



**The Tutbury Practice Patient Forum Minutes**  
**From the meeting held on**  
**Wednesday 15<sup>th</sup> September 2021 between 1pm and 3pm.**  
**in Tutbury Village Hall, Monk Street, Tutbury**

**1. Present.**

Patient Representation: SAR Deputy Chair, JB Secretary, BW, CH, RH, JJ, ASS, DB

**2. Introduction and Welcome.**

This was the second face-to-face meeting since March 2020 and followed the same protocol that had been put in place for the previous 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 a second 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, DM, JS, MB, ED, NFS, ASS, BC, RAR

Practice Representation: RB, Practice Manager.

Pharmacy Representation: LF, Pharmacist Good Life

JW, Pharmacist Dean and Smedley

**4. Approval of the Minutes from the Meeting held on 14<sup>th</sup> July 2021.**

There were no issues raised on the Minutes. Acceptance of the minutes was proposed by JJ and seconded by BW. The Minutes were then signed 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 14<sup>th</sup> September:**

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

**Update 31<sup>st</sup> October**

**The clock was repaired on 12<sup>th</sup> October and is working. This action is now closed**

- ***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 14<sup>th</sup> September:**

**The sign has now been fixed and this action is now closed.**

- ***My Wishes project, Update***

At the last meeting the Deputy Chair, SAR, and the Secretary, JB, discussed the My Wishes Project and those present had taken away the proposed idea and questionnaire and given feedback as requested. Both thanked all those who had given feedback and informed everyone that MV had left St Giles and taken up a position at Support Staffordshire. The project is now back with Ian Leech, IL, at St Giles, and as agreed all the feedback from everyone, including other East Staffordshire PPGs, had been correlated a meeting would be arranged between SAR, JB and IL to discuss the next steps.

## **6. Practice Update.**

The Practice Manager, RB, was unable to attend the meeting but had forwarded the following information to the Forum Secretary, JB.

### **Registered Patient Numbers**

Current registered patient numbers as of 01 September 2021 were 8093. This is a rise of fifty since July. The practice continues to be extremely busy with the number of telephone calls being at unprecedented, elevated levels. Currently, the practice still must adhere to NHS England guidelines regarding how many people are allowed into the building at any one time, currently four within the waiting room. The same parameters exist for Dove River who also share the building with Tutbury. In addition to the practice GP's and nurses, clinics are also held by podiatrists and the baby clinic. In these instances, the people must wait outside the building until the "service providers" take them direct to the appropriate room.

### **Prescription Requests**

We would like to apologise for the back log to processing of prescriptions due to staff shortages last week, we are trying to catch up and have additional staff working overtime to clear the prescriptions

### **Staff**

Arwen has passed her Customer Service Practitioner Apprenticeship with flying colours and was awarded a distinction.

The Forum members agreed that our congratulations should be forwarded to Arwen Arwen and Laura have both trained as Phlebotomists and are waiting to be signed off as fully trained. The Forum members wished to congratulate both Arwen and Laura on their achievement.

### **Seasonal Flu**

At this present moment in time – Tuesday 14.09.21, we have not received our Seasonal Flu Vaccines in readiness for the first clinic arranged for Saturday 18<sup>th</sup> September. We have contacted Good Life pharmacy and they have very kindly offered to lend us one hundred over sixty-five vaccines. We will contact them on Thursday 16<sup>th</sup> September to find out if they are able to lend us enough over and under sixty-five vaccines to fulfil the clinic being held on the Saturday. We are extremely grateful to Goodlife pharmacy for lending us these vaccines otherwise we'd have had to have cancelled the whole clinic, (350+ appointments).

### **COVID Booster message to all our patients:**

COVID 3rd Dose/Boosters - GP practices in East Staffordshire will contact patients as soon as we receive confirmation when we will receive COVID Booster vaccinations.

It is likely that patients will be invited in priority order which will be decided by the government as has been done previously.

Please do not call surgeries to ask about COVID boosters as currently we have no further information.

### **Additional Information**

The Secretary, JB, mentioned that someone had contacted him regarding what is the procedure regarding urine samples. He had contacted the Senior Nurse, CA, who had sent the following:

*Hi John, I am just replying to your request and clarification regarding samples. We do not take samples that a patient drops off due to them thinking themselves they might have a urine infection. All patients who feel they have such an infection must request a call-back from the doctor first. The Doctor then has ideally has three choices to make when speaking to the patient.*

*a. Ask the patient to send in a sample for a dip test.*

*b. Ask the patient to send in a sample which will be sent off to the lab, but this can take up to 3 days for results thus delaying treatment or*

*c. Following the discussion with the patient take the choice to treat patients' symptoms without a sample.*

*Please convey the message that it should always be at the request of the doctor not just a patient sending in a sample as this can delay treatment rather than assist the process.*

*Finally, a urine sample can be requested by the reception team for long term conditions such as diabetes or kidney conditions, as part of their yearly review. But, yet again these are always requested.*

CH raised an issue with the outside intercom not working so unable to let the receptionists know they were there for an appointment.

The Secretary, JB, said that the surgery had been made aware of the problem and until the issue had been resolved a notice had been put on the entrance door with details on the procedure Tutbury Practice patients had to follow.

## **7. COVID Vaccinations**

The vaccinations are still progressing well although the centre has slowed down over the past few weeks due to the availability of vaccines. Recently held clinics for 16years upwards and pleasing turnout.

Going forward Pirelli will be used for the COVID booster vaccinations which will start late September/early October. With the new football season starting in August new arrangements have been made to take account of when the centre is required for supporters. The vaccination bulletins are still being circulated widely by the Secretary.

## **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:

### **(i). East Staffordshire Clinical Commissioning Group, (CCG),**

The six Staffordshire and Stoke-on-Trent Clinical Commissioning Groups (CCGs) are coming together virtually on Thursday 23 September 2021 (2-4pm) to host their combined Annual General Meeting (AGM).

The event will be a Live Teams Meeting chaired by one of the CCG Chairs Alison Bradley, who is also an ICS Board representative. Key presenters will include Marcus Warnes, Accountable Officer, Paul Brown, Chief Financial Officer and the CCG Chairs.

The meeting will reflect on key achievements in the last year, as well as a chance to hear from the CCGs about the work we've been doing with the local health services in the last year, whilst continuing to tackle the Coronavirus pandemic and delivering the vaccination programme.

The Secretary, JB, has circulated the above details and registration details to everyone. Registration must be completed by 5pm on Wednesday 22 September 2021. Anyone who registers will be sent details of how to join the webinar and how to submit questions.

### **(ii). The South East Primary Care Commissioning Committee**

The monthly meeting was not held in August but will be taking place between 9.30am and 11.30am on Thursday 30<sup>th</sup> September. The Secretary, JB, will circulate the full details when they become available on the CCG website. Anyone who registers will be sent details of how to join the webinar and how to submit questions.

### **(iii). The East and South East Staffordshire CCG Patient Board.**

Meeting was held on 2<sup>nd</sup> September. Usual full agenda with the normal standard items. Time spent on patient stories and the report that JB will be presenting to the South East Locality Commissioning Board the next day, 16th September. Update given on the progress of the new Integrated Care Partnership that is planned to take over from the 6 CCGs in April 2022. Agenda also covered patient access to GP surgeries, patient stories, and Board members updates.

### **9. East Staffordshire and Surrounds Diabetes UK Patient Network.**

The next meeting is on Thursday 29<sup>th</sup> September. The Chair, JB, has sent invitations to the paediatrics teams 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.

The monthly discussions are still held between the UHDB and the Chair, JB, regarding issues and concerns raised by the group. The September meeting had to be cancelled as the UHDB contact Luke Gregory has moved onto another job within the Trust. His replacement is due to start early October and once settled in it is hoped these valuable meetings will recommence.

JB gave a quick update regarding the 1,000,000-step challenge he is doing for Diabetes UK throughout July, August and September. The target was achieved on August Bank holiday, but the aim is to continue till the end of September to see what the final figure will be.

### **10. East Staffordshire District Patient Engagement Group**

Meetings via zoom continue to be held every six weeks, the next meeting being tomorrow, 16<sup>th</sup> September. Apart from the usual agenda items, which include patient stories, vaccination update, CCG and PPG updates the group have discussions on the current "Access to GPs" situation. Any urgent issues are escalated up to the Patient Board for discussion and further actions if necessary.

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

The Secretary, JB, circulates the e-bulletins as they become available. There was a discussion regarding the changes with NAPP and that information is not as forthcoming as in the past. The Deputy Chair, SAR, and Secretary, JB, had signed up to the Patients Association which sends out weekly newsletters. There is no cost to join whereas NAPP is £40 per year. It was agreed that the Secretary will start sending the information from the Patients Association and a decision regarding future registration will be taken at the November meeting.

## 12. Quiz Night

The Secretary, JB, indicated that the first Forum quiz night since January 2020 will be held on Friday 22<sup>nd</sup> October. This will be at the Tutbury Club, High Street, Tutbury and will start at 8pm. Due to COVID protocols to follow will go out with the introductory email to people and there will be no refreshments. Any further quiz nights will be dependent on any COVID restrictions and availability of the venue.

## 13. Any Other Business.

### (i). NHS Digital and extraction of Patient Data

At the last meeting 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 23<sup>rd</sup> June to opt out of the scheme with the extraction of data starting on 1<sup>st</sup> 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 1<sup>st</sup> 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.

This update has been received from our MP and been circulated to everyone by email or post and part of the email showing the response from Lord Bethell is shown below

*It was confirmed on 19 July that we are no longer setting a specific start date for the collection of data for the GDPR programme. Instead, NHS Digital commit to start uploading data only when we have the following in place:*

- *the ability to delete data if patients choose to opt-out of sharing their GP data with NHS Digital, even if this is after their data has been uploaded;*
- *the backlog of opt-outs has been fully cleared;*
- *a TRE, (Trusted Research Environments), has been developed and implemented in NHS Digital; and*
- *patients have been made more aware of the scheme through a campaign of engagement and communication.*

*The Government is aware there has been a great deal of concern regarding the lack of awareness about this work among the healthcare system and patients. We recognise that we need to strengthen engagement, including opportunities for non-digital engagement and communication.*

*Since the programme has been paused, we have been developing an engagement and communications campaign, with the goal of ensuring that the healthcare system and patients are aware of and understand what is planned and can make informed choices. Through this new communication campaign, with clear messages, we will seek to ensure that the introduction of this data collection does not impose an additional burden on GP practices.*

### **(ii) Staffordshire Together for Carers Service**

The Secretary, JB, had circulated the following information via email and post to all the members

*I wish to advise you that following local discussions the Staffordshire Together for Carers Service have arranged to hold Carers, coffee and chat mornings in the Tutbury Village Hall, Monk Street, Tutbury. The first two monthly Carers coffee and chat mornings have been arranged for:*

*Friday 17th September 10am to 12noon*

*Friday 15th October 10am to 12noon*

*To book a place at any of these Coffee and Chats mornings please call: 0300 303 0621*

### **(iii). Health Walks**

ASS mentioned that Health Walks take place in and around Tutbury every Thursday morning starting at 10am. People meet at the car park opposite the Leopard Inn on Monk Street, and everyone is welcome to join.

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

The next meeting will take place on Wednesday 17th November 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 final 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.