



**The Tutbury Practice Patient Forum Minutes of the Meeting  
Wednesday 20<sup>th</sup> November 2019 between 1pm and 3pm.  
Meeting held in the Village Hall, Monk Street, Tutbury.**

**Present.**

**Patient Representation:** JG Chair, JB Secretary, BC, EJ, JJ, SB, JW

**Practice Representation:** RB, Practice Manager

**Guest Speaker:** Emma Keeling, East Staffs CCG Commissioning Manager, South East Division. Presentation on Cancer Awareness, (2.30pm).

**1. Opening Remarks by JG Chair.**

The meeting was opened by the Chair, JG, welcoming everybody present, including a new member JW.

**2. Apologies for Absence.**

Apologies had been received from:

**Patient Representation:** RR Vice Chair, AG, BC, CH, DM, FT, JS, MB, RR, RH, SAR

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

**3. Approval of the Minutes from the Meeting held on 18<sup>th</sup> September 2019.**

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

#### 4. Matters Arising from the Minutes of 18<sup>th</sup> September 2019

##### (i). **Accu R X**

The new text messaging system to text patient's results. If a patient has signed up to receive text messaging, then when the results become available the patient will **only** be informed if they need to make an appointment to discuss the results with a GP. The members queried whether a patient would still phone up to ensure themselves, hence defeating the objective?

RB said that may well be true however the aim was to try and reduce the telephone calls to the surgery. RB then gave out the following numbers of telephone calls that have both come in and gone out during the past 3months.

September	16,000
October	19,000
November up to the 20 <sup>th</sup>	21,000

##### (ii) **Flu Vaccinations**

BC indicated his appointment had to be cancelled as the vaccines hadn't arrived as expected. However, the pharmacy had the vaccines, so he had it with them. He wanted to know if the Pharmacy informs the Surgery that this has taken place, so it shows on his medical records and he doesn't have a text saying not had the flu jab and appointment needed. RB said the Pharmacy does inform them and is entered onto the patients record. JW indicated this can be checked by a patient if signed up to the on-line service.

EJ wished to compliment the Surgery and staff for the way the vaccinations had been administered.

#### 5. Action Log Update

##### (i). **Update on possible siting of a cycle rack**

The racks will be fitted when the bench is installed. This would have taken place the previous week but had to be cancelled due to the horrendous weather. Planned to be done w/c 9<sup>th</sup> December.

##### (ii). **The Installation of a Bench outside the surgery.**

As with the cycle racks the bad weather had stopped the planned installation. This to take place w/c 9<sup>th</sup> December, (Concrete pad laid 7<sup>th</sup> December)

##### (iii). **Possibility of Defibrillators being put on Google Maps**

The Secretary, JB, has tried every avenue, including writing to Google Maps, without any success. It was agreed by the members present that the action would be closed for the time being.

## **6. Practice Update.**

The Practice Manager, RB, gave the following update;

### **(i). Patient Registered Numbers**

Our registered patient numbers are now standing at 7810 as of 19<sup>th</sup> November compared to 7713 1<sup>st</sup> September 2019. In November there have been 30 patients coming to register with the Practice from Trent Meadows and these registrations are being shared between both Tutbury and Dove River.

Currently in discussions with Eleanor Wood, Senior Primary Care Manager regarding a possibility of having to cap the numbers as no room now exists. In addition, looking at the possibility of changing the room used by podiatry services into a GP consulting room.

### **(ii). Staffing Levels**

Due to the patient number increase and to cover every available clinic, for when GP's would not be available due to;

- Holidays booked
- Study Leave
- Sickness

the Practice is employing the use of available qualified locums.

A question was asked why not change Friday afternoons from emergency appointments only to a normal clinic?

RB responded that if this was done then the half day would have to be at some other time in the week as GP's are only allowed to do a maximum number of hours clinic time. Other areas of staffing include;

- The Phlebotomist is back on a phased duty after having major surgery but has a further operation planned for the New Year. Caroline Free, a retired District Nurse, is helping out wherever possible, 2 days a week for 4 weeks so looking for a locum to carry out the normal hours, (Mornings 5 days a week).
- Receptionist Staffing. Laura now started her maternity leave, Paula and Caroline off ill but Sarah back from maternity leave.
- A new self-employed Clinical Pharmacist starts in January initially for 1 day per week. The aim will be to look after the medication reviews for long term conditions etc. She also has Diabetes qualifications.

### **(iii). Flu Clinics**

All clinics went extremely well and again used the booking system as in the past. Apart from clinics on a Saturday they were also held on weekdays. The clinics were set to run as separate clinic times for under 65's and over 65's. Struggling to get the nasal vaccine for the younger children, but clinics held as stocks are received.

### **(iv). Do Not Attends**

The Secretary, JB, had the data for September and October and informed the members of the results which again were higher than 2018.

**(v). Friends and Family, Figures January – October 2019**

Extremely Likely	2003
Likely	186
Neither likely / unlikely	39
Unlikely	24
Extremely unlikely	66
Don't Know	9
<b>Total</b>	<b>2327</b>

**(vi)** RB wished to send all the Forum membership happy festive greetings from all at the Practice and thanks for their support throughout 2019.

**7. Feedback from East Staffordshire CCG Governing Body, East Staffordshire CCG Patient Board and the East Staffordshire District Patient Engagement Group, and Virgin Care**

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). Patient Board and District Group**

The Patient Board met 2 days ago and as usual had a full Agenda. Jim Murray, Chief Nurse UHDB Burton has a slot on the Agenda enabling the members to be kept updated on what is going on within the Trust. It also gives an opportunity to raise questions on various issues.

- Update was given on the new building being constructed at the Treatment Centre. Main use is for orthopaedics.
- It was confirmed that the Breast Clinic at Queens does have subsidence and will be moving to the top floor of the new building at the Treatment Centre. This will take place during 2020. Car parking in that area is also being looked at.
- 3 members of the District Group attended the Primary Care Commissioning Committee meeting held at the Holiday Inn in October. This is a meeting that is held in public but is not a public meeting.

It was a very informative especially as the topic of surgery hours etc was discussed. At future meetings the public present will have the opportunity to ask questions at the end of the meeting. The questions have to refer to the Agenda and discussions taken place at that time.

- Red Bag Scheme. The District Group Chair informed the members that at long last they had acquired the red bags and necessary paperwork / presentation pack. The next aim is to now sort out the care homes that still require red bags, which District Group members were willing to volunteer for the training and distribution of the bags to the 12 homes on the list.

After brief discussions 6 members of the District Group put their names forward

for the project and they will be contacted at a later date by the District Chair and Vice Chair.

**(ii). Virgin Care**

As mentioned in July 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. Currently work is ongoing to find a replacement supplier for the community services which will run for 12 months from 1<sup>st</sup> April 2020. The result of the tendering will be known around 16<sup>th</sup> December 2019 giving 3 months for the handover of the services.

**(ii). National Association for Patient Participation, (NAPP)**

The monthly e-bulletins have been circulated to all our members. The Chair, JG, brought to the attention of the members present the following interesting articles from the October bulletin;

- **Transport Results of a survey carried out by Healthwatch.**

*Between March and May this year, the Healthwatch network carried out a nationwide conversation asking communities how they want the NHS to improve locally, engaging with over 30,000 people across the country.*

*We found that travel was a key issue, with nine out of 10 people telling us that convenient ways of getting to and from health services is important to them.*

*Indeed, people put transport above other things, such as choice over where to be treated and improving digital access to services.*

*In two-thirds of the country, communities told us they wanted more focus in local plans on improving transport links between health and care services.*

The following link will take you to the report

<https://www.healthwatch.co.uk/news/2019-10-02/more-focus-needed-how-people-travel-and-nhs-services>

- **Report by Parkinson's UK highlights problems that inpatients with Parkinson's disease can face receiving their medication.**

*(i). The report sets out recommendations that hospitals should implement to improve medication management. The majority of hospitals just don't comprehend the urgency of getting medication on time, **every time**. Findings include:*

*(ii). Nearly two-thirds of people who have Parkinson's don't always get their medication on time in hospital;*

*(iii). More than three-quarters of people with Parkinson's who were asked reported that their health deteriorated as a result of poor medication management in*

*hospital;*

*(iv). Only 21 per cent of respondents said they got their medication on time without having to remind hospital staff.*

The full details and information on how you can take part in an on-line petition can be found on the following website;

<https://www.parkinsons.org.uk/news/sign-our-petition-help-people-parkinsons-hospital-get-their-medication-time>

## **8. Virtual Group Update.**

Whilst carrying out the recent patient survey there was the opportunity for people to sign up to join the Patient Forum. This was very successful with 34 people signing up. The age range of these new members are from 16 -75+ and although the majority have signed up to the virtual group there are those who will try and get to the meetings.

## **9. Quiz Night and Dates for 2020**

There were 2 quiz night held since the last meeting, one on 18<sup>th</sup> October and one recently on 8th November. The one in November was the best attended ever with 90 people taking part and a total of £323.40 being raised. This will go towards the repair of the clock that is on the waiting room wall. Throughout 2019 the quizzes have raised £1543.40.

The quiz dates for 2020 has been agreed by The Tutbury Club and will be held on;

Friday 31st January

Friday 20th March

Friday 15th May

Friday 17th July

Friday 11th September

Friday 13th November

A letter of thanks is being sent to the Tutbury Club for allowing us to hold these quizzes on their premises.

## **10. Any Other Business**

### **(i). Patient Survey**

The Secretary, JB, gave a presentation on the analysis to date from the recent Patient Survey. In terms of people taking part it was the best the Forum have achieved with 541 patients completing the survey. In addition, 74 patients signed up for the appointment reminder text service and 34 joined the Patient Forum. The comments from patients has still to be written up then the draft report will be sent to Practice with a request to meet with them, early 2020. to go through the findings. Meanwhile the draft report will be circulated to all

Forum members and a copy placed within the waiting room.

**(ii). Forum Meeting Dates 2020**

The Secretary, JB, had discussed the availability of the Hall for 2020 and the following dates have been booked for the Patient Forum Meetings

Wednesday January 15th 1pm – 3pm

Wednesday March 11th 1pm – 3pm

Wednesday May 20th 1pm – 3pm

Wednesday June 24th 6.30pm- 8.30pm

Wednesday July 15th 1pm – 3pm

Wednesday September 16th 1pm – 3pm

Wednesday November 18th 1pm – 3pm

The meetings are held in the Village Hall, Monk Street, Tutbury

The meeting in June is in the evening in order to give members of the virtual group the opportunity to attend.

**(iii). Forum AGM and Election of Officers January 2020**

Under the Constitution, the Forum Officers are elected each year at the AGM which is held prior to the January meeting. The nomination forms will be sent out to the membership and will also be available inside the rack at the side of the Forum noticeboard, situated within the foyer entrance to the Health Centre.

**11.Presentation on Cancer Awareness by Emma Keeling, East Staffs CCG  
Commissioning Manager, South East Division**

Unfortunately, EK had been delayed by the over running of a meeting in Stoke and had sent her apologies during the meeting. EK would like to attend the January 2020 meeting to give the members an update on the work that is taking place.

**12.Date of the Next Meeting**

The next meeting will take place on Wednesday 15th January 2020 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 throughout 2019 and contributions to the discussions at the meetings. In addition, best wishes were given to all the Forum members, their families, friends and all GP'S and staff at the Tutbury Practice for the coming Festive Season. The meeting was then closed.

