



**Minutes of the meeting held at the
Community Room, Morrisons, Wellington Road,
Burton, DE14 on Thursday 20th March 2025, between
13.00 and 15.00**

1. Present

SAR	Chair East Staffs District Patient Engagement Group, (Tutbury Patient Forum)
JB	Vice Chair East Staffs District Patient Engagement Group, (Tutbury Patient Forum)
BJW	(Tutbury Patient Forum)
KL	(Peel Croft PPG)
CD	(Trent Meadows PPG)
SG	(Yoxall PPG)
KB	(Rocester PPG)
IJ	(Carlton Group PPG)
JW	(Barton PPG)
DM	(Bridge PPG)
DM	East Staffs Primary Care Community Manager

2. Welcome

The Chair, SAR, welcomed everyone to the meeting.

3. Apologies

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

TB	(Yoxall PPG)
LT	(Carlton Group PPG)
DH	(Tamworth PPG)
RJB	(Trent Meadows PPG)
SMcK	(Trent Meadows PPG)
LH	(Peel Croft PPG)
CR	(Bridge PPG)

EM	(Alrewas PPG)
SMcK	(Trent Meadows PPG)
BP	(Wetmore Road PPG)
GS	(Balance Street PPG)
DB	Healthwatch Staffordshire
IL	Support Staffordshire Community Officer, Burton on Trent District
RB	East Staffs PCN Research & Support Manager

4. Minutes of the Meeting held on 13th February 2025

No 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 by the agenda.

6. Action Log

(i). Speakers for 2025

Members would like to have input from:

- The UHDB Trust.
- Staffordshire and Stoke on Trent Integrated Care Board.
- Will writing/Power of Attorney and from the Funeral Services.

No speakers arranged as yet but will take into account the requests above.

Action Update: Still ongoing

(ii). Patient Stories

At the December meeting the Secretary, JB, had produced the agreed document relating to all 2024 patient stories which was read out and discussed by those present.

Further patient stories were related by those present in December and these will be incorporated into the document.

The final document would then be produced and circulated in readiness for a full discussion/action plan at the February 2025 meeting.

Currently, in some cases the stories indicate the person. When the final document is produced, and to maintain confidentiality, the names will be removed. Meanwhile, as discussed at the meeting it would be appreciated if this this document is not circulated outside of the group representatives. **Action Update:**

The final document discussed at the meeting on 13th February and has now been distributed to the agreed organisations. An update will be given at the meeting on the 20th of March. Action complete.

7. Constitution: Amendment for consideration

At the last meeting it was raised that now we have our own bank the members must consider and agree on what should happen to any balance of monies if the Group were to fold. There was a discussion on the topic, and it was agreed that it should go to local charities/organisations, maximum 3. The Chair, SAR, asked for the PPG representatives to give the topic some thought and forward suggestions to her and the Vice-Chair prior to the next meeting. This would then be an agenda item with a vote/decision taken by the PPG representatives with the constitution amended accordingly.

A discussion took place. It was agreed by the members present that if the group were to fold any residual monies that were in the account would be equally shared between:

- (i). Tatenhill Air Ambulance
- (ii). Guide Dogs for the Blind
- (iii). St Giles Hospice.

The Constitution will now be amended and sent to all members for ratification.

8. Wheelchair Situation within Staffordshire

Recently the Chair and Vice-Chair have received disturbing stories relating to people dependant on specialised wheelchairs to lead their lives. One such case involved a person who due to issues with their wheelchair had been bed bound for over 5 weeks.

The concerns have been escalated to both the ICB Board and Healthwatch, and Midlands Partnership University NHS Foundation Trust (MPFT). They are all aware of the issues which appear to be Staffordshire wide. Locally, it has been raised with both Parish and Borough Councillors. There followed a robust discussion on the topic. It was agreed that a letter expressing our concern should be sent to the local MP.

On a related topic regarding medical equipment the Chair indicated that there also appears to be a shortage of walking sticks, crutches and other walking aids and asked if anyone had any such items “stored” at home and no longer used they send them to either the supplier, contact Mediquip, or even ask if their local pharmacy could take them. Any unwanted walking aids, if they are pre Mediquip, can also be given to Charity shops. Same goes for any equipment not wanted by the company.

9. Patient Stories and Update from the Paper sent out

(i). Patient Stories 2024, Document.

Concern had been raised over the number of negative patient stories that had been related to members of the East Staffordshire District Patient Engagement Group that involved local NHS Services. It had been agreed that all patients’ stories received during 2024, and February 2025 both negative and positive, would be put into one document where they could be reviewed, discussed and an action plan drawn up.

The final document had been produced and as agreed with the members had been sent, with an introductory paragraph, to the following:

UHDB Patient Experience

Dr David Atherton, Chair East Staffordshire Primary Care Network
Healthwatch Staffordshire.

Midlands Partnership University NHS Foundation Trust (MPFT)

With a request for feedback and the opportunity to give this at a future District Group meeting.

In addition, it was also sent to the relevant senior people within the Staffordshire and Stoke on Trent Integrated Care Board.

Following the issue of the report there had been positive responses from the organisations above. The comments received included:

1. MPFT

Thank you for sharing this. I’ve picked up the issues in relation to the patients whose discharge was pushed back due to no care being available.

I note the key theme in relation to patient transport, is this being progressed with the ICB. I wasn't sure if they had been included? I've taken the liberty of copying in our Director of Lived Experience, so she is aware of the patient engagement group you chair – if not already.

Thanks for sighting me on this group- and I cc in my colleague Ellie who is currently leading our Coproduction and Involvement team's work 'heat mapping' all the local user/patient and carer forums local to MPFT's communities.

If ok for you, Ellie or one of the team will be in touch to gain more of an understanding of the group you chair and to consider how we can build links. Thanks for the work you are doing in this space.

Update SAR and JB have a Teams meeting with Ellie on the 2nd of April to discuss the topic further.

2. Staffordshire and Stoke – on - Trent Integrated Care Board

Apologies I'd missed this email but have noted the comments. Tracey is right in that we cannot look into individual matters without explicit consent but we can and will ensure that we log this as anonymous soft intelligence which will then add to any emerging themes we are collating.

Thank you for bringing this to our attention.

Kind regards,

Heather

Heather Johnstone MSc BSc (Hons) Midwifery RN Dip HE Nursing

Good morning, Sue and John

Firstly, thank you for compiling this summary report from patients on behalf of East Staffordshire District Patient Engagement Group although challenging this feedback is welcome and helpful. My colleague's will be in touch to confirm how this will be used to monitor and develop our services going forward .

Best wishes

David

David Pearson

Chair

Thanks John, hope you are well, I see Heather has been copied in as this is patient experience and hopefully individuals are aware of their rights to complain. Can I check have you shared this directly with providers as I'm sure they would want to hear this first hand from the group? Am I correct in understanding the Trust is mainly UHDB unless stated otherwise, ie ERS?

The GPs I can see are Hill Street, but I can't read any others?

I have copied Phil in around ERS and Sarah for Primary Care.

This soft intelligence is very valuable to us, but as you know without direct patient consent and details its very difficult to look into each case, but we can use it in our continual review with providers.

Once again thanks you and if there are any particular cases that individuals want advice around making a complaint, please let me know

Tracey Shewan

Director of Corporate Governance

3. UHDB Patient Experience

Dear John

It was good to meet with you last week to discuss the Patient Stories report that ESDPEG sent to us on 27th February 2025.

We would like to thank ESDPEG for collating this report highlighting the patient stories and patient experiences that the group have received over the last 12 months.

We note that the majority of the patient stories included in the report, which relate to UHDB, have been shared and discussed at the Patient Participation Group (PPG) meetings which we have held over the last year. From our point of view this demonstrates the importance of the PPG forum in enabling us to pick up on concerns and feedback in a timely manner. In most cases we were able to provide an update or response from the department or area concerned through the meetings - or by working with ESDPEG to encourage the patient concerned to contact our Patient Advice and Liaison Service (PALS).

In some cases, the concerns raised generated a wider discussion which gave us an insight into whether other patients were experiencing similar issues- and we were able to invite colleagues to PPG meetings to respond to specific issues or to provide an update on wider service developments.

As you are aware we have started to share our Patient Experience, Advice and Support Services monthly reports at the PPG meetings, and whilst we recognise that we need to review the level of detail and format of the reports for future meetings - we would hope that they give ESDPEG assurance on how themes are triangulated with our other sources of patient feedback (such as the Friends and Family Test/Your Views Matter patient surveys; PALS concerns and compliments; formal Complaints; feedback from Healthwatch partners; feedback received through our wider community engagement programme; partner networking meetings; National Patient Surveys, the Staffordshire and Derbyshire Maternity Neonatal Voice Partnerships - along with other sources); and how themes are escalated through the Trust's governance structure around patient experience.

With regards to the feedback ESDPEG receives from patients - if patients would like the matter investigating in more detail, or if they would like a response to their specific experience or query, we would always advocate that they contact our Patient Advice and Liaison Service (PALS) or Complaints Team directly - as these are the Teams who investigate specific concerns. For information governance reasons the Patient Experience Team cannot forward patient details or their concerns to PALS without the patient's direct permission - which can add to a delay. We would also advocate this approach for more serious concerns which need to be investigated.

We know that ESDPEG have encouraged patients to do this, and although we as the Patient Experience Team are not involved in the PALS or Complaints processes, or privy to the outcome of specific cases - we would like to thank ESDPEG for sharing feedback from patients who have gone through that process.

We look forward to building on our relationship with both ESDPEG and our wider PPG members through the PPG forum over the coming year.

If there are any areas of specific concern or further assurance that ESDPEG would like we would be happy to discuss this with you or to attend one of your meetings.

Finally, we would like to respond to a particular point contained in the report regarding a member of the Patient Experience Team not responding to a query which was emailed on 20th October 2024. This for us highlights the importance of issues being raised via our generic Patient Experience email address rather than to individual members of the team. Unfortunately, in this case the query was sent to team member who was off work at the time for health reasons. An out of office message had been set up on their email on 8th October 2024 advising people to contact our generic email address uhdb.patientexperience@nhs.net - but we did not receive an email to this inbox. A follow up email was sent to the same colleague's email address on 3rd November 2024 which would have generated the out of office message. The colleague concerned started to phase back to work on 17th December 2024 - and a response was sent on that day. We are a small team and can assure you that all emails sent to the generic email address are checked regularly and responded to.

Kind regards

Ali

Ali Betteridge (pronouns She/Her)

Everyone present were pleased with the responses that had been received back and that the work had been useful.

We had also indicated that where the story merited a complaint or otherwise it had been submitted at that time. Further feedback would be distributed as received. In future the feedback to the organisations would be on a quarterly basis.

There was no further patient stories mentioned at this meeting.

10. PPG Updates

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

(i). Tutbury PPG

- Our last meeting was on the 12th of March. Our speaker was NG from the Alzheimer's Society.
- Discussions centered around the planned activities for 2025 which included a Health Event during Carers week in June, Prostate and Menopause talks, quiz nights and coffee mornings with Trent and

Dove.

- In November was the last of our Past Times Social afternoon where people with dementia and their carers came for drinks and cakes/ biscuits and chat with people who maybe able to assist them. This had run throughout 2024 but unable to continue due to the external funding for the voluntary sector personnel coming to an end. However, following discussions with the surgery and the Alzheimer's Society we are pleased to announce that we are starting a monthly "Drop In" afternoon for people who either have dementia or care for someone with dementia who can speak to a dementia advisor. These will operate on a Wednesday between 1pm and 4.30pm within a room at the surgery. The first date is Wednesday 19th March

(ii). Update Mill View Surgery PPG given at the meeting

- As previously mentioned, the surgery now operates an open surgery - no-one has to 'phone' for an appointment to see a Doctor in the morning, Patients are seen on the day, they just turn up first thing, wait and are seen There are special appointments late afternoon for people who are at work. The new system appears to be working well. Naturally, it does not have the same number of registered patients as other surgeries where this approach would possibly not be a viable option.
- The Surgery is now an official placement for medical students from Keele University.
- The surgery has now been recognised by the armed services as a place which delivers empathetic and sympathetic care to veterans.

(iii). Yoxall PPG

- Has two new members meaning the PPG now has twelve members.
- There will be no joint Health event in Barton this year as concentrating on more local events within Yoxall Village Hall.

(iv). Bridge PPG

- The construction work around an additional consulting room is nearing completion. This will enable more appointments being available to patients.

(v). Trent Meadows

- There is an in-house shutter door between the surgery and pharmacy. This has been inoperable for a number of years since Covid, but now even though a risk assessment (which we were told was the reason for it not being open) has now been carried out, it is still not back in commission!

11. Healthwatch Update. The report circulated prior to the meeting.

There is no update for this meeting.

12. Update from the Support Staffordshire Community Officer for Burton/Utttoxeter.

In a significant development in Support Staffordshire's relationship with the Integrated Care System in Staffordshire, from April this year we will be taking on a new role in the implementation of the Health Inequalities Strategy.

This is a local investment in Staffordshire of c.£1M per annum from the Integrated Care Board (ICB). The programme will require us to work collaboratively across the 8 Localities (districts/boroughs) with 8 Trusted Delivery Partners to develop and deliver local plans to address the Core20+5 priorities for each district.

In practice this means identifying the geographic areas that are most deprived and working to address health equalities, for which the '5' are emblematic, namely hypertension, poor cancer diagnostics, respiratory disease, severe mental illness and poor maternity outcomes.

Support Staffordshire will work to address the immediate issues of access, such as through better cancer screening, in the community; as well as longer term primary prevention such as diet, exercise and feeling connected.

This work will build upon what the Southeast community officers and Michelle Williams in the Southwest have been doing over the past few years so successfully and take it to the next level.

It will include new resources to employ additional community development workers, including in the north; more about which to follow.

The first step to develop this important work starts with dedicated leadership to take on the strategic partnerships that are necessary and to grow and strengthen them further.

To that end Sally Groves has been seconded into the new role of Head of Development, to lead this work. Alongside this major new investment Sally will bring together existing community development teams in the southwest and southeast.

Sarah Maxfield has been seconded into Sally's Head of Operations role. Sarah currently works for Support Staffordshire as our VCSE Health Integration Manager.

In other news, don't forget the FREE Women's Festival on Wednesday 30th April at the Brewhouse Theatre. Details of what to expect in an exciting day that focuses on Women's Health, can be found on the website at www.womenshealthfestival.org.uk

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

13. Further Updates

The following further updates were sent prior to the meeting.

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

- The next series of planned face-to-face meetings within East and Southeast Staffordshire are planned for early April.
- The last virtual meeting was held on the 6th of March and was well attended. Our speaker was Laura Scruton, who is an ambassador for the Public Health Collaboration. She shared with us news on the PHC conference later this year, 31st May & 1st June 2025 at the Light, Euston, London plus all the up-to-date news. She is a very knowledgeable and passionate advocate for people living with Type 2 diabetes and loves to discuss and learn about the issues that we face daily.
- On June 5th we will be holding a full one-day health conference at

the Pavilion, Branston Golf and Country Club. This is called **"Diabetes Patient Care, A New Dawn"** and is being totally organised, and run by East Staffordshire and Surrounds Diabetes UK Patient Network. Plans are progressing well, and we now have speakers and exhibitors confirmed. Currently, over 80 people have accepted the invitation to attend on the day.

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

- Continues to attend the monthly MPFT East Staffs Performance & Quality Assurance Forum Open Meetings that take place 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.

John Bridges Chair East Staffordshire and Surrounds Diabetes UK Patient Network

(ii). My Health, My Way

As you are all aware the Vice-Chair, JB, is the patient representative on the My Health, My Way pilot project.

At the start of the project members from both the East Staffordshire District Patient Engagement Group and the Tutbury Practice Patient Forum gave valuable insight and feedback on what was being proposed. This feedback was used to help formulate the outcome before the project was piloted with patients. I have now been asked to forward on to you the following information and thank you for your valuable input.

Hello all,

Please see below for an update regarding the My Health. My Way pilot project.

The My Health, My Way pilot project has supported adults aged over 65 years and identified with mild frailty, to self-manage their health and wellbeing through an online platform. The platform contains a variety of health education materials and signposting to local services.

At this stage, the pilot will not be continuing beyond the end of the current contract at the end of May 2025, but the data is currently being pulled together in order to feed into the evaluation being completed by partners at the University of Oxford. The evaluation will be shared once it becomes available.

Participating service users will be notified and signposted to existing materials, resources and services to continue to support them with their health and wellbeing.

We would like to thank all colleagues at Midlands Partnership University NHS Foundation Trust (MPFT) who made this pilot possible, particularly the Public Health Team for their leadership, the Staying Well Service for hosting the service, and the Digital Team for their technical and analytical support. We would also like to thank all members of the Steering Group for their support and engagement with My Health, My Way during its pilot.

(iii). Meeting of Minds Event

On the 14th of May, as part of Mental Health Awareness Week, an event is taking place in The Albion Suite at Burton Albion Football Club. Full details have been forwarded to everyone. This is a free event with various presentations and exhibitors between 10am and 3pm.

If anyone wishes to attend the organisers would appreciate it if you inform them, Mike Wetson, wetsonmichael@gmail.com, or Danielle Felix involvement@mpft.nhs.uk so they are aware of the numbers attending.

(iv). Gordon Street Surgery

As you may be aware, the Gordon Street team will be moving back into their new site on Friday 21st March and opening to patients from Monday 24th. On Monday 24th March, they will be having an opening event 12.30pm - 2.30pm. Jacob Collier MP will be formally opening the practice, with the Mayor of East Staffordshire in attendance along with other community leaders and patients. Katie Woods from the ICB is also attending, along with her colleagues Laura Bird and Ruth Shaw. This will be an opportunity for people to meet the team and look around the

newly re-opened practice (72 Gordon Street Surgery DE14 2JA under new ownership). The surgery is back onto its original site and has had a complete makeover and new staff.

(ii). Primary Care Network Update:

a. Research Update as sent by Rachael Brown

SAFE-D Study – Looking at Pancreatic cancer identification in patients with diabetes. East Staffs have been chosen to pilot this study which is looking at evaluating the Avantect blood test for the early detection of pancreatic cancer in patients newly diagnosed with type II diabetes, 3 blood tests over a period of 12 months. Initial target population is around 800 patients. If the pilot is successful, the study will look to recruit over 15,000 more patients.

Primary Care Commercial Research Centre bid (PC CRDC) – This bid is for funding around creating opportunities in Primary care to deliver Commercial research at scale. We need to ensure we have good representation from patient groups when putting our bid together so propose a working group be created to go through the bid. Further details to follow when I've got my head around all the requirements.

Rachael

Rachael Brown

East Staffs Primary Care Research and Support Manager

b. Update from Debbie Melling

- The Spring COVID vaccination programme starts in April. The programme is for the over 75-year-olds and other immunosuppressed patients. Vaccines in Care Homes will be carried out by the vaccination team with some support from GP surgeries. Eligible house bound patients will be completed by GP Surgeries. The centre has just received its approval for going forward. This means the winter flu and COVID vaccinations will be being ahead.
- Update given on the Warmer Homes Initiative, the group had a presentation on this in December and PCN have recently been sending out texts to patients on behalf of the GP Surgeries. There has been a steady flow of applications into the scheme – 13 properties already at completion with more in the pipeline. Deadline 31.03.25 has been extended by ICB &

SCC with additional funding also approved which is great news for our local community.

- Spirometry was under review but now has been extended for a further year.
- **PHIO** a digital physio support tool was introduced in June 2024 and rolled out late January 2025. 180 patients had signed up to the programme initially, but following a relaunch, working with just one practice to start with, 40 new patients signed up overnight, so this approach will continue a rolling basis.
- A Healthy Heart event is being held on the 6th of June at the Shobnall Leisure Centre. It will also include diabetes and cancer awareness. In addition, the Research Bus will be present.
- Recently in our area the Cancer Research Bus visited Burton and Uttoxeter. It was successful with over 200 people per day visiting the bus.
- Womens Health Festival, update previously given by IL of Support Staffordshire. Similar discussions happening in Tamworth, Lichfield and Burntwood.

14. Any Other Business

No items raised.

15. Review of the Meeting.

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

16. Date of Next Meeting:

Thursday, May 1st, 2025, between 1pm and 3pm. The Chair, SAR, thanked everyone for their contributions to the meeting.