



The Tutbury Practice Patient Forum
Minutes of the Meeting
Held on Wednesday 16th January 2019 between 1pm and 3pm.
Meeting held in the Village Hall, Monk Street, Tutbury.

Present.

Patient Representation: JG Co-Chair, RR Deputy Chair, JB Secretary, AT, BC, BW, CH, CHe, ED, FT, JJ, JS, KW, RH, SB, SAR, RB

Practice Representation: RB Practice Manager

Pharmacy Representation: AL, Good Life Pharmacy, Hatton

1. Opening Remarks by JG Co-Chair.

The meeting was opened by JG welcoming everybody present in particular our newest member AT. The initial part of the meeting will be the AGM and election of the Forum officers to serve throughout 2019.

2. Look Back at 2018

The Secretary, JB, gave a presentation that covered the following:

- Speakers
- Achievements
- Quiz Nights full list of monies raised since the start in 2012 will be sent with the draft minutes.
- Do Not Attend information
- Friends and Family Feedback

This will be attached with these minutes when circulated

JG wished to thank all those members present for their input and hard work in assisting in the above and for the support shown to both her, the Deputy Chair and the Secretary.

This was also echoed by the Deputy Chair RR and Secretary JB.

Summary of the Financial Situation.

The Secretary, JB, gave a full presentation on the 2018 accounts which were ratified by the members.

The members thanked JB for the report and agreed that the Chair, JG, could sign the report as a correct record.

3. Election of Forum Officers for 2019.

In accordance with the Forum Constitution, the positions of Patient Forum Chair, Deputy Chair and Secretary are to be elected each year. Prior to the meeting nomination forms had been sent to all existing Forum and Virtual Group patient members.

The Secretary, JB, informed the meeting that 3 nomination forms had been received. These were from the existing Chair, Deputy Chair, and Secretary. Based on the above and discussions / vote held with all those present. the following members were unanimously elected:

Chair: Jayne Gormley, JG

Vice Chair: Rita Ross, RR

Secretary: John Bridges, JB

JG, RR and JB expressed their thanks for the confidence given to them by the members present.

Representative(s) to attend the East Staffordshire District Patient Engagement Group for 2019

Currently the District Groups Chair and Vice Chair are Forum members, (SAR and JB). At last year's AGM, BW was also elected to stand as the Forum representative at the District Patient Engagement Group. BW is happy to continue in that role throughout 2019. To follow the democratic process the members were asked if anyone else wished to also stand. No further names were forwarded and so it was unanimously agreed for BW to continue in this role throughout 2019.

With the changes in the way health will be delivered in the future within East Staffs it is important to have representatives present at these meetings and if in the future anyone else wishes to come along they need to inform the Secretary, JB.

The Chair, JG, closed the AGM and the meeting followed the normal procedure.

4. Apologies for Absence.

Apologies had been received from:

Patient Representation: AG, EJ, MB, BR, DM

Pharmacies Representation: LF, Good Life Pharmacy
JW, and KMcC Dean & Smedley Pharmacy

5. Approval of the Minutes from the Meeting held on 21st November 2018.

The Secretary, JB, informed the members that the Minutes had shown the full name of the Vice Chair and apologised for the error. The Minutes will be corrected to show the initials only prior to going into the public domain. KW proposed approval which was seconded by RH. The Minutes were signed by the Chair, JG, as being a true record of the proceedings.

6. Action Log Update

a. Provide Do Not Attend Figures

The figures for the period 2015- 2018 were given in the presentation discussed in the earlier AGM. This presentation is attached to these Minutes.

Action: Closed

b. Send out the 2019 Meeting Dates with November 2018 Draft Minutes

Dates sent as agreed.

Action: Closed

c. Send out Forum Officer Nomination Forms with November Draft Minutes

Information sent out to all the members, including Virtual group, along with closing date for sending back.

Action: Closed

d. Update on possible siting of a cycle rack

Quotes obtained for various types of storage, including simple cycle fastenings. Discussion held and the Practice Manager, RB, will check with NHS Property Services on what can and can't be fitted. All prices were acceptable, and members agreed once clarification had been sought on location the Secretary, JB, will purchase

Action: RB and JB to discuss outside the meeting

e. The Installation of a Bench outside the surgery.

Still waiting for quotes for installation. Bench currently in the waiting room and being used by patients. The Chair, JG, indicated that someone they know is coming to look at the installation after the meeting.

Action: Quote received, and all the details have been sent to NHS Property Services to give the go ahead.

f. Keep members updated on the deFerrers 2day health event for Year 10 students taking place in December 2018

The presenters for the event that was due to have taken place on Monday / Tuesday 17th / 18th December have been sorted out. The topics were to be:

Drugs and Alcohol, by the O' Connor Gateway Trust

Bereavement, by St Giles Hospice

Dementia, by Uttoxeter Cares

Body Image by the YMCA

Mental Health by the Yes-s organisation.

Update 3rd December. Due to internal issues at the Academy the event has had to be postponed and will now not take place until July 2019. All the above presenters had been informed and will be available in July.

At our first event we had organisations with stands during the lunch hour.

Discussions were held if this would be possible this year with a Wishing Tree, SARAC and Burton Albion Community Trust being invited

Action: The Secretary, JB, has discussed with the Academy and there is no initial objection. Discussions will continue later in the year when going through the format for the event.

7. Practice Update, given by the Practice Manager RB.

• **Patient Registered Numbers**

Our registered patient numbers are now standing at 7552 an increase of 14 since 1st December 2018.

• **Nurse Vacancy**

Katy Parr has now started with us; Katy is our developmental nurse and will be training to become a Practice Nurse. Katy used to work in the hospital as a surgical nurse however has been off on Maternity for the last 12 months. You may see Katy for routine appointments, and we shall introduce the more complex appointments to her over time.

• **Extended Access**

These appointments are going really well throughout the locality. Our patient feedback is still very positive. The first Saturday extended hours surgery, on 22nd December, went very well. RB handed out leaflets on the Q doctor system which applies on Sunday's.

- **Parking**

RB brought to the attention of all our patients that parking is not permitted by the Village Hall car park. If you have an appointment, at the health centre, please ensure you park in the public car park or roadside if you are able to do so.

- **Facebook**

We are currently looking into the possibility of creating a Facebook page. It will allow the Practice to add health information, closure dates and other important news like to Patient Forum Quiz nights. Patients will not be able to post onto the page, it will be for information purposes only and hopefully standardise some of the information provided by all the Practices within the locality.

- **Fire Drill**

We all took part in a mandatory fire drill yesterday, we evacuated the whole building in 2 minutes 11 seconds, staff and patients. It was a chilly day and we would just like to say thank you to those patients who were affected, their patience and understanding were very much appreciated.

- **Patients Verbal Aggression**

The situation continues to improve since its height last summer. Staff do not receive aggression from patients outside of work any longer although does still occasionally happen at the reception desk. The main reason is when patients can't get an appointment with their chosen doctor.

- **Practice Patient Fund**

RB discussed the Practice Patient Fund which is a fund that was started when patients and / or their families wanted to leave money for the practice to use to assist patient needs. This fund is now low and somehow needs to be "advertised". It was agreed that RB will speak to the partners and ask if a few words could be put together that can go in both the Practice and Forum newsletters.

Update: Dr Skinner has kindly put together the following;

The Tutbury Practice Patient Fund

Many years ago, we set up a Patient Fund to accept donations in memory of patients who had sadly passed away. The Practice regularly updates its core equipment, but the Patient Fund has proved invaluable in allowing the purchase of medical/nursing equipment for our patients over and above that provided by the NHS and is split between the GP Practice Patients, Community Matron and District Nurses. We have over the past few years purchased a new spirometry machine to help in the diagnosis of Chronic Obstructive Pulmonary Disease (COPD), Pulse oximeters and an emergency Nebuliser.

In the past we have also used funds to purchase additional syringe drivers to ensure patients approaching end of life have access to the best care without delay. All donations are very gratefully received and make a real difference for patients. Thank you for your continued support.

8. Feedback from East Staffordshire CCG Governing Body, East Staffordshire CCG Patient Board, East Staffordshire District Patient Engagement Group, Virgin Care and the University Hospitals of Derby and Burton Update.

• Governing Body

The Forum Secretary, JB, attended the East Staffordshire CCG Governing Body meeting that was held on the 10th January 2019. At the meeting there were updates given on the situation regarding the amalgamation of the current 6 separate Staffordshire CCG's into a single Staffordshire CCG. The usual Quality report and other standard agenda items were discussed in detail.

During the session where questions are taken from the public JB had raised the following:

- On the 14th November 2018, World Diabetes Day, NHS England stated that from 1st April 2019 the freestyle libra glucose monitoring system would be available, on prescription, from their GP / diabetes team. Can assurance be given that for all those people who qualify in Staffordshire:

- a. That this will take place?
- b. Stocks are in place?
- c. GP's have all the necessary information etc?

This to ensure that when those patients who do qualify and request a prescription, even if they had to pay in the past, there will be no issues. Hopefully by this the current postcode lottery regarding this issue will be removed, (Derby Royal been supplying for 12months!!).

JB was informed it is being looked at. GP's on the Governing Body have no details as yet!!

- It has been stated in the Governing Body papers that a new Turnaround Director and Board has been set up. This is another layer of management. Can information be provided on;
 1. The total cost of the reorganisation and centralisation since the start of all of this?
 2. Where the money has come from?
 3. How are the costs allocated amongst the current CCG's?
- As Co-Chair of the East Staffs Diabetes Clinical Network I wished to pass our thanks to the Chair, RG, for her support and presentation at the clinical workshop we held in November on footcare. 34 people attended and the next meeting is on 31st January 2019, invite has gone out.

(It was pleasing to report that we had a GP and nurse from Tutbury attend

along with Pharmacists from Tutbury and Hatton and a Community Nurse)

- **Patient Board**

The Patient Board held its first meeting of 2019 on 8th January. The Vice Chair, JB, was re-elected to serve for 2019

The speaker was Louise Needham, from Everyone Health, giving a presentation on their services to the communities within Staffordshire. (Louise is also the speaker at the Forum meeting today).

The Board also had a full update from Nicky Harkness, Managing Director of the CCG South East Division, (which includes the East Staffs CCG) and from Sharon Wilcock, Senior Locality Commissioning Manager (East), who updated the Board on the Place Based Approach and first meeting of the Multi-Agency Cancer Awareness Raising Group.

Outside Connections:

Patient Board members continue to be very active in their involvement with other Organisations. These include:

1. Certain members holding senior positions within the 3rd sector which gives a valuable insight at the PB meetings.
2. East Staffordshire Diabetes Clinical Network Group which involves GP'S, Hospital Consultants, Pharmacy, Virgin Care and Diabetes UK. One of the Board is the Co-Chair of the network. A clinical workshop was held on Friday 16th November between 1pm and 5pm on Footcare and the Lowering of Amputation Rates within East Staffordshire. There was an excellent array of speakers and good turnout of clinicians. Thanks go to all the sponsors who helped.
3. Given presentations to Alrewas and Carlton Group PPG's
4. Presentations planned for Barton PPG in March 2019
5. Sit the Virgin Care Homes Steering Group.
6. Sit on their appropriate PPG groups.
7. Sit on several other Health Related Organisations.
8. Certain members of the PB are members of the Burton Diabetes UK Group.
9. Attend the Health and Wellbeing Meeting.
10. Involved in the recent YMCA Sleepover.
11. Became a Support Staffordshire "Connector"

- **District Group**

The first 2019 meeting of the District is to take place the following day on 17th January. As with the Patient Forum there will be a lookback on 2018 and elections for the Chair and Vice Chair / Secretary. These positions are currently held by the following Forum members:

Chair: Susan Adey-Rankin and

Vice Chair / Secretary John Bridges

There is also a Presentation from Paul Winter, Deputy Director of Corporate Services and Governance East Staffordshire.

The presentation is covering “The CCG Governance Structure” in terms of

- Overview of the main external governance / decision making structure: how the CCG fits into the wider NHS structure (using the diagram shared with the Patient Board).
- Overview of the main internal governance / decision making structure: Governing Body, Membership + Key Committees / Sub-Committees.
- Expanding briefly on the purposes of these meetings: what their Terms of Reference say they do and how they all fit together in making decisions
- Brief overview summary of the CCG Constitution (the key governance document)
- Summary Highlights of the CCG Governance Business Cycle (noting key things like annual reports & accounts, our routine cycle of commissioning – with a specific angle on patient & public involvement).
- Future developments & intentions (e.g. based on NHS 10 Year Plan, CCG changes on the horizon etc).

The presentation given by PW will be included when the Forum draft papers are sent out

- **Virgin Care**

The situation is being constantly monitored, to date the community and district side of the business is still progressing well.

- **University Hospitals of Derby and Burton Update.**

The hospitals appear to be operating well since their merger in July 2018. There have been a number of positive patient stories. Concern still on the apparent lack of communication for the public and this is being taken up by members of the Patient Board.

- **National Association for Patient Participation, (NAPP)**

The monthly e-bulletins have been circulated to all our members and the 2019 subscription has been paid.

9. Virtual Group Update.

The Secretary, JB, indicated there was nothing to report on the virtual group.

10.Aims and Objectives of the Forum for 2019

The members were asked to consider what they would like to see as the Forum Objectives for 2019 and send their ideas to the Secretary, JB, for discussion at the next meeting in March.

The following were agreed;

- Continue to have speakers
- Quiz Nights to continue
- Produce Newsletters and assist in keeping the website updated
- Support the Practice with the Carers Event in June
- Complete installation of the bench, plus purchase and install cycle storage
- Carry out Patient Survey
- Continue and grow the excellent relationship with the Practice

11.Presentation from Louise Needham, Community Engagement Network Lead for Everyone Health

The Secretary, JB, had met with LN prior to Christmas 2018 and had arranged for her to come and talk on the services that Everyone Health supply. LN had given the presentation to the Patient Board earlier in January and will be attending the District Group at a later date.

LN provided an update on Everyone Health which had a two - year contract commissioned by Staffordshire County Council, SCC, to provide the following services for people over the age of 50:

- support smokers to stop,
- provide weight loss services,
- provide opportunities to get more physically active,
- support people who are at risk of malnutrition,
- support people at risk of falls,
- support people who are socially isolated and
- deliver NHS Health Checks.

The schemes were shown via a overhead projector presentation which will be sent out with the draft Minutes

Key Areas Discussed:

- LN confirmed that Uttoxeter had not been contracted, however an event would be arranged to take place in Uttoxeter.
- The strictness of the of the contract in that most of the services were restricted to the most deprived wards meant that people in certain other wards and rural communities would not be able to access all of the

services. One of these was the service provided for Loneliness which provoked a discussion with the members. On this it was agreed to write to LN with their concerns which in turn will be discussed when they meet with SCC

- LN confirmed that she had experienced some issues in liaising with surgeries to promote the service to GPs. The Practice Manager, RB, indicated that she would be happy to meet with LN and the Secretary, JB, put them in touch will each other via email
- Louise Needham confirmed that Health checks were available for people over the age of 40, with no Long-Term Conditions, (LTC). The health checks consisted of Body Mass Index, height, weight, waist circumference and blood pulse checks. It was noted that people who were not diabetic would receive a cholesterol and blood sugar test that would indicate if the person was pre-diabetic and if this was the case, they would be referred to their own GP or Nurse for further assessment.
- People who were overweight and outside of the acceptance criteria to access the service, would be signposted to Weight Watchers or Slimming World. The Everyone Health Team was currently collating a data sheet of people who wanted to access the services but were outside of the criteria. The data sheet would be submitted to SCC commissioners.

The Chair, JG, thanked LN for a very informative presentation and the members showed their appreciation in the normal manner.

12. Any Other Business

- CHep mentioned that there is a Google Map showing the siting of Defibrillators throughout the area. However, those in Tutbury are not shown. It was agreed the Secretary, JB, will investigate.

13. Date of the Next Meeting

The next meeting will take place on Wednesday 13th, March 2019 at 1pm in the Village Hall, Monk Street, Tutbury. The meeting was then closed by JG who thanked all members for their support and contributions to the discussions.

