



**The Tutbury Practice Patient Forum Minutes of the Meeting
Wednesday 10th March 2021 between 6.30pm and 8.30pm.
Virtual Forum Meeting held via Zoom.**

Present.

Patient Representation: JG Chair, SAR Deputy Chair, JB Secretary, AG, CH, RH, ASS, CT, BW, LS (joined at 7pm).

Practice Representation: RB, Practice Manager. AA Practice Clinical Pharmacist, CA, Senior Practice Nurse.

Pharmacy: LF Good Life Pharmacy.

1. Introduction and Welcome.

The meeting was opened by the Chair, JG, welcoming everybody present. This was the 5th virtual meeting due to the pandemic and would be held in this format for the foreseeable future.

The Secretary had to sadly inform the members that our previous Deputy Chair, RR had sadly passed away from her illness mentioned at last meeting. Due to COVID restrictions the funeral was restricted to family and close friends. Fortunately, the Secretary was invited to attend and gave the members condolences to the family. Cards had also been sent. The members were shocked by the news and thanked the Secretary for his attendance at the funeral on their behalf.

The Secretary also gave an update on another long-standing Forum member who had suffered a stroke last year. She continues to improve and currently is within a local nursing home.

2. Apologies for Absence.

Apologies had been received from:

Patient Representation: MB, JS, JW

Practice Representation: JA, Practice Partner

3. Approval of the Minutes from the Meeting held on 13th January 2021.

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

4. 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: Completed.

(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: Still Ongoing.

(iii) *Send details of Long COVID with the January 2021 minutes*

Action: Completed.

5. The work of the Clinical Pharmacist within the Practice.

The Chair, JG, introduced AA to the Group.

AA thanked the Chair for the introduction. AA was born in Syria and trained as a Pharmacist over there before coming over to the UK to complete his studies. He is married and they have a son Omar who is 14 weeks old. Later in the meeting the members had the opportunity to see Omar.

Has worked as the Manager at both Winshill and Manor Pharmacy on Branston Road, Burton. With the changes within the NHS applied and enrolled on a training course to prescribe medicines within a surgery environment. The aim is to assist the team in such areas as Medication reviews, medicine queries, discharge from hospital and changes with medications. In the future hopes to do further work in the field of diabetes. There is 2 years on the job training and home study, but responsibilities are handed over as you as you gain experience and pass exams.

- Chair, JG. In Syria was your work in the urban or rural area of the country?
AA. Worked, in Damascus before moving to the UK in 2011.

- Deputy Chair, SAR. On anticoagulants and having to deal with bits of paper as no communications between hospitals and the surgeries.
Will be good if this could be resolved.
- JF, Good Life. Gave an input on the work she had done in the past as a clinical pharmacist.

The Chair, JG, thanked AA for his input and wished him every success going forward. Looking forward to his work within the surgery. All members agreed and showed their appreciation in the normal manner.

6. Practice Update.

The Practice Manager, RB, gave the following update:

- (i) Thanked AA for taking the time in coming to speak to the Forum.
- (ii) Current Practice Patient numbers stand at 8003.
- (iii) The Practice have been going through the process to digitise patients old paper notes. It is being done under strict processes to maintain full confidentiality. All notes have now been secured and gone off for digitisation. The practice is the first in Staffordshire to achieve this and thanks to Caroline who has been doing this work. By completing this work has created further space and NHS Property Services are visiting to see how this plus additional back-office space can be made into one room for future medical use.
- (iv) The carpet throughout the corridors to the GP rooms is to be replaced with wipe clean flooring.
- (v) Ordered 5 new examination couches that are electronically operated. Also ordered a bariatric trolley.
- (vi) Still having the services of a locum Phlebotomist as Gabrielle currently doing Mon, Tues and part of a Weds.
- (vii) In terms of the COVID vaccinations Tutbury and Dove River are working together in holding inhouse Health Centre clinics. Due to the storage conditions these are naturally the AstraZeneca vaccines. RB wished to thank those members of the Patient Forum who have assisted at the inhouse vaccination clinics. Still have problems with vaccine delivery and the short notice given which raises issues with the process of contacting patients. Patients still contact the surgery with vaccination queries.

- The Chair, JG, asked if the same issues on supply etc applied to the vaccinations being carried out at the Hatton Vaccination Centre?
LF, Good Life, indicated yes and it is very testing regarding the supply and the short notice of vaccine delivery.
- The Deputy Chair, SAR, asked what happens if they can't use all the vaccines supplied?
RB They are sent to Pirelli to be used.

7. COVID Vaccination Programme

The Secretary, JB, gave an update on the East Staffordshire situation regarding the COVID vaccination project. Apart from the excellent work being carried out by our surgeries, who have also carried out the vaccinations within the local care and nursing homes and Good Life the vaccination work is still ongoing at the Pirelli and Uttoxeter vaccination hubs.

He has been sending out regular bulletins on the vaccination rollout and these would continue to be sent out to everyone to keep them updated on the situation as it moves forward.

As already indicated in the Practice update, the vaccines being given at Pirelli and Uttoxeter is also 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.

The programme at the hubs is managed by Kate and Howard Nash with superb support from the Burton Albion Community Trust and the fantastic volunteers. Kate and Howard will be stepping down from their role on the 15th of April and the baton will be passed onto the capable hands of the Burton Albion Community Trust.

In her role as the Chair of the District Patient Engagement Group and as the Deputy Chair of the Patient Forum, SAR, wanted recorded the unbelievable work that has been carried out with the vaccination programmes. For Pirelli, a "What's App" for the volunteers has been set up and the whole group has developed into a caring and magnificent working environment. People coming for their vaccines are treated with the utmost respect by everyone involved within the process and the public reaction and comments show this. If only we could "bottle it and sell it".

LF, Good Life Pharmacy wished to echo everything SAR had said and informed the

members the same camaraderie has also present within the Hatton Community and the great work they were doing for local people. Massive thank you to everyone, The Chair, JG, also wanted to take the opportunity to congratulate LF and Good Life on their recent award,

8. Feedback from East Staffordshire 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.

- The vote regarding the future of the Staffordshire and Stoke on Trent Clinical Governing Bodies, as discussed at the Forum in January, had taken place. The result was for the new proposed system and now the proposals will be discussed with NHS England.
- Going forward, plans will start to form the Integrated Care System, ICS, and Integrated Care Partnership, ICP. Recently the Government had put forward a white paper on the new proposed system with the aim of putting it onto the statute books.
- On 12th March the Secretary, JB, had received the following that he has forwarded to the members:
NHS clinical commissioners for Staffordshire and Stoke-on-Trent will be holding their next Governing Bodies' meeting in common on Thursday 25 March. And 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 1.30-3.30pm. Marcus Warnes, Accountable Officer for Staffordshire and Stoke-on-Trent CCGs said: "We're delighted we can now invite people to join us live for our Governing Bodies' meeting in common. "Previous meetings were recorded and posted online as soon as possible after the meeting concluded, but it was always our goal to ask people to join the event live as soon as we could put the necessary technical arrangements in place."

East and South East Staffordshire CCG Patient Board

The Board continue to meet monthly and have updates on the Clinical Commissioning Group, the proposed new arrangements regarding the Integrated Care System and Integrated Care Programme, feedback from the District Group,

Patient stories and presentations from various external organisations such as the Midlands Partnership NHS Foundation Trust and in April from the University Hospitals of Derby and Burton.

9. Feedback from the District Patient Engagement Group.

Update given by the Chair SAR. The Group continue to meet virtually on a six-week basis the last meeting being on the 25th of February.

- As with the Patient Board the members receive updates regarding the CCG, COVID, guest speakers and feedback from the various Patient Participation Group members. At the next meeting, the guest speaker will be the Director of Communications for the Staffordshire CCGs as the Group had asked for updates on:
 1. COVID-19 Vaccination rollout and effect any disruption on the supplies may have going forward.
 2. Update on the ICS /ICP and any information regarding the rollout, partners involved at each level. timelines etc
 3. Other projects currently involved in.
 4. Where the District Group can be of assistance in getting communications out into the wider communities we work with.
- Currently working on a pilot scheme to form a Carer Support Group. This work is being discussed with the Tutbury Practice through ZS and RB.
- The telephone helpline that has been set up by the District Group has to date received 12 /13 calls mostly related to COVID.

10. The National Association for Patient Participation, (N.A.P.P)

The monthly e-bulletins have been circulated to all our members.

11. Feedback from the East Staffordshire and Surrounds Diabetes UK Patient Network

The Group continue to meet virtually every 2 months. The Good Footcare brochure that the Group have been working on will go out for printing very soon. It will then be made for everyone who would like a copy as well as being offered to all GP surgeries within the East and South East Staffordshire area. The next meeting is on 18th March and the speaker will be from the Midlands Partnership Foundation Trust and the topic is podiatry.

12. Any Other Business.

- The Secretary confirmed that he had received all the defibrillator replacement pads and batteries and replacements had taken place where required. The receipts had now been forwarded to the Borough Council for repayment under the grant we had been awarded.
- No other items received.

13. Date of the Next Meeting

The next meeting via zoom will take place on Wednesday 19th May 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.

