



**The Tutbury Practice Patient Forum Minutes of the Meeting  
Wednesday 13<sup>th</sup> July 2022 between 2pm and 4pm.  
Meeting held at Tutbury Village Hall.**

**Present.**

**Patient Representation:** JG Chair, JB Secretary, AG, BW, JJ, SS, DM, AM, MM

**Practice Representation:** RB, Practice Manager

**1. Introduction and Welcome.**

The meeting was opened by the Chair, JG, welcoming everybody present.

**2. Apologies**

**Patient Representation:** SAR Deputy Chair, ASS, NFS, MB, SB

**Pharmacy:** Dean and Smedley, Tutbury  
Good Life, Hatton

**3. Approval of the Minutes from the Meeting held on 18<sup>th</sup> May 2022.**

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

**4. Action Log Update.**

**• Telephone System**

At the last meeting, a discussion had taken place around the telephone system and the following was agreed:

The preamble message at the start appears to be long a fact that several patients had fed back to the Secretary, JB. It was agreed that the message would be sent to a small sub group of the Forum to look at modifications and feed the ideas to the Secretary, JB, to forward on to RB.

## **Update**

The sub group had forwarded several suggestions to the surgery, and one had been chosen for further discussion. This was shown to the members present for comment. It was agreed that it was still too long. After discussion it was agreed that a further version would be submitted for comment. This version is as follows:

### **Suggested Surgery Telephone Message after discussing at the Forum meeting on 13<sup>th</sup> July**

#### **Welcome to the Tutbury Practice.**

If your call is a potentially life-threatening emergency, please hang up and call 999.

We record all calls for training and monitoring purposes.

For appointments and test results, press 1

For medical and insurance report information, press 2

If you are having difficulties with our online services, press 3

For any other query, press 4

**Total of 60 words**

**Then to be on a loop whilst people are in the queue the following messages at a time interval of 30secs between them**

**1** Please remember:

We cannot accept prescription requests over the phone. Please use your printed repeat form or our on-line service. **20 words**

**2** To make sure you receive the most appropriate care and service; our receptionists may need to ask you some questions. Your answers will help us to arrange for you to speak to the right person. **35 words**

**3** We do not expect our staff to tolerate abuse or threats, and we will take action to protect and support them. We may end your call.

For further information, please visit our website:

[www.tutburypractice.co.uk](http://www.tutburypractice.co.uk) **34 words**

**This version has been accepted and will be introduced. Action closed**

## Further information regarding the telephone System

The new telephone system has been a little troublesome over the past few weeks with the system resetting on random occasions, this has been logged with the telephone supplier and they are attending site on Monday 23<sup>rd</sup> May to reinstall new hardware.

- Would it be better if people had information on who might be the best person to ask for when they get through, for example the clinical pharmacists? It was agreed that RB would send the staff names and positions to the Secretary and a newsletter would be produced.

## Update

The following information has been received

### THE TUTBURY PRACTICE CLINICAL STAFF LIST – As at 19.05.2022

DR HOWARD SKINNER	GP
DR MIKE SALWEY	GP
DR LUCY AMBROSE	GP
DR ENAS DARWISH	GP
DR LOUISE EVANS	GP <b>Left the Practice on 5<sup>th</sup> July</b>
DR ALISON SHEARMAN	GP
DR ANCA CALCAPI	GP REGISTRAR
ELAINE STOKES	NURSE MANAGER
LISA SMITH	PRACTICE NURSE
KATY PARR	PRACTICE NURSE
DIANE THORNEWILL	SPECIALIST PRACTICE NURSE – LONG TERM CONDITIONS
ADEL AL-RAWAS	CLINICAL PHARMACIST
GABRIELLE KELLY	PHLEBOTOMIST

**Action now closed**

- **Healthcare for Feet**

Concerns had been raised over the postponement of foot examinations for people with diabetes. Although appreciative COVID played a major part in this, patients who have diabetes are concerned that further delays may be missing serious foot complications.

The Chair, JG, had recently used a private foot care practitioner who visited her at home.

The service was particularly good. The details are:

Lisa Eaton, Fab Feet Phone: 07712601392

Busy at present and no new patients until September 2022

Other people include:

Elaine Tolley, High View, 32A Burton St, Tutbury, Burton-on-Trent DE13 9NR

Phone: 01283 520431

Burton Chiropody & Podiatry Centre Ltd

155 Station St, Burton-on-Trent DE14 1BG

Phone: 01283 533974

## **5. Practice Update.**

- **Nurse Apprentice**

We are pleased to announce that AL has started as our Nurse Apprentice, she started on the 4th of July and some of you may have already had an appointment with her for bloods etc. She is doing well and enjoying the challenge. AL will start at Stafford University in September for 2 days per week and initially her placement will be at the practice.

- **Staff**

Unfortunately we have not managed to recruit to Arwen's role yet, we have jiggered hours around with existing staff to cover some of Arwen's shifts, but we are still many hours short. Due to staff sickness and holidays we are now behind with the processing of prescriptions. We are currently processing prescriptions that came in to us on the 8<sup>th</sup> of July. In addition, telephone calls have increased substantially, some patients ringing to find out about their prescriptions. Due to this increased telephone traffic and shortage of staff this then has a knock-on effect to processing of prescriptions. We have asked staff to work overtime to get prescriptions done and we

have staff, who are suffering from COVID, working at home processing prescriptions. Patients can request their prescriptions two weeks in advance and therefore shouldn't run out of medication. If requesting for holidays, please mention this when reordering. Please be rest assured that we are trying to do our best.

AG asked, that based on the above, could the information on the prescriptions make this clear as currently it is misleading.

- **Locum**

Dr Pai is the Locum Doctor who tries to cover sickness and holidays. He is a well-respected GP and well-liked by the patients.

- **Primary Care Network Peoples Hub**

This is a new system that has been put into place. The aim is to have a bank of staff who may have retired etc but willing to assist on certain days/periods. In its infancy but hopeful that it will become a positive useful way of getting staff in emergencies, cover holidays and sickness. The hub will be available for all East Staffordshire Practices to call on.

- **Registered Patient Numbers**

As of 1 July registered patient numbers stand at 8193. This again is a slight increase on previous figures. Discussion on geographical boundaries and the situation with Tutbury being a Teaching Practice.

- **Dr Skinner**

RB confirmed that Dr Skinner will be able to attend the meeting in September giving the opportunity to the members being able to say goodbye before he leaves at the end of September. Discussion on the topic.

## **6. COVID Vaccination Programme Update**

Uptake has continued to slow down. Still vaccinating the over 75s with their 4th vaccine. In addition continuing the vulnerable 5-11year olds and 3rd vaccines for the 12-18year olds.

The volunteer celebration evening took place on June 18th and was an excellent evening. All volunteers received a certificate and badge which were presented by the Ian Dudson CBE, HM Lord-Lieutenant of Staffordshire.

Going forward the aim is to have some modular buildings erected on the Pirelli site which will be used for both the NHS for vaccinations, and other organisations. The volunteers are being consulted on the plans and once built it will be a legacy for what

has taken place since December 2020. It is hoped to have this ready for the start of the winter vaccination programme. It is also the intention that the COVID boosters in the autumn will also include the flu vaccination for those who are called forward.

## **7. 15<sup>th</sup> July Quiz Night Update**

At the end of the coming week the Forum will be holding its quiz night which will be the first since March 2022. As discussed, the quiz will be held in the Tutbury Village Hall and full details have been sent out. The decision has been taken to not provide food on the night, but people can bring their own food and drink.

## **8. Update on the new Integrated Care System, ICS**

The new ICS started on the 1<sup>st</sup> of July and all the previous Clinical Commissioning Groups within England have ceased. The new system is still in its infancy but already has caused concerns within the Patient Groups within East Staffordshire.

The main concern is regarding patient representation and voice within the new organisation. The Patient Board held its last meeting on the 9th of June. As mentioned at the meeting the Board is to be replaced, from the 1st of July with a single Staffordshire wide Patient Assembly.

The current Patient Board would not receive any support neither would the East Staffs and South East District Patient Engagement Groups!!

Currently, there is still no information on how and when the new Patient Assembly would be formed, how many representatives, what is the criteria for applying for a position etc. The public roadshows planned to take place throughout late May and June throughout Staffordshire to give more information on the ICS had been cancelled at the last minute and replaced with online meetings during July.

JB indicated that the Patient Board wished to continue in some format from 1st July but at present must meet to discuss what the format will be. The same can be said regarding the East Staffordshire District Group which is in a better position as it has always been autonomous from the Clinical Commissioning Group and has its own funding. The same can't be said of the South East Staffordshire District Group which was fully supported by their Clinical Commissioning Group.

## **9. District Patient Engagement Group Meeting update**

The meeting planned for July is being replaced by a face-to-face meeting/afternoon tea. This will be the first time that the group has met face-to-face since March 2020.

The Patient Board members have also been invited and although a social occasion it will give the opportunity to discuss the way forward. The usual formal meeting will be on Thursday September 15<sup>th</sup> via zoom

## **10. Update from the East Staffs and Surrounds Diabetes UK Patient Network, (ESSDUKPN)**

JB, Forum Secretary who is also the Chair of the ESSDUKPN gave the following update:

As previously discussed, the network has two major projects for 2022 and beyond. The work within Tamworth, Lichfield and Burntwood is continuing, and discussions have been held with the various NHS and community organisations within these areas. In terms of the BAME communities of Burton a public event was held at the Pirelli Stadium, Burton Albion Football Club to assist to kickstart the project. This took place on Tuesday 14<sup>th</sup> June between 5.30pm and 9.30pm. There were speakers and 18 exhibitors. The Mayor and the Mayoress also kindly attended. In total there were 80 people who attended, and the feedback was positive.

## **11 Reach Out Event at Pirelli Stadium**

Also in June there was a Reach Out Event in the Albion Suite, Pirelli Stadium. It was an all-day event, organised by the East Staffordshire Primary Care Network, (PCN), and was attended by NHS organisations, GPs and Practice Managers, Public Health, Volunteers from the Vaccination Centre, Burton Albion Community Trust and others. It was estimated that 200 people attended.

The agenda included presentations from:

- Introducing “Reach Out” Dr Atherton/Sarah Laing: PCN
- Introducing “De Bono’s Six Thinking Hats” Miriam Lemar
- Integrated Care System, (ICS), - Our health system in Staffordshire – the facts

Paul Brown: Chief Finance Officer ICS

*White Hat “Facts and Figures” round table and feedback ALL*

- SCC – supporting communities and finding solution Dr McMahon SCC

*Green Hat “Ideas and Solutions” round table and feedback ALL*

- Why I volunteer Sue Taylor Volunteer
- A focus on Diabetes from our Expert Patient John Bridges

- Social Prescribing and “The Joy App” Nikki Archer/Alistair Whittle

*Yellow Hat “Benefits and Advantages” round table and feedback ALL*

- A Health Psychology partnership with our community Vikki Staples: Derby Uni
- Compassionate Communities Emma Hodges

*Red Hat “Emotions and gut reactions” round table and feedback ALL*

- The Healthy Communities Forum Sally Groves, Support Staffordshire Redmoor Health, Digital connectivity supporting the community Cameron Booth: Redmoor Health

*Black Hat “Weak points, negatives, pessimism” round table and feedback ALL*

*Green Hat – Ideas, Solutions, possibilities, Alternatives ALL*

*Blue Hat “Planning, next steps” ALL*

- Q&As Feedback and wrap up

The basis was to follow on from the Developing Compassionate Communities project that has been taking place in Uttoxeter.

The following outline was also given

We would love and indeed need every one of you to be part of the East Staffs “Reach Out – Developing Our Compassionate Communities” social movement.

We are proud to announce that we are progressing to the verification stage for Uttoxeter as a nationally accredited Compassionate Community and now want to roll this out across the Burton, Tamworth and Lichfield districts and are in place to be the first accredited Placed Based Partnership in the country which is a massive achievement.

A huge part of this is about fostering good relationships and understanding each other’s needs and wants, reaching out to support and help each other. This involves ALL OF US working together and includes Residents, Hospitals, GP surgeries, community services, Fire, Police, Ambulance, Volunteers, Voluntary sector in fact everyone who lives and works here!

East Staffordshire PCN has also just been awarded a place on the national Complete Cares Community programme led by Professor James Kingsland and supported by the Staffordshire NHS Integrated Care Board. Our focus for this is Diabetes, where we want to work together to improve outcomes for our patients with Diabetes and to



prevent the onset where we can.

The day promoted a lot of discussion especially around the shortcomings of Diabetes Care for patients in East Staffordshire and already conversations have started on where and how improvements can be made.

### **12 Virtual Group Update.**

The only comment received was from NFS who wished to pass on her thanks to both the Practice and the Forum for everything that they do for the patients.

### **13. Any Other Business**

There were no topics sent to the Secretary, JB, under this section.

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

The next meeting will take place on Wednesday 14<sup>th</sup> September 2022. This will be a face-to-face meeting held at Tutbury Village Hall between 2pm until 4pm. The meeting was then closed by the Chair, JG, who thanked all members for their contributions to the discussions at the meeting.