



Tutbury Practice Patient Forum Newsletter December 2020

Well, here we are almost at the end of a year no one could have imagined we would have been facing when it started way back in January. The COVID-19 pandemic has changed the way we run our lives in many ways. We have gone through 2 full lock downs, introduction of the tiers systems placing restrictions on our daily lives, and now today changes in the arrangements for Christmas.

However, these disruptions pale into significance when we know people who have faced the hospitalisation of loved ones and in too many cases had to face losing those same people. There is also the cumulative effect of cancelled appointments, treatments for many illnesses and the ever-increasing mental health concerns.

Throughout all of this we do have to praise the dedication and hard work our medical profession in facing this day in day out and striving to keep us as safe as possible under unimaginable stress. Praise also goes to the countless number of volunteers within our communities, delivery drivers, community services, and other essential services for the work they have done and are doing to assist in every way possible within our communities.

Last week we started what will be the biggest vaccination programme in our history and it was emotional to see those first people coming along to the Pirelli stadium to receive their first vaccine dose. There is hopefully now a glimmer of light but being realistic it is going to take many weeks and months of administering the vaccines before we will be on top of this pandemic.

During this time, as difficult it is, we all must try to play our part to keep the spread of infections down to a minimum by following the rules that are in place. Yes, it is going to be hard and frustrating but, by all working together the faster we will come out the other side and start to rebuild our lives.

So, what can we the patients of the Tutbury Practice and members of the Patient Forum do to assist in this:

- The surgery has 6 phone lines and as some people will know the system operates a queuing system that tells you your position within the queue. However, on certain occasions, there will be delays in answering as the same lines are used by the GP's and Nurses when calling back patients hence it may

seem no one is answering your call. Please bear with them when these situations arise.

- If you have an appointment or need to visit the surgery to see a GP or nurse patients are asked that they continue to use the buzzer located on the left - hand side of the door to speak to a member of the team. If you are not answered immediately it means that the team member manning the front desk at that time may be busy on the telephone or dealing with an urgent situation. We ask that you bear with them, they will answer but it might not be immediately.
- The same procedure applies if you are visiting the surgery to receive treatment from one of the community services such as podiatry or physiotherapy. The receptionist will take your details and inform the relevant person that you are waiting. That person is responsible to come and collect you and ask the standard COVID-19 questions. You will have to wait outside the building until collected as the limited seats inside are for patients with GP and nurse appointments.

We appreciate that having to wait outside the building can be frustrating, especially bearing in mind we are in the winter season. Please come suitably dressed and try not to allow the frustration to be taken out on the receptionists. They are only following the strict guidelines that have been put in place to protect both you and the GP's, nurses and staff. A surgery is a place where infections can spread and with now learning about the new COVID-19 strain extreme care must be taken.

What we have been doing?

a. Communication.

As mentioned in our August 2020 newsletter we have been in contact with the surgery and other outside organisations to ensure we get out the appropriate messages to our members and the wider community. When the UK is in a total lockdown scenario, as we were the at the beginning and then again between the 5th November and the 2nd December, the NHS was again at its highest level possible, Level 4. This meant that any messages had to either come from the control centre of NHS England or be approved beforehand by NHS England. Although we are now at a Tier 3, communication can still be difficult, but we have endeavoured to keep people updated on a wide range of health-related topics.

b. Virtual Forum Meetings

The virtual Patient Forum meetings have continued with further meetings held in September and November. These have been attended by Rachael Brown, Practice Manager, Senior Nurse Cindy Arnold along with Zoe the receptionist in September and Dr Skinner in November. We have also had external speakers to give presentations the last one being Keri Lawrence from Burton Mind who spoke on COVID-19 and Anxiety.

The Practice staff were able to give a valuable update on the changes COVID has meant to the running of the surgery and the way services had been affected. In November, a presentation was given to show the comparison of services April – September 2019 to the same period in 2020. It was good to see that by end September the GP appointments with patients was virtually at the same levels although the method of the appointment may not have been face to face.

c. Seasonal Influenza Vaccinations

The first wave of the flu vaccinations for those aged 65 and above took place throughout September and October. These were successful, and the arrangements incorporated were very well received by the patients who attended. The surgery is now currently giving the vaccine to the over 50's.

d. Forum Meeting Dates 2021

For the foreseeable future Forum meetings will continue to be held virtually via zoom. The dates for 2021 have been agreed and these are:

Wednesday	January 13th	6.30pm – 8.30pm
Wednesday	March 10 th	6.30pm – 8.30pm
Wednesday	May 19 th	6.30pm – 8.30pm
Wednesday	July 14 th	6.30pm – 8.30pm
Wednesday	September 15 th	6.30pm – 8.30pm
Wednesday	November 17 th	6.30pm – 8.30pm

The meetings are for any patient registered with the Tutbury Practice and an invitation goes out to all the Forum members who are registered. If anyone else would like to take part, please notify the undersigned and an invitation will be sent out to you. For those who do not have the means of taking part please send the undersigned any questions you would like to have raised and we will endeavour to get any responses back out to you after the meeting.

The first meeting on 13th January starts with the Forum AGM and Election of Officers to serve throughout 2021. The positions are for Chair, Deputy Chair and Secretary. Anyone who is a patient of the Tutbury Practice can put their name forward for election. The relevant information and forms are attached to this newsletter.

e. Forum Quiz Nights

Due to COVID-19 we have been unable to hold any quiz nights since the one held in January 2020. Unfortunately, the same situation will be for the first few months of 2021. The quiz nights were not only highly enjoyable social events but also the major source of funding for the Forum. Alternative funding streams are currently being looked at.

f. National Association for Patient Participation

We are members of The National Association for Patient Participation, NAPP, and distribute their monthly bulletins. NAPP was established in 1978 and is uniquely placed as the only UK umbrella organisation for patient-led groups in general practice. They also provide essential support to GPs and practice teams through a comprehensive range of evidence-based high quality specialist resources developed from over thirty years' experience and the formation of hundreds of Patient Participation Groups.

g. COVID-19 Vaccines

At the November Forum meeting there were discussions on the various vaccines currently looking positive against COVID. Currently, only the Pfizer one is available with the UK being the first to roll it out. Unfortunately, due to the required storage conditions for this vaccine, (-70 degrees before use), vaccination at GP Surgeries is not possible and hence will be given in hospitals and community approved vaccination centres. Burton Albion, Pirelli Stadium, is the one proposed for East Staffordshire.

If /when the Oxford vaccine is approved and becomes available, the situation will improve as it can be stored within a surgery fridge and hence administered via local surgeries. The US vaccine would not be available into Spring 2021.

The Pfizer vaccine is stored in batches of 975 which when taken out of storage must be administered within 5 days or thrown away. It also needs to be mixed prior to its use. It was agreed that vaccination is the only way out of this pandemic, and it will take many months to administer. Patient priority could also be an issue as consideration must be given not only to front line staff, care homes and people over 80, but there are elderly vulnerable housebound patients within the community and high-risk vulnerable patients in the lower age ranges, 50-65, than those of the 80+ range. In East Staffordshire, the Primary Care Network, PCN, has been designated the central organisers to roll-out the programme.

h. NHS England and NHS Improvement

The following video has been released by NHS England and NHS Improvement

<http://youtu.be/gXHPWbEmp5s>

“The way you access your GP is changing to ensure you get the best possible care safely and quickly. We only want people to attend the practice when they need to, in order to keep you and our staff safe from Coronavirus. This video explains how you can contact your GP practice and the different ways care will be delivered to keep you safe. Your general practice is here for you. Help us help you. For more information visit <https://www.nhs.uk/health-at-home/>.”

The above YouTube link has already been sent to those patients who are registered with the Practice text messaging service. If you wish to sign up to this service, please contact the Surgery direct.

Wider Communication

The Forum membership is fortunate in having members who sit on the East Staffs District Patient Engagement Group, (ESDPEG), East and South East Staffs Clinical Commissioning Group Patient Board, (ESECCGPB), East Staffs and Surrounds Diabetes UK Patient Network as well as other health related organisations. The Forum are also members of Support Staffordshire.

Through these organisations we have been able to seek information regarding the COVID situation and effect on patient health services.

In addition, we have been able to pass on the patients' views, thoughts, concerns, and comments. This has enabled the patient to have a voice at these levels.

Finally, to all our Tutbury Practice GP's, Nurses, All Staff, Patients, their family and friends we thank you for your support throughout this difficult year and to take this opportunity to wish you all a Happy, if somewhat restricted, Christmas

Keep Safe, Keep Well

John Bridges

Secretary Tutbury Practice Patient Forum

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The Tutbury Practice Patient Forum

Meeting Wednesday 13th January 2021

Election of Tutbury Practice Patient Forum election of the officers for 2021. Due to take place on Wednesday January 13th, 2021

Presently the positions are held by:

Mrs Jayne Gormley	Chair
Mrs Rita Ross	Deputy Chair
Mr John Bridges	Secretary

Under the Clause 5 of the current Constitution the above positions must be appointed annually by the Group at the first meeting of the year. To ensure that the correct democratic process is followed any member who wishes to be considered, for either of the above positions, is requested to complete the attached nomination form and return to the current Secretary by Monday 11th January 2021 so that all names can be put forward for election at the meeting.

John Bridges
Secretary
Tutbury Practice Patient Forum

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Tutbury Practice Patient Forum

Election of Tutbury Practice Patient Forum election of the officers for 2021.
Due to take place on Wednesday January 13th, 2020

Nomination Form

I _____ wish to stand for election to the position of

Chair /Deputy Chair / Secretary (Please delete those not applicable)

Signed _____

I _____ wish to second the above person to stand for
election to the position of

Chair / Deputy Chair / Secretary (Please delete those not applicable)

Signed _____

Date _____

We confirm that we are patients registered at the Tutbury Practice

Please return to the current Secretary by Monday January 11th, 2021.

John Bridges

Secretary

Tutbury Practice Patient Forum

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