



**The Tutbury Practice Patient
Forum Minutes of the Meeting
Wednesday 13th March 2019
between 1pm and 3pm.
Meeting held in the Village Hall, Monk Street, Tutbury.**

Present.

Patient Representation: JG Co-Chair, JB Secretary, AT, BC, BW, EJ, FT, JJ, JS, MB, SB, FT

Pharmacy Representation: AL, Good Life Pharmacy, Hatton

Guest: LL, Chair Alrewas PPG

Speaker: Phil McComish, First Call Sales and Marketing Executive, Trent and Dove

1. Opening Remarks by JG Chair.

The meeting was opened by the Chair, JG, welcoming everybody present, including the newly elected Chair of the Alrewas PPG, LL.

2. Apologies for Absence.

Apologies had been received from:

Patient Representation: AG, CH, CHe, ED, JB, KW, RR Deputy Chair, RH, SAR, BR

Practice Representation: RB Practice Manager

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

3. Approval of the Minutes from the Meeting held on 16th January 2019.

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

4. Action Log Update

a. Letter to LN of Everyone Health

At the January meeting the speaker was LN from Everyone Health. During her talk LN mentioned the strictness of the contract, in that most of the services were restricted to the most deprived communities in Burton which meant that people in certain other places 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 Staffordshire County Council.

Action: The Secretary, JB, to write the letter on behalf of the Forum.

b. 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. Still awaiting feedback from NHS Property Services.

c. The Installation of a Bench outside the surgery.

Quote had been received and accepted by both the Forum members and NHS Property Services. Unfortunately, the person has now changed their mind, due to the paperwork and documentation required. The Secretary, JB, will approach Tutbury Fencelines.

Action: JB to approach DM of Tutbury Fencelines.

d. Presentation from Paul Winter, Deputy Director of Corporate Services and Governance East Staffordshire to the East Staffordshire District Patient Engagement Group.

Action: It was agreed that this presentation would be forwarded to Forum members with the draft January minutes. Completed

e. 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.

5. Practice Update, given by the Secretary, JB.

Practice Manager, RB, sent the follows:

Sincere apologies for not having representation at the meeting from anyone at the Practice. Today is half day training and this time allows us to carry out mandatory training for staff and meet as a group.

- **Patient Registered Numbers**

Our registered patient numbers are now standing at 7559.

- **Reception Vacancy**

We have recently advertised for a new part time receptionist to cover 25 hours, however, should we interview successfully, and we find two appropriate candidates we may look at employing both on less hours. Experienced GP receptionists are very hard to find, we had 8 applicants shortlisted to informal interviews, this reduced to 3 due to no shows with one applicant not wishing to pursue the vacancy.

- **On-line Appointments**

We shall shortly be looking at offering more bookable appointments on-line. We have to provide 25% of our bookable appointments on-line by July. Please let family and friends know who are registered with the Practice that on-line Services are available and to contact the surgery for more information.

- **Facebook**

We are still waiting for the provider to contact the Practice with regards to implementing the Face book page. The provider has visited local Practices so the page should look the same as all the other Practices within the locality.

The Secretary, JB, gave the Do Not Attend and Friends & Family Data for January and February 2019

- **Do Not Attends**

. These had shown significant increases based on previous. It was agreed to contact RB to see if there were any specific reasons for this. The data is still showing that approximately two thirds of do not attends are with nurses' appointments.

- **Friends and Family**

Since the inclusion of figures from the texting system the feedback continue to grow with a total of 460 responses received year to date of which 390 were extremely likely to recommend the Practice and 41 likely to recommend

6. 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.

The Secretary, JB, gave the following verbal feedback

- There hasn't been an East Staffs CCG Governing Body meeting since the last report so nothing to mention.
- The Patient Board met in February and March and both had full agendas. In February our speaker was Phil McComish, from First Call Trent and Dove. In March there was an update on The Sustainability and Transformation Plan which has been renamed in Staffordshire as "Together we are Better" A request will be made to come and speak to the District Group at a later date.
- The Patient Board receive and where needed, action, on Patient Stories, Virgin Care and feedback from both the East Staffs District Patient Engagement Group and Universities Hospitals of Derby and Burton
- There were also updates on the YMCA Night Shelter which has been running since 1st December 2018 and ends on 31st March 2019. This is the second year of operation and between 19-23 homeless people in Burton have used the shelter per night. The Patient Board have sent letters of thanks have been sent to those concerned in the running of this excellent and much needed project.
- The Board had an update on the Extended Access to Primary Care which started in September 2018.
- The Patient Board are to hold a workshop early April at the Burton Albion Community Trust based at Pirelli Stadium. This will also be attended by members of the Governing Body and will be focussed on the future of the Staffordshire CCG's.
- Concern still on the apparent lack of communication for the public from the University Hospitals of Derby and Burton and this is being taken up by members of the Patient Board who have written to the Chair of the Trust. New Governor elections due to be held in May.
- 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. The first evening meeting was held on a wet and cold February evening at Barton Community Fire Station and 18 people attended. Phil McComish from Trent and Dove attended the meeting and provided a presentation on their First Call service that was well received. Ian Wright of Healthwatch also attended and complimented the District

Group on its individuality. There was also new representation from Carlton Street Surgery and the new Chair of Trent Meadows Medical Practice PPG.

- **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.
3. Given presentations to Alrewas, Barton and Carlton Group PPG's
4. Sit on their appropriate PPG groups.
5. Sit on several other Health Related Organisations.
6. Certain members of the PB are members of the Burton Diabetes UK Group.
7. Attend the Health and Wellbeing Meeting organised by Everyone Active.
8. Involved in the recent YMCA Sleepover.
- 9 Became a Support Staffordshire "Connector"

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

The monthly e-bulletins have been circulated to all our members and the 2019 subscription has been paid. The 2019 NAPP Conference is at the Cheltenham Chase Hotel on Saturday June 15th. Topic is Celebrating General Practice and the cost is £75 per delegate, reduces to £60 if paid before April 20th

7. Virtual Group Update.

The Secretary, JB, indicated that 2 members had left the group due to leaving the area. There was nothing else to report on the virtual group.

8. Quiz Night

The quiz night held in January was the best supported to date. There were 80 plus people who took part and £265 was raised on the night. The next quiz night is on Friday 22nd March. After discussion it was agreed that ALL monies raised would go to ***The Tutbury Practice Patient Fund.***

As indicated by Dr Skinner in the last minutes the fund is as follows:

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.

The Secretary, JB, confirmed that anyone can give a contribution to the fund. All they have to do is to take the donation, cash or cheque, made out to The Tutbury Practice, and state it is a donation for: The Tutbury Practice Patient Fund

9. Presentation from Phil McComish, First Call Sales and Marketing Executive, Trent and Dove

The Secretary, JB, had met with PMcC and had arranged for him to come and talk on the services that the First Call service provides. PMcC had given the presentation to the Patient Board earlier in February and will be attending the District Group on 28th February.

PMcC thanked the members for giving him the opportunity to come and speak to the Group. After explaining his background PMcC described the system.

The First Call service used to be financed by a grant from Staffordshire County Council and was strictly for residents in East Staffordshire only. Unfortunately, the Council has not renewed the grant.

Instead of scaling back or removing the service the First Call service is in the process of rebranding and expanding in order to fill the gap left from having the grant removed. This means they now can operate in a wider area which includes South Derbyshire. It should be pointed out that First Call is a registered charity and run as a non-for-profit business. To ensure that do not expand too quickly they have set a 30mins response time to a call from their offices based next to Aldi in Burton on Trent.

There are other similar systems in the market place but the First Call service are the only ones that provide their own mobile responders to the call. Other providers either ring the key holders or the Ambulance Service.

PMcC went through the various plans available. These cover the basic pendant and box which can be expanded upon to include smoke and carbon monoxide detectors, Bed sensors, door sensors, GPS tracker systems with 2way speech facilities, Epilepsy motion detectors etc. The way the systems work is that if someone activates their alarm it is shown in the Trent and Dove call centre.

They relay the information to their mobile responders who go out to the person to investigate and take the necessary action. On average they respond within 14mins. The service operates 24/7, 365 days a year. In addition, someone visits the home to check the system on a monthly basis.

As regards costs associated with the service these again have been restructured. In the past the basic system which includes the call centre, responders and monthly visit was approx. £1 per day. There are other large organisations, some having major sales in Europe, that charge only £4 per week. Regardless, as mentioned previously, they do not have responders and only notify family, or call out the ambulance service, people just notice it is a cheaper service.

This led to PMcC to look at reducing costs and now the basic service is £3.85 per week moving up to the gold service, includes 3 additional services such as smoke alarm, CO monitor, bed sensor etc.

In addition, they have been working with the discharge lounge based at Queens Hospital. There they now offer those leaving hospital the basic package free for 6 weeks then either £3.85 a week or higher if additional services added. This offer since Sept 2018 has been given to 80 patients with 87% carrying the service on after the 6 weeks. They are offering the same to anyone and wish to promote the service through GP's. Peel Croft are working with them.

In addition, they have teamed up with Mediquip who can supply a high-quality key safe and fitting within 48hours for a total of £60!! This key safe has police approval.

PMcC gave some further facts on the service

- Have 2000 people within the area using the system.
- Responders have gone to homes where people have fallen, on average 100 times per month.
- No Contract.
- Payment is every 4 weeks.
- Working with Peel Croft Surgery in Burton. Reaction with other surgeries is mixed.
- On May 24th First Call are holding an attend at the HQ site in Burton as part of Dementia Week. There will be information on the First Call service, other stallholders and most importantly the chance to go onto the Dementia Virtual Reality Bus. This is the closest a person can get to experiencing what a person with dementia experiences every day. The event is free to attend and runs from 10am to 4pm.

There were discussions on what PMc had spoken about and various questions

two of which were;

- Can you use whilst in a shower? Yes, you can but not in a bath as not completely waterproof.
- I know a lady with dementia. Can the appropriate system enter a pre-recorded message from a family member? Yes, and the system has a memo minder. The First Call leaflets were distributed around the room. The Secretary, JB, mentioned that in terms of GP's they can't be seen as promoting one business over another and that maybe the reason for the rebuff from some. If they are a registered charity it would be better to have this shown on the leaflet. JB had checked with the surgery and they have no issue with leaflets left in the waiting room and he had already put some next to the Forum noticeboard. A request was made for further leaflets plus showing the charity number on them.

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

10. Any Other Business

- Patient Participation Group (PPG) - Self-Assessment Tool

The Secretary, JB, wanted to raise this topic that had been discussed and agreed upon at the District Group in February 2019

The tool has already been used by other areas within Staffordshire and Laura Bird, Primary Care Development Manager, wished to include the PPG's in East Staffs in the work.

This self-assessment tool aims to help a PPG to think about their strengths, any areas they would like to improve and opportunities for the future. The tool can also be used by the GP Practice. The CCG will use the results of the feedback to understand any support or resources that may be helpful and promote the fantastic work being undertaken by PPGs. PPGs can also share their results with their GP Practice. In terms of the District Group the members agreed it to be a good idea and are to discuss the questions at their next PPG meetings and complete either on behalf of the PPG, or as a member of that PPG before and send back to either the contact shown on the form or bring the completed forms or email to the District Vice Chair, JB, who will forward to Laura Bird. All completed questionnaires have to be submitted by 31st May 2019.

A copy of the questionnaire was shown to the members present who thought it to be a good idea.

The Secretary, JB, will forward to all members with a request to return for the next meeting which is on 22nd May 2019.

11.Date of the Next Meeting

The next meeting will take place on Wednesday 22nd May 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.

