



**The Tutbury Practice Patient Forum Minutes of the Meeting  
Wednesday 19<sup>th</sup> May 2021 between 6.30pm and 8.30pm.  
Virtual Forum Meeting held via Zoom.**

**1. Present.**

Patient Representation: JG Chair, SAR Deputy Chair, JB Secretary, MB, CH, RH, ASS, BW, JW

Practice Representation: RB, Practice Manager. CA, Senior Practice Nurse.

**2. Introduction and Welcome.**

The meeting was opened by the Chair, JG, welcoming everybody present. This was the 6<sup>th</sup> virtual meeting due to the pandemic and it is possible it would be held in this format until the situation changes.

**3. Apologies for Absence.**

Apologies had been received from:

Patient Representation: AG

Pharmacy Representation: LF, Pharmacist

**4. Approval of the Minutes from the Meeting held on 10<sup>th</sup> March 2021.**

There were no issues raised on the Minutes. BW proposed approval which was seconded by SAR. The Minutes were accepted by the Chair, JG, 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.

**Action: It was agreed that the person could come and fit the part.**

## 6. Practice Update.

The Practice Manager, RB, gave the following update:

- **Access**

Demand on the telephones has risen to new levels, we now find we are acting more like a call centre rather than a GP Surgery, demand on the telephones is still as great if not more so than the last time we met. I am currently obtaining call numbers from our telephone company.

I wish to stress to patients that whilst we have 10 lines these are not just coming into the Practice these are also used by the GPs to call out. GP's have resorted to using their own personal mobiles to call patients.

With the demand on the telephones as great as ever we are behind with the processing of prescriptions. We have three receptionists in the morning, back in the good old days all 3 would answer the telephones until 10am, then the third receptionist would transfer over to processing prescriptions, due to the demand on the telephones this is now not possible, and the impact has been a delay in prescription processing. Reminder to patients that they can request their repeat medication up to two weeks before it is due and therefore, they should not run out of medication.

Patients may suggest bringing in more receptionists, but we must maintain social distancing measure to protect staff, staff need holidays, and they are encouraged to take annual leave, just for the break away, they are refreshed and ready to go when they get back.

We ask that patients bear with us, we are looking at the telephone system, we are limited to telephone functionality by the number of staff members we have answering the telephone and can have in the building, we are looking at the appointment structure and implementing pre bookable call backs. There is still the option for patients to book on line appointments. We are limited on room availability and therefore cannot transfer staff to other rooms to answer the calls if we were thinking of socially distancing staff, we need our clinical rooms for clinicians, clinicians must hot desk and work from home at the present time.

Currently the patient numbers are 8000 plus whilst a few years ago they were 6000. With the planning permission being submitted for the housing development on Harehedge Lane we may see an increase in patient list size again, this impacts on telephone access and access to appointments. In addition, due to the foundations the building cannot be extended upwards and there is no room to extend outwards either. The building is also used by other external organisations such as Podiatrists, Physiotherapy and the Family Health & Wellbeing Service.

We ask that you bear with us during this time of transition from a small to medium sized Practice and that you are kind and courteous towards staff. On that note we have received positive feedback from a few patients, and this only goes towards boosting the moral of staff. Thank you goes a long way.

- **COVID Vaccination.**

Continue to work with Dove River as our Buddy practice and have had successful COVID Vaccination clinics in house over the past few weeks with a positive turn out, we are finishing our 2<sup>nd</sup> dose clinic on Friday and will then continue to recall patients to attend Pirelli Stadium, we cannot stress the importance of attending your vaccination appointment, however, appreciate that situations occur that mean you cannot attend your appointment for personal reasons. Appreciate the help given by Forum members when these clinics are held.

- **Digitisation of Notes**

All patients' notes have now been uploaded on to the clinical system. The space this has created cannot be used for additional clinical space due to the strict sizing requirements of clinical rooms. We continue to investigate the utilisation of other areas of the building.

- **New Partner**

It is with great pleasure that I can announce Dr Enas Darwish has accepted the offer of Partnership with The Tutbury Practice.

- **Appointments**

RB had met with the GPs earlier that day and it was agreed to trial a new appointment system. From the 7<sup>th</sup> of June it will be possible to prebook a telephone appointment 2 weeks in advance online and on the day, appointments will be available to book online. Face-to-face appointments will continue as present. This will be a staggered release of online appointments until 50% are in place for patients to book via this way.

There followed a discussion on what had been said. Firstly, the members were disappointed on hearing of the attitude expressed by some patients towards the receptionists. There is no excuse for this, and the Forum will support any action that has to be taken with patients who persistently carry out this type of behaviour.

The situation with continuing rises in the patient list is certainly aggravating the situation. New proposed planning for 500 houses on Tutbury Road and Rolleston Road will also have an impact and this comes up before the planning committee at the end of the month. It was agreed that thought will be given to the Forum writing a patient bulletin on Access to GP Practices. This would explain that although the Government has relaxed some COVID rules for the public, GP Surgeries are still under the same strict COVID rules. This topic was also discussed at the District Group meeting the previous week.

## **Update:**

On the 4<sup>th</sup> of June a leaflet was written and distributed under the East Staffordshire District Patient Engagement Group, copy attached.

On 21<sup>st</sup> of June a "Access to the Tutbury Surgery- Update" leaflet was produced by the Forum Officers and distributed to all Forum members; copy attached.

Further updates will be produced and distributed as the situation changes.

## **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.

On Saturday 15<sup>th</sup> May 2021, the vaccinations reached a milestone in the administering of vaccines to our East Staffordshire community. It was 150 days since the first vaccine was administered at the Pirelli Stadium and the first patient, a lady in her 90's from Anslow, came through the doors.

Since then, over 80,000 vaccinations have been administered at Pirelli, Uttoxeter Racecourse, GP Surgeries, Care Homes and other local hubs.

The East and South East Staffs CCG Patient Board and East Staffs District Patient Engagement Group issued a letter of congratulations to everyone that had been involved in this fantastic achievement.

There were so many people that have been involved including:

- The Primary Care Network -Our GP's, Nurses and Practice staff including the work done by the receptionists to contact patients and make their appointments.

- Kate and Howard Nash who were originally in charge of the Pirelli and Uttoxeter operations. They handed over the running of the vaccination centre to the Burton Albion Community Trust mid-April.

- The vaccinators,

- The technical team ensuring everything went smoothly.

- Colleagues who prepare the vaccines.

- Uttoxeter Lions

- Ben Robinson and the fantastic team from the Burton Albion Community Trust

- Paul, John and Wayne who have seamlessly taken over the reins from Kate and Howard Nash.

- The great volunteers who have turned up day in day out in all weathers to ensure our patients' have been met by people with enthusiasm, a smile, and genuine care and attention to ensure their patient journey all goes smoothly and "painlessly".

So onwards and upwards to the next target, 100,000 vaccines and beyond.

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.

The new Moderna vaccine was being tried within Reading and Wales there are some also in North Staffordshire.

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

The Secretary, JB, indicated that people coming for the vaccines at Pirelli are being advised to download the NHS App and sign up for their medical records which will show the dates and vaccine administered. He has been advising caution he found that it was necessary to produce the necessary documentation at the surgery before the surgery approved access. Once done everything was available to see. This is necessary even if you have signed up for Patient Access as it is not the same computer platform.

## **8. Feedback from East Staffordshire Clinical Commissioning Group, (CCG), Governing Body, and the East Staffordshire CCG Patient Board.**

The Forum Secretary, JB, who is the Vice Chair of the East and South East Staffs CCG, Patient Board gave the following verbal feedback:

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

NHS clinical commissioners for Staffordshire and Stoke-on-Trent will be holding their next Governing Bodies' meeting in common on Thursday 27th May.

For the first time since the beginning of the COVID pandemic, members of the public are being invited to view the meeting live.

The meeting is being held on Microsoft Teams and is expected to last from 1.30-4.30pm.

Members of the public will be invited to ask questions relating directly to the agenda at the end of the meeting.

Questions can also be submitted in writing or via email for anyone who is unable to attend the meeting, and these will be raised via the Chair and responses will be included in the minutes.

It's also hoped that the next virtual meeting of the Primary Care Commissioning Committee will also be held "live" This will be on Thursday 27th May between 9.30am and 11.30am.

The Secretary JB will keep the members informed.

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

Patient Board had met on May 6th.

- The questions raised via the District Group on 106 monies have been raised and are being investigated. It is hoped to have a full response by the July Patient Board.

- The Board had a good presentation from the Head of Business and Service Development, and SW, Clinical Lead for Improving Access to Psychological Service (IAPT) South Staffordshire. Both are from Midlands Partnership Foundation Trust.

- Regarding patient stories the Board were informed that work is ongoing to finalise the report on the stories received over the past six months.

This will not only be brought to the Patient Board but also is to be presented to the Locality Commissioning Board which is a sub-committee of the Governing Body.

### **9. Feedback from the District Patient Engagement Group.**

Last meeting held on 13<sup>th</sup> May 2021 and as previous it was held via zoom.

The speaker was from the DHU organisation, (Derbyshire Health United). DHU Health Care is a 'not-for-profit' community interest company (CIC). The following is an extract from their website, **www. <http://dhuhealthcare.com/services/>**

*For 365 days a year, 24 hours a day, we are committed to providing a diverse range of health services to over 5 million patients across six counties. As a socially conscious company DHU exists to provide caring, high quality, safe and effective healthcare to our patients and the communities we serve.*

*We constantly engage with our staff and improve our service without being driven to meet the changing demands of shareholders and owners.*

As part of the 2017 winter emergency winter planning, DHU went through a proper tendering process, which they won, to offer their services within East Staffs. This means they can now offer their services across the whole patch. All referrals to the DHU service are via a GP Practice and they use GP's and Advanced Nurse Practitioners when making visits. They were approached by the Clinical Commissioning Group start of winter 2020 to start the "red home service" This is to give an emergency service to those patients, who for whatever reason, are house bound. There are 3 vehicles operating the service within our area. The main reason for visits relates to COVID and complex illness patients. If a patient requires hospital care, then they wait until an ambulance arrives so that the patient is never alone.

Due to the success of the service, it has been extended until June 9th or maybe further. To date 313 visits have been made within East and South Staffordshire.

Had positive comments from GPs on the service.

RB knew about the service, which is mainly used within inner Burton, but the Tutbury Practice has used it on occasion.

Standard items on the District Agenda include feedback from the various PPG's present, update on the Vaccination programme, CCG and Patient Board activities, Healthwatch and patient stories.

### **10. National Association for Patient Participation, NAPP**

The Secretary, JB, circulates the e-bulletins as they become available. However, he is concerned that they appear to be erratic in their publication. They also operate a Forum Digest which gives the opportunity for the different PPG groups to put information on. The issue with this is that it must be a nominated member of a PPG to receive the

information and if that person then forwards to other PPG members it becomes unreadable.

Currently looking into a new organisation, The Patient Association, that sends weekly bulletins and is free to join.

## **11. East Staffs and Surrounds Diabetes UK Patient Network**

The next virtual meeting is the following day, Thursday 20<sup>th</sup> of May and the speaker is: Brian Rich, Senior Therapist on leading Long-Term Conditions, from Staffordshire and Stoke on Trent Wellbeing Matters. He is speaking on the psychological aspects of long-term conditions such as diabetes.

## **12. Any Other Business**

- The District Group has started a project around Wills, Power of Attorney and My Wishes. This has come to the forefront since COVID. Initially the project is centred around “My Wishes” This is all about making plans for your future care and deciding who would speak on your behalf if you were unable to do so. It is called advance care planning. This is a set of wishes that can be referred to should something happen to you, and you did not have the mental or physical capacity to make decisions for yourself. The Chair and Vice-Chair SAR/JB are speaking with Michelle Vodden from Uttoxeter Cares and St Giles Hospice.

Initial virtual meetings have been held with Michelle and the idea is to

- Design a suitable document of what people would wish to happen in their future care.
- Have the completed document electronically tagged to your medical record so it follows you during care.
- Discuss with the NHS to assist and have their agreement. The reason for this is that it will be more acceptable to the NHS to get the document tagged to your medical record. Initial discussions indicate the NHS is willing to assist.
- Set up a suitable questionnaire for people.
- See how to contact with a persons Will, Power of Attorney and Do Not Resuscitate forms.
- Next stage will be to find who would be interested so arrangements can be made to hold a virtual meeting to go through the project.
- Try to omit Company's selling their products and devise a bespoke system.
- Conversations already held with Tutbury and Balance Street surgeries and looking to possibly work with another 2 within East Staffordshire.
- If the above goes well and it appears feasible then the idea will be to hold a webinar with all interested parties to launch the idea.

- Will also involve the Primary Care Network.

Thought to be a good idea by the members present. RB gave input also indicating a good idea especially if the NHS is involved as that will help when talking to GP's.

- 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.

### **13. Date of the Next Meeting**

The next meeting via zoom will take place on Wednesday 14th July 2021. Dependant on the COVID restrictions the meeting could be face-face and in the main hall of the Tutbury Village Hall which will give sufficient social distancing and air flow. The Hall is now open and taking bookings. If this does take place the meeting will be between 1pm and 3pm. The decision will be taken nearer the time, but the room will be reserved.

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





