



**The Tutbury Practice Patient Forum Minutes of the Meeting
Wednesday 12th January 2022 between 6.30pm and 8.30pm.
Virtual Forum Meeting held via Zoom.**

Present.

Patient Representation: JG Chair, SAR Deputy Chair, JB Secretary, MB, AG, BW, ASS, HD, CT, ASS, CT, BW, JW

Practice Representation: Dr RS, Partner, RB Practice Manager

1. Introduction and Welcome.

The meeting was opened by the Chair, JG, welcoming everybody present and wishing everyone a Happy New Year. JG also, on behalf of her and AG, wished to record thanks for the kind gift from the Forum members on their golden wedding anniversary gift. They are looking forward to using the voucher sometime during 2022. She also wanted to thank the Deputy Chair, SAR, and the Secretary, JB, for keeping the “ship” on course throughout 2021 and running the meetings in their absences due to their illnesses throughout 2021.

The initial part of the meeting was the AGM and election of the Forum officers to serve throughout 2022.

2. Look Back at 2021

The Secretary, JB, gave the following presentation:



Tutbury Practice Patient Forum

Look Back on 2021

Aims and Objectives 2021

Due to the current COVID pandemic the only aims and objectives set were those that could feasibly be done under these restrictions:

- Hold virtual meetings via zoom until face -to-face feasible.

Virtual meetings were held in January, March and May before face -to-face recommenced for July, September and November.

- Continue and build upon the good relationship with the Practice.

We have continued, and built upon the relationship with the Practice which has been vital during the COVID -19 situation.

Aims and Objectives 2021

- Apply for grants to assist our financial situation.

A successful application for a grant was made to the Borough Council that went towards the new defibrillator batteries and pads.

- Complete and maintain the Forum website and Community Defibrillators

The defibrillators have had been fitted with new batteries and the new pads are due to be fitted during January 2022, (due February 2022). Routine checks carried out and reported to “The Circuit”

The website has not been kept fully updated

Aims and Objectives 2021

- Keep everyone updated on the COVID vaccination programme.

Regular bulletins and other relevant information has been circulated

- Ensure the Patients and the wider community is kept updated on all the wider health decisions that affect everyone.

Apart from updates given at the meetings further additional information, on a wide range of topics, has been circulated to everyone when it became available.

Aims and Objectives 2021

- Have speakers.

March: AA The Practice Clinical Pharmacist gave a talk on his role.

In addition, the following attended and gave input at the meetings:

- Practice Manager, RB, at 5 of the 6 meetings held who came and gave fully detailed Practice updates.
- Partner, Dr Ambrose in January.
- Senior Practice Nurse, CA in March.
- Practice Nurse, DT in July.
- Social Prescriber, SD in November.

Aims and Objectives 2021

- Produce minimum of 2 newsletters.

Although only one official Forum Newsletter was produced, December 2021, members were kept fully updated on all matters via emails etc.

- Quiz nights

Due to the pandemic quiz nights were not held until October 2021. Due to poor turnout and the increase in infection numbers with the Omicron variant there are no further quiz nights planned.

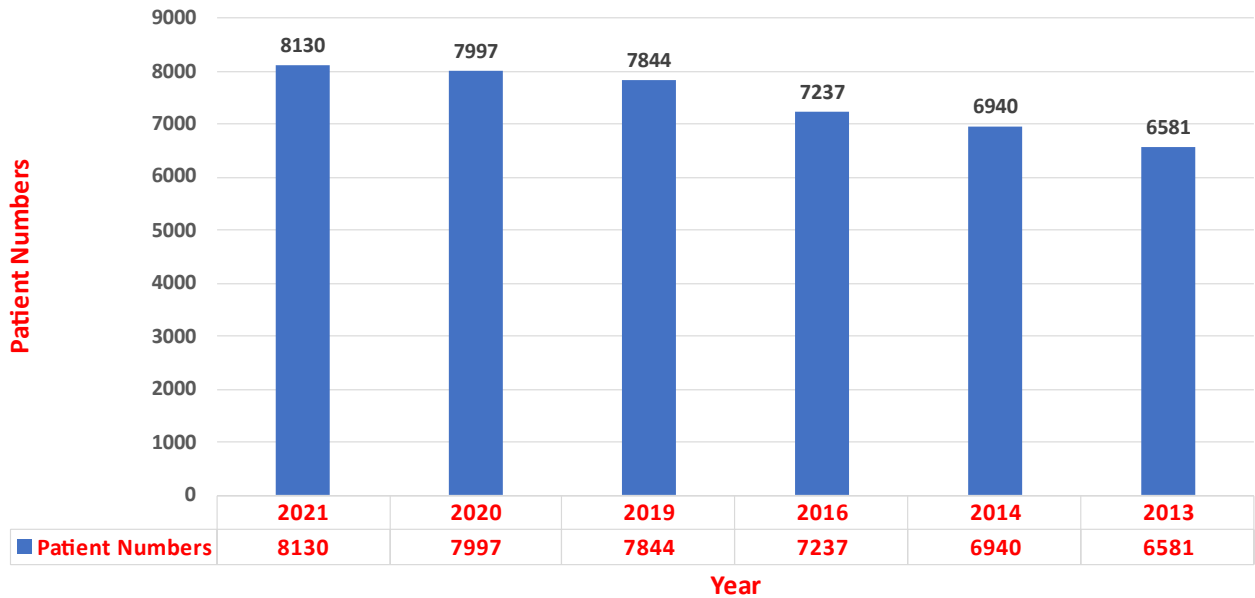
Additional Information

- **Have representatives on the East Staffordshire District Patient Engagement Group.**
- **Have representatives on the East and South East Staffordshire CCG Patient Board.**
- **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.**

Additional Information

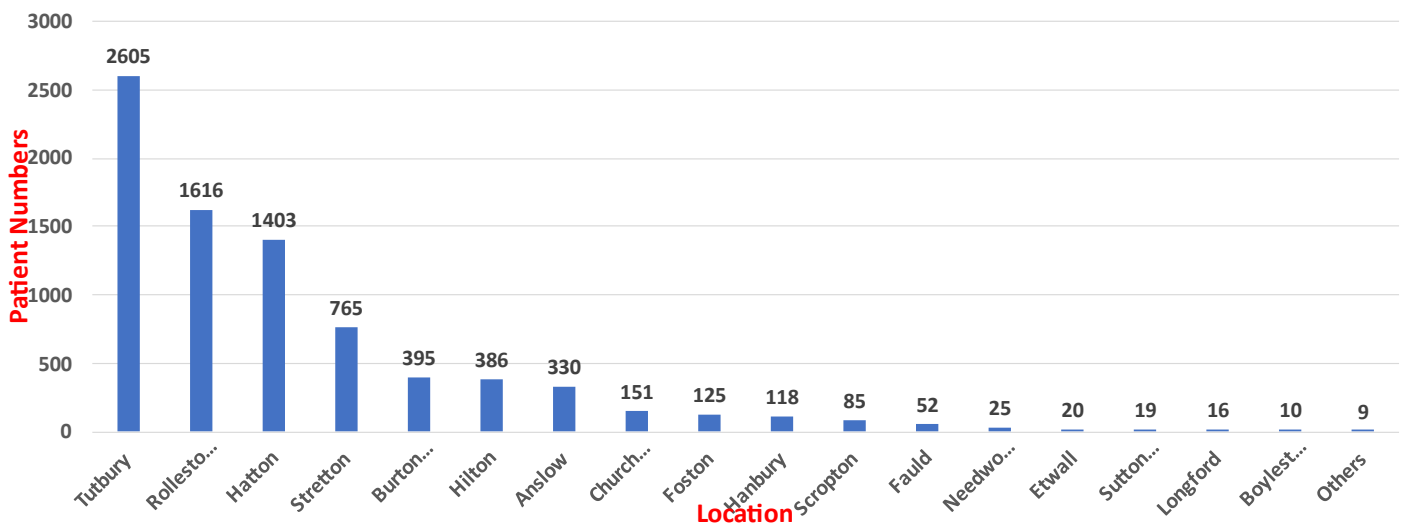
- **As Chair of the Diabetes Patient Network the Secretary also sits on the South East Staffordshire Diabetes Clinical Information Group**
- **The Forum has continued Membership to Support Staffordshire and The National Association of Patient Participation. Although NAPP subscription not renewed for 2022.**
- **Some Forum members are involved as volunteers for the COVID -19 vaccination programme at Pirelli.**
- **Have assisted the Surgery with the Flu vaccination programme .**

Practice Patient Numbers between 2013-2021



Practice Patient Numbers 2021 by Geographical area

Total Patient Numbers 2021 were 8130



Suggested Aims and Objectives of the Forum for 2022

- Continue to have a good relationship with the Practice.
- Have speakers. **What topics would the members like to hear about?**
- Ensure the Patients and the wider community is kept updated on all the wider health decisions that affect everyone.
- Produce minimum of 2 newsletters.
- Set up a small committee of members to assist the Forum officers as and when necessary.
- Maintain the Patient Forum Website and the Community Defibrillators.

ANY OTHER SUGGESTIONS??

All present thanked the Secretary, JB, for the presentation and it was pleasing to see what had been achieved especially during COVID.

Discussion regarding the continued increase in registered patients. The Practice Manager, RB, indicated the surgery hadn't extended its geographical boundaries but may be pressurised to do so in the future.

Patients that are registered from the outlining villages is purely historical and no new patients are accepted from these areas.

The Deputy Chair SAR informed the members that she is now the representative within East Staffordshire for the Atrial Fibrillation, AF, Association.

AF is a condition that causes an irregular and often fast heartbeat. It's not clear what causes atrial fibrillation, but it's common in people with other heart conditions.

The symptoms of atrial fibrillation include heart palpitations, dizziness and shortness of breath.

Treatments for atrial fibrillation include medicines to control your heartbeat and thin your blood.

She is also involved in wound care and lower limb health and attends a group run by the Midlands Partnership Foundation Trust. If anyone wishes further information, her contact details are as follows:

Email: Susan Adey Rankin esdpeg2020@gmail.com

Mobile: 07891 791824

3. Forum Finances.

In addition to the above a presentation was given on the Forum finances as 31st December 2021. 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.

4. Election of Forum Officers for 2022.

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 three nomination forms had been received. These were from the existing Chair, Deputy 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 2022:

Chair:	Jayne Gormley, JG
Deputy Chair:	Susan Adey-Rankin, SAR
Secretary:	John Bridges, JB

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 2022

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 2022. 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 2022. 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 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.

No apologies had been received.

7. Approval of the Minutes from the Meeting held on 17th Nov 2021.

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

8. Action Log Update.

The only outstanding action is updating the Forum website. The Secretary, JB, informed everyone that he is meeting with the website organiser the following week when hopefully it will be updated.

9. Practice Update.

The update started with a statement from Dr H. Skinner.

I wanted to come tonight and inform you all my decision to leave the practice at the end of September 2022.

My decision was made for a variety of personal reasons, and I am very confident that the practice is well set, in a tricky environment, to evolve and prosper. When I joined the practice 25 years ago, I did so because the four existing partners had reached fifty-five and were looking at succession planning for the future. I started as a registrar, in January 1997 becoming a GP in the April and a Partner in the November. It therefore has a distinct symmetry that I reach that same personal milestone this year and can have the opportunity to do the same for the present team. I can already see the opportunity for renewal and reinvention which is the lifeblood of any successful Practice. In making the change, I will have the immeasurable support of my partner, Sarah. In addition, the move will allow me to be closer to my extended family in Lincolnshire now my own children are away at university. I hope that I might be able to pay back a little to the community there. Lastly, I would like to explore some other medical educational interests which I have placed on the 'to-do' pile whilst my family grew. I had spoken to JB earlier in the year and following that discussion it seemed very right to let you all know at this meeting. The Practice staff were also told earlier this afternoon. The inception of the PPG and its continued influence on our practice has been a wonderful, shared achievement and I have always relished the opportunity to discuss the PPG's findings and insights.

It has been and continues to be, a privilege to have served the community of Tutbury and the surrounding villages as a GP. One of the things I have noticed since I made my decision has been to reminisce and revisit the many people and families, I have

shared both positive and sometimes tragic experiences with. I recognise that I will find it challenging to know I won't reach the conclusion to many of those stories. I would like to think my abilities and perspectives have evolved to meet the needs of the community, I have a sense of having made a small but definite contribution to something much bigger and enduring. I am so grateful for the support of our patients over my time here and it is going to be an enormous wrench but at the same time I know it's the right time for us both.

After the initial shock on what they had just been told the members gave full accolades to Dr Skinner, for the time spent at the Practice, his care and understanding with all the patients he saw and what a loss he would be to both the Practice and the community. It had also been a privilege to work with him and all his colleagues in helping to set up and support the Patient Forum over the years.

This support had resulted in the excellent working relationship being built up between the surgery and the Forum and showed the value of working together in Partnership. The Deputy Chair, SAR said she had only joined the Practice 3 years ago and although had never had an appointment with Dr Skinner her brother had, and he has fond memories regarding past times on the "football field."

Dr Skinner thanked everyone for their kind comments and reflections and had to leave the meeting.

The Practice Manager, RB, then gave the following update:

RB started by stating "how do I follow that," except to say that the partners had a meeting today and had agreed to give a monetary donation to the Forum funds. All were extremely grateful for this show of support and asked for this to be forwarded to the partners concerned.

- Patient numbers are as shown on the graph given in the earlier presentation.
- The staff situation due to COVID is currently as follows:
 - Five members of staff off with COVID related illnesses.
 - 1 member off with long-term COVID, Dr Evans.
 - Four members of staff back in "the fold."

Due to the above has meant that the process of prescriptions is behind but now catching up.

- Laura and Arwen have now completed their phlebotomy training and have started, under supervision, seeing patients on a Monday and Friday. This is helping as Gabrielle is currently off following an operation.
- Elaine started in December as the new Nurse Manager.

- To assist in home blood pressure monitoring the Practice had loaned out forty monitors for patients to use. Unfortunately only seventeen had been returned. Patients had been contacted but no response so RB considering a blood pressure monitor amnesty hoping this will assist. This will go on the website etc. ASS asked what about using social media to get them back? Whilst the Deputy Chair, SAR, indicated that she had a spare monitor, (not belonging to the Practice), and would be willing to donate for use. RB will ask if this possible but doubted it due to strict calibration guidelines.

The response from the surgery was:

Thank you for the offer but unfortunately, we are unable to accept them due to them needing to be a standard approved make and model, the need to be calibrated to a standard as per the guidance we work to.

- In December 2021, a registrar started, Dr Anca Calapaci who is from Romania and lives in the area. She will be there until August 2022. GP availability over the next two weeks will be scarce due to the non-availability of locums who are currently covering shortages at their own surgeries. The locums are experienced GP's and have been used over many years. These are Dr Kulambi, and Dr Pai of Peel Croft and Dr Ajmal of Wetmore Road.

10. COVID Vaccination Programme

Prior to Christmas and start of January the number of people coming for their vaccinations at Pirelli has dropped. It is thought that people are getting mixed messages and think the Omicron variant is not as severe. In addition people didn't want vaccinating just prior to Christmas in case they had a reaction which spoilt their Christmas. Regardless, the vaccination centre at Pirelli will continue to operate and have a long-term contract with the NHS.

The Secretary, JB, continues to send out the vaccination bulletins as and when he receives them.

The Practice Manager, RB, mentioned that there are approximately four hundred patients who still had outstanding first, second and booster vaccinations. Arwen and Laura were going to assist at Pirelli on Saturday but due to the session being cancelled would now be going into the surgery to start ringing up these people with the aim of them making bookings for them.

11. Feedback from East Staffordshire CCG Governing Body, East Staffordshire CCG Patient Board and the East Staffordshire District Patient Engagement Group, and the East Staffordshire and Surrounds Diabetes UK Patient Network

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:

- *The East Staffordshire CCG Governing Body.*

The intended introduction of the new Integrated Care System, due to replace all six Staffordshire Clinical Commissioning Groups has been put back until 1st July 2022 instead of the 1st of April 2022.

This is due to the delay in the new Act going through parliament. The CCG's will continue as normal until the new date.

Lot of pressure within the overall Health system at present. This due to both the normal winter pressures and the Omicron variant. The NHS is now back onto Level 4 which is major incident category and where possible all CCG staff have been redeployed to front line duties.

Due to the above most NHS meetings has been cancelled or reduced in time. The Governing Body and Primary Care Committee Meetings planned for later in January will still go ahead but reduced to one hour each and any questions from the public will have to be sent beforehand as none taken on the day.

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

The Patient Board met at the beginning of January.

Awaiting decision re the meeting in February.

- *East Staffordshire District Patient Engagement Group*

The first meeting of 2022 is due to be held the following day. There will be a presentation on looking back at the work done by the District Group throughout 2021 and setting the objectives for 2022.

- *East Staffordshire and Surrounds Diabetes UK Patient Network, ESSDUKPN.*

The Group are working with other local organisations to raise the awareness of diabetes within the BAME communities within Burton. On the 16th of December 2021, a workshop was held to discuss the project and the way forward. Those present included: The Chair of ESSDUKPN, local County Councillor, Diabetes UK Midlands, Burton and District Mind, Staffs Network for Mental Health, BACT, St Giles, Trent and Dove, Support Staffordshire, Everyone, Everyone Active, and Staffordshire Public Health. Plans are now being worked upon to have in place projects to assist and help signpost these communities to where help and support can be given. A further workshop is planned for February 2022 and hopefully the scheme to start in the April and run until end 2022.

The first meeting of the ESSDUKPN will be taking place on Thursday 20th January and is open to everyone. Invitations have already been sent out.

During 2022 it is hoped to extend the network within Lichfield and Tamworth.

The Secretary, JB, informed everyone that he had received notification that the 2022 membership fee for National Association for Patient Participation had been received. As agreed at the previous meeting we would not be renewing, and the Secretary will continue to distribute the weekly emails from the Patients Association

12. Virtual Group Update.

The Secretary, JB, had a telephone conversation with a virtual group member, NFS, who wanted the following mentioned.

- Record thanks to the Secretary, JB, for all the work he does for both the Forum and his local community. MB and others present echoed this.
- Is there not a way that Forum members can't use their experience to assist the surgery during this time of emergency?
- Have projects to work on behalf of the surgery?
- Set up of patient groups to work on the projects above.

There followed a discussion around this, including the issues around patient confidentiality. JB mentioned he would be seeing NFS soon to discuss her ideas. It was agreed this would be a good idea and feedback would be given at the next meeting. Project ideas mentioned were:

- Training patients on the use of ipads for video consultations
- Training on how to send photos from their mobile phones etc.
- Looking at the telephone call back system. The new telephone system discussed at the November meeting is still under discussion with the providers
- Ways of increasing on-line uptake.
- Video to promote the Forum
- Surgery to relook at their FAQs on the surgery website and see what can be added to them.

13. Aims and Objectives of the Forum for 2021

Due to the current COVID pandemic restrictions 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, the new Nurse Manager, Healthwatch, Guide dogs for the Blind and Dementia.

- 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 two newsletters.
- Follow up the projects mentioned in (13) above

14. Any Other Business

There were no further items under this agenda item.

15. Date of the Next Meeting

The next meeting will take place on Wednesday 9th March 2022. It is hoped that this will be a face-to-face meeting held at Tutbury Village Hall between 1pm and 3pm. The meeting was then closed by the Chair, JG, who thanked all members for their contributions to the discussions at the meeting.

