced the patient triage system and it has worked.
- Have 4 meetings per year plus hold meet and greet sessions within the waiting room.

(vi). Mill View PPG

- Appointments. & Communications were scheduled promptly

during the Covid crisis.

- The Doctors are knowledgeable, prepared to educate the Patient thoroughly, are diligent and prompt in making referrals to specialist care, have liaised in a thoroughly professional manner with the private sector when demand for Patient treatment could not be met within the NHS, have been generous of their time and simultaneously have observed the rules of Patient/Staff engagement in periods of viral epidemic and have been supportive as regards health insurance claims.
- The Pharmacy staff have been discreet, diligent, cheerful.
- The associated medical staff (Nurses, HCA's) have worked methodically, with skill and knowledge and have been reassuring.
- Mill View's open house vaccination clinics are conducted at speed with staff giving "their all" to the event. The clinics have saved Patients the difficulties of travelling the long distance to Burton on Trent.

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

Firstly, please accept my apologies for this meeting.

With support groups, Core Funding continues to be an issue for many groups, as I have said on previous occasions, they can get funding for fancy projects, when it comes to funding to keep going, they struggle. Groups who provide vital support in the community will not be able to continue unless they are financially supported. This will have an impact on NHS and wider services.

It is also important that the statutory sector start to think about funding smaller groups when using their services. Many groups are only too happy to offer their members as part of focus groups, but when doing so these impact on other work/projects, so it would be nice if those using these groups could show their appreciation with a small financial donation.

Form Filling has reared its head again, with several people mentioning that it is still a problem. There are a lot of people offering help to people struggling with forms, but this is not without issues. It

is not just benefit forms, it can be anything from health forms to job applications.

The third round of engagement funding has closed and over £14,000 has been given out to eight groups in the community. Community Officers will be working closely (if required) with these groups, in particularly helping them think about evaluation.

Finally, Gulsoom is organising a Women's Health Festival which will take place at The Brewhouse Theatre on April 30th in 2025. Further information will be forthcoming in future meetings.

Ian
Ian Leech (he/him)
Community Officer, Burton on Trent District

10. Healthwatch, Staffordshire Update.

No further additions to those mentioned earlier in these minutes

11. Further Updates

The following further updates had been sent prior to the meeting.

(i). East Staffordshire and Surrounds Diabetes UK Patient Network

The planned face-to-face meetings within East and Southeast Staffordshire are currently being held throughout October.

Currently, the places used in Burton and Lichfield are no longer be available, so the opportunity has been taken to look at alternative venues, and in the case of Lichfield on a different day and time to see if by doing this it brings in more people.

Work is now about to start regarding dates and venues for 2025.

At the Virtual meeting, held on the speaker was Gareth Hicks.

Gareth is an old friend of our group who used to come along to our Diabetes branch meetings and attended a few of our public events at Burton Albion FC. His background is clinical, working as a podiatrist in both NHS and private sector clinics. At the time, he also worked for Dermatronics, (he still does but, only part-time these days).

His talk was about looking for participants willing to participate in a short trial using a British-made thermographic foot scanner.

Thermatrix has designed a product, called Podium which is a scanner, designed to take a 'heat map' of the foot. The company have made professional scanners before, but this is a prototype for home use, by patients living with diabetes. Podium is battery-operated and comes with a computer tablet & charger. Training is provided on how to take a scan. The trial would ask that the patient take one scan per day. Once the scan is taken, the image is shown on a computer tablet (which comes with the kit) and can be forwarded to a healthcare professional. After the presentation and discussions 8 colleagues have signed up for the trials.

Regarding other work, the Chair attends events wherever possible. Recently these included.

- Continuing with the six-month Leadership course promoted through Support Staffordshire.
- Continues to attend the monthly MPFT East Staffs Performance & Quality Assurance Forum Open Meeting at the beginning of each month.
- Attends, as the patient representative, for the Staffordshire and Stoke-on-Trent Voluntary Services, the Integrated Care Board portfolio meetings for long term conditions, end of life and, frailty during July and September.
- Gave a presentation on Diabetes Awareness at a Burton GP Surgery on Saturday 14th September, 40 plus attended.
- Attending Diabetes Research and Wellness Foundation Conference in Kenilworth 21st September. Accompanied with network member SF.
- Meeting held with the ICB ELF Portfolio LTC Programme Board Chair to discuss Diabetes care in Staffordshire. Positive meeting and plans to hold regular bimonthly meetings. These have now been arranged
- Attended a webinar, on 24th September, by the Midlands Kidney Network on the use of SGLT2's for patients with kidney disease.
- Attending the Diabetes UK Grants Advisory Panel on the 14th of October to assess Research Projects being put forward for grant consideration.
- Meeting held with Burton Unity, currently working on a project focused on diabetes. Their primary goal is to gain insights into

what resources and support are currently available for diabetes and explore how accessible they are for underrepresented communities. This took place on Tuesday 8th October.

- In discussions with various people/ organisations regarding the structured education programmes for people with diabetes, and lived experience of diabetes, In addition similar meetings on the benefits of exercise. Further meetings planned for October and November
- Attending a webinar, on 3rd October, to discuss improving access to the NHS Diabetes Prevention Programme for people registered with a Learning Disability.
- A survey/questionnaire was sent out early October to all registered members of the network.
- On Sunday 13th October had a stand to promote Diabetes Awareness at the Greenbank Leisure Centre in Swadlincote where they are held a Health event.

(ii). Primary Care Network

Gordon Street – All back log of work identified now clear and starting to build better processes with the team. New business manager appointed last month – Clare, stepped down just after a week – decided the job was not for her. Post back out to advert, interview completed and Mathews Edwards in post from 14.10.24 – Plenty of experience in NHS, initially trained as a nurse prior to moving into Primary Care Management (recent post Birmingham Practice, 4 years -history of poor performance but moved forward). A variety of new appointments within the team in recent weeks thus building a solid foundation from which we hope to see the team grow in strength and confidence, becoming self-sufficient over the coming months. A variety of sessions were offered in recent weeks including weekends to see how patients respond, increasing and improving care provided. Friends and family feedback remains very positive. Warmer Homes pilot with Gordon Street & All Saints working in partnership with Staffs County Council saw phase 1 rollout last week with phase 2 scheduled later this month.

NHS Confed – East Staffs PCN invited to attend recent conference in London to discuss the Social Prescribing Community Model and the benefits this brought to the community with over 30 organisations referring into the service last year who may not be in

touch with their GP surgeries thus providing a wider reach out to those in need of support.

Pharmacy First – We are piloting the promotion of pharmacy First via the East Staffs JOY Marketplace (ESJOY.co.uk) in conjunction with ICB – This is to see if self-care / self-referrals increase footfall directly into Pharmacies over the Winter, while reducing demand and capacity in Primary Care for Over The Counter Support.

East Staffs in discussions with ICB / MPFT for Care Home work to be completed using a combination of technology investment and MDT approach – both hope to reduce the need to GP visits / Hospital Reductions / Personalised Patient Care – **End of Life** – More information to follow (Hopefully!)

Spirometry Hub Service – This continues to be well supported, and we have indicated to ICB that we aim to continue with this service until March 2025 but need to continue to review demand / venue / costings in the meantime.

Vaccination Program Autumn Campaign - Started 3rd October – 5 sessions in and already seen nearly 10,000 covid and flu's fly off the shelves and into arms with several more fully booked session scheduled (today – 17th Oct included!)

Diabetes 8 Partnership Working saw East Staffs nominated at the HSJ National Awards – Reaching the finals which is a great success. The Diabetes 8 program for East Staffs is continuing to be discussed and we hope to offer further weekend sessions from November through to March while further funding discussions take place.

Community Diabetes Reach Out Will let John share more with regards to this piece of news!

Debbie

Debbie Melling

East Staffs Primary Care Community Manager

The Vice-Chair, JB, informed the meeting that both he and Debbie had met with Debbie Smith, (DS), Lead Diabetes Specialist Nurse, East Staffs, Midlands Partnership University NHS Foundation Trust.

DS has been appointed to head the East Staffordshire Community Clinical Diabetes Team which will also involve the Desmond Programme for people with Type 2 Diabetes. This is brilliant news as neither have been available in East Staffordshire for several years.

The Vice-Chair had raised this in his presentation at The Reach Out event held at Pirelli in June 2022.

12. Any Other Business

• Speakers

- As mentioned during the meeting the members would like someone from UHDB to come to discuss the issues raised. The Vice-Chair asked the members to think who else they would like to hear from, especially throughout 2025.

In December, we have Nathan Bancroft, Health & Wellbeing Coach – Care Home Project. NB gave a presentation at the East Staffs Performance & Quality Assurance Forum meeting that the Chair, SAR, and Vice-Chair, JB, attended.

• Money for PPGs

- Do surgeries assist PPGs in their running costs so that they can function independently and arrange the meetings, agendas, minutes, etc. which would remove time/staff constraints for the surgery?

13. Review of the Meeting.

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

14. Date of Next Meeting:

Thursday 5th of December 2024, 14.00 – 16.00. The Vice-Chair, JB, thanked everyone for their contributions to the meeting.