



**Minutes of the meeting held at the
Community Room, Morrisons, Wellington Road,
Burton, DE14 2AR on Thursday 26th March 2026,
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)
CR	(Bridge PPG)
SMcK	(Trent Meadows PPG)
RJB	(Trent Meadows PPG)
BJW	(Tutbury Patient Forum)
DH	(Tamworth PPG)
CD	(Trent Meadows PPG)
JW	(Barton PPG)
KR	(Rocester PPG)
MTR	(Rocester PPG)
RB	East Staffs PCN Research & Support Manager

2. Welcome

The Chair, SAR, welcomed everyone to the meeting. A welcome was also given to KR and MTR representing the newly formed Rocester PPG. For the benefit of the new members everybody introduced themselves.

3. Apologies

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

IJ	(Carlton Group PPG)
SG	(Yoxall PPG)
KL	(Peel Croft PPG)

LT	(Carlton Group PPG)
DM	East Staffs Primary Care Community Manager
MA	Community Development Officer
	Health Inequalities East Staffordshire
DB	Healthwatch Staffordshire

4. Minutes of the Meetings held on 12th February 2026

There were no issues 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 Update

(i). Speakers for 2026

- Staffordshire and Stoke-on-Trent Integrated Care Board.
Action still ongoing until the Integrated Care Board has completed its Management of Change.

- Alison Betteridge, Interim Patient Experience Manager University Hospitals of Derby and Burton NHS Foundation Trust have accepted an invitation and will be our speaker on Thursday the 4th of June.

(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.

Action Update 21st October 2025 Still outstanding.

Action Update February 2026. Still to contact Alrewas and Gordon Street surgeries. Relevant contacts at each have been given and an email to arrange a meeting at each has been sent.

Action Update 21st March 2026

Four surgeries have been contacted. To date only Stapenhill has responded and this will be followed up

The Vice Chair, JB, informed those present that since the last meeting he had received communication from Barton surgery regarding their PPG membership. Following this a meeting had been requested with the Surgery, JW, current District representative, and the Chair and Vice Chair of the District Group. Awaiting a response.

(iii). No Smoking at Queens

A patient story raised the issue of people smoking around the entrance to Queens hospital and the Trust response. It was agreed to get further clarification on the topic.

Action Update: The Vice Chair has checked the Trusts Policy, and it states the following.

Smoking tobacco and cigarettes at any of our hospitals is not allowed. This applies to all patients, visitors, and staff.

Whilst you are here, please do not smoke anywhere inside or outside our hospital buildings.

If you are a patient at UHDB and you would like support to stop smoking, please speak to your clinical team. We can also talk to you about the options for helping you if you need to stay in hospital.

This and the comments raised in response to the patient's letter to PALS will now be taken up with the Trust.

Update February 2026. Concerns about people smoking at hospital entrances despite the Trust having a "No Smoking" policy across its sites was raised at the UHDB Patient Group in November. The issue will raise the issue with the Smoke Free working group to clarify current policy direction and potential changes. There is another UHDB Patient Group meeting on 10th February where an update should be given.

Update 21st March 2026.

No further updates from the Trust. However, the Vice-Chair JB mentioned that he had noticed on recent visits to Queens there had been a marked improvement in the cleanliness of the external entrance and hardly any incidence of people smoking or vaping.

(iv). Temporary A&E waiting Room at Queens Hospital, Burton

Following issues and discussions at the District Group meeting Regarding the chaotic conditions at the temporary waiting room facilities at A&E, Queens the issue was raised at the November.

UHDB Patient Group meeting citing all the issues and that it was now an unacceptable situation.

Action Update Following the meeting with UHDB the issues were raised with the Non-Executive Directors and Governors. Recently, the new waiting area has been opened although there are mixed reviews. This is going to be investigated.

Action Update 21st March 2026

This was raised and discussed in depth at the February UHDB Patient Group. In addition, an enter and view visit is being planned, organised by Healthwatch. Unfortunately, the initial date had to be cancelled.

Update 27th March 2026

A date of the 16th of April has been agreed for this visit. Update will be given at the next meeting.

(v). Lift situation at Queens

Ground Floor lift opposite the pharmacy at Queens which gives access to first floor outpatient departments and the discharge lounge. At the meeting JB reported that this lift was out of action and had been for some time. On investigating further, he had been told the service contract had not been renewed due to ban on spending. This causes issues for patients having to go to another lift at the end of the long corridor and then back again. Question, what happens if this lift goes down! This is going to be urgently investigated.

Action Update 21st March 2026

Following the reporting of this issue it was promptly investigated and now all lifts are fully operational. **Action closed**

(vi). Relocation of the Queens Diabetes Centre

In January 2026 the Vice-Chair, JB, had been informed by patients that there was confusion on where people had to go now that the diabetes centre had been closed and moved to the main hospital. This has now been investigated and the response from UHDB is as follows:

As patients may be aware the Diabetes centre at Queen's Hospital Burton has been closed and the service relocated. The clinics are being held in 3 places, either Reception B at Queen's Hospital Burton, Outpatients at Samuel Johnson Lichfield or over the phone. Most clinics are booked at Burton.

to support patients in attending their appointments, however unfortunately there is not always enough capacity for this. Patients will receive their appointment letter in the post; this will state their appointment location or phone. There are two ways letters are sent, either through the system and the letter will state their location or by hand by the admin team where they will have an extra leaflet included with their location. If any patient is unsure about their appointment, or its location they can contact the administration team by calling 01283 593 113 and selecting option 3. If a patient is expecting an appointment, they can also call this number to chase their appointment.

Patients who were expecting an appointment at the time of the move were advised over the phone on the changes to their appointment, any patients who were booked for an appointment past the time of the move will be informed via letter. Where staffing allows patients are called a week before to check if they can attend their appointment and they can ask any questions as required. Automatic texts are also sent to patients to make them aware of their appointment and as above they can call us for support if required. The hospital social media team released details about the new location at the time of the move, and this was also mentioned on the local news at this point in time also. All signage for diabetes at Queens hospital Burton have been removed from Geoffrey Hodges site.

No further actions

7. Patient Stories

As part of this topic there was discussion regarding the constant influx of Apps as a way patients can obtain information, both of a personal and more wide-reaching nature.

There were both positives and negatives, but the main concern was that there appears to be a lot of shortfalls between the NHS App and its connection to the Hospitals Patients Know Best App. In some cases, people can get the information on both through their NHS App and others cannot.

In addition, the NHS App is not available to hospitals. Lots of questions regarding the two technologies and what was the future so all comes in line with the NHS 10year plan? Another example quoted was not even the hospitals can connect with each other an example being Stafford and the University Hospitals of Derby and Burton NHS Foundation

Trust, UHDB. The Vice Chair, JB, informed everyone that he is attending a Staffordshire and Stoke-on-Trent Integrated Care Board, SSOTICB, Neighbourhood Health and Care - Digital Workshop on April 22nd and will raise the issues above.

- CD indicated an example of where he had a blood test where the results were shown on the UHDB Patients Know Best portal but not on his NHS App and therefore doubted if his GP had the results as well.
- JW's husband was informed that his appointment at Samuel Johnson hospital was cancelled because the doctor he was due to see was ill. JW left a message to that effect on Royal Derby's answer machine (stipulated on the appointment letter). However, on the day of that appointment, Royal Derby rang JW to curtly ask why her husband hadn't turned up. JW repeated the reason, and that a message had been left on their answering machine, as requested. The caller's reaction was that other doctors, equally qualified, could have dealt with her husband. JW's conclusion... poor communication between hospitals.
- CR. Had taken her brother to Queens A&E then had trouble finding a car park space until one found in Car Park 5. After brother had been discharged went back to fetch the car. Machine out of action. Tried other machines but no joy. Rang Parking Eye to pay. They were no help told to either go back and find a machine that worked or wait until the fine was issued and pay it! Rang Queens switchboard who directed her to the cabin near the main car park who sorted everything out. Other people had the same issue.
- SMcK. Was feeling ill so rang the GP for assistance. Initially told to use the NHS App but then did the filling of the triage form over the phone and everything sorted.
- RJB Mentioned he had accidentally missed a respiratory appointment at the hospital. Rang to apologise and had an excellent response with a replacement appointment given for the next day.
- DH. The Sir Robert Peel Community Hospital had an excellent day care operating theatre. Unfortunately, the air conditioning broke down, and it now has been closed until a new unit has been fitted. Informed will not be planned in until the 2027/28 financial year and the theatre will stay closed until fitted with patients

having to be relocated to other hospitals. DH has written to the Governors pointing out if £20M can be spent on the car park surely this equipment can get priority. Response from the Director of Services indicated will be looked at during the 2026/27 financial year but will take a further 123 months even if approved!!

It was agreed that in future feedback from the Southeast will have its own agenda item.

8. Research Update

RB unfortunately had to attend another meeting at 2.30pm so her input was given next.

- **West Midlands Cancer Alliance – Pancreatic Cancer Case Finding Pilot**

Pilot is ongoing – monthly reviews of eligible patients who are sent text message inviting them to participate.

Prostate Case Finding Pilot

Also, part of the West Midlands Cancer Alliance, we have expressed an interest in participating in this pilot. Still awaiting any news.

SAFE-D

Recruitment to the pilot has now paused to allow for reviewing of process and capacity of RRDN nurses. Participants who are already in the trial will still be seen for their follow up bloods. We look to participate in the full trial once this resumes.

- **MEDAL Study**

Study looking at low back pain and titrating medication up rather than down for those patients who have acute low back pain. Now open at Alrewas, Abbots Bromley, Mill View, Balance Street and Peel Croft. Huge achievement as this study has been in development for several years.

- **GENES & HEALTH**

One of the world's largest communities based genetic studies, aiming to improve the health among people of Pakistani and Bangladeshi heritage by analysing the genes and health of volunteers. Will promote at Gordon Street in April to allow for adhoc recruitment to see if this is an effective way to recruit participants.

Promotion at the health event in Burton on Thursday 12th February not great footfall.

- **Research passport**

Now look to implement this – it will provide patients with key information regarding research study they are participating in, contact details, appointment times. It will provide patients with a safe place to store study information and will enable family members / carer to access information regarding the research study patient is participating in, quickly and easily. Promotes a professional image for the PCN and Research. This has been developed following feedback from a previous study regarding appointment details.

- **Bids**

Research Bus – Funding contract all signed. We would like to get patient representation around how the bus will look, if anyone is interested in being part of a small working group, please let the Vice-Chair John Bridges know. Limited numbers.

Below is a picture of what the current MPFT bus looks like



Patient Engagement

Attending the Yoxall Health event in April with the MPFT Research Bus there from 10am until 3pm. Unfortunately, due to staffing the bus we are limited on the times and days they can attend and event.

I am looking to develop a Bimonthly Research newsletter by way of communication – this will work well for informing all about current Research activity and around the progress of the Research bus as publicising and communication around the bus and progress are key for delivery and fulfilling the requirements of the funding. Will share draft with you all for feedback.

Community

Lung Health Screening Project & Unit

Continue to support the research project into patients who have DNA' d invite for phase 1. Sent out text messages to 269 patients as at

01.03.26, inviting them to an additional opportunity to attend or feedback why they did not attend. Richard Hibell will contact those patients who have requested further information. We will now work on those patients who were invited for Phase 2.

Child Immunisation Project

Me & Debbie Melling have now completed our 5 workshops around behavioural science. The project is looking at child immunisation and the uptake rates across East Staffs. As a team, Nursing Team (Gill Boast) Public health, ICB, CSU, Practices and PCN we have worked through promotional ideas, looking to create a family of mascots associated with childhood immunisations that staff, parents and children can all recognise and a range of associated 'rewards' to motivate children and parents to engage positively with the immunisations (could include stickers, badges, certificates, vaccine "passport").

There were discussions around the topics raised by RB. RB then had to leave the meeting for another appointment. The members present thanked RB for her report and feedback and showed their appreciation in the normal manner.

9. PPG Updates

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

a. Tutbury PPG. Update from JB

- Last meeting held on 12th March 2026.
- Alison Betteridge, Interim Patient Experience Manager University Hospitals of Derby, and Burton NHS Foundation Trust was our guest speaker and she discussed her role within the Trust.
- Feedback from the Practice Manager, followed by in depth discussions.
- Gave feedback from the District Group, Diabetes Patient Network, and the changes within the ICB.
- Quiz night due to held on Friday 20th March.
- Continuing to hold the monthly Dementia afternoons within the surgery, run by the Alzheimer's Group. Last meeting was on March 4th, and the next one is Wednesday 1st April.

John Bridges

Vice Chair Tutbury Practice Patient Forum

b. Yoxall PPG Update. Update from SG

It is all systems go for our Men's Health event on 16th April. There will be advice, support, and information on

Prostate Problems

Diabetes

Mental Health Issues

Research Initiatives.

Our AGM will be on Wed 13th May.

Sue Grosvenor

Yoxall PPG

c. Trent Meadows Update, CD

- Meeting held the previous week.
- Surgery wants to start a WhatsApp channel. They already have a Facebook page.
- There is a drive to get patients to send in their emails so contact can be easier.
- Starting male/female Health Checks for the over 40's.
- 3rd Newsletter has been issued and sent the link to patients via Accurex.
- Arranging an open evening.

Chris Darby

Trent Meadows PPG

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

Proposed Enter and View visit to QHB ED: currently in process of securing a date after Easter or in mid-May avoiding the Bank Holiday periods. The department has been experiencing some changes in their senior nursing cover over the last few weeks which should be settling down soon.

Following on from comments at the last district meeting about patient experiences of using the recently opened changes to ED I have learned that planning will start soon on further work to design aspects of the ED to assist with patient flow. I have been assured that there will be patient engagement in the design stage when planning commences.

ICB Summit on Support to Care/ Nursing Homes: recently attended a half-day summit meeting of over 80 NHS and care home personnel to look at what could be done to support residents of care homes more effectively which would reduce the need for the attendances/admissions to acute hospital beds.

All agreed that services need to adapt to meet the challenge and several constructive suggestions were put forward. There appears to be strong momentum to do something about this.

Invitation to speak at Practice Managers Training Event: have been asked to speak at this event at Uttoxeter Racecourse for 100 GP practice staff on building confidence for a CQC Inspection
I have been asked to speak about “Healthwatch Staffordshire – “Insights and Support for General Practice.”

Healthwatch Priorities for 2026/27: We have been consulting on this and should be announcing the outcome shortly.

Dave Bassett (he/him)

Engagement Officer – Southeast Staffordshire

There were further discussions on the above during the meeting.

11. East Staffordshire and Surrounds Diabetes UK Patient Network. Issued prior to the meeting

All the planned face-to-face meetings within East and Southeast Staffordshire that were planned for early March have taken place.

The Chair continues to attend, where possible the Staffordshire and Stoke on Trent Integrated Care Board Meetings, (SSOTICB). The MPFT East Staffs Performance & Quality Assurance Forum Open Meetings that take place at the beginning of each month. As yet, due to reassessing the situation there have been no meetings held during 2026.

As mentioned in the last report we have been working with the with a Staffordshire and Stoke on Trent County-wide Clinical Lead and Specialist Podiatrist for the Midlands Partnership University NHS Foundation Trust, MPFT, regarding diabetic footcare within the Staffordshire and Stoke on Trent area. Further to these discussions, an

initial questionnaire was produced, via Google Forms regarding both regarding diabetic footcare and the current knowledge on the podiatry service. This was discussed at various Diabetes Clinical Network and the Diabetes Clinical Information Group meetings plus trialled with members of the East Staffordshire and Surrounds Diabetes UK Patient Network.

Based on feedback a poster with a QR code was produced. Naturally, it is important to gain feedback from all areas, and so it has been forwarded to as many healthcare professionals as possible within primary care, via the PCNs, and secondary sectors, as well as community groups and other patient access routes. In addition to this it has been distributed to over 800 people/organisations/ Councillors/Healthwatch Staffordshire and Stoke and the relevant SSOTICB colleagues requesting distribution throughout all their respective networks. The work has also been endorsed by Diabetes UK Midlands and East of England.

There has been no end date put on when the questionnaire will cease as the aim to get as much feedback as possible.

When complete, and we have the feedback, we can then start discussions on how we can improve the overall diabetes footcare picture within the County and hence have pathways in place to reduce the high amputation rates that currently exist within Staffordshire and the Stoke-on-Trent area.

Finally, the Chair is exerting pressure on the relevant people within the SSOTICB on the cessation of the East Staffordshire Diabetes Community Team at the start of the year.

John Bridges
Chair East Staffordshire and Surrounds Diabetes UK Patient Network

There were further discussions on the above during the meeting.

12. Any Other Business

- The Vice-Chair, JB apologised and informed the members that he had forgotten to include in the Action Log the request from RJB at

the last meeting for members to have name badges. This was an oversight and they will be available for the next meeting.

- DH mentioned an incident where a Tamworth patient had an operation at Stoke hospital. A few days later went to his surgery to have the stitches removed but was told no he would have to go back to Stoke hospital. The Chair, SAR indicated that at present GPs can opt in or opt out on the services they provide wound care being one, as they do not get payment from hospitals for their work. Same applies if a hospital requests a blood or other tests GPs will now not provide the service. The question is are patients informed of this and where do they access care of this nature. SAR will make enquiries.
- The Vice-Chair mentioned two events that were happening during April and May and would inform everyone accordingly.
- The Chair, SAR, indicated that on future agends will be the topic of Hospital Health Matters
- A discussion took place regarding District finances. It was mentioned that if PPGs required a small donation to assist in their operation or towards an event, etc, they should send the details to both the Chair and Vice Chair for consideration. As the representatives are aware the Chair, SAR, receives a volunteer payment from Healthy Communities for the work representing them at various Staffordshire and Stoke-on-Trent Integrated Care Board work streams. In future these payments will be going to the Tutbury Patients Forum. Everyone tahnked the Chair for the previous contributions made to the District Group.

13. Review of the Meeting.

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

14. Date of Next Meeting:

Thursday, April 23rd, 2026, between 1pm and 3pm. The Vice Chair, JB, informed those present that due to attending an event in Tamworth on that day he would be unable to attend. Enquiries will be made to see if another date would be possible but if not a request was made for someone to take notes for the minutes. The Chair, SAR, thanked everyone for their contributions and closed the meeting.