



**East Staffordshire**  
District Patients Engagement Group

<https://www.districtpatientsgroup.org/>

**Minutes of the meeting held at the  
Community Room, Morrisons, Wellington Road,  
Burton, DE14 on Thursday 1st May 2025, between  
13.00 and 15.00**

**1. Present**

SAR	Chair East Staffs District Patient Engagement Group, (Tutbury Patient Forum)
JB	Vice Chair/Secretary East Staffs District Patient Engagement Group, (Tutbury Patient Forum)
KL	(Peel Croft PPG)
CD	(Trent Meadows PPG)
KB	(Rocester PPG)
LH	(Peel Croft PPG)
DM	(Bridge PPG)
EM	(Alrewas PPG)
DB	Healthwatch Staffordshire

**2. Welcome**

The Chair, SAR, welcomed everyone to the meeting. Before the meeting started there were two announcements:

- The Vice Chair JB has received an email from TB, Yoxall PPG. As members are aware TB had life threatening health issues in January 2024 and has been unable to attend the District meetings since then. Although she still intends to be a member of the Yoxall PPG she has taken the decision to stand down as one of their District Group representatives. The PPG have new members, and it is hoped that one of them will be interested in supporting SG, Yoxall PPG, and bring a new face from Yoxall, to future district meetings. TB sent a big thank you to all for your friendship, support and kindness over many years. Your commitment, hard work, and dedication to represent patients, carers and families and be their voice and advocates at all levels is to be commended. You do contribute and make a massive difference to patients' health care

and personal experiences within our communities.

The members present understood the reasons for standing down and wanted their best wishes and thanks to being communicated to TB for her support over the years. They also wished her the best of health going forward.

- This meeting is also the last for one of our other members, KB, Rocester PPG. KB had done a sterling job representing Mill View especially as she was the PPG. As she had previously mentioned she had taken the decision to fully retire and therefore had informed both the surgery and the District Group that the meeting in May would be her last. Everyone present said they would be sorry to see her leave and that she had made a valuable contribution, over the years, to the meetings. As a thank you KB was presented with a bouquet of flowers.

### **3. Apologies**

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

TB	(Yoxall PPG)
LT	(Carlton Group PPG)
DH	(Tamworth PPG)
IJ	(Carlton Group PPG)
RJB	(Trent Meadows PPG)
SMcK	(Trent Meadows PPG)
CR	(Bridge PPG)
SMcK	(Trent Meadows PPG)
JW	(Barton PPG)
BJW	(Tutbury Patient Forum)
GS	(Balance Street PPG)
SG	(Yoxall PPG)
BP	East Staffordshire Borough Councillor
IL	Support Staffordshire Community Officer, Burton on Trent District
RB	East Staffs PCN Research & Support Manager
DM	East Staffs Primary Care Community Manager

### **4. Minutes of the Meeting held on 20<sup>th</sup> March 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 have been arranged yet but will consider the requests above.

**Action Update: In terms of the UHDB Trust contact had been made with “Kate” from the UHDB Volunteer Service. She has agreed to attend our meeting on the 4<sup>th</sup> of September.**

**Will follow up on the other two topics.**

### **(ii). 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.

**Action Update: The amended Constitution was sent to all members prior to the meeting. Everyone present ratified the changes and the new Constitution will go onto the website.**

**Action complete**

### **(iii). Wheelchair Situation within Staffordshire**

As discussed in detail at the last meeting there are serious issues around the maintenance of specialised wheelchairs.

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 are 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.

**Action Update: The situation still has not been resolved. Below is a copy of the communication that has been sent out by the Chair and Vice Chair.**

*For the attention of Jacob Collier MP for Burton and Uttoxeter*

*Dear Jacob,*

*We are writing to you in our positions of Chair and Vice-Chair of the East Staffordshire District Patient Engagement Group. The objective of the group is to enable patient representatives, from each of the Patient Participation Groups (PPGs), within the East Staffordshire area, to come together and discuss areas of good practice and those of concern so that meaningful discussion can be held across the whole spectrum of East Staffordshire GP surgeries. This expectantly will lead to the provision of consistent high quality medical care and services for all patients within East Staffordshire.*

*Recently, we have been receiving feedback on issues surrounding the maintenance and upkeep of specialised wheelchairs. Within Burton on Trent, we are aware that a resident of Trent and Dove has now been without access to her wheelchair for almost 14 weeks. This has meant that the person in question is now restricted to her bed, as any mobility is by being hoisted into the chair. Naturally, this is not just detrimental to her long-term health and well-being but also raises serious issues about what happens in the case of an emergency evacuation situation. The issue with the chair is with the motor and waiting for a part. Efforts by Trent and Dove, and the local County/Borough councillor have not led to the issue being resolved. In our opinion, why not fully replace the*

*motor instead of waiting weeks for a replacement part? As the contract for this work sits with the Staffordshire and Stoke-on-Trent Integrated Care Board, we have raised this with them and also with Healthwatch. We have been informed that they are aware of the situation, and it is not just confined to East Staffordshire but Staffordshire-wide. It has also been raised by another MP within the area.*

*We wanted to draw your attention to this issue in order to ask if you could make enquiries regarding this issue.*

*We look forward to hearing from you.*

*Kind regards*

*Sue Adey- Rankin, Chair, East Staffordshire District Patient Engagement Group*

*John Bridges, Vice-Chair, East Staffordshire District Patient Engagement Group*

**We will keep members informed when a response is received.  
Action still ongoing.**

**Update: A letter of concern, highlighting the issue as raised by us, has been sent from all Staffs and Stoke-on-Trent MPs to the Chief Executive of the Staffordshire and Stoke-on-Trent Integrated Board. This was sent on the 22<sup>nd</sup> of May 2025**

## **7. Patient Stories and Update from the Paper sent out (i). Information received from LT, Carlton PPG**

The Vice Chair read out an email he had received from LT concerning the situations being encountered at Queens Temporary A&E waiting area. The situations being related were deemed so severe that it was agreed that the UHDB Patient Experience Team would be immediately informed with a request for urgent feedback.

The following day the Vice Chair sent the following email:

*I am writing to you in my position as Vice-Chair of the East Staffordshire District Patient Engagement Group.*

*Yesterday at our meeting, we received information regarding the current situation for the A@E Department at Queens Hospital, Burton.*

*As we are all aware, due to the current changes taking place, alternative arrangements are in place for the waiting area, which is now in the former blood clinic area. The concerns raised were as follows:*

- 1. Patients were seen sitting and lying in the corridor outside the temporary A&E dept.  
It looked like a hospital in a 'war zone' with patients lying on the floor, receiving treatment, etc, apparently without staff considering a patient's right for privacy and confidentiality.*
- 2. Under the circumstances, there were patients 'kicking off' and security guards having to be called.*
- 3. Another point is how staff call patients, a family did not hear their own name clearly called but went and asked if it had been their name that was called out, it was so luckily, they were seen. When staff do not get a response when calling someone, that person is then classed as 'no show', when the person is in fact waiting outside in the corridor. When the patient then queries why they have not been called, they are told they have to restart their wait to be seen, just as if they had just arrived.*
- 4. Waiting time is clearly displayed. A person had to wait over an hour for bloods, then over another hour to be get the results, not too bad, but then to see a doctor, they were told their waiting time was as if they had just come into A&E. Their time already spent having a blood test and getting the results was not taken into account.*
- 5. Ambulance personnel were seen smoking on the hospital grounds and just outside of their ambulances.*

*Whilst we appreciate these situations do not happen every day, we wish to draw them to your attention and ask if someone from the hospital would accept our invitation to come and give an update at our next meeting, which will be on*

*Thursday, 12th of June, between 1pm and 3pm.*

*The meetings are held in the Community Room at Morrisons Supermarket, Burton on Trent.*

*I look forward to hearing from you.*

*Kind regards  
John*

*John Bridges*

*Vice Chair/Secretary East Staffordshire District Patient Engagement Group*

*Mobile 07590379892*

A response was received the same day which said:

*Thank you, and please pass on our thanks to the East Staffordshire District Patient Engagement Group for sharing this feedback, it is much appreciated.*

*I have forwarded the feedback and queries to colleagues in the Burton Acute Medicine Business Unit, which the A&E department at QHB comes under, to ask if a member of the team is available to attend the meeting on 12 June.*

*Thank you for the invitation to attend the meeting, I can confirm that I am able to attend - and will let you know if one of my colleagues from the Business Unit is available to attend with me.*

*Kind regards*

*Ali*

*Patient Experience Team*

*University Hospitals of Derby and Burton NHS Foundation Trust*

*[uhdb.patientexperience@nhs.net](mailto:uhdb.patientexperience@nhs.net)*

## **(ii). Telephone Calls**

DM wished to raise the topic of phone calls that he receives from the health sector. He receives calls from the hospital and GP, but they come through as Private. As he has experienced many scams in the past, he will not answer these calls. The public are also advised to be careful on answering these types of calls. The health sector tends never to leave a message or even text a simple message with a contact phone number and name. In addition, if it comes up as the main hospital number if you ring back, you have no idea on who to ask for. This topic raised a discussion with everyone experiencing this.

It was agreed that as a start a wider discussion on this topic it would be raised at:



1. The next UHDB PPG meeting due on 22<sup>nd</sup> May
2. Members to raise at their PPG meetings.

### **(iii). Information from JB Vice Chair**

Recently JB had to have treatment for a repeat issue that caused him to be in hospital in January 2025. He wanted to say that the care he received from both his GP, the Surgical Assessment Unit at Queens, the consultant and his team was first class especially. This has been feed back to the relevant personal.

There was no further patient stories mentioned at this meeting.

## **8. PPG Updates**

The following reports were given at the meeting.

### **(i). Update Mill View Surgery PPG**

- As mentioned earlier in the meeting this is my last stint at the B-O-T meetings and Mill View PPG. Thereafter I shall no longer be involved with Patient Participation either at the surgery or at Burton
- The surgery has recently emailed a good number of its Patients encouraging them to volunteer and is receiving some positive signs of interest. Mill View would value a visit to outline what, as a group, the Patients would need to do in order to establish themselves as a coherent and productive body i.e. outlining the group members' obligations to each other, to the Practice. I have passed on the surgery contact details to JB, Vice Chair.
- I have helped Rachael Brown, Research Manager East Staffs PCN, in distributing and collecting a questionnaire at the surgery on Patient attitudes towards participating in medical research at a regional/ local/ level.
- Have new furniture in the waiting room.

### **(ii). CD Trent Meadows PPG**

- A bench has been installed outside of the surgery for patients visiting both the surgery and the pharmacy. This has been welcomed by those who arrive early before the building is open.

Discussion held regarding representation from prisons. Dovegate is the only one in East Staffordshire. Representatives have heard of conflict between general health and mental health services that are in place. It was agreed that it would be extremely difficult to get representation but



maybe a person could be invited from the prison to give us an outline of what services are offered.

There were no further updates for this meeting.

## **9. Update from the Support Staffordshire**

As most of you know, the project that I am part of will finish in December. The role will continue, but will be done differently, with different personnel. East Staffordshire will have a community leader, and one community officer and their remit will be more targeted. I will update further in the coming months.

Gulsoom's Women's Festival is on Wednesday, so at the time of writing this I am unsure how it went, so I hope it was a useful day for those who attended. Gulsoom will now be concentrating on evaluating the event and plans on a future event. Several of those who have been involved have already expressed enthusiasm for something similar/same next year.

In other news, my colleague James Flintham is leaving Support Staffordshire on Thursday 8 May. As there is only just under eight months left of the project, it is doubtful he will be replaced. He is taking up a new position at Trent & Dove, so you will still see him in the community, but he will be wearing his Trent and Dove colours and not the sky blue of Support Staffordshire.

I will continue to have eyes and ears on the community and the groups that support them. I will of course continue to update and share intelligence, though the themes and issues rarely change.

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

## **10. Update from Healthwatch Staffordshire**

- Firstly, we acknowledge the receipt of the District PPGs paper on patient experiences which we have noted alongside other feedback we have received. It is good to see patient voices being raised directly with NHS providers and commissioners.
- We have now finished our final deep dives on Admission Avoidance and Patient Experience of Hospital Discharge which will be published shortly. We are now scoping out three more pieces of work looking at aspects of women's health, post discharge support for people who have used mental health services and dentistry.

- We have an up-to-date full newsletter due for release after the bank holiday weekend.
- There is carers event organised by UHDB taking place at St Georges Park on Friday 1 May like the event that was held last year should anyone wish to attend.
- We have been asked by the Burton and Uttoxeter Talking Newspaper to raise their profile as the number of recipients are reducing and they have capacity to take on more people should they wish to use the service.

**Dave Bassett, (he/him)**, Engagement Officer, Southeast Staffs

## **11. Further Updates**

The following further updates were sent prior to the meeting.

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

- All the planned face-to-face meetings within East and Southeast Staffordshire that were planned for early April took place. The June face-to-face meetings for Burntwood and Uttoxeter have had to be rearranged as they clash with the one-day conference. Due to unforeseen circumstances, the Virtual meeting scheduled for 17<sup>th</sup> April had to be cancelled.
- As previously mentioned on June 5<sup>th</sup> 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 now in the advanced stage, and we now have speakers and exhibitors confirmed and provisional programme in place. Currently, over 125 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 Meeting at the beginning of each month. The April meeting was cancelled.
- 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.
- On the 3rd of April the first Diabetes Clinical Information Group was held and was well attended. The next meeting was due on the 5<sup>th</sup> of

June, but this has been moved to the 12<sup>th</sup> of June to allow people to attend the one-day conference.

**John Bridges** Chair East Staffordshire and Surrounds Diabetes UK Patient Network

**(ii). Primary Care Network Update, (PCN):**

- Vaccination programme gone well. Staffordshire and Stoke ICB leading the way on the latest data seen so good strong start, campaign running nationally until mid-June, but Pirelli will end after 2nd May having completed all elderly care homes and over 8k vaccines. Local pharmacies and pop clinics will continue to offer the opportunity to an eligible patient.
- Diabetes 8 Community Support- Next session at Pirelli 17th May 2025. Kelle secured 2 days a week for additional diabetes support – From May Gordon Street and Dove River will be piloting the Diabetes rollout within practice to see how this works for all parties – Further information to follow.
- NSHI – Diabetes support – Rolling out from May, with many surgeries already signed up in East Staffordshire. John Bridges will give an update on the 1<sup>st</sup> May regarding this.
- BEAT Event Date for your diaries – 6th June 2025, Shobnall Leisure Centre 10am – 4pm – Key areas of focus being, Heart Failure, Diabetes 8, Cancer Care screening, with additional support from MPFT Staying Well and MSK teams, Everyone Health – free health check, NDPP, everyone active and several more organisations to compliment the service screening being provided. Anyone wishing to attend or better still happy to help support, please let John / Sue know.
- The PCN is having a stand and Research Bus at the One-day Diabetes Conference that has been organised by the East Staffordshire and Surrounds Diabetes UK Patient Network. This is on Thursday 5<sup>th</sup> June.

**Debbie Melling**, East Staffs PCN Community Manager

**(iii). Research Update:**

- **Research Bus**

The MPFT Research bus attended the COVID Spring Vaccination Centre a couple of weeks ago. The response to the bus was fantastic and people were able to have a look around the bus to see how the interior had been fitted out. The team from MPFT engaged with over 15 patients who were all happy to be contacted in the future about

research opportunities. 15 does not seem a huge number however this was over the course of 3 hours and was a better response than their previous patient engagement event, with only 4 patients consenting to receive research information, this was over the whole day. A huge thank you for all the efforts of the volunteers in promoting the bus.

We had an opportunity to run a small feedback questionnaire around research at the event.

- **PCN Research Bus**

The PCN have the opportunity to bid for NIHR (National Institute for Health and Care Research) funding to fund our own Research Bus and Rachael has been working on putting a bid together in the hope that we may obtain this funding to purchase our own research bus, to the same or similar specification to the MPFT Bus, watch this space.

- **Primary Care Commercial Research Delivery Centre (PC CRDC)**

Again, the PCN have had the opportunity to submit a bid for NIHR funding to create a Primary Care Research Delivery Centre (PC CRDC) allowing ESPCN to deliver Research at scale across the locality from a central location.

A PC CRDC is a hub designed to support and improve research within primary care and other health care services. The centres help enable clinical trials, observational studies, and other research projects aimed at improving patient care and public health.

The centres support research participation, provide support and training to healthcare professionals to conduct research, recruit eligible patients, help with data management, collection, and analysis and work with academic institutions, research organisations and healthcare providers to drive research and improve patient outcomes.

- **Mill View Surgery**

We ran a small survey at Mill View surgery and at the vaccination centre (Burton Albion) to gain an understanding around what patients felt about research, how far patients would travel and what factors were important to them about taking part in research. We will use the responses to form part of our bid for funding. Most patients asked were of retirement age, those that maybe had underlying health conditions. The biggest fears people expressed about taking part in research were side effects, confidentiality and the harm it could cause to them. Many patients would only wish to travel less than 5 miles, and

this would sway their decision to participate in research. The factors putting people off travelling to hospital were parking, time, and their ability to travel. Research in the community would be better for some however the majority didn't mind if research was carried out in either the community or their GP Surgery and the most important factors into taking part in research were the purpose of the research and the benefits to the wider population.

A huge thank you to Kate at Mill View for providing her valuable feedback around the questions we were asking and the time she spent delivering and collecting the questionnaires. Also, a huge thank you to the volunteers at the vaccination centre who gathered questionnaires.

- The funding bids have taken up a lot of time, but we are still on track for the SAFE-D study and the West midlands Cancer Alliance study.

**Rachael Brown**, East Staffs PCN Research & Support Manager.

## **12. Any Other Business**

- Rumours circulating that Carlton Street surgery is closing. Apparently, patients are having extreme difficulty in accessing the surgery via the telephone as well. The Chair and Vice Chair have not heard of anything regarding closure, and it might just be that the project to build on the Outwoods site is back on the agenda. In terms of difficulty in getting through to the surgery the Vice Chair will let the PPG representative know as he was unable to attend the meeting.
- Discussions around the recent announcements about the closure of NHS England and pressure on Integrated Care Boards to cut their operating costs. Too early to make assumptions but should become clearer over the next few weeks/months.

## **13. Review of the Meeting.**

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

## **14. Date of Next Meeting:**

Thursday, June 12th, 2025, between 1pm and 3pm. The Chair, SAR, thanked everyone for their contributions to the meeting.