



**The Tutbury Practice Patient Forum Minutes of the Meeting  
Wednesday 9<sup>th</sup> September 2020 between 6.30pm and 8.30pm.  
Virtual Forum Meeting held via Zoom.**

**Present.**

**Patient Representation:** JG Chair, JB Secretary, SA, AG, BW, CH, RH, JS, JW, LS

**Practice Representation:** RB, Practice Manager,  
CA, Practice Senior Nurse  
ZS, Receptionist / Carers Lead

**Guest:** Anne Heckels, Lay Member Patient and Public Involvement, East Staffs Clinical Commissioning Group.

**1. Introduction and Welcome.**

The meeting was opened by the Chair, JG, welcoming everybody present to this the second virtual group meeting.

The Secretary, JB, gave details regards the etiquette when holding Zoom meetings.

**2. Minutes from the Meeting held on 16<sup>th</sup> July 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. BW proposed acceptance of the Minutes which was seconded by AG. All members agreed and the Minutes were signed off.

**3. Matters Arising from the Minutes.**

**a. The new Practice website**

The website went live at the end of July. There were initial problems in terms of  
- Access via the web being misleading as stated The Tutbury Practice – Barton Practice.

- On the website when opened there is no tab for patient access.

All issues have been resolved and the website is now up and running. CH mentioned that the list of the Frequently Asked Questions on the new website were a good addition.

The Practice Manager, RB, said that if anybody had any other FAQ's that they thought should be included to let the Practice know so they can be added onto the website.

#### **4. Talk by Anne Heckels, Lay Member Patient and Public Involvement, East Staffs Clinical Commissioning Group.**

##### **Introduction**

As described on The East Staffs Clinical Commissioning Group website Anne has an extensive experience and knowledge of health and social care services having worked in these sectors for 30 years. She has worked at a senior level in the NHS in strategy, service planning and redesign, commissioning, operational and human resources management across all sectors, becoming Chief Executive of a primary care trust and a mental health, learning disability and community trust. Anne then took up a different challenge for the next five years as one of three Directors running a not-for-profit Social Enterprise working supporting adults with learning disabilities.

Throughout her career Anne has always been a strong advocate for patient, staff, and public involvement in all aspects of health and social care, believing that the best care is everybody's right and responsibility. An example of this is where Anne has worked and remains a champion for vulnerable and minority groups.

In terms of the Lay Member role the position is as a voting member of the Clinical Commissioning Group Governing Body with equal voting rights as the GP's and Executive Board members. The role has independence from the paid members and is appointed to scrutinise and challenge the work of the Governing Body. It is likened to the same role that Non-Executive Directors and Charity Trustees.

The role also includes being the Chair for the relevant Patient Boards and as such became involved with East Staffs Clinical Commissioning Group in December 2019 then becoming the Chair in February 2020 when Chris Ragg retired from the role. Since 2015 is also the Chair of the South East and Seisdon Peninsula Patient Board.

As people will be aware it was the aim of NHS England that CCG's become one single entity within the regions they operate. In terms of Staffordshire the 6 CCG's voted to stay as separate legal entities. The main reason is that each CCG area has

widely differing health needs and there was concern as to how local needs would remain high on the agenda. However, the 6 are working a lot closer together with the step up of a single Accountable Officer, Single Quality Group etc. However, the aim, under the Transformation and Sustainability Programme, (Together We're Better for Staffordshire), is to have one Strategic Commissioner by April 2021.

Regardless of everything the main message throughout is that the voices of the Public and Patients must be listened to at all levels.

In terms of East Staffordshire, there is excellent involvement by the Patient Board, although it would be good to have younger people involved as well.

From 2020 there is a greater involvement with South East Staffordshire and the Patient Board is now known as the East and South East CCG Patient Board.

Currently the new terms of reference are waiting for ratification and there is a representative from Tamworth / Lichfield on the Board, (Co-Chair South East District Group) plus of course Anne, as Patient Board Chair, is from that area.

As regards other CCG areas the CCG themselves are having to lead District Level GROUP involvement and it is true to say that the East is far ahead and in fact the District Group were the first to start virtual group meetings, with others including the CCG's following afterwards.

In terms of COVID the CCG's are now in what is known as Stage 3 Restoration and Recovery stage. In terms of the East and South East the group was very "heavy" in terms of organisational people but very recently Anne and the Vice-Chair of the Patient Board, JB, have been recruited onto the group to ensure the patient perspective is not lost.

### **Other roles**

Heart Failure Services are being redesigned and Anne been asked to sit on that group as well as 4 patient representatives from the community and hospital environment who have experienced the current heart service. Anne also sits on several CCG Governing Body Committees, including those that cover communication, engagement and equality, quality, and primary care.

### **Questions and Answer Session**

- The Forum Chair, JG, there is so much information that you must have to keep in your head did you have a clinical background? AH said she had always been in the general management side. Throughout her career, though AH had always worked in collaboration with doctors, nurses, and other healthcare professionals.
- SAR indicated that the communication during the initial lockdown was poor

at times but understood all was under the strict rules of NHS England. This meant that local issues and GP / Patient Groups was in some cases non-existent. Could not one person in a GP surgery be a contact with a person within the Patient Group? Anne totally agreed with what SAR had said. However, GP's are not employed by the Clinical Commissioning Group, (CCG). Some practices have been great, in terms of her own GP surgery they employed a Patient Liaison Officer, and this has been great to keep the communication channels open. In some other Practices, within the South East it has been woeful with a big disparity between them throughout COVID. The CCG's can only ask and encourage they can't mandate.

SAR indicated that this doesn't apply to the Tutbury Practice where information flow has been good with the Patient Forum, (Practice Manager to Forum Secretary and vice versa).

- Practice Manager, RB, agreed on SAR's comment and that is the benefit of having such an active Patient Forum. However, RB agreed others in East Staffordshire have had issues.

There being no further questions the Chair, JG, thanked AH for an interesting talk and thanked her for taking the time in coming along to talk to us. The members agreed and responded in the normal manner.

## 5. Practice Update

RB, Practice Manager gave the following update:

- **Patient Registered Numbers**

Our registered patient numbers have currently stand at 7934.

- **Staff**

As reported at the last meeting the Practice has seen a reduction in reception staff, admin staff and nursing staff. However, we have tried to maintain the service so many of you have come to expect and we thank you for your patience and understanding during this time. A new receptionist, Helen, started on Monday 7<sup>th</sup> September. She has previous NHS experience and is picking up the role very quickly.

Over the past two days there has been an increase in telephone calls into the Practice which at times has delayed patients getting through on the phone. In the words of ZS, it has been like working in a call centre with no let up on phone calls all day. It is appreciated that the delays give way to patient frustration which at times is vented at the receptionists. This situation is aggravated when there is little or no media advice or guidance for GP Surgeries.

SAR had observed that the same is being found by dental practices where they also

have disgruntled patients ringing them.

All the members agreed, that regardless of the situation, people had no right to be unreasonable when they phone as the Practice understands their frustration and is doing everything, they can meet the patient's needs. **Action: It was agreed that the Secretary, JB, would discuss the situation with RB with the aim of putting together an email from the Forum Officers on this topic to go to the membership.**

- **Update on COVID restrictions and Surgery Appointments.**

As with the issue of frustration on phone calls patients can't understand why access to GP's and nurses is still restricted.

CA, Senior Practice Nurse, explained that COVID is an airborne virus and so can be passed on very quickly. Therefore, visits must be carefully monitored with GP's seeing patients following their telephone triage with the patient and making the appointment accordingly. After each appointment, the consulting room must be cleaned down before another patient can visit that GP. The same applies for nurses' appointments and the maximum allocated appointment time for either GP or nurse is in the region of 10-15mins.

Forum member JW appreciated the situation a lot better after listening to what RB and CA had said.

One way of being kept informed is by signing up to the text messaging service that is run by the Practice. Discussion on the topic and it was agreed that the electronic version will be forwarded to the Forum Secretary, JB, to email to the members.

- **Flu Vaccinations**

The first flu clinic will take place on Saturday 19<sup>th</sup> September. Other clinics have been arranged for further Saturdays and during the week clinics. Currently there are places available for Saturday 17<sup>th</sup> October and Tuesday 22<sup>nd</sup> October. All appointments prior to these dates have been taken. Vaccinations are due to be delivered w/c 14<sup>th</sup> September. A one-way system for Saturday clinics has been worked out to ensure patients do not encounter each other. The vaccinations will be given by both GP's and nurses who will be in full PPE clothing. We have a good stock of PPE plus separate supplies for the flu clinics, (same PPE).

3 surgeries within the area were expecting delivery today but they have been cancelled so the appointments they had arranged had to be cancelled.

AG indicated that sometime ago he registered for electronic prescriptions but not used. Would the registration still be viable?

ZS indicated possibly not and will have to register again. This is possible via downloading the NHS App.

The Chair, JG, thanked RB, CA and ZS for the update and attending the meeting.

## 6. Question and Answer Session

- **Mental Health**

What is the situation concerning access to mental health service?

ZS, indicated that the service still appears not to be seeing people face to face. In addition, there appears to be no virtual contact via for eg, zoom. The connection with people appears to be via phone messages. To help people, especially during the current situation, keeping in touch does help.

JS indicated that she had met up recently with someone who had been bereaved throughout COVID and needed assistance but where to go?

SAR responded to the above by indicating that there are organisations out in the community who can help, and 2 examples were:

South Staffordshire Network for Mental Health who have a system called “Toolbox” and you get a phone call to go through the procedure.

The contact details are

Website: <https://ssnmentalhealth.co.uk/>

Phone: **01543 301139**

Details on the “toolbox” can be found in Appendix (i) at the end of these minutes.

Burton Mind

Website: <https://www.burtonmind.co.uk/contact-us>

Phone: **01283 566696**

They run a Wellness service and the details can be found on the above website and in Appendix (ii) at the end of these minutes.

- **Technology Assistance.**

BW informed the members that since COVID there has been a move to more and more on-line GP and nurse consultations, virtual meetings, Skype to keep in contact with friends and family etc. There is an organisation called Ability Net who can advise you how to do these things even if you have never used this type of technology before. Their contact details are

Website: <https://abilitynet.org.uk/about-abilitynet>

Phone: **0800 048 7642 during UK office hours**

Further information can be found in Appendix (iii) of these minutes.

- **Blood Tests**

JS informed people that the waiting list for blood tests at Queens is currently running at 3weeks.

## **7. Feedback on the East Staffs CCG Governing Body Meeting, 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).**

- **East Staffs CCG Governing Body**

A Governing Body meeting was held on 27th August 2020 and 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 for to get the live recording of the meeting and previous meetings.

This year all the Commissioners from across the NHS in Staffordshire and Stoke-on-Trent will come together to discuss the challenges of the last year virtually They will share an Annual General Meeting (AGM) on the afternoon of Thursday September 24. The meeting will take the form of a live webinar on Microsoft Teams and members of the public are invited to take part. The meeting will reflect on key achievements in the last year and sharing priorities for the coming year. The public will have the opportunity to ask moderated questions regarding the annual report, via the chat function.

***Action: The Forum Secretary, JB, to forward the AGM details relevant reports for East Staffordshire.***

- **Primary Care Commissioning Committee Meetings**

In April 2017, the CCG took on delegated responsibility from NHS England for commissioning local GP services. The potential benefits for the patients and the public include:

- Improved access to primary care and wider out-of-hospitals services, with more services available closer to home
- High quality out-of-hospitals care
- Improved health outcomes, equity of access, reduced inequalities
- A better patient experience through more joined up services

NHS England has retained responsibility for commissioning other primary care services such as opticians, dentists, and pharmacists.

A Primary Care Commissioning Committee has been established as a sub-committee of our 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 Lay Member representative and will be held in public, which means that anyone is welcome to attend and observe the meeting.

Public meetings may be stepped down if there is insufficient business need, however adequate notice will be given to the committee and members of the

public in this eventuality.

Please note that these are meetings held in public and are not public meetings. While any member of the public or the press is welcome to attend these meetings, the public and press will not have speaking rights at the Primary Care Commissioning Committee.

As with the Governing Body meetings above, due to COVID restrictions the first meeting of 2020 was on 27<sup>th</sup> August and was as a Microsoft Teams virtual meeting which was recorded and made available for the public afterwards. To access this and any future 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

- **East Staffs CCG Patient Board**

The monthly Patient Board meetings continue to be held via Microsoft teams the last meeting being on the 3<sup>rd</sup> September. The meeting had updates by Nicky Harkness, Managing Director East / South East CCG on the Governing Body on the Restoration and Recovery Programme. There were also presentations from the Midlands Partnership Foundation Trust, who currently provide our community services, Primary Care, and update on COVID / Communications.

The recent District Survey report was also discussed.

In October, a representative from UHDB will be attending the Board to talk about patient experience. A discussion on Estates Strategy is on the November agenda.

- **East Staffs District Patient Engagement Group**

Since June, the Group has been holding monthly virtual meetings via Zoom.

In July, the Group conducted a survey within East South East Staffordshire

The survey ran throughout the whole of July and gained 80 responses which in the current environment has been seen by others as a real achievement.

The report has now been completed and shared with lots of different groups shared with lots of different groups. There were some interesting results from the survey and the group have just started to receive feedback.

The report has been shared with the Patient Board. The report also highlighted the importance of local information, provided by trusted people and The Chair of the District Group and member of the Patient Board, SAR, indicated that the Patient Board members were trusted by people to provide true and factual information. The importance of this sort of local information is that people can/will provide feedback on the content.

The “next steps” is on the agenda for the next District Group meeting taking place on the 24<sup>th</sup> September.

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

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



the first virtual network meeting in July there had been a further meeting on the 2nd September. The network had two speakers who gave an update on the situation with local retinopathy screening followed by a presentation from the Diabetes UK Research Communications Officer. There was then an update on the local network and a brief discussion on the East Staffs District Patient Participation Group recent survey report. The next meeting is on 15<sup>th</sup> October where it is hoped to have a speaker to talk about anxiety. Everyone is welcome to attend. Between meetings any relevant information concerning diabetes is sent out to everyone.

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

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

- **General**

During the COVID crisis the Secretary, JB, has been sending regular emails with relevant information pertinent to what has been happening in both the local and National arenas. This will continue.

## **8. Quiz nights:**

Regrettably, the decision has been taken to cancel for quiz nights for 2020 and possibly the beginning of 2021. Although the Tutbury Club has now re-opened its premises the rules on social distancing will prevent holding quiz nights.

## **9. AOB**

- **Care Homes**

SAR indicated that now there are clinical leads within care homes the District Group were considering methods on how the residents could be kept informed on local patient news, in particular relating to the activities of the Patient Participation Group / Forum associated to the surgery they are registered too. Initially contact will be made to the care home management to discuss the possibilities of doing this and complying with privacy and GDPR rules.

- **NHS App**

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet.

The NHS App is available now on iOS and Android. To use it you must be aged 13 and over and registered with a GP surgery in England.

You can also access [NHS App services from the browser](#) on your desktop or laptop computer.

### **What the NHS App does**

Use the NHS App to:

- get advice about coronavirus – get information about coronavirus and find out what to do if you think you have it

- order repeat prescriptions - see your available medicines, request a new repeat prescription, and choose a pharmacy for your prescriptions to be sent to
- book appointments - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments
- get health advice - search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice or medical help near you
- view your medical record - securely access your GP medical record, to see information like your allergies and your current and past medicines
- register your organ donation decision - choose to donate some or all your organs and check your registered decision
- find out how the NHS uses your data - choose if data from your health records is shared for research and planning.

### **Other services in the NHS App**

If your GP surgery or hospital offers other services in the NHS App, you may be able to:

- message your GP surgery, doctor, or health professional online
- consult a GP or health professional through an online form and get a reply
- access health services on behalf of someone you care for
- view your hospital and other healthcare appointments
- view useful links your doctor or health professional has shared with you

Keeping your data secure

After you download the App, you will need to set up an NHS login and prove who you are. The App then securely connects to information from your GP surgery. If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.

- **NHS COVID-19 App**

Protect your loved ones. Download the App.

The new NHS COVID-19 App, now available to download for free in England and Wales, is the fastest way to see if you're at risk from coronavirus. The faster you know, the quicker you can alert and protect your loved ones and community.

The App has several tools to protect you, including contact tracing, local area alerts and venue check-in. It uses proven technology from Apple and Google, designed to protect every user's privacy.

Further information can be found by going into the following website

<https://www.covid19.nhs.uk/>

## **10. Next meeting**

via Zoom 18<sup>th</sup> November 2020, 6.30pm. The Chair thanked everyone present for taking part and the Secretary, JB, for setting up the zoom meeting. The meeting closed at 8.30pm.

## Appendix (i)

### South Staffordshire Network for Mental Health Information on the “Toolbox”

What is the Toolbox Project?

***We concentrate on emotional health of the person we are seeing by.***

- Empowering the person to take responsibility for their emotional health.
- We help people identify strengths not weaknesses.
- Achievements not failures, and if there are failures, we help explore what was learnt and how it helped the person grow.
- We help design management plans for people to be able to use in their day to day lives that can help them to keep emotionally well.
- We help build emotional resilience.
- We encourage goal setting to help people drive towards positive outcomes.
- We teach healthy coping strategies and techniques to be used effectively
- We teach relaxation techniques.
- We signpost to groups and services to help people find hobbies and pursue interests.
- To help reduce bad days and help maintain the good days
- We help people to see the importance of looking after their emotional health through a one-off appointment to help them see the wood through the trees.
- We follow up after 3 weeks and again at 3 months to check the management plans is effective and if the person is moving towards the goals set.
- This service is a free one-off appointment within the community with one of our Toolbox Workers.

"The encouragement to make time for myself as well as seeing to the needs of others was very helpful."

"Toolbox made me more aware of what I can achieve and opened my eyes more to what I can do."



**LOTTERY FUNDED**



# Toolbox



## FOR YOUR EMOTIONAL HEALTH

**Not sure where to go for help?**

**Do you need help to create a support plan for your emotional wellbeing?**

**We help you to identify your qualities and help you take control**

**Would you like to combat your stress, worries or isolation?**

**"I'm more conscious of how to approach things from a different outlook."**



**Contact us today for an appointment**

\*please note this is a one off 1-1 appointment\*

**Telephone:** 01543 301139  
**Email:** [toolboxreferral@ssnmentalhealth.co.uk](mailto:toolboxreferral@ssnmentalhealth.co.uk)

**We cover East Staffordshire, Tamworth Borough, Cannock Chase District, Lichfield District, Stafford Borough And South Staffordshire**

## **Appendix (ii).**

### **Burton Mind**

IAPT is a service provided by the NHS Midlands Partnership Trust and Burton & District Mind for people who are feeling stressed, anxious, low in mood or depressed. Burton and District Mind will be providing Non – IAPT talking therapies in partnership with the Wellbeing team from 1st June, covering East Staffs, Lichfield, Burntwood and Tamworth.

#### **Who is it for?**

- Anyone over the age of 16 years and above who are registered with a GP in Staffordshire.
- Anyone feeling stressed, anxious, low in mood or depressed.
- Anyone who is ready to make positive changes in their life.

#### **How do I make an appointment?**

- You can self-refer yourself or a GP may recommend that you contact the services.
- You will need to contact the NHS Midland Partnership Trust on the following number:

Call: 0300 3030 923

Monday to Friday 9am-4.30pm (excluding Bank Holidays).

#### **What happens next?**

They will take your details and offer a phone assessment which will generally be within 28 days of your first call to the central helpline.

#### **What can I Expect?**

You will be able to talk about your concerns and at the end of the assessment, you will discuss the next steps.

If IAPT is the best service for you, they may offer a variety of formats which include:

- Cognitive Behavioural Therapy (CBT) for anxiety.
- EMDR for trauma.
- Interpersonal therapy.
- Couples therapy.
- Counselling for depression.

## Appendix (iii)

### Ability Net

They offer a huge amount of support to help people to use IT, even if they've never used it before, and they are busy during this crisis. There are a lot of free fact sheets about using IT with various physical disabilities and about how being on-line can help people to stay connected with loved ones (and so help with mental health as well). BW watched a free webinar some time ago now, about "How to use technology to reduce social isolation" - by enabling isolated people to "see" and talk to family members who may be the other side of the world; it also talked about how isolated people can use IT to use their bank, do their shopping and even contact the NHS, and generally live more independently (e-books and magazines and audio-books available without having to visit the library). The webinar is still free to view on their website under "Free Resources",

In this time of crisis Ability Net are working closely with another charity, [www.wavelength.org.uk](http://www.wavelength.org.uk). They started out a long time ago now by providing wireless sets for blind people, but their remit has expanded considerably over the last century. Specifically, now they are GIVING tablets to isolated/disabled people to increase their independence and reduce their isolation. They are also asking people to donate tech. devices that they don't use to enable them to do this

Both organisations are finding ingenious ways to teach people to use, primarily, tablets to keep them connected whilst remaining socially isolated.

They also mentioned [www.devices.now](http://www.devices.now), which is part of [www.future.now](http://www.future.now). They too are working to make sure EVERYBODY can get online and use all the services available now, whilst social isolation is a major feature of our lives for the foreseeable future.

There is also an organisation called [www.learnmyway.com](http://www.learnmyway.com), which offers exceptionally good on-line training on how to use the internet, from extremely basic topics up to more advanced things.