



**The Tutbury Practice Patient Forum Minutes of the Meeting
Wednesday 13th January 2021 between 6.30pm and 8.30pm.
Virtual Forum Meeting held via Zoom.**

Present.

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

Practice Representation: Dr LA, Partner, RB, Practice Manager

1. Introduction and Welcome.

The meeting was opened by the Chair, JG, welcoming everybody present. The Chair, JG, informed the members on the situation regarding the health of our Deputy Chair, RR. During the past weeks, illness has meant that RR has had to move into a nursing home in Burton. This means that she has also had to be registered with the GP Surgery that serves the residents of the home. RR has been a dedicated person for the Forum over many years and her presence will be sadly missed from our Group. The Secretary, JB, indicated that he had kept in touch with her family and on behalf of the Forum had delivered flowers and Thank you card. Through her daughter RR passed on her grateful thanks. The initial part of the meeting was the AGM and election of the Forum officers to serve throughout 2021.

2. Look Back at 2020

The Secretary, JB, gave a presentation that covered the following:

- **2020 Aims and Objectives.**

Full discussion on each objective those that had been achieved and those where COVID had prevented some taking place. Due to COVID face to face meetings and quiz nights had to cease. From July virtual meeting started,

via Zoom, and still are having to continue in this format.

- **Additional Information.**

Have representatives on various Patient Groups and East Staffs CCG Boards, local Diabetes UK Patient Network and have/are assisting with Surgery flu jabs and the current COVID Vaccination programme.

- **Quiz Nights.**

Due to COVID only one quiz night was able to be held.

- **Tutbury Practice Patient Numbers and changes over the year.**

The figures presented are being rechecked due to the apparent drop in registered numbers from Tutbury residents and a corresponding increase in "Other" The increase in numbers from Rolleston, Hatton and Stretton understandable following the geographical change in patients that attend Trent Meadows in Stretton

- **Do Not Attend and Friends and Family Feedback.**

Due to the COVID-19 pandemic the recording of this data was put on hold by NHSE.

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

3. Forum Finances.

In addition to the above a presentation was given on the Forum finances as 31st December 2020. Due to the confidential nature of this presentation, it does not appear in the minutes. The Secretary, JB, gave a full explanation of the figures and the effect that the cancellation of 5 of the 6 quiz nights had on the finances.

This became apparent when in December 2020 the batteries on 2 of the community defibrillators had to be replaced at a substantial cost. It is anticipated that the other 3 defibrillators will need battery replacement soon and so grant applications have been forwarded to various organisations.

4. Election of Forum Officers for 2020.

In accordance with the Forum Constitution, the positions of Patient Forum Chair, Deputy Chair and Secretary are to be elected each year. Prior to the meeting nomination forms had been sent to all existing Forum and Virtual Group patient members.

The Secretary, JB, informed the meeting that 2 nomination forms had been received. These were from the existing Chair and Secretary. Based on the above a vote held with all those present, with the result that the following members were unanimously elected to serve throughout 2021:

Chair: Jayne Gormley, JG
Secretary: John Bridges, JB

The members present were asked if anyone would like to stand for Deputy Chair. SAR indicated she would like to put herself forward for this position if nobody else would. There were no other nominations and after a show of hands by all present SAR was unanimously elected to serve throughout 2021.

Deputy Chair: Susan Adey-Rankin, SAR

JG, SAR and JB expressed their thanks for the confidence given to them by the members present.

5. Representative(s) to attend the East Staffordshire District Patient Engagement Group for 2020

Currently the District Groups Chair and Vice Chair are Forum members, (SAR and JB). Under the District Constitution neither have any voting rights. At last year's Patient Forum AGM, BW was elected to stand as the Forum representative at the District Patient Engagement Group. BW is happy to continue in that role throughout 2021. To follow the democratic process the members were asked if anyone else wished to also stand. No further names were forwarded and so it was unanimously agreed for BW to continue in this role throughout 2021. All present thanked BW for attending and acting as the Forum Representative at these meetings.

With the changes in the way health will be delivered in the future within East

Staffs it is important to have representatives present at these District Group meetings. Under the terms of the District Constitution our representative on this Group will have a voting right if called upon.

The Chair, JG, closed the AGM and the meeting followed the normal procedure.

6. Apologies for Absence.

Apologies had been received from:

Patient Representation: JS

Practice Representation: CA Senior Practice Nurse

7. Approval of the Minutes from the Meeting held on 18th Nov 2020.

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

8. Action Log Update.

(i) *The members agreed that a plaque should be fitted on the bench. The Secretary.*

The Secretary, JB, indicated that the plaque had been purchased some time ago. Installation had not taken place as it was hoped to have a photo opportunity. COVID restrictions had stopped this. It was agreed the plaque be fitted and a photo opportunity done at another time.

Action: Ongoing. The Secretary, JB, will make the necessary arrangements.

(ii) *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:**

Ongoing.

(iii) *Keep Everyone Informed of the COVID Vaccination Rollout.*

Regular updates circulated. Further information later in the Agenda.

Action: Complete / Closed.

(iv) *Produce a Patient Forum Newsletter during December 2020.*

Produced and circulated.

Action: Complete / Closed.

(v) *Enquire re the costs for ear irrigation equipment via suction.*

Following on from the Patient Forum meeting CA made some enquires,

re ear irrigation machine. The response she has had received is as follows:
I have had a response back from Gill Boast, Practice Nurse Representative for all East Staffordshire Practices, regarding micro suction, she does not know of any Practices having a micro suction machine, they are expensive and there is at present no training for Practice Nurses as it is a specialist field for ENT specialists.

Action: Complete/Closed.

9. Practice Update.

The Practice Manager, RB, gave the following update:

- (i) Current lockdown measures like the lockdown that took place in March 2020. In some ways coping better as systems in place with GP's / Patient telephone consultations, use of video calling, photos etc.
- (ii) As shown in the presentation given at the last meeting 30-40% of consultations are via the telephone.
- (iii) Priority is with cancer referral and the numbers over the past 6 months are back up to the levels of 2019.
- (iv) In terms of staffing various members are self-isolating following a positive COVID test. This led to prescriptions getting behind but now all up to date.
- (v) The on-line booking slots are being used more and there is a positive feedback on this system.
- (vi) The Practice wished to say a great thank you for all the gifts, cards, messages of support. They were fantastic gestures.
- (vii) The Deputy Chair, SAR, asked what is the policy of getting a nebuliser and can it be given via prescription? Dr LA indicated that these are only issued under direct hospital guidance. The Practice tend to use "spacers". A spacer makes it easier to breathe in medicine when using a dry powder inhaler. It attaches to the inhaler and puts the medicine into a kind of holding chamber.

From that chamber, you can inhale the medicine slowly when you're ready. When using a spacer, it usually takes only a couple of minutes or even less to get the medicine into the lungs. Dr LA can't remember the last time she issued or used a nebuliser.

SAR was grateful for the information given.

10. COVID Vaccination Programme

The Secretary, JB, gave an update on the East Staffordshire situation regarding the COVID vaccination project.

The first roll out of the vaccinations were at the Burton Albion, Pirelli Stadium on Wednesday 16th December and to our knowledge were the first within Staffordshire. This was only due to the fantastic response for volunteers, the work done by the East Staffordshire Primary Care Network, all the GP Surgeries and the onsite organisers Kate and Howard Nash. There had been a great response for volunteers from the Patient Forum.

Those that were given the first dose prior to Christmas were given their date for the second dose 3 weeks later. Between Christmas and New Year, the time interval for the 2nd dose was moved from 3weeks to 12weeks. However, within East Staffordshire there was agreement that due to the major upheaval this would cause on both GP Surgeries and the patients the date for this cohort to have their second dose was honoured. All these have been completed.

Practice Manager, RB, confirmed that due to the storage conditions required for the Pfizer vaccine this will not be given by GP Surgeries. This is the vaccine currently being used at Pirelli. In terms of the Astra Zeneca vaccine the storage is as the flu vaccine so can be stored within surgeries.

Regarding a question on allergies the Pfizer vaccine can be adjusted.

The Secretary then updated members that regular bulletins would continue to be sent out to everyone so as to keep them updated on the situation as it moves forward. In terms of regular vaccines being given at Pirelli it is down to the supply which can be erratic hence difficult to say if it will continue day after day but hopefully will improve over the coming weeks.

Dr LA confirmed the inconsistency of supply and wished to congratulate work done by RB and CA, of the Practice, and the Forum members who were assisting in the programme.

On Saturday 23rd January it is hoped to carry out a day of vaccinations at the Uttoxeter Racecourse where the target number of vaccinations is between 2400 and 3000.

Care Homes

Care and Nursing Home staff vaccinations were being carried out that very night. As regards the residents the responsibility for the vaccinations lies with the GP Surgery the residents are registered with. The vaccine used will be the Astra Zeneca for the reasons stated above.

As regards the residents, Dr LA said that Dove River Practice and Tutbury Practice will be working together on this with the first dose being given at both homes by Dove River staff and the second dose by Tutbury Practice staff. It is planned to administer the first doses the following week.

The Practice Manager, RB, indicated there had been patient confusion when NHS started sending letters out calling patients for their COVID vaccinations. These to be administered at the “super” vaccination hubs in Birmingham and Manchester. This resulted in patients ringing the surgery for advice. The issue was that the NHS hadn’t informed surgeries of this letter!! The Secretary, JB, indicated he had received several telephone calls, over this, from patients asking for advice. They were told wait until your surgery contacts you and gives them appointment for the local vaccination centre. These patients were in their 80’s, had no transport and concerned on breaking travel restrictions. The following message has been put on the opening page of the Tutbury Practice website:

Roll out of Covid-19 Vaccinations.

We have been made aware that NHS England have sent out letters to all patients aged over 80, stating that they can now book an appointment to receive the COVID vaccination.

We are unable to book patients into these appointments or offer further information regarding these hubs.

Please follow the instructions on the letter if you wish to book an appointment at one of the five identified hubs.

You will be contacted by the Practice when vaccines become available for your age group/tier.

AG asked about Long COVID and had the Practice seen patients with it?

Dr LA said they were seeing people with this problem. In addition, the Midlands Partnership Foundation Trust have just started a service for the condition.

The Secretary, JB, has been on their website, details below and downloaded and attached useful information to these minutes,

<https://www.mpft.nhs.uk/service-users-carers/coronavirus-information/post-covid-long-covid>

Dr LA indicated she had not come across such a contagious virus ever before and with its many manifestations it is imperative that everybody follows all the rules on personal protection and the restriction put in place to stop its spread.

Can the Forum please pass these important points to all patients.

11. Feedback from East Staffordshire CCG Governing Body, East Staffordshire CCG Patient Board and the East Staffordshire District Patient Engagement Group, and the National Association for Patient Participation, (N.A.P.P).

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

The East Staffordshire CCG Governing Body.

JB gave a summary of the changes that are being put forward for the 6 Staffordshire CCG's. At present all 6 CCG's are part of the NHS East Region with each having its own Chair. The current way of working is by having contracts with the providers to achieve improved efficient health care within all the Staffordshire Health sectors and is based on a "payment by results" system.

It is being proposed that the future system works on a partnership basis with all stakeholders being involved to achieve the best results for the communities and drive out the competition element.

This idea is in the NHS Long Term Plan and in summary is about the replacement of CCG's in each area, (Staffordshire in our case), with Integrated Care System, ICS, and Integrated Care Partnerships, ICP's.

The ICS will be a thin multi-organisational layer mainly involved in the large strategic decisions and evaluation of data.

Underneath the ICS the present 6 CCG's will be broken down into 3 ICP's. The overall Staffordshire budget given to the ICS will be split between these 3. The monies will be split as now so no area gets less than it currently does. In terms of East Staffordshire East Staffs then will join with South Staffs and will become known as the South East ICP. The ICP will consist of the Primary Care Networks, PCN's who represent General Practice, NHS Providers, Local Authority, the Third Sector and others as and when required. All the

partners at this level will be working together to get the best outcomes and pathways for patients so they can see a seamless NHS from start to finish.

In the current 6 CCG model the system works a lot slower, at different times and ideas, different agendas etc. The new proposed system reduces / removes this. During COVID there have been a number of instances when this type working together has been taking place quickly and efficiently.

In terms of timing all GP's will be asked to vote on the new proposals at the end of January 2021. JB indicated that the presentation had been shown and discussed at the January East and South East Staffordshire CCG Patient Board and had been endorsed by that Board.

The Deputy Chair, SAR, added that even if the vote by GP's rejects the proposal it will still happen in 2022 but run by NHS England. Far better to be in control of our own destiny. The members present tended to agree.

Patient Board

Met earlier in the month and main presentation / discussion was the proposed new CCG change in structure. Local COVID was also discussed and the vaccination programme at Pirelli.

District Group

The next meeting is the next day where the main topic will a presentation by the Chair of the East Staffs CCG on the proposed CCG change in structure. The COVID situation is also on the Agenda.

N.A.P.P

The monthly e-bulletins have been circulated to all our members. The 2021 membership fee has been paid and the Secretary, JB, has received the certificate.

12. Virtual Group Update.

No comments received since the last meeting.

13. Aims and Objectives of the Forum for 2021

Due to the current COVID pandemic the only aims and objectives mentioned were those that can be done under these restrictions:

- Continue and build upon the good relationship with the Practice.
- Have speakers. Suggestions were, Grice's Funeral Directors, U3A.
- Apply for grants to assist our financial situation.
- Complete and maintain the Forum website and Community Defibrillators.

- Keep everyone update on the COVID vaccination programme.
- Ensure the Patients and the wider community is kept updated on all the wider health decisions that affect everyone.
- Produce minimum of 2 newsletters.

14. Date of the Next Meeting

The next meeting via zoom will take place on Wednesday 10th March 2021 6.30pm start. The meeting was then closed by the Chair, JG, who thanked all members for their contributions to the discussions at the meeting.

Appendix (i)

Tutbury Practice Patient Forum

Look Back on 2020

Have speakers. Suggestions were:

- Grice's Funeral Directors.
 - Were planned for the May meeting which was not held
- Emma Keeling on the East Staffs CCG Cancer work.
 - Was due to attend the March meeting but was held up at a meeting in Stoke.
- U3A
 - Not arranged due to COVID -19 pandemic restrictions

Aims and Objectives of the Forum for 2020

The following aims and objectives were discussed and agreed upon at the January 2020 meeting and prior to the COVID -19 pandemic:

- Continue to have a good relationship with the Practice.
 - We are continued and built upon the relationship which has been vital during the COVID -19 situation.
- Continue with the quiz nights.
 - Due to the COVID-19 restrictions only the January quiz night was held. All the monies raised went into the Forum finances as payment towards the new Forum website.

When the meetings recommenced in July, via virtual means the following speakers have attended the meetings

- July 2020
 - Role of a Social Prescriber - Sue Dallison, who was new in the role and will come back during 2021
- September 2020
 - Brief resume and update regarding the work Anne Heckels does on the Clinical Commissioning Group Boards, Patient Board, Primary Care Commissioning Committee, and other Groups.
- November 2020
 - Keri Lawrence, Development and Sustainability Officer, Burton Mind who spoke on Anxiety and the effect of the COVID -19 pandemic.
 - Presentation by the Practice re services 2019 compared to the COVID-19 period 2020

- Ensure the Patients and the wider community is kept updated on all the wider health decisions that affect everyone.
 - Due to the COVID-19 pandemic this has been crucial, and every attempt has been made to ensure our patients have been kept informed

- Produce minimum of 2 newsletters.
 - Achieved with editions in August and December

- Set up a small committee of members to assist the Forum officers as and when necessary.
 - Put on hold due to COVID-19

- Set up a Bereavement Help Point.
 - Work had started on this and discussions held with St Giles Hospice. Room 101 in the Health Centre had been the possible meeting place. Unfortunately, COVID-19 has put everything on hold.

- Support the Practice with the Carers Event.
 - **Not held due to COVID-19**
- Complete and maintain the Forum website.
 - **Forum website set up and gone live.**
- Work with the Practice to promote the online services and reduction of the Do Not Attend figures.
 - **Have promoted the importance of online services especially text messaging.**
 - **Due to COVID-19 no Do Not Attend and Friends / Family data has not been collected**

Additional Information

- Have representatives on the East Staffordshire District Patient Engagement Group.
- Have representatives on the East and South East CCG Patient Board.
- Have a representative who sits on the South East Locality ICP Restoration and Recovery Group.
- The Forum Secretary is also the Chair of the East Staffs and Surrounds Diabetes UK Patient Network and some Forum members are involved with the network.

- As Chair of the Diabetes Patient Network the Secretary also sits on the South East Staffordshire Diabetes Clinical Interface Group
- The Forum has continued Membership to Support Staffordshire and The National Association of Patient Participation.
- Some Forum members are involved as volunteers for the COVID -19 vaccination programme at Pirelli.
- Have assisted the Surgery with the Flu vaccination programme .

Tutbury Practice Patient Numbers

