



**The Tutbury Practice Patient Forum Minutes
From the meeting held on
Wednesday 14th July 2021 between 1pm and 3pm.
in Tutbury Village Hall, Monk Street, Tutbury**

1. Present.

Patient Representation: SAR Deputy Chair, JB Secretary, DM, JJ, BW, MG
Practice Representation: RB, Practice Manager. DT, Practice Nurse.

2. Introduction and Welcome.

This was the 1st face-to-face meeting since March 2020. Although COVID -19 restrictions had been relaxed the Secretary, JB, had sent out the protocol that had been put in place for when members attended the meeting.

The meeting was opened by the Deputy Chair, SAR, welcoming everybody present. The Chair, JG, and AG are in isolation prior to AG going into hospital for an operation. SAR welcomed everybody indicating it was so good to see people rather than via zoom. It was also good to see members present who were unable to attend the previous zoom meetings.

3. Apologies for Absence.

Apologies had been received from:

Patient Representation: JG Chair, AG, RH, CH, JS, MB, ED, NFS, ASS, BC, RAR
Patient Representation: CA, Senior Practice Nurse
Pharmacy Representation: LF, Pharmacist Good Life
JW, Pharmacist Dean and Smedley

4. Approval of the Minutes from the Meeting held on 19th May 2021.

There were no issues raised on the Minutes. The Minutes were accepted by the Deputy Chair, SAR, as being a true record of the proceedings.

5. Action Log Update.

- *Repair of the clock within the waiting room.*

The Secretary, JB, informed the members present that the clock had been cleaned, someone had come and found the fault then ordered the required part, (£25).

Unfortunately, COVID restrictions had prevented the part to be fitted. At the meeting in May it had been agreed that the person could come and fit the part.

Update:

The Secretary, JB, informed the members that this action still had to be completed.

- *Purchase sign for the bicycle rank*

At the last meeting the purchase of a sign for the bicycle rank was discussed and it was agreed that the Secretary, JB, should go ahead and order one.

Update:

The sign had been recently purchased and the Secretary, JB, had brought it to show everyone. Everyone happy and JB will arrange its fixture.

6. Practice Update.

The Practice Manager, RB, gave the following update:

- **Registered Patient Numbers**

Current registered patient numbers as of 01 July were 8043. This is a rise of 63 since the beginning of the year.

- **Prescription Requests**

We have seen a substantial increase in the number of prescription requests we are processing. On the 30th of June we counted all prescriptions still waiting to be processed and it was 262. On the 28th of June we received over 140 requests from patients on this day alone. What is becoming evident is that patients are requesting 1 or 2 items on their prescriptions and then requesting another 1 or 2 items in a couple of weeks. We will start to work with patients to try and standardise prescription requests and our Practice Pharmacist will work with patients to try and align all medications on repeat prescriptions so that patients are only requesting one repeat prescription for all items. This may be a slow process so please bear with us.

- **Documents into surgery**

Week Commencing 5th July Letters from hospitals, A & E, Other outside organisations, BP Recordings from patients, all need to be entered, by way of scanning or electronically filing onto the patients' medical record, 841 items. From these documents the GP's may wish to see patients for follow up and over the period of 31st May – 30th June a total of 74 extra appointments were required for patients who need a follow up generated from a letter/result received from the hospital.

- **Appointment System**

The improvements made to the appointment system seem to be going well, patients are happy that they can pre book and make telephone triage appointment.

50% of appointments we offer are available to book on line, these are pre bookable telephone triage appointments and on the day telephone triage appointments. Please be aware that the time booked may not be the exact time the GP calls you back so please ensure you are available to take the call.

- **Results**

We have noticed that patients are not contacting the Practice to check if test results are back, we appreciate that sometimes it is difficult to get through on the telephone. Can we please stress to patients that when changing their mobile telephone number, they let the Practice know. We are looking at improving the way we deal with test results.

- **Practice Standard Operating Procedures**

New government guidelines come into force on Monday 24th July, this includes the wearing of face masks, socially distancing etc etc. We as a Practice have discussed these changes and will continue to operate as we are at the present time for the foreseeable future. Due to the makeup of the building and the other organisations that use the Health Centre we still feel it is necessary to monitor footfall through the building. We are still operating socially distanced staffing levels with some staff members continuing to work from home. Staff will still wear face coverings and infection prevention and control measure have not changed and the wearing of PPE has not changed. Please remember – Your mask protects me, and my mask protects you. Whilst exposure for a patient visiting the surgery for a face-to-face appointment may mean that your exposure is only 10 minutes, a clinician's exposure during the course of a day could be anything over 5 hours.

- **Current situation regarding staff and COVID-19 infections.**

At present there is 2 GP's, a member of reception staff and a nurse in self-isolation. In addition, approaching the holiday season so all staff are stretched to the limit.

- **Information from a Practice Managers meeting earlier.**

A virtual meeting had been held that morning and agreement reached on the messaging to go to patients regarding the situation as from 24th July.

The members thanked RB for a comprehensive update and there was a general discussion on the various topics. It was also agreed that a communication should be designed and put out to patients. On the 4th of June a similar leaflet was written and distributed under the East Staffordshire District Patient Engagement Group and on 21st of June a "Access to the Tutbury Surgery- Update" leaflet was produced by the Forum Officers and distributed to all Forum members. It was thought that an update from the District Group would be the best way as it would apply to all Practices within East Staffordshire.

Update:

On the 20th of July the following email was distributed

Dear Colleagues,

Access to GP Surgeries: Update July 20th, 2021

As the Chair and Vice-Chair, of the East Staffordshire District Patient Engagement Group, we want to give you some insight into the current situation regarding access to your GP surgery.

Whilst we, the public, see “life in general” is returning to some sort of normality following the removal of COVID restrictions on 19th July, the Health Services are still having to follow strict COVID protocols.

We want to take this opportunity to outline the current situation which you can view in the attached document. Can you please distribute this document amongst your family, friends, and other colleagues?

Thanking you in advance

Best regards

Sue Adey-Rankin Chair East Staffordshire District Patient Engagement Group

John Bridges Vice-Chair East Staffordshire District Patient Engagement Group

(The document issued is attached at the end of these minutes, Appendix 1)

7. COVID Vaccination Programme Update plus NHS App

In East Staffordshire, the programme at Pirelli and Uttoxeter hubs arranged by the Primary Care Network in conjunction with Burton Albion is going exceptionally well.

At the last meeting the Deputy Chair, SAR, informed the members that the volunteers within East Staffordshire had been shortlisted for a Support Staffordshire Star Award with the virtual presentation evening being on June 17th. It was pleasing to inform everyone that they were success in winning the award for the

The weekly vaccination bulletins are being circulated widely by the Secretary, JB.

With the talk of COVID-19 booster vaccinations for the over 50's and the vulnerable the Pirelli stadium will continue to be a vaccine centre.

8. Feedback from East Staffordshire Clinical Commissioning Group, (CCG), Primary Care Committee, and the EastStaffordshire CCG Patient Board.

The Forum Secretary, JB, who is the Vice Chair of the East and South East Staffs CCG, Patient Board and East Staffordshire District Patient Engagement Group, gave the following verbal feedback on the above:

- ***The East Staffordshire CCG Governing Body.***

In terms of the CCG Governing body there has an update on the new Integrated Care Systems (ICSs) and the Integrated Care Partnerships (ICPs). There had been a second reading of the bill in Parliament, and now the bill will proceed to the House of Lords in the Autumn. This hopefully will make way for the bill becoming law and come into force from April 2022. There have been recent changes already with a renaming of both the ICS and ICP. Once everything has been clarified communications will be sent out. The next Governing Body meeting will be on Thursday 29th July and members of the public are invited to attend. Details will be sent out on how to register.

- ***Primary Care Commissioning Meeting***

These are now held monthly. “live” via Microsoft teams and the public are allowed to attend. The last meeting was on Thursday 24th June with the Deputy Chair, SAR, and Secretary attending the meeting. Lot of discussion around the access to GP Surgeries, the COVID-19 vaccination process. Next meeting is on Thursday 29th June 2021 between 9.30am and 11.30am. Details will be sent out on how to register.

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

Meeting was held on 1st July. Usual full agenda with the normal standard items. Time spent on patient stories and the report that both AH and JB will be presenting to the South East Locality Commissioning Board in September. In addition, there was a presentation on having patients on the Clinical Information focus groups. Currently looking for patients who have experience on using the Ophthalmic and Wound Care services. (A document has been put together on what the groups are about, time commitment etc and this has been circulated to the District Group membership and asked to be circulated to PPG members).

Details circulated to the Tutbury Practice Patient Forum on the 27th of July.

9. East Staffordshire District Patient Engagement Group

Meetings via zoom continue to be held every six weeks, the last meeting being on 24th June 2021. Apart from the usual agenda items, that include patient stories, vaccination update, CCG updates the group had a presentation from Michelle Vodden, of St Giles, on the topic of My Wishes.

As this is on the Forum agenda under A.O.B and it was decided to discuss it at this point.

10. My Wishes Project Update

The My Wishes project had come about through the South East Staffordshire Action Alliance who work on Advanced Care Planning, (ACP). In England 0.6% of the population have taken up an ACP with this normally being in the last year of life. In Staffordshire, the figure is only 0.2%. To make people more aware a project programme was agreed upon and an application for more was made to the NHS. The programme was designed to have a wider meaning and to get people thinking a lot earlier in their lives, in what day-to-day things matter to them and would be important if at a later stage in life they had to go into/or receive care. These things could include what radio programmes a person likes, doesn't like certain foods etc. This information would be invaluable to carers especially if the person had trouble communicating. It can be seen as "a will for your care".

Pre-pandemic the project was headed by Ian Leech, IL, Community Engagement and Supportive Care Manager for St Giles Hospice. IL saw lots of people within the community, explained the purpose behind the project and received a good deal of positive reaction. However, when the questionnaires were handed out people took them away with them but very few were completed and returned. The reason was that people were concerned who would have sight of the document.

Now looking at doing it in a different manner and have the form incorporated into a patient's medical record. Lagardo have a "My Wishes" programme but this is a non-NHS organisation, so there's an issue with getting it accepted. Work has been undertaken with the NHS Digital platform with the aim of having it incorporated onto the NHS App. So, the next phase is putting together our "My Wishes" questionnaire to gather opinion and feedback for the NHS. If successful, then the aim will be for it to be available to complete via the NHS App.

Michelle Vodden had given an update to the East Staffordshire District Patient Engagement Group on 24th June and had forwarded examples of the type of questions to the Chair and Vice-Chair SAR and JB.

These have been formulated into a questionnaire that is going to the District Group members for them to discuss with their PPG members and feedback to the next District meeting due on the 29th of July.

A discussion then take place on the way forward and possible wider consultation

possibly via a webinar in September.

At this time, it could also be possible to have people available to widen the discussions to cover such items as Wills and Power of Attorney.

The members present at the district meeting in June had raised a number of questions and these are shown below along with the answers given.

- Q. Can the plan be altered as time passes and circumstances change?
A. Yes it can.
- Q. Is there another way rather than having it via the NHS App?
A. Could have a paper-based system where advice on completion can be given by trained volunteers and then entered onto the patients' record.
- Q. Is the document shared between the family?
A. this is an individual document that would be shared by the patient and their clinician and possible future carer(s). There is nothing stopping a patient having a copy or sharing with their family. It is their personal choice.
- Q. How are the people selected to take part, importance of involving family and carers, what will be in place to follow up if the individual has completed the questionnaire?
A. This is the importance of having trained volunteers who can assist the patient and be able to check the form has been completed and passed onto their GP.
- Q. Valuable information but only as good as the people who read it.
A. A lot of professionals are aware of this type of form as used extensively in End-of-Life care. This is where it is important it is attached to a patient's clinical record as then it will follow the patient when future care is required.
- Q. Brilliant idea and work already carried out. However, NHS App and other technology alien to me and to a lot of people. Will it be possible to have a questionnaire, complete it and then leave for my GP?
A. Yes that will be possible.
- Q. Lasting power of attorney, wills etc?
A. This area is covered in the questionnaire.

The project had been outlined at the last Forum meeting in May and the members then thought the project was a good idea.

Following on from the above the Secretary, JB, handed out paper copies of the questionnaire that had been formulated to those present. It has also been sent via email to everyone. A request was made to feed back all comments to the Secretary before the District meeting being held on the 29th of July 2021.

11. East Staffordshire and Surrounds Diabetes UK Patient Network.

The next meeting is on Thursday 22nd July and the speaker will be Glynis Johnson, Diabetes Specialist Nurse, UHDB, Queens Hospital who is giving a presentation on Treatment Options for Type 2 diabetes. The Chair, JB, is currently in discussion with the Type 1 diabetes paediatrics team at UHDB to invite both parents and their Type 1 teenagers to the group in September to discuss any concerns and worries they may have especially as they progress into the transition into adult care.

Regular monthly discussions are held between the UHDB and the Chair, JB, regarding issues and concerns raised by the group. This has been very positive and Luke Gregory is attending the meeting to give an update on the answers he had given to the issues raised and what was being done

JB gave a quick update regarding the 1,000,000-step challenge he is doing for Diabetes UK throughout July, August and September.

12. National Association for Patient Participation, NAPP

The Secretary, JB, circulates the e-bulletins as they become available.

13. Any Other Business.

(i). NHS Digital and extraction of Patient Data

The Secretary, JB, had circulated information regarding the extraction of Patient Data by NHS Digital. This is like the care.data scheme which caused an outcry in 2014 and was subsequently cancelled. Originally patients had until 23rd June to opt out of the scheme with the extraction of data starting on 1st July 2021. However, following the issue being raised in the Houses of Parliament this has now been delayed, to allow time for communication to the public, until the 1st of September 2021. The Secretary, JB, has had written communications with the local MP, Kate Griffiths, who has forwarded the concerns to her ministerial colleagues along with the suggestion to move the date to January 2022. Once he receives an update, he will forward the response to everyone.

14. Date of the Next Meeting

The next meeting via zoom will take place on Wednesday 15th September 2021.

Dependant on the COVID restrictions the meeting will again be face-face and in the main hall of the Tutbury Village Hall which will give sufficient social distancing and air flow.

If this does take place the meeting will be between 1pm and 3pm. The decision will be taken nearer the time, but the room has been reserved.

The meeting was then closed by the Deputy Chair, SAR, who thanked all members for their contributions to the discussions at the meeting.

Appendix 1



East Staffordshire
District Patients Engagement Group

Website: <http://districtpatientsgroup.org/>

Access to GP Surgeries: Update July 20th, 2021

As the Chair and Vice-Chair, of the East Staffordshire District Patient Engagement Group, we want to give you some insight into the current situation regarding access to your GP surgery.

Whilst we, the public, see “life in general” is returning to some sort of normality following the removal of COVID restrictions on 19th July, the Health Services are still having to follow strict COVID protocols. We want to take this opportunity to outline the current situation.

NHS Patients, staff and visitors must continue to wear face coverings in healthcare settings, (NHS website, 15 July 2021).

England’s Chief Nurse has today reminded the public that everyone accessing or visiting healthcare settings must continue to wear a face covering and follow social distancing rules.

Covid restrictions will end in many settings in England from Monday.

However, Public Health England’s infection prevention control guidelines and hospital visiting guidance are set to remain in place for all staff and visitors.

That means NHS visitor guidance will stay in place across all health services including hospitals, GP practices, dental practices, optometrists and pharmacies to ensure patients and staff are protected.

Staff, patients and visitors will also be expected to continue to follow social distancing rules when visiting any care setting as well as using face coverings, mask and other personal protection equipment.

The NHS will continue to support staff in ensuring that the guidance is followed in all healthcare settings.

Chief Nursing Officer for England, Ruth May said: “Face coverings and social distancing measures will remain in place across healthcare settings so that the most

vulnerable people can continue to safely attend hospital, their GP surgery, pharmacy or any other healthcare settings for advice, care and treatment.

“And it is important for the public to continue to play their part when visiting NHS and care settings to help protect our staff and patients, particularly those who may be more vulnerable to infections.

“As restrictions are lifted in many places on Monday everyone has a part to play in helping to control Covid by getting vaccinated and acting responsibly.

“It is vital that in healthcare settings, we do all we can to reduce the risk of infection for those working in our services and those who need our care.”

Health Minister Jo Churchill said: “Face coverings have played an important role in healthcare settings, helping protect vulnerable patients, staff and visitors by limiting the spread of this deadly disease and this guidance remains in place.

“We expect patients, visitors and NHS staff to continue using face coverings and maintain social distancing in all healthcare settings as we cautiously lift restrictions on Monday.

“I urge everyone to play their part and think of those more vulnerable than you when visiting your local hospital or GP surgery.”

Professor Helen Stokes-Lampard, Chair of the Academy of Medical Royal Colleges said: “It is absolutely right that basic infection prevention and control measures stay in place in healthcare settings. Simple steps such as wearing a face mask and keeping a safe distance away from others are a minor inconvenience but could have a profound positive impact when it comes to protecting the most vulnerable and I strongly support the chief nurse with this clear reminder.”

Jude Diggins, Interim RCN Director of Nursing, Policy and Public Affairs said: “The recent increase in the number of COVID-19 cases shows that we have some way to go before being free from the pandemic. The public understand the importance of face masks, social distancing and vigilant handwashing in all health and care settings. These must continue in order to protect patients and nursing staff thus helping to ensure the NHS has the capacity to treat everyone who needs it if pressures keep increasing.”

Eddie Crouch, Chair of the British Dental Association said: “These guidelines are in place to protect patients and staff. When visiting a dentist face coverings, social distancing and hand washing remain fundamentals not optional extras. Wider changes that take place on Monday will have no impact on how the public should approach accessing our services.”

Thorrún Govind, Chair of the Royal Pharmaceutical Society in England

said: “Pharmacists and their teams are working really hard to support patient care and the public can do its bit to help keep people safe. While some pharmacies are in retail environments, they’re still a healthcare setting and have been relied upon to support and protect the public throughout the pandemic. I’d urge everyone entering a pharmacy or any healthcare setting to wear a mask and maintain social distancing to reduce the risk from COVID-19 to both patients and staff.”

UNISON head of health Sara Gorton said: “Although restrictions are easing, NHS staff are under pressure trying to clear the long wait lists that have built up during the pandemic. At the same time, Coronavirus cases are rising rapidly, and many people remain vulnerable. It’s vital that staff know they will be kept safe, and the public are clear that measures like social distancing and mask wearing will still be needed to stop the spread in healthcare settings.”

Matthew Taylor, chief executive of the NHS Confederation, said: “This is exactly what health leaders across the country needed to hear as we head towards the final coronavirus restrictions lifting in England as it will validate their intention to continue following the existing infection control guidelines. It is not too much to ask of those visiting or using NHS services to continue wearing a mask and respecting social distancing measures if it can keep themselves and those around them safe from this horrible disease.”

In line with the above, your GP surgeries will continue with the restrictions that were in place prior to 19th July and you may well receive a text or see on your surgery website a message informing you of this. The wording in the message may differ slightly from individual Practices, but they all have the same message re access and masks. An example, from our surgery at Tutbury, is shown below:

Dear Patients,

Although the government has confirmed that lockdown restrictions are lifting on Monday 19th July, The Tutbury Practice will be continuing with the measures we have in place to keep our service operating safely. Infection rates for COVID are currently exceptionally high but we will review the situation when the rates significantly drop. We will still require all patients, unless exempt, to wear a mask to enter the building and social distancing will continue in the waiting room.

Anyone not wearing a mask will be told that they have to wait outside the surgery until the healthcare professional is ready to see them.

We must protect our patients, staff and frontline clinicians.

We wish to ask that you understand the reasons behind this and please be respectful when contacting your surgery.

Many thanks

Sue Adey-Rankin Chair East Staffordshire District Patient Engagement Group

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John Bridges Vice-Chair East Staffordshire District Patient Engagement Group

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Telephone Helpline Number: 07359021283 Hours: 9.30am - 19.00 pm.

Open to all patients in East Staffordshire's 18 GP Practices.

- (i). General Health-related questions.
- (ii). Queries around COVID-19 and vaccinations.
- (iii). Local information.
- (iv). Signposting to further information.

We can't discuss specific illnesses or give medical advice.

Issue 2

July 2021

