



**The Tutbury Practice Patient
Forum Minutes of the Meeting
Wednesday 17th July 2019
between 1pm and 3pm.
Meeting held in the Village Hall, Monk Street, Tutbury.**

Present.

Patient Representation: JG Chair, RR Vice Chair, JB Secretary, BC, BW, EJ, ED, FT, JJ, JS, SB

Practice Representation: ZS Receptionist / Carers Lead.

Pharmacy Representation: AL, Good Life Pharmacy, Hatton
KMcC, Dean & Smedley Pharmacy

1. Opening Remarks by JG Chair.

The meeting was opened by the Chair, JG, welcoming everybody present.

2. Apologies for Absence.

Apologies had been received from:

Patient Representation: AG, AT, CHep, SAR, BR, DM,

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

3. Approval of the Minutes from the Meeting held on 15th May 2019.

There were no issues raised on the Minutes. BC proposed approval which was seconded by SB. The Minutes were signed by the Chair, JG, as being a true record of the proceedings.

4. Action Log Update

a. Update on possible siting of a cycle rack

The Secretary, JB, had sourced and purchased a single bicycle rack and had brought it for the members to view. It was agreed that this was certainly a suitable rack and after discussion it was agreed to purchase at least one more possibly two, (one for staff?). Details on the item had been sent to the Practice Manager, RB, who will discuss with NHS Property Services on what conditions have to be adhered to when fitted.

Action: RB and JB to discuss once feedback from NHS Property Services has been obtained.

b. The Installation of a Bench outside the surgery.

The Secretary, JB, had approached DM of Tutbury Fencelines and was waiting him to come and give a quotation for the work. Unfortunately, nothing has happened and JB had contacted someone else to come and quote for the work. It is now almost a year since the bench was purchased

Action: JB to obtain quotes asap.

c. CHep mentioned that there is a Google Map showing the siting of Defibrillators throughout the area. However, those in Tutbury are not shown.

Action: It was agreed the Secretary, JB, will investigate. Still ongoing.

The Secretary, JB, informed the members that replacement pads had been fitted within the 5 defibrillators throughout the village. The reason was not due to being used but they had passed the usage date. Total cost was £330 which included 2 spare pads. The new pads will last until February 2022.

In addition, the West Midlands Ambulance Service, (WMAS), have been working with the British Heart Foundation to create "The Circuit – the National Defibrillator Network". All 5 of our defibrillators have now been registered with "The Circuit" via the link www.thecircuit.uk. Previously, our defibrillators had been registered through the WMAS's old Memorandum of Understanding (MoU) system so were already in their Computer Aided Dispatch system via that route. Now they had to be through the new route "The Circuit".

The Circuit has replaced the old MoU system, so it's was really important we registered our defibrillator so that it confirmed where they were. By doing this The Circuit has been aware that we are managing our defibrillators, keep them up to date and also that they can let us know, within 30 seconds, if a defibrillator had been activated.

The registration included sending them the following details for each defibrillator:

- its location and surroundings
- brand, model and serial number
- times when its available
- pads expiry dates

d. The deFerrers Academy 2day Health Event for Year 10 students

This had been rescheduled to take place on the 15th and 16th of July. Unfortunately, the Secretary, JB, had received notification that deFerrers had to cancel again and also wished a different format. A meeting was to be arranged but the contact had to go off on sickness leave so it will be September before this can be held. As a consequence, for the first time since 2014, the students from Year 10 will not be taking part in the health event.

Action: Current action closed. Members to be updated when meeting has been held with the deFerrers Academy.

e. Primary Care Networks

Following the discussions during the meeting it was agreed that further information be obtained and circulated amongst the members.

Action: Information obtained and circulated. Action closed. The Chair, JG, indicated this was also a topic highlighted in the National Association for Patient Participation, NAPP. As more information becomes available it was agreed it will be a specific agenda item.

5. Practice Update, given by the Receptionist / Carers Lead, JS.

With the Practice Manager, RB, being unable to attend the update was given by ZS, Receptionist and Carer Lead.

Registered Numbers

Our registered patient numbers are now standing at 7652 which is a further increase since the last meeting. The Practice has no space to expand numbers any further and have written to NHS England to request acceptance of a cap on the number of patients.

Receptionist

As stated at the last meeting we appointed a new part time receptionist, Caroline, to cover 25 hours. Caroline has settled in well. All receptionists have been supplied with headsets which has made working practices a lot easier.

Nurses

Nurse Katy, (started Jan 19), has settled in very well and is continuing her studies at Birmingham University.

On-Line Services

The on-line services are being looked at in terms of adding additional information such as access to medical records and the registration criteria for the service.

Do Not Attend, DNA, and Friends and Family

The Secretary, JB, gave the Do Not Attend for May and June 2019. Again, figures are higher than those of last year but lower than previous years. As with previous figures the DNA 's tend to be split 35% for GP's and 65% for Nurses

Friends and Family

Since the inclusion of figures from the texting system the feedback continues to grow with a total of 1390 responses received year to date of which
1195 were extremely likely to recommend the Practice
119 were likely to recommend the Practice
19 were neither likely / unlikely recommend the Practice
13 were unlikely to recommend the Practice
38 were highly unlikely to recommend the Practice
6 don't know

Website

The Practice are looking to update the website and use a system to that is currently being used by the Trent Meadows Surgery. The idea is to use an certified external organisation which update the information. There has been positive feedback from people who currently use the system and it will enable the website to be updated on a regular basis.

Care Quality Commission

The CQC is due to conduct an inspection of the Practice the following Wednesday 24th July. The Chair, JG, and Secretary, JB, hope to have the opportunity to speak to them.

Talking in Tutbury Carers Event. Presentation by ZS.

Following the Carers event in June ZS had put together a presentation around
(i). The Organisations that attended with details on their services, 19 gave their permission to be photographed and put into the presentation.
(ii). Carers Event Feedback Chart.
(iii). Further additional Feedback comments.

ZS showed the presentation to the members present who congratulated her on another successful event. ZS indicated since the event a further 12 people have signed up to the surgery carers register. ZS also thanked the Forum for their support, sponsorship and providing / serving the teas, coffees etc. The presentation will be forwarded to all organisations that took part, the Forum membership and a hard copy put into the waiting room.

6. Feedback from East Staffordshire CCG Governing Body, East Staffordshire CCG Patient Board and the East Staffordshire District Patient Engagement Group,

The Forum Secretary, JB, who is the Vice Chair of both the East Staffs CCG Patient Board and the East Staffs District Patient Engagement Group, gave the following verbal feedback

(i). Governing Body

There hasn't been an East Staffs CCG Governing Body meeting since the last report so nothing to mention. The East Staffs CCG AGM is to be held on Thursday 1st August. This will be at the Pavilion, Branston Golf Club between 2.30pm and 3.30pm. All members of the public are invited to attend.

(ii). The Patient Board

Meet every month and have representatives from Patient Participation Groups, the Voluntary Sector and senior members of the CCG. Going forward is envisaged to have a closer association with the Staffordshire South East and Seisdon Peninsular Patient Board with their PPI Lay Member attending the meetings and vice versa.

The Board have an Agenda which aims to cover every aspect of the health economy and the impact on the local communities within East Staffordshire decisions on a wider scale may have, For instance;

- a. Sustainability and Transformation Plan, (in Staffordshire known as Together We're Better),
- b. The merger between Derby and Burton Hospitals to form the new University Hospitals of Derby and Burton NHS Foundation Trust.
- c. The proposed 6 Staffordshire CCG's becoming one organisation and wanting to ensure East Staffordshire still has a voice on its health economy.
- d. Virgin Care.
- e. Patient Stories, both positive and negative
- f. Input from the East Staffordshire District Patient Engagement Group which consists of patient representatives from the East Staffs Patient Participation Groups.
- g. Relevant speakers and guests.

(iii). The District Group

Now hold meetings on a six-week basis. These are also held in the 3 community Fire Stations, Burton, Barton and Uttoxeter and at varying times of 12.15pm-2.45pm or 6pm-8pm. Both the Chair and Vice Chair are both members of East Staffs Patient Board and members of the Tutbury Practice Patient Forum. In addition, BW represents the Tutbury Patient Forum.

The Agenda includes feedback / update from the East Staffs CCG, East Staffs CCG Patient Board and the University Hospitals of Derby and Burton. And also has the

facility to feedback information back to these bodies from the District Group. Part of the Agenda includes prior reports sent by patient representatives that give an input on individual Patient Participation Group meetings held between District Group meetings. These reports are very constructive and invaluable promoting positive discussion and feedback.

The Group also invite outside speakers to present on a number of topics

7. National Association for Patient Participation, (NAPP)

The monthly e-bulletins have been circulated to all our members. The next issue will not be until the end of August and this will be a combined July / August bulletin, The Chair, JG, wished to bring to the members attention the following items from the June e-bulletin.

(i). Longer GP consultations

The Royal College General Practitioners has proposed that GP consultations be lengthened from 10 to 15 minutes by 2030, with flexibility for longer consultations for those who need them. Recent research showed that at an average 9.2 minutes the UK offers some of the shortest GP consultations among economically advanced nations. Another study found that the average GP consultation involved discussion of two and a half health problems Currently, patients can request a 20minute (double) consultation.

(ii). Community pharmacy guide for GPs

A number of PPGs have expressed concerns about the threat posed by the development of online pharmacies which deliver direct to patients. In many rural areas, community (local) pharmacies are a key resource for their communities. They deliver more than prescriptions. They can monitor and review what each patient's medication and provide a source of advice and guidance on minor health matters. Use it or lose it!

The British Medical Association and PSNC, the body that represents community pharmacies, have published [a guide to community pharmacy for GPs and their practice teams](#). Full engagement of community pharmacy in the work of PCNs will be easier to achieve where local GPs and their teams have a clear understanding of how community pharmacies operate and the support they provide to patients and the public.

The Forum Secretary, JB, informed the members that an example of services locally that a pharmacy can do are UTI's where, if suitably trained, can test a urine sample and dispense the required basic medications so saving visits to the GP. It was agreed that this type of services are not widely known /advertised, and it was agreed an action be raised to see what information is available and where the local services can be administered.

Finally, the same ebulletin had information on the frequently asked questions around the Primary Care Networks and this would be sent out with the Minutes.

8. Virgin Care

Nicola Harkness, NH, East Staffs CGG Managing Director, (South East Division), attended the East Staffs District Patient Engagement Group on 11th July to give the members an update regarding Virgin Care and the Improving Lives Contract. NH confirmed to the members that they, VC, had now given notice on withdrawing from the remaining part of the Improving Lives contract with the termination date of 31st March 2020. This follows on from VC giving notice in 2018 on termination from the Acute services part of the contract which has now taken place with all services involved being safely and securely transferred by the end of June 2019.

This second and thus full termination notice of the Improving Lives contract, concerns the Community and Voluntary Services that VC currently are responsible for.

Engagement has started to take place not only with VC but also GP's and Patients involved currently using the service, Throughout the termination period stringent quality checks will be undertaken on the VC service. This is to ensure the service provided is within the agreed contract and that the service is proficient, safe in particular reference to patient safety.

Going forward the CCG is drawing up the specifications etc for a new Community Service provider, "Under Contract Law" and the 2015 Regulations, the tender has to go out to the market and there can be no restrictions, (i.e. can't just go to a local provider or NHS provider).

9. Virtual Group Update.

There was nothing to report on the virtual group.

10. Quiz Night

The quiz night held in May was reported in the last Forum minutes. The next Quiz is on Friday 19th July and as agreed in May the Daisy Chain, (Teenage Cancer), would be the charity to benefit.

11. Any Other Business

The Secretary, JB, gave the details on why the last minutes were late. This was due to his wife having a major operation for bowel cancer. The reason for wanting to tell everyone was that this was detected by the bowel screening test that adults over 60 receive every two years. His wife wasn't going to take the test but did in the end and it is true to say it has saved her life. She was informed that if she had

left until 2 years later it could well have been an advanced stage 3 instead of stage 1. So, the message was if you get the screening test please act and do it. It may be unpleasant to carry out at the time, but it could save your life!! Finally, the whole service given from start to finish was 5* and PALS at the Derby Royal have been informed of this and to pass thanks to every member of staff concerned.

12. Date of the Next Meeting

The next meeting will take place on Wednesday 18th September 2019 at 1pm in the Village Hall, Monk Street, Tutbury. The meeting was then closed by the Chair, JG, who thanked all members for their support and contributions to the discussions.

