



**The Tutbury Practice Patient Forum Minutes of the Meeting
Wednesday 9th March 2022 between 1pm and 3pm.
Meeting held at Tutbury Village Hall.**

Present.

Patient Representation: JG Chair, JB Secretary, BW, JJ, GS, DM

Practice Representation: SW, Reception Coordinator

Speaker: DB, Healthwatch, (arrived 2pm)

1. Introduction and Welcome.

The meeting was opened by the Chair, JG, welcoming everybody present to the first face-to-face meeting of 2022. JG also welcomed GS to her first meeting and hoped she found the meeting of interest. Initially the Chair, JG, mentioned the awful situation in Ukraine and distributed a poem that she had written on the topic.

2. Apologies

Patient Representation: SAR Deputy Chair, AG, DB, ASS, HD, NFS, ES

Practice Representation: RB Practice Manager, ES Practice Nursing Manager,
SD Social Prescriber

Pharmacy: Good Life, Hatton

3. Approval of the Minutes from the Meeting held on 12th January 2022.

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

4. Action Log Update.

The Secretary, JB, informed everyone that the website has now been fully updated. The contact email on the website has been changed and now shows the email address for the Secretary which is bridgesjohn763@gmail.com

5. Practice Update.

In the absence of RB, Practice Manager the update was given by SW, Reception Coordinator.

- **Registered Patient Numbers**

As of 1 March registered patient numbers stand at 8185 compared to the beginning of the year at 8130.

- **Staff**

We still have one GP off long term sick and are endeavouring to cover this with Locum sessions.

- **Access to the Health Centre**

At the beginning of February both Dove River and Tutbury decided to trial allowing access to the health Centre without the need for screening. We removed the need for receptionists to screen patients entering the building on a gradual basis over a period of 4 weeks starting at the end of the week, Friday and gradually increased this to every day. We started with what was preserved to be our quietest day, Friday and if number sitting the waiting room were unsafe, we could easily start the monitoring process again. This worked extremely well, patients maintained social distancing measures and we removed the need to monitor access a couple of weeks ago. We still ask patients to drop prescription requests in at the front door to reduce footfall into the health Centre. We would like to thank patients for their help and understanding over the past few months when it has been necessary to monitor access and thank everyone for their continued support.

- **Face Coverings**

Whilst Government guidance has changed in respect of face coverings, for Health Care settings the infection prevention and control measures have not changed. We still need to ask that patients continue to wear a face covering when entering the building and seeing clinicians and staff, unless they are exempt from wearing a face covering. If patients are exempt, can they please let reception know so that this can be detailed on their medical record, this prevents confusion at the front desk and when entering the building. We still need to maintain Infection Prevention after each patient and a full room clean down will take place after each patient has left the clinical room. COVID is still around, and we wish to keep patients and staff safe and infection free.

To reduce footfall with in the health Centre and maintain Infection Control, we continue to offer Telephone triage appointments in the first instance. If the Clinician feels it is clinically necessary to see you, they will book you a face-to-face

appointment. We also offer 50% of our appointments on line if you have access to online services.

- **First Contact Physio**

As part of the East Staffordshire Primary Care Network we have employed First Contact Physiotherapists, FCP, these are highly trained physiotherapists that can help with Musculoskeletal conditions, soft tissue injuries, arthritis, spinal pain to name a few. When contacting the Practice you may be asked for further information as to why you need to see a GP, if your problem is related to a condition that may benefit from seeing the FCP you may be directed to them in the first instance, appointments will be available at various locations across the locality and in the Health Centre from July. We hope to provide further information after our receptionist have had all the relevant signposting training and hope to post videos on our social media page and website.

- **Telephones**

The next half day training on March 22nd will see the installation of our new telephone system. We chose this afternoon so that disruption to the patients is minimal however please bear with us as the system will be new to everyone. We hope to have an improved queuing system and improved information messages and recordings.

- **Facebook**

We are actively updating our Facebook page with various bits Health Information and COVID related information, the next campaign will be summer holiday ready, reminding patients to either download the COVID passport or vaccination information and be ready for their summer holidays. Please look at our page and like or follow it.

6. COVID Vaccination Programme

Uptake has continued to slow down since the start of 2022. Currently, vaccinating the vulnerable 5-11year olds which are given 10mins each appointment time and only two vaccination stations so not overwhelmed. The traditional vaccinations have been reduced to two sessions a week and only two vaccinators, one that must be a doctor. The centre has now received the green light/certification to give vaccines to all 5-12year olds, and it is expected a fourth vaccine run for the over 75year olds will be starting during April.

7. Quiz Night

It had been decided to hold a Forum Quiz night on Friday 25th March 2022. This will be at the Tutbury Club, High Street, Tutbury and will commence at 8pm. The invitation that has been circulated includes the following:

So we have an idea on how many people will be coming along to take part we need you to please advise us asap on the following:

- 1. Will you be attending the quiz night?*
- 2. Name and contact details of the main contact person within your team*
- 3. How many will be in your team?*

Whilst we appreciate the COVID situation regarding restrictions has now changed we would be extremely grateful if within 10days of the quiz date if you or any of your team members, have COVID, you do not attend the quiz or the premises.

8. Talk from Dave Bassett, DB, Community Outreach Lead, Healthwatch, Staffordshire

DB introduced himself to those present and thanked the Secretary, JB for the invitation. DB has been involved with Health and Social Care since 1972, working for Cumbria, Derbyshire and Staffordshire Social Services. He has also held senior management roles in the NHS in Leicestershire and North Staffordshire both as a provider and a commissioner. For the last few years he has worked in the voluntary and independent sectors in the West Midlands until retiring in the summer of 2018.

Previously DB was Vice Chair of Staffordshire LINK, representing them as a non-voting member of Staffordshire County Council Health Scrutiny Committee and in meetings relating to changes to Stafford Hospital A&E. He has chaired his GP patient group and was an initial member of East Staffordshire CCG Patient Board. He is a Director of Burton and district Mind and a member of University of Derby and Burton Hospitals NHS Foundation Trust. His interests are in community health and care services for vulnerable adults and their interface with hospital services as well as patient and public involvement. He is also a season ticket holder at Leicester City.

DB is currently our Community Outreach Lead for East Staffordshire.

DB gave the following insight into the work that Healthwatch does within Staffs: They are an independent organisation set up to champion the views of patients and social care users in Staffordshire, with the goal of making services better and

improving health and wellbeing. Healthwatch want to hear about your views, needs and experiences to help Staffordshire get the best possible health and care.

The following has also been extracted from the Healthwatch Staffordshire website: *Like all local Healthwatch bodies, Healthwatch Staffordshire has a statutory seat on the local Health and Wellbeing Boards – the body that oversees health and social care in the city and county. We also have the statutory power to enter and view health and social care services using our trained volunteers. Healthwatch Staffordshire has a place on the new Quality Surveillance Groups that are being set up in the NHS to monitor provider quality.*

We also have a statutory duty to report annually to Healthwatch England and publicly on engagement activities and how we have represented patients and social care users as well as the impact of these activities.

Our statutory duties:

- 1. Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local care services.*
- 2. Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.*
- 3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.*
- 4. Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.*
- 5. Providing advice and information about access to local care services so choices can be made about local care services.*
- 6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved and sharing these views with Healthwatch England.*
- 7. Making recommendations to Healthwatch England to advise the Care Quality Commission (CQC) to conduct special reviews or investigations (or where the circumstances justify doing so, making recommendations direct to the CQC) and to make recommendations to Healthwatch England to publish reports about issues.*
- 8. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.*

DB then gave details on the current work he has been undertaking in his current role as the Community Outreach Lead for East Staffordshire which included:

- Having monthly quality meetings with UHDB and his colleagues from Healthwatch Derbyshire.
- Being involved in the consultation regarding the potential rebuild of the George Bryan centre in Tamworth that had one wing destroyed by fire in 2019 followed by complete closure of the site, due to health and safety issues, meaning psychology patients having to go to St Georges in Stafford.
- The new psychology liaison team that has been set up at Queens hospital A&E and its link between wards and the community.

The Chair, JG, thanked DB for coming along and giving us an insight into Healthwatch and his role within the organisation. The members responded in the usual manner

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

There is still 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.

The result of this action most NHS meetings have been cancelled or reduced in time. The Governing Body and Primary Care Committee Meetings have reduced to one hour each and questions had to be sent prior to the meeting and not asked on the day. This looks like this may be the case for the next planned meetings.

The Patient Board held an “informal” meeting on 3rd February and the normal formal meeting on the 4th of March. The concerns being expressed by both the Patient Board and the District Group is that in all this the “patient voice” going forward for these groups appears to have been non-existent.

- ***East Staffordshire District Patient Engagement Group***

The last meeting was held on the 24th of February. There was an election for the

officers to serve during 2022 and the Chair, SAR and Vice-Chair/Secretary, JB, were re-elected. Currently these meetings are held via zoom and a decision regarding moving back to face-to-face is to be taken at the next meeting on 31st March 2022. The meeting followed the usual agenda with feedback on patient stories, PPG updates, and the future Integrated Care System which has been put back to 1st July.

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

- As updated at the last meeting, the second workshop around raising the awareness of diabetes within the BAME communities within Burton took place on 16th February 2022. This was a face-to-face meeting held at Queen Street Community Centre. It is planned to start this project start April 2022 but will now run until April 2023. A grant application had been forwarded to Healthy Communities Staffordshire which has been successful and will be paid out at the end of March.
- The first meeting of the ESSDUKPN will be took place on Thursday 20th January and an update on the work conducted during 2021 was given. The network will now meet every 6weeks and anyone is welcome to attend
- Work has started to extend the network within the Lichfield, Tamworth, and Burntwood communities.

10. Virtual Group Update.

The Secretary, JB, still needs to arrange the meeting with the virtual group member, NFS, to discuss the topics mentioned at the last meeting.

11. Any Other Business

Discussions took place over the current times when holding face-to-face meetings. It was decided that a 1pm start is inconvenient for some members and going forward the meetings will now start at 2pm and finish at 4pm. The Secretary will make the necessary changes to the Forum notice board and check with the Village Hall caretaker that this change doesn't clash with any group needing the premises. Once all acceptable the revised times will go out to all Forum members.

12. Date of the Next Meeting

The next meeting will take place on Wednesday 18th May 2022. This will be a face-to-face meeting held at Tutbury Village Hall at the new time of 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.

