



**The Tutbury Practice Patient Forum Minutes of the Meeting
Wednesday 18th November 2020 between 6.30pm and 8.30pm.
Virtual Forum Meeting held via Zoom.**

Present.

Patient Representation: JG Chair, JB Secretary, SAR, AG, BW, JBe, MB, CH, RH, JW, CT

Practice Representation: HS, GP and Partner
RB, Practice Manager,
CA, Practice Senior Nurse

Guest: Keri Lawrence, Development and Sustainability Officer, Burton Mind

1. Introduction and Welcome.

The meeting was opened by the Chair, JG, welcoming everybody present to this virtual group meeting and especially to our guest speaker KL.
The Secretary, JB, gave details regards the etiquette when holding Zoom meetings.

The Chair and Secretary updated the members on the health situation regarding the Vice-Chair RR and member EJ. Unfortunately following an illness and spell in hospital our colleague and Vice-Chair RR is now in a Nursing Home within Burton. EJ unfortunately was taken seriously ill at home and currently is still in hospital. Best wishes and cards have been sent on behalf on the Patient Forum.

2. Presentation by Keri Lawrence, Development and Sustainability Officer, Burton Mind

Introduction

The Secretary, JB, had contacted KL who had just taken up the position as the Development and Sustainability Manager at Burton Mind to enquire if he would come and give a presentation on COVID-19 and increase in Anxiety.
He had worked with KL when he was with the South Staffordshire Network for

Mental Health and assisted in the 2-day Health Roadshows for Year 9 students that the Patient Forum organised at the deFerrers Academy, Burton. On those days KL and his team ran the Mental Health sessions for the students.

KL is a qualified and experienced trainer, facilitator, and speaker, with strong reputation locally. He has a good knowledge of community development, with reference to mental health and emotional well-being and developing volunteers.

KL thanked JB for the introduction and gave a slide presentation to those present and this is attached.

Both during and after the presentation there was a great deal of discussion. Some of it personal and therefore not detailed in these notes.

- KL mentioned that 1 in 4 people will suffer with mental health but tend not to say anything. This is because when you mention to people you have issues with anxiety, depression etc they tend to put the “shutters up” as they don’t know what to say. This also happens when talking to GP’s.
- The more you can talk about it the better and in fact people are becoming more and more at ease in talking. One way is when you are talking to a friend or visiting the GP etc and is asked how are you? Why not reply “I am worried” instead and that starts the conversation.
- There was discussion on the flight and fancy response to panic and anxiety. This response will differ from person to person and this was demonstrated when one of the slides suddenly showed, mice, spider and a snake. Each picture prompted differing reactions from the members present.
- The COVID-19 pandemic has raised the population’s fears and anxieties and in fact the NHS has seen a 50% increase in referrals for assistance in this area. The main reasons for this are due to many factors such as-
 - i. Dealing with a deadly unknown virus that has affected the World’s population.
 - ii. Some groups, mainly the elderly and those with other long-term conditions are those most severely affected.
 - iii. The loss of family and friends to the virus and the precautions being taken preventing people seeing these patients in their final days.
 - iv. The first national lockdown and the effect it had on being unable to see family and friends. This further when the second lockdown started in October and the fears over the situation looming for the Festive Season
- Throughout all this there has been a fantastic response by our NHS colleagues and the vast army of volunteers. A new feeling of looking after people within local communities has sprung up which has assisted some of the most

vulnerable people in society.

- In terms of support how do people find out what is out there? Burton Mind is still open for business although via phone consultations. One member, SAR, referred to a wellness session she attended that had been arranged through Burton Mind. It was good and she practised the system of making “me time” and other holistic methods.
- Other areas where anxiety levels can be reduced is, where physically possible, go out for a walk in the fresh air. The Secretary, JB, said he had begun this from April, and it has been a great benefit in getting out, meeting new people who were doing the same, listening to nature's sounds etc. The other benefit is of course is the improvement in a person's physical health.
- Like the meeting tonight to see and hear like-minded people getting together, virtually, and feeling comfortable to be open in the conversations taking place is an inspiration.
- KL mentioned another area is Eco-Therapy and Horticulture. Currently he has 11 people working in the garden at the back of Burton Mind Offices in Branston Road. Another project being looked at with Trent and Dove is the Garden at the top of Wakefield Avenue.

The Chair, JG, thanked KL for a stimulating presentation and discussion. The members agreed and showed their appreciation in the normal manner. KL was invited to stay for the rest of the meeting which unfortunately he had to decline. The Chair, JG, suggested that the Patient Forum give a donation to Burton Mind and after discussion a £100 donation was agreed. The Secretary, JB, will contact Burton Mind and make the necessary arrangements.

3. Minutes from the Meeting held on 16th September 2020

The Secretary, JB, asked if anyone had anything to raise from the Minutes that had been issued. None received and members present happy with the Minutes being a true record of what had taken place. SAR proposed acceptance of the Minutes which was seconded by BW. All members agreed and the Minutes were signed off. JW asked if a copy of the Minutes could be resent to her. The Secretary, JB, agreed to do so.

4. Matters Arising from the Minutes.

No matters arising that won't be covered by the rest of the Agenda.

5. Practice Update.

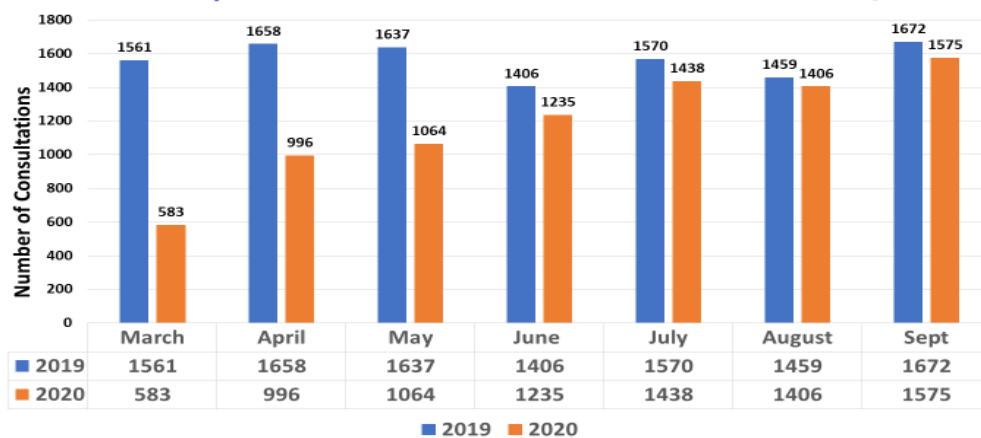
RB, Practice Manager gave the following update:

- A presentation was given to illustrate the situation the surgery was managing between April and end September and the comparison to the same period in 2019. The slides used are shown below.

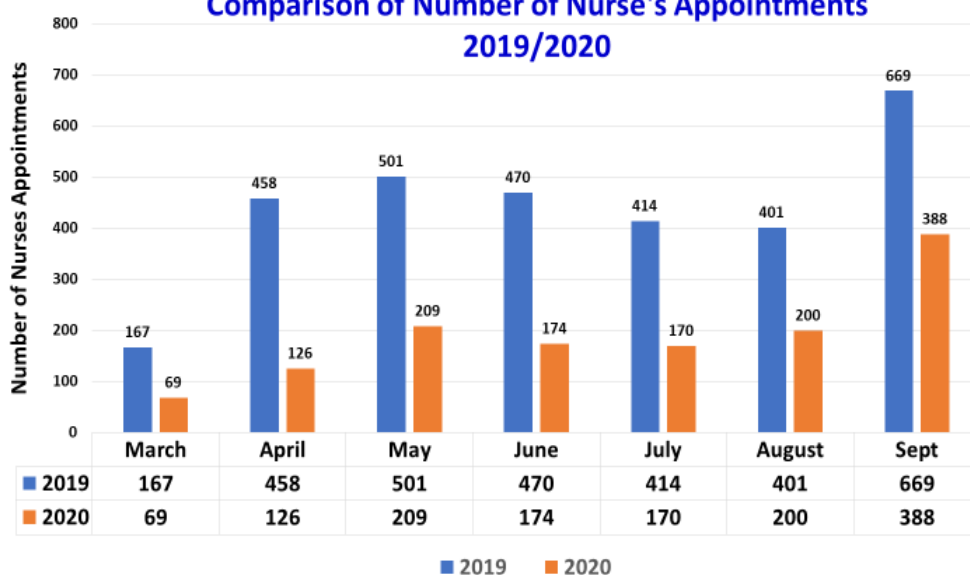
Tutbury Practice

Effect of COVID-19
Presentation for the Patient Forum
18th November 2020

Comparison on Number of GP's Consultations 2019/20



Comparison of Number of Nurse's Appointments
2019/2020



Comments

GP Consultations

- The data relates to a GP / patient interaction via
- Telephone
- Face to face
- Video calls, (in 2020)

Nurse Appointments

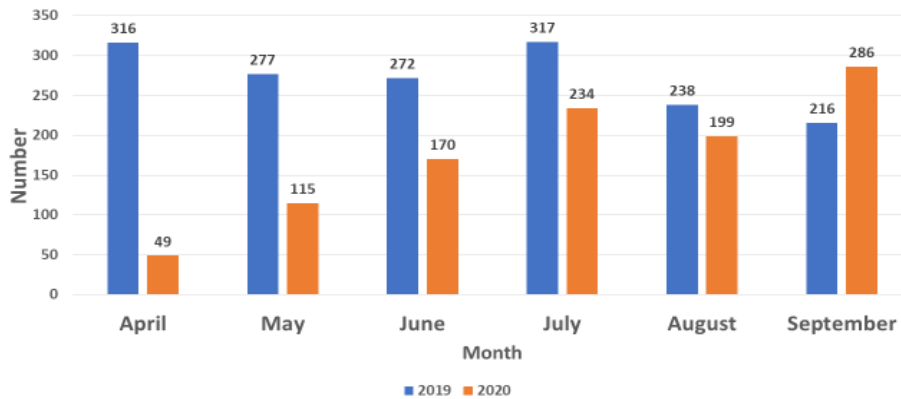
- Between March and end June 2 nurses were self-isolating so working at 50% nurse capacity.
- Face to Face nurse appointments are normally 15-30mins each. Due to cleaning after each appointment the times increased to 30-45mins.
- Any annual reviews for chronic illnesses were mainly via telephone

General

- Under NHS England guidelines no minor surgery was permitted and still can't take place. This included such procedures as ear syringing.
- From March to July ALL Surgeries were under NHS England Level 4 protocols.
- No other organisations such as podiatry, physiotherapy etc were allowed to hold surgeries within the building.

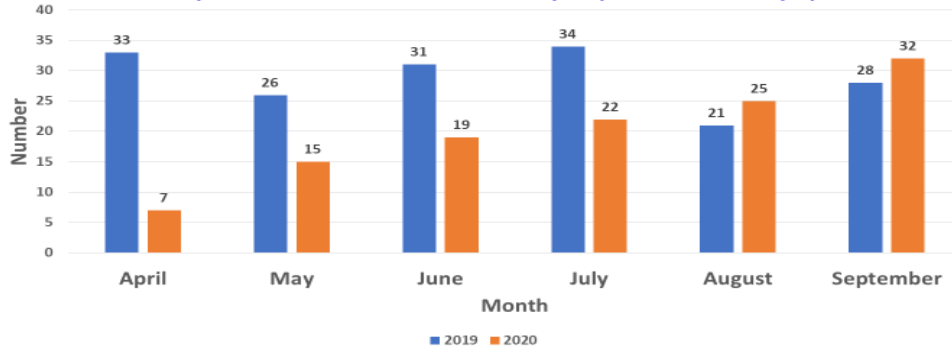
Total Referrals

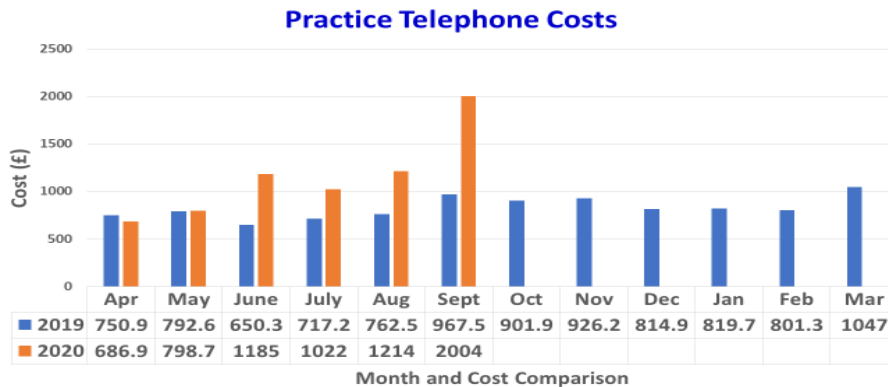
To differing organisations such as Hospital, Physio, Community, District Nurses etc



2 Week Wait Referrals

These are patients who are referred if clinically suspected of cancer symptoms





Further information regarding telephone calls

- The Practice are charged per connected incoming call.
- There is no charge for outgoing calls.
- There are 6 phone lines, however it should be remembered that some of these are used for the outgoing calls.
- During COVID-19 the number of out going calls naturally has increased with GP's and Nurses contacting patients.
- To reduce the possibility of blocking incoming calls the GP's have at times used their own mobiles.

Some Telephone Call Statistics for September 2020

- During the month there were 459 attempts to contact the Practice between the times of 8:00:00 and 08:01:00
- On the 1st 612 calls were made to the Practice (Tuesday)
- On the 7th 524 calls were made to the Practice (Monday). On this day 113 Calls came in between 8am & 9am.
- For the whole of September 8850 attempts to contact the Practice were made

Flu Vaccinations

With the onset of the COVID-19 pandemic it is important that patients ensure they receive their flu vaccinations this year.

In accordance with the Government and NHS England guidelines the initial programme carried out by the surgery was with our usual patient cohort, namely those aged 65 and above plus those below 65 who had a long-term condition. Also included are ladies who are pregnant, and children aged 2 and 3 years of age.

The above are those the surgery ordered vaccines for, as usual, in February/ March 2020.

For the new age group of 50-64 the vaccinations are planned to start end November, early December. However, start time will be dependant on the vaccines being available from the NHS.

Flu Vaccinations, Saturday Clinic Procedure's

The system was one way and clearly signposted with entry via the ramp outside the surgery entrance and not the steps. After confirming your name at reception, you were directed by a member of staff to one of 4 rooms allocated to administer the vaccination. Afterwards, you went through the Dove River side of the building, past Dove River reception area and back out the front door and down the steps. The waiting room was cordoned off to ensure no contact between people going in and people coming out.

The Vaccines were administered by 2 GP's and 2 nurses on each occasion and over the 3 clinics all took part. Valuable contributions also from Practice Manager and Admin Staff

A member of the Patient Forum was present just inside the front entrance to advise people on the system to follow, supply hand gel and to ensure facemasks were available if required.

Flu Vaccinations Update

The vaccination programme started on Saturday 19th September and has been carried out by holding 3 Saturday clinics plus nurse appointments during the week. In addition, vaccinations were carried out by District Nurses during home visits.

Total Eligible Number of Patients	3086
Target set by the NHS / CCG's is 75%	2315
As of the 10 th Nov number of patients vaccinated	1962 * (84.7% of the target)
* (1463 via the surgery/ District Nurses, 499 via the Pharmacies)	

Flu Vaccinations, Saturday Clinic Procedure's and Patient Feedback

Patients in wheelchairs, walking aids etc had the vaccine administered near the entrance to Room 1 within the waiting room. Whilst this was taking place procedures were in place to ensure no contact with patients coming through to reception. This was greatly appreciated by the patients concerned.

Feedback

- Excellent, well organised thank you, Great, Like the one-way system
- "Speedy or what", That was quick, Good system thanks very much
- Very well organised thank you, A good system can we do it this way every year
- Perfect thank you, Interesting to see the other side of the building
- Very efficient, Very good, Brilliant, Fast, Very slick great, Quick and easy,
- Felt safe throughout, Great system, Good to see the GP's and nurses working together, Excellent atmosphere

Thank you from almost everybody

On behalf of all at the Tutbury Practice, we wish to thank our Patients for their understanding, patience and kind words during the unprecedented times that we all are facing.
Hopefully, normality will return soon.

THANK YOU

At each slide shown there was full explanations and discussions. The members present were grateful for the presentation and could understand better the situations that the Practice had been facing due to the pandemic and everything being controlled via NHS England during the initial total lockdown.

- **Patient Registered Numbers**

Our registered patient numbers have currently stand at 7950.

- **Staff**

A new Clinical Pharmacist, Adele, started on October 26th. Her background was at Manor Pharmacy, Burton. Adele responsibilities include Medication reviews, and Hospital Discharge Medications. Adel will be working Monday-Thursday 8am-6pm.

- The external podiatry and physiotherapy consultations have now restarted at the Practice. The procedure is that the patient will be given an appointment by the service then arrive at the to the surgery and ring

reception. The receptionist will then inform the people of your arrival and they will come and collect you.

- JW asked any details regarding retinopathy tests? The Secretary, JB, was able to respond to this stating that the service has restarted but due to COVID protective measures the number of people seen is reduced. Currently they are concentrating on patients with known issue.
- Digital Medical Notes. All old paper patient records up to 1999 are being packaged and being sent off sit for scanning and then they can be downloaded onto the surgery computer. This work is being carried out by Caroline Rooney. Once done there will be more space created creating another room for clinical activities. The Chair, JG, asked what safeguards are in place. The records are being securely packed into boxes, each box containing 45 patient notes, 250 boxes a time. On return each box is randomly sampled to ensure the scanned and the paper original are identical. Dr HS also indicated that the immunisation statistics have recovered very well with checks being conducted by a medical graduate.
- Discussion on ear syringing within GP Surgeries. MB indicated that as surgeries were not able to do ear syringing, because of COVID restrictions and method used, he had gone private and had it done via micro suction. The Secretary, JB, mentioned he was aware that both Boots and Specsavers in Burton offer this service at a cost of £55 and £50, respectively. MB enquired if the surgery could purchase this type of equipment? Dr HS indicated that the micro suction method is a very good system. It is carried out at the UHDB Trust. The issue with GP surgeries carrying out this method is around, costs, storage and handling of Oxygen and Gas, and no medical staff trained in its use. Since the meeting, the Senior Nurse, CA, had made some enquiries and has the latest update

Following on from the Patient Forum meeting CA made some enquires re the ear irrigation machine. The response she has had received is shown below.

I have had a reply back from Gill Boast regarding micro suction, she does not know of any Practices having a micro suction machine, they are very expensive and there is at present no training for Practice Nurses as it is a specialist field for ENT specialists.

- COVID-19 Vaccines
Discussions on the various vaccines currently looking positive against COVID. Currently, only the Pfizer one is available with the UK being the first to role 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.
- Dr HS indicated that vaccination is the only way out of this pandemic, and it will take many months to administer. Patient priority will also be a “political hot potato” as consideration has to 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 the 80+
- In East Staffordshire, the Primary Care Network, PCN, has been designated the central organisers to role out the programme. SAR, member, and Chair of the East Staffs District Patient Engagement Group informed the members that she and the Forum Secretary JB, who is the Vice-Chair of the District Group, have a virtual meeting with the PCN the following week to discuss this topic.

6. Feedback on the Staffordshire and Stoke on Trent Clinical Commissioning Groups Governing Body Meetings, Primary Care Commissioning Committee Meetings, Patient Board and District Patient Engagement Group Meetings, East Staffs and Surrounds Diabetes UK Patient Network and the National Association for Patient Participation (N.A.P.P).

- **Staffordshire and Stoke on Trent Clinical Commissioning Governing Body**

The six Governing Bodies across Staffordshire and Stoke-on-Trent have agreed to meet in common to make strategic decisions that affect the whole population. The locations of these meetings have been spread across the county 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. Currently, due to COVID-19 these are virtual recorded meeting with the recording made available to the public afterwards. The next virtual Governing Body meeting is on Thursday 26th November 2020 between 1.30pm - 4.00pm. The video recording of the public section can be accessed via the following website address:

<https://eaststaffscg.nhs.uk/about-us/our-governing-body/governing-body-meeting-dates> then scroll down to the appropriate date and then press the relevant tabs to get the recording of the meeting and previous meetings.

- **Primary Care Commissioning Committee Meetings**

A Primary Care Commissioning Committee has been established as a sub-committee of the Governing Body to support the CCG in its new role and make decisions on the review, planning and procurement of GP services locally.

The meetings are chaired by a Patient Lay Member representative.

As with the Governing Body meetings above, due to COVID restrictions these are virtual meetings which are recorded and made available for the public afterwards.

This method will continue for the foreseeable future and to access the video recordings of the meetings please go onto the following:

<https://eaststaffscg.nhs.uk/about-us/primary-care-committee-meetings>

then scroll down to the appropriate date and then press the relevant tabs for to get the live recording of the meeting. The next virtual Governing Body meeting is on Thursday 26th November 2020 starting at 1.30pm - 4.00pm.

- **East and South East Staffs CCG Patient Board**

The monthly Patient Board meetings continue to be held via Microsoft teams the last meeting being on the 5th November. The meeting had updates by Nicky Harkness, Managing Director East / South East CCG, regarding the Governing Body and from the Restoration and Recovery Group. There was an update on COVID and communications. In addition, presentations were given on the Integrated Care Systems and Primary Care Estates / Section 106 monies.

- **East Staffs District Patient Engagement Group**

The Group continue to meet via zoom a six-week basis. A summary of the COVID survey, carried out in July, has now been presented to several clinical and community groups receiving positive feedback on what the group had achieved in a short period of time. The Group were also successful in obtaining a grant under the Staffordshire County Council COVID-19 Support Scheme to build a website. This work is now ongoing and should be complete by the end of 2020. A meeting has also been arranged with the East Staffordshire Primary Care Network to discuss the areas where the District Group could be of assistance in the future especially

- **East Staffs and Surrounds Diabetes UK Patient Network**

The Forum Secretary, JB, is also the Chair of the above patient network.

Bi- monthly virtual meetings have been held since July with relevant speakers being invited. Everyone is welcome to meetings. Between meetings any relevant information concerning diabetes is sent out to everyone including the Patient Forum members. JB also sits on the Hospitals Diabetes Foot Transformation Group where a pathway has been designed with all stakeholders for a multidisciplinary team to enable people who have diabetes to receive foot treatment more efficiently and hence reduce amputations.

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

The Secretary, JB, has been distributing the NAPP newsletters in the normal manner.

9. AOB

- Draft Meeting Dates for 2021

The Secretary, JB, proposed the following meeting dates which as previous are on a bimonthly basis. Naturally, due to COVID they will be in the evenings via Zoom

Tutbury Practice Patient Forum Meeting Dates 2021

Wednesday	January 13 th	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

Due to COVID-19 restrictions the meetings will be held virtually via Zoom. Any patient registered with the Tutbury Practice can attend. Pre-registration will be required

For further information please contact the Secretary

John Bridges on

Mobile number 07590379892

Email bridgesjohn763@gmail.com

The members present were in agreement with the proposed dates.

10. Next meeting

Based on the above the next meeting will be via Zoom on 13th January 2021, 6.30pm start. The meeting will start by the AGM and Election of Officers to serve throughout 2021. The Chair thanked everyone present for taking part, support throughout the difficult year we have all faced and the Secretary, JB, for setting up the zoom meetings.

Finally. best wishes to everyone for a safe and Happy Christmas

The meeting closed at 8.30pm.

Slides used by Keri Lawrence, Development and Sustainability Officer, Burton

Mind, during his presentation.

Understanding Anxiety



Keri Lawrence
Development and Sustainability Officer

Burton and District Mind, 67 Branston Road, Burton on Trent, DE14 3BY
01283 566696 www.burtonmind.co.uk info@burtonmind.co.uk Reg Charity 1140492

We're Mind, the mental health charity.

We are here to sure anyone with a mental problem has somewhere to turn for advice and support.



Statistics regarding Anxiety and Covid-19



My anxiety is heightened, it feels as if someone is trying to choke the very life out of me, as the walls close in

Participant, National Voices, Oct 2020

84.2% of adults reported being worried about the impact of Covid-19 on their life

53.1% said the Covid-19 pandemic was affecting their well-being

46.9% reported high levels of anxiety

ONS: Coronavirus and the social impacts on Great Britain

Anxiety ?

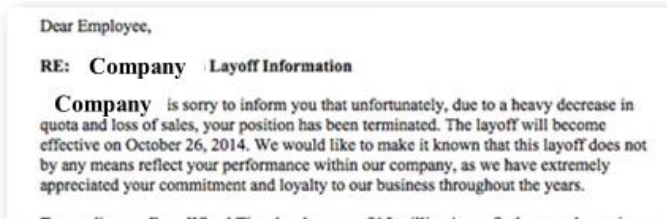


- A natural human response when we feel under threat!
- Most people feel anxious at some point
- Common when there's change or stress
- It's the body preparing to **fight or flight!**
- Different for everyone

What does
it
feel
like?



What's
it
feel
like?



What's it
feel like?
COVID-19!



What's
it
feel
like?



- **Tense** – unable to relax
- **Sense of dread**
- World is speeding up or slowing down
- **Can't stop worrying** – bad things will happen if you stop worrying
- **Losing touch** with reality
- **Rumination** – thinking about bad things over and over again
- **Depersonalisation or Derealisation** – feeling disconnected

Not Every
one has
Panic Attacks,
but...



- Pounding or racing heartbeat
- Faint, dizzy, lightheaded
- Very hot or very cold
- Nausea
- Pain in your chest or abdomen
- Struggling to breath or choking
- Legs go shaky

Feels like:

- Losing control
- Going to faint
- Heart attack
- **Going to die**

Not Every one has Panic Attacks, but...



- Last between 5 and 20 minutes, peaking at around 10 minutes
- They do tend to pass and don't need medical support – although a quiet room and some food/drink might be helpful
- Very unlikely you will pass out or faint
- Might still be feeling effects after 24 hours, such as blurred vision or nausea



Not Every one has Panic Attacks, but...



- Let someone know!
- Focus on breathing – counting
- Stamp on the spot – controls breath
- Ground yourself through senses:
 - Taste, touch, smell, listen



Things to do to relieve Anxiety



- Talk to someone you trust
- Manage your worries:
 - Set times and keep to them
 - Journal/diary
- Keep a log – there might be patterns
- Explore the causes – might be time for some changes

- Be kind to yourself
 - Relaxation
 - Nature
 - Mindfulness
 - Think PHYSICAL HEALTH



Services to help...



- Your GP
- Staffordshire Wellbeing Service:



Call us on 0300 303 0923

Mind Website – www.mind.org.uk
www.mind.org.uk/information-support/types-of-mental-health-problems/anxiety-and-panic-attacks/about-anxiety/

Being diagnosed with anxiety came as a relief! It meant that I wasn't imagining the awful symptoms I'd been experiencing.



Burton and
District

Burton and District Mind

Eco-Therapy

Learn about horticulture whilst improving your wellbeing

Mindfulness

How training your mind to focus on the here and now can help your wellbeing

info@burtonmind.co.uk

01283 566696



All services are compliant with our Covid-19 Risk Assessments and with local restrictions



Burton and
District

Burton and District Mind

NHS funded Counselling services

Refer from your GP or Staffordshire Wellbeing Service

Thinkwell – for people employed by Staffordshire County Council

Low cost Counselling

From £10 - £45 a session depending on income
Very low waiting lists

info@burtonmind.co.uk

01283 566696



All services are compliant with our Covid-19 Risk Assessments and with local restrictions

We're Mind, the mental health charity.

We are here to sure anyone with a mental problem has somewhere to turn for advice and support.

