



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

**Minutes of the meeting held at the  
Community Room, Morrisons, Wellington Road, Burton, DE14 on  
Thursday 4<sup>th</sup> September 2025, between  
13.00 and 15.00**

**1. Present**

|     |                                                                                                |
|-----|------------------------------------------------------------------------------------------------|
| JB  | Vice Chair/Secretary East Staffs District Patient<br>Engagement Group, (Tutbury Patient Forum) |
| KL  | (Peel Croft PPG)                                                                               |
| CR  | (Bridge PPG)                                                                                   |
| JW  | (Barton PPG)                                                                                   |
| CD  | (Trent Meadows PPG)                                                                            |
| LT  | (Carlton Group PPG)                                                                            |
| BJW | (Tutbury Patient Forum)                                                                        |
| SG  | (Yoxall PPG)                                                                                   |
| DM  | (Bridge PPG)                                                                                   |
| IL  | Support Staffordshire Community Officer, Burton on<br>Trent District                           |
| DB  | Healthwatch Staffordshire                                                                      |

**2. Guest Speaker**

|    |             |
|----|-------------|
| JH | Trust Wills |
|----|-------------|

**3. Welcome**

The Vice Chair/Secretary, JB, welcomed everyone to the meeting including our guest speaker Jan Harrison of Trust Wills. He then read an email that had been sent by the Chair,

*Hello, does everyone remember me?*

*Sorry I'm not with you but I am collecting a car for my proposed holiday. As some of you may know Bob and I have been lucky enough to have a small house in France that we are in the process of selling. I'm also celebrating a significant birthday, so we thought we would join the two*

*occasions together and have our last holiday near our home. Unfortunately, it means I miss another meeting with you. My apologies. John and I are working behind the scenes, and we hope to have a proposal to put to you soon. Have a good meeting and see you soon. Enjoy.*

#### 4. Apologies

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

|      |                                                                                 |
|------|---------------------------------------------------------------------------------|
| SAR  | Chair East Staffs District Patient Engagement Group,<br>(Tutbury Patient Forum) |
| RB   | (Trent Meadows PPG)                                                             |
| SMcK | (Trent Meadows PPG)                                                             |
| DH   | (Tamworth PPG)                                                                  |
| IJ   | (Carlton Group PPG)                                                             |
| EM   | (Alrewas PPG)                                                                   |
| LH   | (Trent Meadows PPG)                                                             |
| DM   | East Staffs Primary Care Community Manager                                      |
| RB   | East Staffs PCN Research & Support Manager                                      |

#### 5. Minutes of the Meeting held on 10<sup>th</sup> July 2025

No issues were raised, and the minutes were accepted as a true record.

#### 6. Matters arising from the Minutes.

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

#### 7. Action Log

##### (i). Speakers for 2025

Members would like to have input from:

##### ***The UHDB Trust.***

**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 4th of September. Due to an error by the Vice Chair, JB, this will now take place on the 4th of December. **Action Complete**

##### ***Staffordshire and Stoke on Trent Integrated Care Board.***

To date no speaker has been arranged. Due to the ongoing restructuring this may not be possible until 2026.

**Still outstanding**

##### ***Will writing/Power of Attorney***

Our guest speaker today attending from Trust Wills to discuss the work

she does providing a service for Wills and Power of Attorney. **Action complete.**

#### **(ii). Additional Patient Representation at the District Meetings**

The Vice Chair indicated that arrangements still must be made to visit Alrewas, Rocester and Gordon Street surgeries they were on his agenda. Another way of promoting the group would be having the opportunity to speak to both the East Staffs Primary Care Network and Practice Managers monthly meetings. RB, East Staffs PCN Research & Support Manager, said she would raise this at both August monthly meetings.

**Action Update.** Due to summer holidays the meetings did not take place in August so the request will roll over to the September/October meetings.

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

A full update was given on the 10th of July. An email is being sent to the MP and Staffs and Stoke on Trent ICB as the resident still had not had repairs conducted. These Emails have been sent to both the local MP and Staffs and Stoke on Trent Integrated Care Board.

The company came to fit the replacement part later in July but found other things wrong with the chair so did not fit it. She needs a replacement chair!! They took all measurements and will sort out.

The Vice-Chair, JB, is in regular contact with the resident, local MP, and Staffs and Stoke on Trent ICB regarding the issue and will give a further update on the 4th of September.

#### **Action Update, 4<sup>th</sup> September**

The Vice Chair informed the members that the situation still has not been resolved and he has written yet again to the Staffs and Stoke on Trent Integrated Care Board. Apparently being a purpose-built chair, the service provider must order all the parts from various suppliers and then build the chair.

#### **(iv). December Meeting**

The Vice Chair, JB, informed the members present that he and the Chair were considering moving the meeting due on Thursday 4<sup>th</sup> of December to the Pavilion, Branston Golf and Country Club. This would be in the format of a pre-Christmas afternoon tea and informal meeting. He asked those present if they agree with this idea. Everyone agreed and so the date and place would be reserved. The time will be from 1pm until 4pm.

**Update: All confirmed with the venue. Members will be informed of arrangements nearer the time. Action complete.**

## **8. Presentation on Wills and Power of Attorney.**

The Vice Chair, JFB, introduced JH of Trust Wills who had accepted an invitation to come along and discuss the work she does in this area. JH thanked the Vice Chair and introduced herself to all present. JH is based in Tutbury and has 30 years of experience in this work. Only offers Wills and Lasting Powers of Attorney, both Financial and Health. Handed out leaflets on the service she offers and gave full explanations on each service. The leaflet also gave details on the 12 reasons for making a will and the role of Executors and Trustees. Full discussions and Q&A on all aspects of the subject including current costs for each service required.

The service offered can:

- Write your Will to suit your wishes, whatever they are, however complicated.
- She can visit you in the comfort of your own home, at a time to suit you.
- Offers a fixed fee, no hidden extras.
- Can provide Protective Property Trust Wills- protect your property for your children if you should die and your spouse remarry, or if older, being sold to provide Long Term Care.
- It is covered by a £2 million professional indemnity insurance.
- Have your Will back to you for signing within 14 days of draft approval

**Contact Details: Call Jan on 0800 970 6246**

Everyone was extremely grateful for the information and some members indicated they will be following up with JH after the meeting. Members showed their appreciation in the usual manner. JH accepted the invitation from the Vice Chair to stay for the rest of the meeting.

## **9. Patient Stories**

### **(i). Experience at Queens Hospital**

The Vice Chair informed the members that he had reason to visit A&E, Queens, on two occasions since the last meeting following the admission of his 97-year-old mother via the Ambulance Service. Her care within A&E had been exemplary and although the care after A&E had resulted in a complaint. However, PALS had been informed to pass their positive comments on to the staff concerned. The improvement in care following the issues we raised in May is encouraging and reinforced the changes we had been informed about by NS of Queens at the last District meeting. The purpose of the

complaint was the poor care after A&E, complete breakdown in communication between hospital and patient, and the chaotic discharge procedure.

## **(ii). IL Patient Story**

IL gave the following story. A few weeks ago, I was hedge trimming in the garden and following an incident was diagnosed with sacroiliac dysfunction. Part of the treatment I tried was the PHIO app but in all honestly it was useless.

I have been in agony at times, but thankfully, I am now showing signs of recovery, albeit quite slow.

At the time I struggled to get a doctor's appointment, so I booked to see a private sports physio, and he was brilliant and gave me my diagnosis. I was also given some exercises to help with my recovery.

Due to the ongoing intensity of the pain, I decided to book a doctor's appointment, if nothing else, to get me on the system in case I needed scans/x-rays etc., I tried to book an appointment with the doctor. As is usually the case now, I was directed to a Nurse Practitioner.

She told me to use the RICE method of Rest, Ice, Compression, Elevation and to book an appointment for two weeks. I was due to see the Nurse again regarding another issue. Both issues could easily be dealt with in one 10-minute appointment, but no, I had to have a double appointment.

When I attended that appointment (20 minutes), I was in and out in 5 mins. No common sense whatsoever. When I explained my condition to the nurse, she googled it and suggested I should do what the AI response on google was telling her. After I suggested an MRI, she said she would refer me for one. She did and the hospital replied telling me the referral had been rejected, and I should book an appointment with my GP!

I struggled into the reception as I could not get through on the phone, only to be told all appointments were taken and there was nothing for the next two weeks. I gave up.

The second issue was a sick note for work. Apparently, you can do

these online without the need to see a doctor. You tell them what is wrong, and they sign you off.

I had a sick note for two weeks. It ended on Monday 4 August. I knew by the 1<sup>st</sup> of August that I would not be back at work the following week, so I tried to renew the certificate. You cannot order a sick certificate in advance. On Monday evening, I filled in the form for a new certificate, back dating it for that day. I received a text stating that it would be reviewed on the 7<sup>th</sup> of August and they would let me know. So, if they refuse my certificate, I will lose a week's money through no fault of my own. The system is designed for the health professionals, and no consideration is given to the patients. I am not sure if this is just Trent Meadows or all practices are the same, but it is not good enough.

Throughout this experience, which is still ongoing, I have stuck with Cameron at Burton Physio as he was the only person who I felt had my best interests at heart.

Trent Meadows has been a battle, and such was my condition and the effect it had on my mental health, I just did not have the fight. As expected, I am now back at work. I am making progress, but it is very slow. I went from a 10 mile walk and a 100-mile bike ride to walking with a stick! Suffice to say, I shall not be trimming any hedges in the future!!!

Members were sorry to hear of the issues IL had faced.

As a counter to the care from his surgery some members indicated they had received good care recently from their own surgeries, Peel Croft and Carlton Group.

### **(iii). LT, Carlton Group**

LT wanted to raise the issue of people smoking around the entrance to Queens Hospital, Burton and had raised a complaint with PALS. Below is the response that she received:

Many thanks for your contact with the Patient Advice and Liaison Department. I have passed your comments onto the relevant department, and they have responded below:

*"I'm sorry to hear that you have found smokers gathering within our grounds. As a Trust, UHDB have a smoke free policy on site, and all*

*staff are aware of this.*

*Please be advised that University Hospitals of Derby and Burton take this matter seriously and carry out regular inspections of our grounds. We have many initiatives within the Trust to assist both staff and patients with help to stop smoking and a dedicated team to assist with any addiction, including, but not limited to smoking.*

*Whilst we do have the afore mentioned smoke free policy, this is not enforceable by law, and we rely on the good will of our patients, staff, and visitors to uphold the policy. I am sure you will acknowledge due to the nature of our health care environment; there are many visitors to the hospital who are enduring extremely stressful situations which no doubt contributes to this matter.*

*We will continue to monitor the particular area you have highlighted and ensure the smoke free message remains as prominent as possible across all our sites.*

*Thank you for bringing this to our attention."*

I hope this answers your questions and reassures you. If you have any further concerns, please do not hesitate to contact us.

The members discussed this topic and response. No smoking is enforced in many community spaces so why not a clinical setting such as a hospital. Questions and concerns raised at the meeting included: Are there permitted smoking areas within the hospital grounds and if so where and why no signage?

Under some circumstances family and relatives who smoke and have received bad news for example may well need to have somewhere to smoke so more important to have a designated area as outlined above. If the Trust has a smoke free policy on the properties, then it should be enforced.

It should not be allowed near the entrances and especially near the fruit and vegetable stands.

It was agreed that the Vice Chair would try and get some further clarity on the topic.

## **10. PPG Updates**

The following reports were given at the meeting.

**(i). JB, Tutbury Patient Forum**

Last meeting held on 16<sup>th</sup> July. This was the second of 2 consecutive evening meetings to attract people who work during the day.

- Usual feedback from the Practice Manager.
- Discussed the practice survey, questions agreed the survey and is to start on 28<sup>th</sup> of August and run for 4 weeks. Survey is concentrating on the triage system that was introduced in June 2024. It is being conducted for the first time via Google Forms with patients receiving the survey via text. It was hoped this would give a better feedback and higher numbers. *Update, the survey produced almost 1000 responses and is now being analysed.*
- Gave feedback from the District Group, Diabetes Patient Network, and the ICB.
- Quiz night was held on Friday 18<sup>th</sup> July. The next one is on Friday 19<sup>th</sup> September, everyone invited.
- Continue to hold the monthly Dementia afternoons within the surgery, run by the Alzheimer's Group.
- Next Trent and Dove Coffee morning is due to take place on Thursday 25<sup>th</sup> of September.
- 2<sup>nd</sup> Menopause evening held on October 2<sup>nd</sup>.
- Talk on Prostate has been arranged for 25<sup>th</sup> September.
- Holding a Health Event on 16<sup>th</sup> of October.

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

The PPG held their AGM in July.

A new Chair has been appointed, and a further meeting is planned for September

**(ii). SG Yoxall PPG**

Yoxall YaPP Group, together with the Parish Council, held a CPR session at the village hall on Tuesday, 12<sup>th</sup> August. Although there was only limited attendance, those who came along were very keen to 'have a go' at basic resuscitation and use of a defibrillator.

Following a Cardiac Arrest at Woodmill Barns, where local businesses (butcher, bakery, and gift shop) have premises, there has been an approach to the local council for funding for a defibrillator there (which appears to have been successful). Thankfully, due to rapid CPR by a visitor and intervention by the ambulance crew, the person concerned was resuscitated and has survived. As footfall at the barns is approx. 3000 per week, this would appear to be an excellent use of funds.

Our next YaPP meeting is scheduled for Wednesday, 24th September, where we hope to discuss plans for a Men's Health Event.

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

Due to IL being off work there is no report given.

## **12. Update from Healthwatch Staffordshire**

### **Progress on Deep Dives**

This year we are working on three deep dives as follows:

**(i). Women's Gynaecological Issues** led by Jackie Owen and Christine Sherwood. We have a survey circulating in which a number of women's health events are being organised as well as Enter and View visits to hospital gynaecology clinics. Some engagement funding is available to support visits and events.

Contacts:

[Jackie.owen@healthwatchstaffordshire.co.uk](mailto:Jackie.owen@healthwatchstaffordshire.co.uk) or  
[Christine.sherwood@healthwatchstaffordshire.co.uk](mailto:Christine.sherwood@healthwatchstaffordshire.co.uk)

**Survey Link:**

<https://www.smartsurvey.co.uk/s/NW6D52/>

### **(ii). Mental Health "What do you do to keep well**

after discharge from mental health services?" led by Emma Ford and Dave Bassett. A survey developed with advice from service users is now in circulation the results of which will be analysed against the Five Ways to Wellbeing Framework. We are currently visiting community groups and have engagement funds available to support this.

Contacts:

[Emma.ford@healthwatchstaffordshire.co.uk](mailto:Emma.ford@healthwatchstaffordshire.co.uk) or  
[David.bassett@healthwatchstaffordshire.co.uk](mailto:David.bassett@healthwatchstaffordshire.co.uk)

**Survey Link:**

<https://www.smartsurvey.co.uk/s/JNATJ7>

**(iii). "Staffordshire NHS Dental Services Explained"** led by Dave Bassett. The ICB have approved a new Dental Plan for Staffordshire and Stoke which aims to address public concern over access to NHS dental services. Dave is writing a document that will explain to the public how NHS dental services work in Staffordshire. The aim is to have this ready for publication by mid-October once.

Following the meeting Dave will attend the Children and Families Forum in October to share the details.

### **Recent events attended**

- East Staffordshire Diabetes Conference - running an information stall and talking to members of the public and healthcare professionals.
- East Staffordshire PCN Beat Event attended by 900 patients – running the exit feedback table,
- East Staffordshire Council Fun Day attended by several thousand residents – running an information stall and talking to the public about their health and social care experiences.
- Burton and District Mind Extravaganza – running an information stall, promoting our survey and talking to a number of mental health charities who were in attendance.

### **NHS 10 Year Plan proposes the abolition of Healthwatch**

Finally, it came as a shock to us all when late on a Friday afternoon the Healthwatch Network was told that the following morning there would be a press announcement that all Healthwatch's would be abolished. NHS and Social Care Services will be expected to develop their customer services including greater use of digital methods of collecting and acting on customer feedback. No details of when this will happen have been announced. We are carrying on as normal for now although it does have a destabilising effect on the Team.

There is a national petition circulating against this move. The QR code link is attached should you wish to sign it.



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

### 13. Further Updates

The following further updates were sent prior to the meeting.

#### 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 August took place. The Chair was accompanied too the meetings with a colleague who has expressed an interest in assisting with the work that the network does. The Virtual meeting scheduled for August also took place with presentations from:
  - Bernie Stribling  
Assistant Director of International and External Business Development  
Leicester Diabetes Centre
  - Natalie Holdcroft, MPFT who assists in the running of the Desmond Programme within East Staffordshire.
- The report for the conference held on June 5<sup>th</sup> at the Pavilion, Branston Golf and Country Club, entitled "**Diabetes Patient Care, A New Dawn**", is nearing completion and should be available for circulation early September. Meanwhile a report on the event has been published by Burton Radio/Burton Echo and this is attached to the email that accompanies this update.
- The Chair 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. These used to be known as the ELF portfolio but with the anticipated changes it is now called Staffordshire & Stoke-On-Trent ICS Community Transformation Portfolio.
- Attended the Burton and District Mind Showcase event on Friday 22<sup>nd</sup> August at Marstons Social Club, Burton.

#### East Staffordshire Primary Care Network, Research Update:

##### 1. Community Work

##### ***Family Fun Day – Shobnall Leisure Complex***

Event went well, the PCN distributed bags containing information leaflets around cancer screening, JOY, Pharmacy First, Research and included healthy eating information, colouring sheets and crayons for children and we also provided children with the opportunity to plant their owns seeds. Distributed 400 bags. The seeds I planted have still to germinate.

### ***Lung Cancer Screening Unit***

Has been to our area, not received any feedback yet.

### ***Living Well in Winter***

2 events planned for September, will follow the format of the BEAT Event and be targeted at specific cohort of patients. One event planned in Uttoxeter on the 13<sup>th</sup> of September, Balance Street Surgery, the other event planned at Brantson Golf Club, 24<sup>th</sup> September. Patients will be invited to attend and will be able to book slots to see the MSK Team. Targeting Frailty, MSK Pain (osteoarthritis) Various organisations planned to attend. Living well, MSK Team, Research bus.

## **2. RESEARCH**

### ***West Midlands Cancer Alliance – Pancreatic Cancer Pilot Study***

Due to start in October/November. Final numbers submitted to WMCA. Are currently putting together a delivery plan which is part of the requirement to take part in the study.

### ***SCREEN - SD Study***

Study for those practices with populations of deprived patients. Looking at feasibility and accessibility of screening patients in Primary care to gather health data. Fits in with Health Inequalities project. Patients invited to complete questionnaire to gather data around social circumstances. First UK specific screening tool. Gordon Street and Peel Croft have taken part so far, just finalising the text message option to send to Peel Croft patients.

### ***ACCLAIM***

Working with MPFT on the study and have successfully invited over 1600 patients to participate. The Research bus has visited Trent Meadows to deliver the study to their consented patients, and the bus will be visiting Uttoxeter to deliver the study to consented patients from Northgate and Balance Street. Recruitment for this study has now ceased nationally but those patients already recruited will be seen.

### ***RAPID Eczema Study***

Looking at improving lives of patients who suffer from Eczema. Inviting patients from All Saints, Northgate, Barton, Winshill and Yoxall.

### ***INDIGO***

Questionnaire study inviting patients who have been diagnosed with cancer in the last 12 months re how they feel about quality of life. Gerri sorting out invites to send to patients identified.

### ***FOUND***

Now due to close study as all data checks have been conducted. Highly

successful study, thank you to all the Practices involved.

### **SAFE-D**

Finalising paperwork in readiness to deliver the study. Has been a delay due to utilising EMIS Recruit however this invitation option has now been confirmed and are still looking at screening and inviting through individual invites per Practice. Dr Palejawala at UHDB has agreed to be main contact following conversation with Dr Kulambi who is PI for the study for Burton Hub.

### **ACES Study**

Study looking at testing home sample collection kits for Cervical screening. Patients invited to request a sampling kit to collect sample at home. This does not replace screening done at GP surgery. Practices asked to display a poster promoting the study.

### **3 Bids**

I have secured full funding for my role until March 2027.

Still waiting to hear about our very own Research Bus and the Primary **Care Commercial Research Delivery Centre bids.**

Currently looking at other bids to enhance the workstreams the PCN are looking at.

### **Staffordshire and Stoke-on-Trent Integrated Care Board**

As everyone was aware the Vice Chair represents the voluntary sector on the Community Transformation LTC, PEO LC, Frailty Programme Boards and Community Transformation Portfolio Board. Due to the current changes the ICB are going through the Boards were stood down in August 2025. It is envisaged that they will restart later in 2025 and be aligned to the neighbourhood health and care structures. The Vice Chair will keep the members informed of any developments.

Recently, it was announced that Ian Green OBE has been confirmed as the Chair of the newly formed cluster between NHS Staffordshire and Stoke-on-Trent and NHS Shropshire, Telford and Wrekin Integrated Care Boards. The details were handed out at the meeting.

## **14. Any Other Business**

### **(i). Next Meeting.**

The Vice Chair, JB, informed the members present that due to the Tutbury Patient Forum holding its Health and Wellbeing Event on the 16<sup>th</sup> of October the next District meeting had been moved to Thursday 23<sup>rd</sup> of October. This at the same location and time.

## **(ii). Vaccinations**

The winter Flu and COVID vaccinations are due to start in October.

There was confusion about eligibility criteria and the Vice Chair agreed to make enquiries and then inform everyone. Update. This action was carried out and an email sent to everyone.

## **15. Review of the Meeting.**

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

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

Thursday, October 23rd, 2025, between 1pm and 3pm. The Vice Chair, JB, thanked everyone for their contributions to the meeting.