



**The Tutbury Practice Patient Forum Minutes of the Meeting
Wednesday 15th January 2020 between 1pm and 3pm.
Meeting held in the Village Hall, Monk Street, Tutbury.**

Present.

Patient Representation: JG Chair, JB Secretary, AG, AT, BC, BW, CH, EJ, ED, JJ, RH, SB, N, JW

Practice Representation: RB, Practice Manager, from 2pm

Pharmacy Representation: KMcC, Dean and Smedley

1. Introduction and Welcome.

The meeting was opened by the Chair, JG, welcoming everybody present. The initial part of the meeting was the AGM and election of the Forum officers to serve throughout 2020.

2. Look Back at 2019

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

(The full presentation can be found under Attachment (i) of these minutes).

In addition to the above a presentation was given on the Forum finances as at 31st December 2019. Due to the confidential nature of this presentation it does not appear in the minutes. The members were in full agreement that the Chair, JG, could sign the finances as a true and correct record of income and expenditure. JG wished to thank all those members present for their input and hard work throughout 2019 and for the support shown to both her, the Deputy Chair and the Secretary. This was also echoed by the Secretary JB.

3. Election of Forum Officers for 2020.

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 as well as being posted on the Forum noticeboard at the outside entrance to the waiting room.

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
Deputy Chair: Rita Ross, RR
Secretary: John Bridges, JB

JG, 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 2020

Currently the District Groups Chair and Vice Chair are Forum members, (SAR and JB). At last year's Patient Forum 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 2020. 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: RR Deputy Chair, FT, JS, MB.
Pharmacies Representation: LF, Good Life Pharmacy
JW, Dean & Smedley Pharmacy

5. Approval of the Minutes from the Meeting held on 20th November 2019.

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

6. Action Log Update

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

The racks have now been fitted. **Action closed**

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

As with the cycle racks the bad weather had stopped the planned installation. The bench has now been installed. Positive comments been posted on “Spotted in Tutbury” website. **Action closed**

The members agreed that a plaque should be fitted on the bench. The Secretary, JB, will make the necessary arrangements. **Action JB**

(iii). Repair of the clock within the waiting room.

The Secretary, JB, informed the members present that he had recently spoken to someone who was happy to come and give an estimate for repair. Date as yet to be arranged. **Action ongoing.**

(iv). Website for the Patient Forum.

Currently the Patient Forum is part of the Tutbury Practice website and can only be updated by the Practice staff. This has meant that currently the information on it is out of date. The Secretary, JB, had spoken to both the Chair and Vice Chair on the Forum having its own independent website and had looked into the associated costs. The person who acts as our quiz master does this and his quote was very competitive. The Chair and Vice Chair had agreed this was the next logical step forward for the Patient Forum and the finances / quiz donations could support this. The members were in full agreement and work had started. The website address will be:

www.thetppf.org

The ongoing cost is approx. £100 per year starting January 2021. This is an exciting development and to our knowledge the Patient Forum will be the first Patient Group in East Staffs to have its own website. The members congratulated the elected officers for setting this up. **Action ongoing.**

(v). Patient Survey

The draft survey to be sent to the Forum membership. **Action completed /closed.**

7. Practice Update.

The Practice Manager, RB, gave the following update:

(i). Patient Registered Numbers

Our registered patient numbers have increased from 7810 at 1st November 2019, to 7898 as at 1st January 2020 an increase of 88 over the last two months.

We are still experiencing a very high demand for our services and will always try to accommodate patients as best we can however please bear with us. Staff have experienced frustrated and abusive patients over the last few weeks, but we do try and help wherever possible.

(ii). Phlebotomy Service

Our phlebotomist has now returned to work on phased return, appointments may be limited, and we may ask those patients who can get to the hospital to attend there for blood tests leaving our appointments free for those less able to travel. We hope that normal service will be resumed shortly but thank everyone for their patience and understanding.

(iii). Clinical Pharmacist

Our new clinical pharmacist, Judith Atherton, has now started at the Practice.

Primarily she will be seeing patients for medication reviews and those patients who are newly registered with the Practice and are taking multiple medications.

JA will be working on a Monday.

AG asked if JA will be doing the medicines use review currently undertaken by the Pharmacist? Not entirely due to the numbers involved.

(iv). Staff

We have recently interviewed for an additional receptionist. Interviews went well and we hope to appoint over the next week or so.

(v). Medication Shortages

We have over recent weeks been inundated with Medication Short Supply notices – These are e-mail notifications that inform us that some medications are either in short supply or not available for the foreseeable future. When we receive these notifications, it is necessary to look for alternative medications that we can prescribe. The Pharmacy may query medications that have been prescribed by the GP or ask us for an alternative, if this is the case and you do not receive your medication when you expect to, it may be due to the Pharmacy asking us for an appropriate alternative. We try to deal with these queries in a timely manner however this may take longer than patients are used to.

The shortage was also confirmed by KMcC, Dean and Smedley.

The Secretary, JB, indicated that with the introduction of additional pharmacy services there could be a delay in people receiving their prescription when going into a pharmacy. The reason for this is that the prescription may have been prepared but was waiting sign off by the pharmacist who maybe in the consulting room with a patient. Whilst some pharmacies may well have additional staff who can sign off the prescription others may not / going through training people so resulting in a delay. It was hoped patients would understand this.

(vii) Telephone Calls

Over the last 2 months the number of incoming and outgoing calls had totalled 48,000! Discussion over the main reasons for this, (eg ringing for test results, appts etc). EJ asked what the system regarding test results was, from coming into the surgery, how allocated GP or not, need to contact a patient or not. RB explained the system. It was agreed that it would be useful to have a diagram on the pathway.

(vi). Thanks

- Thank you to all our patients for the wonderful biscuits, chocolates and gifts we received for Christmas, your kindness is very much appreciated.
- Thank you to the Secretary, JB, for putting together the Patient Forum Survey, we hope to meet with representatives from the Patient Forum in February.

Wish all members of the Patient Forum and our Patients a Happy and Healthy New Year.

(vii). Do Not Attends

The Secretary, JB, had the data for November and December and had presented the information during the AGM section of the meeting. This will be sent to RB. The overall results were higher than 2018 but the technical issues with the NHS could well have affected the accuracy of the results.

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

As above the Secretary, JB, had presented all the information during the AGM. This will be sent to RB.

8. 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). The East Staffordshire CCG Governing Body.

The six Governing Bodies across Staffordshire and Stoke-on-Trent have agreed to meet in common in order to make strategic decisions that affect the whole population. The locations of these meetings have been spread across the county in order to offer access for everyone interested in attending. The meetings held in public will be alternated with confidential and Organisational Development meetings for Governing Body members to more effectively understand and work towards meeting patient needs in a rapidly changing landscape.

The next meeting will be at the Pavilion, Branston Golf Club on the 30th January, between 1.30pm and 4pm. This is the first meeting, apart from the AGM, held in

Burton since January 2019. Full details will be sent to the Forum membership.
Action: The Secretary, JB, to forward the necessary information on the above.

Action completed

(ii). Patient Board

The Patient Board met the previous day and as usual had a full Agenda.

JB was re-elected to serve as the Vice Chair for 2020. The Chair, CR, who also sits as Patient Lay Member on the East Staffs CCG Governing Body, will be stepping down during February. This is so he can give more time to his hobby, butterflies. CR has been a pillar of strength for the Patient Board and for his representation of communities within East Staffordshire. His successor will be known in February. Attached to these minutes is the Patient Board report for Sept – Dec 2019 which gives full details on the work carried out by the Patient Board and District Group during that time, Attachment (ii).

(iii). District Group

The meeting does not take place until the following day, 16th January. This is also the AGM followed by the election of the officers to serve during 2020. Full details on the 2019 activities of the District Group can be found in attachment (iii) of these minutes.

(ii). Virgin Care, (VC).

As mentioned in at the last meeting VC, had now given notice on withdrawing from the remaining part of the Improving Lives contract with the termination date of 31st March 2020. The new contract for the community services, which will run for 12months from 1st April 2020, is the Midlands Partnership Foundation Trust, (MPFT), which is part of the NHS. The two organisations are working closely together over the next 3 months as part of the handover of the services.

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

The monthly e-bulletins have been circulated to all our members. The 2020 membership fee has been paid and the Secretary, JB, is awaiting the certificate.

9. Virtual Group Update.

No further update since the last meeting.

10. Quiz Night and Dates for 2020

There have been no further quiz nights since the one in November. Throughout 2019 the monies raised totalled £1543.40 giving a grand total of £7571.26 since the start of these quiz nights

The quiz dates for 2020 have 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.

11. Aims and Objectives of the Forum for 2020

The following were discussed as aims and objectives:

- Continue to have a good relationship with the Practice.
- Continue with the quiz nights.
- Have speaker. Suggestions were
 - a. Grice's Funeral Directors.
 - b. U3A.
 - c. Emma Keeling on the East Staffs CCG Cancer work.
- Support the Practice with the Carers Event.
- Complete and maintain the Forum website.
- Work with the Practice to promote the online services and reduction of the Do Not Attend figures.
- Ensure the Patients and the wider community is kept updated on all the wider health decisions that affect everyone.
- Produce minimum of 2 newsletters.
- Set up a small committee of members to assist the Forum officers as and when necessary.
- Set up a Bereavement Help Point.

12. Date of the Next Meeting

The next meeting will take place on Wednesday 11th March 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 contributions to the discussions at the meeting. The meeting was then closed.



Tutbury Practice Patient Forum

Information on 2019

SPEAKERS WHO HAVE GIVEN PRESENTATIONS AT THE 2019 FORUM MEETINGS

January

- Louise Needham, Community Engagement Network Lead for Everyone Health.

March

- Phil McCormish, First Call Sales and Marketing Executive, Trent and Dove.

May

- Ian Leech, Community Engagement and Supportive Care Manager, St Giles Hospice Care.

September

- Judith Parry, Paces of Welcome Facilitator and Toolbox.
- Clare Deardon, Medicines Optimisation Manager, Staffs and Stoke CCG's

November

- Presentation by the Forum Secretary, JB, on the Patient Survey.

Our Aims and Objectives for 2019

In January 2019 we set several aims and objectives for the year. These are shown below with details on what we achieved by the year end.

- **Continue to improve relationships with the Practice.**
Continuous.
- **Complete the installation of a bench for people outside the Health Centre.**
Completed along with 2 bicycle brackets for Patients to use
- **Continue the quiz nights.**
Most successful year so far raising £1543.40. Since starting the quizzes mid 2012 the monies raised stands at £7571.25. All dates sorted for 2020.
- **Support the Practice with the Carers Event in June.**
Completed. Very successful. Congratulations again to Zoe
- **Hold a 5th Health Event at deferrers for Year 10 students.**
Unfortunately the Academy cancelled the event for a second time. This was due to take place in July 2019. This has meant that the 2018/19 year 10 intake have missed out.

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Our Aims and Objectives for 2019, (Cont'd)

- **Ensure all our patients and the wider community are kept updated on Health decisions that affect us.**
Constant updating including East Staffs CCG, Virgin Care Improving Lives, University Hospitals of Derby and Burton and Together We Are Better and all other health related matters.
- **Promote the use of Patient on Line.**
Ongoing
- **Continue to work with the Practice to reduce the do not attend figures.**
Figures are slightly higher than 2018. However, issues with the NHS computer systems have had a detrimental effect. Presentation being given at AGM.
- **Ensure Forum input on the Practice website is up to date.**
Unfortunately, due to time pressures, this has meant the website is "behind". Work currently ongoing for the Forum to have its own website with a link to the Practice website.
- **Carry out a Patient Survey.**
This was carried out late October / early November. In terms of people taking part, 541, it was by far the best survey we had undertaken. All the information gathered has now been written up. The members and the Practice have received the draft report and a meeting will be held February 2020 to go through the findings. Meanwhile, the draft report to date will be placed into the waiting room for people to review.

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Additional Achievement

- In May 2019 the Forum had been shortlisted as a finalist to receive an award at the Annual Volunteer Star Awards. This was for the category of East Staffordshire Volunteering Support for Young People by a Team or Individual Award and it had been based on our previous work with Year 10 students at the deFerrers Academy. This was an evening celebration aimed at publicly recognising and celebrating the valuable contribution volunteer's play in supporting our community.

At the awards ceremony in June we were proud to chosen as the winners of this award. In addition, the Forum Secretary received the Volunteer of the Year Award.

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Additional Information

- 2 Forum Newsletters were produced and distributed during 2019, May and December.
- Whilst carrying out the Patient Survey the opportunity was taken to ask Patients if they wished to sign up to the Text Reminder Service and / or join the Patient Forum. These opportunities resulted in the following;

Text Reminder

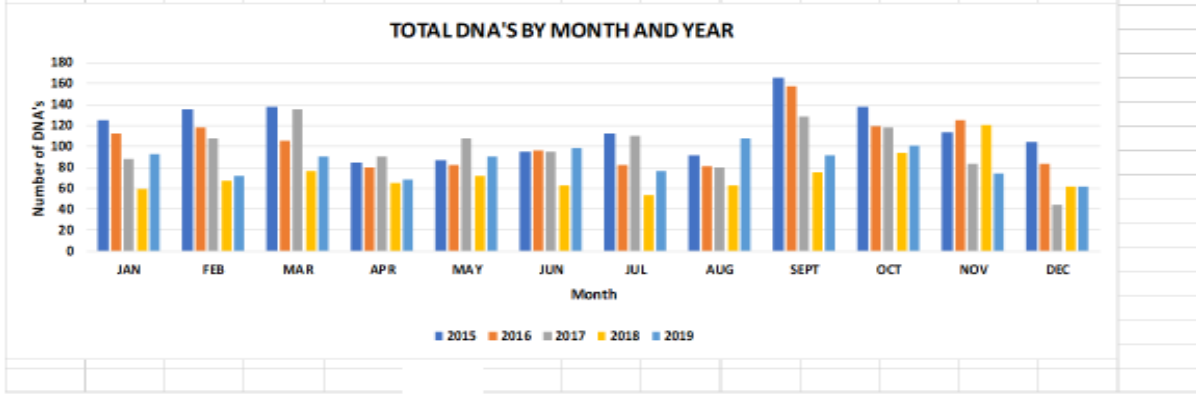
During the time of the survey an additional 74 Patients signed up for this service.

The Patient Forum.

The patients surveyed also had the opportunity to sign up to the Patient Forum. During the time of the survey an additional 34 patients signed up to be members of the Patient Forum.

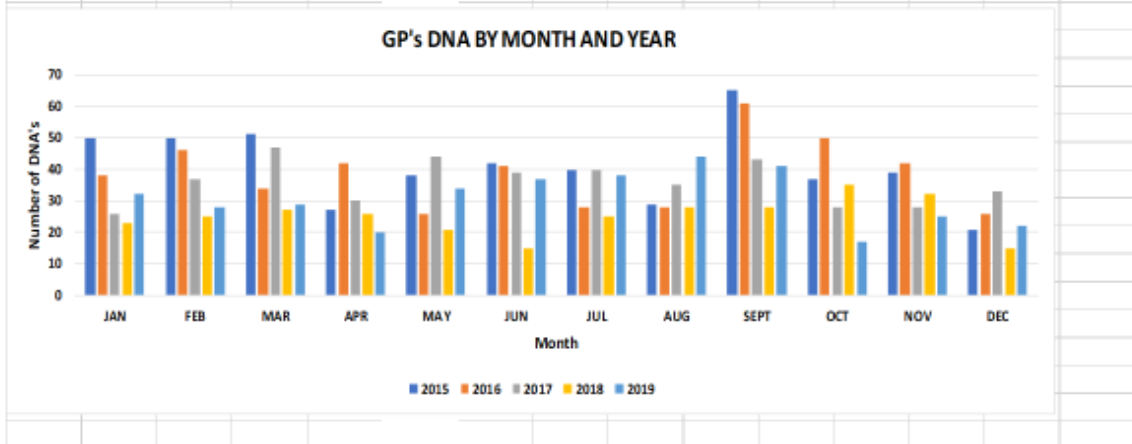
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2015, 2016, 2017, 2018 and 2019 TOTAL DO NOT ATTENDS BY MONTH													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	TOTAL
2015	125	136	138	85	87	95	112	92	166	138	114	104	1392
2016	112	118	106	80	82	96	82	81	158	119	125	83	1242
2017	88	108	136	91	108	95	110	80	129	118	84	44	1191
2018	59	67	77	65	72	63	54	63	75	94	120	62	871
2019	93	72	90	68	91	99	76	108	92	101	74	62	1026



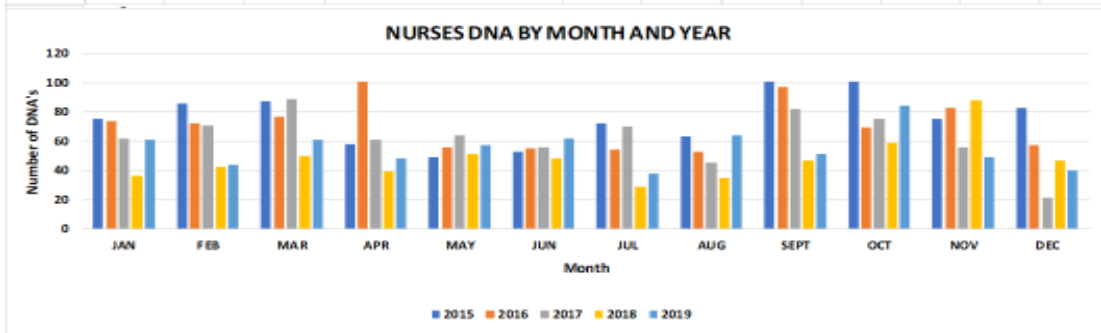
7

2015, 2016, 2017, 2018 and 2019 GP's DO NOT ATTENDS BY MONTH AND YEAR													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	TOTAL
2015	50	50	51	27	38	42	40	29	65	37	39	21	489
2016	38	46	34	42	26	41	28	28	61	50	42	26	462
2017	26	37	47	30	44	39	40	35	43	28	28	33	430
2018	23	25	27	26	21	15	25	28	28	35	32	15	300
2019	32	28	29	20	34	37	38	44	41	17	25	22	367



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2015, 2016, 2017, 2018 and 2019 NURSES DO NOT ATTENDS BY MONTH AND YEAR													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	TOTAL
2015	75	86	87	58	49	53	72	63	101	101	75	83	903
2016	74	72	77	101	56	55	54	53	97	69	83	57	848
2017	62	71	89	61	64	56	70	45	82	75	56	21	752
2018	36	42	50	39	51	48	29	35	47	59	88	47	571
2019	61	44	61	48	57	62	38	64	51	84	49	40	659



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Friends & Family data from 2019 - Tutbury Practice													
Response	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Extremely Likely	226	164	184	216	228	177	208	163	176	261	176	172	2351
Likely	20	21	25	18	16	19	19	12	12	24	25	13	224
Neither likely or unlikely	1	5	5	2	4	2	2	5	5	8	3	1	43
Unlikely	0	1	0	7	1	5	4	2	1	3	4	2	30
Extremely unlikely	11	10	4	1	5	7	5	6	7	10	10	8	84
Don't Know	1	0	2	1	2	0	0	0	1	2	1	1	11
Number of feedback responses received	259	201	220	245	256	210	238	188	202	308	219	197	2743

Friends & Family data from 2018 - Tutbury Practice													
Response	Jan	Feb	Mar	April	May	June	July	Aug	Started to include text data sent				Total
									Sept	Oct	Nov	Dec	
Extremely Likely	1	5	5	3	5	6	7	3	182	44	224	130	615
Likely	3	1	0	0	2	0	2	3	31	1	20	11	74
Neither likely or unlikely	2	0	1	0	0	0	0	0	4	2	1	0	10
Unlikely	0	0	0	1	0	0	0	0	0	0	2	1	4
Extremely unlikely	0	0	0	4	0	0	0	0	4	2	1	4	15
Don't Know	0	0	0	0	0	0	0	0	1	0	0	0	1
Number of feedback responses received	6	6	6	8	7	6	9	6	222	49	248	146	719

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Friends & Family data from 2017 - Tutbury Practice

Response	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Extremely Likely	6	10	5	3	10	5	7	5	2	4	5	4	66
Likely	3	1	1	3	0	1	1	1	2	0	3	0	16
Neither likely or unlikely	1	0	1	0	1	1	0	0	0	0	0	0	4
Unlikely	0	0	0	1	1	0	0	0	0	0	0	0	2
Extremely unlikely	1	0	2	2	0	0	1	0	2	2	0	1	11
Don't Know	0	0	0	0	0	0	0	0	0	0	0	1	1
Number of feedback responses received	11	11	9	9	12	7	9	6	6	6	8	6	100

Friends & Family data from 2016 - Tutbury Practice

Response	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Extremely Likely	3	2	4	2	3	5	6	13	6	3	2	3	52
Likely	1	0	1	2	1	1	0	6	4	1	1	0	18
Neither likely or unlikely	2	1	0	2	1	0	0	2	0	1	1	1	11
Unlikely	2	0	0	0	0	0	0	2	0	2	0	5	11
Extremely unlikely	2	4	1	0	1	0	0	2	0	0	2	2	14
Don't Know	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of feedback responses received	10	7	6	6	6	6	6	25	10	7	6	11	106

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Friends & Family data from 2015 - All ESCCG Practices

PRACTICE	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Dove River	9	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	9
Gordon Street	No data	No data	5	1	2	No data	No data	No data	No data	No data	No data	No data	13
Yoxall	118	48	20	No data	No data	No data	5	No data	No data	No data	4	0	215
Carlton Street	555	165	355	79	212	148	202	30	71	47	3	111	2333
Trent Meadows	3	No data	2	1	0	0	0	1	2	1	0	1	13
Alrewas	49	16	11	10	5	13	5	No data	0	10	2	16	148
Tutbury	16	10	6	8	8	7	5	8	6	7	7	No data	94
Bridge	9	No data	17	4	3	3	7	15	4	9	114	7	209
Wetmore Road	95	105	No data	81	76	68	28	77	75	93	82	65	845
Abbots Bromley	25	No data	10	No data	0	2	No data	1	No data	2	2	No data	52
Barton	41	5	15	2	32	18	9	No data	51	23	No data	2	213
Stapenhill	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	No data	26	26
Balance	31	82	No data	138	No data	No data	80	84	No data	No data	No data	No data	415
Mill View	6	9	6	6	3	0	0	1	1	5	0	0	43
Northgate	77	49	66	60	55	52	49	33	72	59	49	42	729
All Saints	228	122	271	No data	200	216	159	91	56	128	No data	No data	1742
Peel Croft	97	70	66	25	No data	6	2	0	7	6	34	6	385
Carlton Street	1	0	0	0	2	0	No data	No data	No data	No data	No data	No data	3
Winshill	18	No data	4	No data	No data	No data	1	6	0	3	1	15	52
	1378	681	854	415	598	533	552	347	345	393	298	291	7539

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Attachment (ii)

Report from the East Staffordshire CCG Patient Board covering the September - December 2019 Meetings

• Introduction

This report is based on the Patient Board, (PB), meetings that were held on 10th September 8th October 12th November and 10th December 2019, (there was no meeting in August due to holidays).

This report has been submitted by the Chair. All meetings were conducted in accordance with the audit best practice recommendations. The chair would like to thank John Bridges for his input in compiling this report.

The Board, who meet every month, have representatives from Patient Participation Groups, the Voluntary Sector and senior members of the CCG. As mentioned in the previous report going forward it is envisaged to have a closer association with the Staffordshire South East and Seisdon Peninsular Patient Board and their PPI Lay Member has attended the meeting during this time period. This will continue throughout 2020 and vice versa with representative attending their Patient Board.

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 over the past time period the Agenda has covered:

- a. The Sustainability and Transformation Plan, (in Staffordshire known as Together We're Better),
- b. Feedback from the University Hospitals of Derby and Burton NHS Foundation Trust.
- c. Input from the CCG 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.

• Patient Stories:

At each meeting, we analyse the patient stories that are forwarded to us. These stories come via differing routes including the members themselves and the East Staffs District Patient Engagement Group.

For each story, concerning a GP Surgery or Hospital, clarification is sought to

ensure that the person concerned has followed the GP and Hospital reporting procedures. They are then actioned in accordance with their content. Over the months there have been a number of stories discussed at the meetings both of a positive and negative nature and actioned accordingly.

There has been occasions when the information received is deemed to of such a serious nature it is escalated immediately to the Chair of the Patient Board, Chris Ragg, who then escalates to the Joint Quality Team.

On the negative side the Board still do not receive total feedback on actions taken on the escalated stories.

• **Patient Board Speakers**

The Board have invited a number of speakers / presentations over the period and these have included:

a) Laura Bird, CCG Primary Care Development Manager - *Update on Primary Care Networks.*

b) Claire Deardon, Medicines Optimisation Delivery Manager - *Update on the Self-Care policy and ongoing work promoting the Pharmacy First Campaign.*

Presentations ongoing throughout Staffordshire.

c) Charlotte Evans, Commissioning Manager - *Update on the Community Services Procurement.*

d) Vicky Oxford, CCG Senior Primary Care Commissioning Manager - *Updates on the Extended Access Survey report and Primary Care Universal Offer.*

e) Stuart Lee, Digital Programme Director, Together We're Better, Staffordshire and Stoke on Trent STP - *Update on Integrated Care Records. Additional input to this topic was also given by Dr Rachel Gallyot, ESCCG Clinical Chair.*

f) Josh Slater, Communications and Engagement Specialist M&LCSU - *Updates on; Patient and Community Engagement Indicator; CCG Improvement and Assessment Framework*

2018/19; Together We're Better.

• **University Hospitals of Derby and Burton**

As mentioned in the introduction to this report the Board are keen to ensure that the new Trust is maintaining the required standards regarding communication, patient involvement, new clinical pathways going forward and what is going on in involving / securing the community hospitals futures. The report for January -July indicated that to ensure this was being met a senior member of the hospital team at Burton would attend each Board meeting to give an update on both the above and other criteria the Board wish feedback on. This is a 30min slot on the Agenda with the person only present to give the feedback.

This started in June and has continued since with the Director of Nursing

(Operations), Queens Burton, Jim Murray attending the meetings. As required JM is also accompanied by a member of the hospital team who would be involved in the matters the Board wished to discuss.

Over the time period of this report the discussions have been around the following:

September

- a. Jim Murray was accompanied by a member of the Project team, Lee Sharrard, who gave on the current and proposed work ongoing across the Trust especially in the areas of Cardiovascular and Endoscopy.
- b. Overview of the Trust wide patient and public engagement process.
- c. Plans for a mock CQC inspection over two days during November
- d. The Trust appointing a new Chair, Dr Kathy McLean OBE, following the retirement of John Rivers.

The Board proposed the following updates for future meetings UHDB targets set, UHDB performance, Patient Stories, PALS, Patient Reference Group update.

October

- a. Jim Murray was accompanied by the Deputy Divisional Director for Surgery, Clare Chisholm.
- b. CC gave an update on the improvements in the surgical departments following the merger. These included, more outpatient appointments in Lichfield and Tamworth, more support into Burton in terms of tertiary and specialist, a vascular clinic at Tamworth and care pathway for hands, spinal injections and pain management again at Tamworth
- c. Update on the building work at the side of the Treatment Centre in Burton. This is for more orthopaedic care.
- d. Discussion on a wide range of topics including Pharmacy services, discharge procedures, future of the Breast Clinic and staffing for the new facilities planned.
- e. Positive and open input.

November

- a. Jim Murray was again accompanied by Lee Sharrard of the Project Team.
- b. Update on the proposed stroke pathway and consultations that had taken place within the communities. Final decisions are currently on hold due to Purdah, but the new pathway should be in place within the 2020 calendar year.
- c. The Board asked if there were Patient Groups at UHDB and where they involved in the Trusts projects? This to be investigated and fed back.
- d. The Board again stressed the importance of communication to the wider communities especially when “change” was involved.

- **East Staffordshire Clinical Commissioning Group:**

The Board have monthly feedback from Governing Body and discuss and action all matters that have been escalated down to the Patient Board. During the period covered by this report the Board has received input on the following:

- a. The East Staffordshire CCG's Restructuring plans and the set-up of Committees in Common.
- b. The effect of the 6 Staffordshire CCG's voting against becoming "one" and the possible reaction from NHS England.
- c. Concerns over the lost connection that existed before Committees in Common. As an example, the loss of the specific local East Staffs CCG Governing Body Meetings that the public could attend. The Board will be closely monitoring the effect the changes have had on the tight, efficient running of the CCG before the changes
- d. The situation regarding Virgin Care and the Improving Lives Contract.

- **East Staffordshire District Patient Engagement Group**

The report covers the period from August – December 2019 as there was a meeting held in August. With all the changes and consultations going on throughout 2019 the group meetings have continued to be held every six weeks. In addition, they are being alternated between daytime and early evening meetings along with being at 3 locations within the area namely Barton, Burton and Uttoxeter Community Fire Stations. The meetings have a high turnout of members and there is a good number of Patient Participation Groups being representation. Unfortunately, there is still no representation from; All Saints, Stapenhill, Northgate, Dove River, Gordon Street and Winhill.

Presentations have been given to the PPG groups at Winhill and Gordon Street. As with the Patient Board the District Group has a compact Agenda in order to ensure it covers all aspects that affect the health economy of the patients / communities of East Staffs.

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.

Since August serious concerns have been expressed, by the members at the District Patient Engagement Group, on the rising number of housing developments within the area and the pressure this is putting on GP surgeries with the associated increases in population and hence increased patient numbers. It is well

documented that this is causing some surgeries to consider their patient lists and requesting patients, WHO ***are outside the surgeries designated geographical areas, to find another GP Practice nearer to where they live.

This naturally causes distress to patients who may have been with a practice for many years but now have to move and in addition adding pressure to the receiving practice who may well be at capacity and also have to contend with new patients from housing developments. This situation then causes those practices to consider their patient lists and so the merry go round, with patients at the centre, goes on and on. This topic has been escalated to both the East Staffs CCG and Patient Board and will be an Agenda item for the District Group going forward.

The Group also invite outside speakers to present on a number of topics. Between August and December 2019 these have been:

a. Emma Keeling, Commissioning Manager, East Locality

Update on the Cancer Awareness Programme that is currently taking place

b. Chris Ragg, East Staffordshire CCG Lay Member, (Patient and Public Involvement).

Update on the vote by the 6 Staffordshire CCG's not to form a Single Strategic Clinical

Commissioning Body and what the decision means going forward.

Update on The Staffordshire Sustainability and Sustainability Programme.

c. Dave Bassett, Healthwatch.

Attends each meeting and updates the members on the work carried out by Healthwatch

within the Staffordshire regions.

d. Simon Passam, Volunteer Services Controller, UHDB Burton, Lichfield and Tamworth sites.

Information on the work volunteers currently carry out and how people can become involved.

e. Claire Dearden, Medicines Optimisation Delivery Manager.

Update on the Self-Care policy and ongoing work promoting the Pharmacy First Campaign.

• **Outside Connections:**

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

- a. Certain members holding senior positions within the 3rd sector which gives a valuable insight at the PB meetings. Of specific mention are:

- YMCA and not only the ongoing work within the community but also running the winter night shelter and holding the annual “Sleep Out” which raises valuable funds for the homeless within the community.
 - St Giles and the now internationally recognised work on Bereavement which resulted in being invited recently to go over to Australia to present their work.
 - Burton Albion Community Trust who are involved in a vast range of community and school services.
 - Support Staffordshire who represent a wide range of organisations within Staffordshire and are a voice at many strategic meetings within the County.
 - Burton Mind who are an independent charity providing services to East Staffordshire. They provide confidential, high quality services for individuals, carers and families experiencing emotional or mental health problems. They get referrals from community, voluntary, statutory, private sectors and other agencies.
 - Harvey Girls and Dads4Dads an organisation that offers parent-focused activities and support covering a wide range of topics for both young mums and a support group for dads, offering practical fun and educational sessions that will motivate and inspire. They offer low level support which can be within the home, for local families with children aged 19 years and under
- b.** Sit on their appropriate PPG groups.
 - c.** Sit on several other Health Related Organisations.
 - d.** Invited to a Wound care workshop.
 - e.** Attended workshops held between UHDB Queens hospital Consultants and East Staffordshire GP’s.
 - f.** Certain members of the PB are members of the Burton Diabetes UK Group. This Group was relaunched in December and going forward will be known as *East Staffordshire and Surrounds Diabetes UK Patient Network*
This change has been fully supported by Diabetes UK and the launch was supported by UHDB Consultants and Senior staffs, Clinical Chair of East Staffs CCG, Burton Mayor, Community Groups, Diabetes UK and group members.
 - g.** Working with Dr Ruth Chambers, OBE, Staffordshire STP’s clinical lead for technology enabled care services programme, digital workstream & Honorary Professor Keele University, Visiting Professor Staffordshire University, on the use of Alexa in assisting people with Diabetes.
 - h.** Attended the Get It Right First Time, GIRFT, Adult Diabetes Deep Dive work stream meeting at UHDB, Queens.
 - i.** The East Staffs District Patient Engagement Group and one PPG becoming members of Support Staffordshire. Attend the Support Staffs Forum Meetings and Events.
 - j.** East Staffs District Patient Engagement Group have trained members who have started to roll out the Red Bag Scheme within the areas Care and Nursing Homes.

- k.** Sat on various East Staffs CCG Commissioning Groups these including Procurement of Community Services, Ongoing work with Cancer Awareness Project.
- l.** Attend the Health and Wellbeing team organised by Everyone Active.

Attachment (iii).

2019 Report for the East Staffordshire District Patient Engagement Group

Introduction

With all the changes and consultations due to go on throughout 2019 the group decided that the meetings would move from bimonthly to being held every six weeks. In addition, they were alternated between daytime and early evening meetings along with being held at 3 locations within the area namely Barton, Burton and Uttoxeter Community Fire Stations.

In January the Chair, and Vice Chair were re-elected to serve throughout 2019

As with the Patient Board the District Group has a compact Agenda in order to ensure it covers all aspects that affect the health economy of the patients / communities of East Staffs.

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. There is also input from Heathwatch who also attend the meetings

Throughout 2019 the meetings had a high turnout of members and a good representation from a number of Patient Participation Groups. Unfortunately, there is still no representation from; All Saints, Stapenhill, Northgate, Dove River, Gordon Street and Winshill. Presentations have been given to the PPG groups at Winshill and Gordon Street.

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

During 2019 the speakers have been:

January. Presentation from Paul Winter, (PW), Deputy Director of Corporate Services and Governance East Staffordshire on his role within the East Staffordshire CCG and additional work following the Staffordshire CCG's management restructuring.

February. Presentation, as given to the Patient Board, from Phil McComish, PMc Trent and Dove, First Call Service

April. Talk on Datix by Lesley Arnold, Quality Information and Datix Support

Manager, Nursing and Quality Directorate and Katie Woods, Primary Care Development Support Manager (South East). The Group understand they do not have access to enter information / soft intelligence directly onto the system but would like to see a simple reporting form that the Group could complete and send to the Datix team for input directly onto the system. This to be looked at.

May. Due to illness the planned presentation regarding Virgin Care had to be cancelled until July. Chris Ragg the PPI Lay Member for East Staffs CCG, gave the members a presentation on the Staffordshire CCG's consultation document and public events on the journey to become a single Strategic Commissioning Organisation

July. Input from the East Staffs CCG Managing Director East Division, Nicky Harkness, on the way forward following the decision from Virgin Care to give notice on the final part of the Improving Lives Contract as from April 2020. This involves the Community Services and discussions were held on the procurement plan going forward for a replacement organisation. In addition, discussions / updates were given by both NH and PW on the recent conversations / consultation events around the proposed coming together of the 6 Staffordshire CCG's into one commissioning organisation.

July. Presentation by Emma Keeling, Commissioning Manager, East Locality, and Jane Docksey, UHDB Programme Manager, on the current public consultation taking place on the proposal to deliver a centralised hyper-acute stroke service for patients.

August. Dave Bassett, Healthwatch.

Attends each meeting and updates the members on the work carried out by Healthwatch within the Staffordshire regions.

October. Emma Keeling, Commissioning Manager, East Locality
Update on the Cancer Awareness Programme that is currently taking place

October. Chris Ragg, East Staffordshire CCG Lay Member, (Patient and Public Involvement).

Update on the vote by the 6 Staffordshire CCG's not to form a Single Strategic Clinical Commissioning Body and what the decision means going forward.

Update on The Staffordshire Sustainability and Sustainability Programme.

November. Simon Passam, Volunteer Services Controller, UHDB Burton, Lichfield and Tamworth sites.

Information on the work volunteers currently carry out and how people can become involved.

November. Claire Dearden, Medicines Optimisation Delivery Manager.

Update on the Self-Care policy and ongoing work promoting the Pharmacy First Campaign.

Earlier in the year the individual PPG's undertook completion of the PPG Self-Assessment Tool as introduced by Laura Bird, East Staffs Primary Care Development Manager. This tool has already been used by other areas within Staffordshire and LB 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.

Since August serious concerns have been expressed, by the members at the District Patient Engagement Group, on the rising number of housing developments within the area and the pressure this is putting on GP surgeries with the associated increases in population and hence increased patient numbers. It is well documented that this is causing some surgeries to consider their patient lists and requesting patients, who are outside the surgeries designated geographical areas, to find another GP Practice nearer to where they live.

This naturally causes distress to patients who may have been with a practice for many years but now have to move and in addition adding pressure to the receiving practice who may well be at capacity and also have to contend with new patients from housing developments. This situation then causes those practices to consider their patient lists and so the merry go round, with patients at the centre, goes on and on. This topic has been escalated to both the East Staffs CCG and Patient Board and will be an Agenda item for the District Group going forward.

