



**The Tutbury Practice Patient Forum Minutes of the Meeting
Wednesday 11th January 2023 between 2pm and 4pm.
Meeting held at Tutbury Village Hall**

Present.

Patient Representation: JG Chair, JB Secretary, BW, ASS, HD, CT, ASS, CT, BW, JW

Practice Representation: 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. She also wanted to thank the Deputy Chair, SAR, and the Secretary, JB, for their support and assistance throughout 2022. The initial part of the meeting was the AGM and election of the Forum officers to serve throughout 2022.

2. Look Back at 2022

The Secretary, JB, gave the following presentation:



**Tutbury Practice
Patient Forum
Look Back on 2022**

Aims and Objectives 2022

At the Annual General Meeting in January 2022 the following aims and objectives were set:

- 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.

Aims and Objectives 2022

- Continue and build upon the good relationship with the Practice.
As with previous years the relationship with the Practice has been excellent and there are good examples to illustrate this change of telephone message, support for receptionists following the verbal abuse received
- Maintain the Community Defibrillators.
All routine checks carried out and reported to "The Circuit" when requested, normally quarterly. New pads required in February 2023 and an approach will be made to the Parish Council for the purchase of these items
- Maintain the Forum website
The website is up to date

Aims and Objectives 2022

- Keep everyone update 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.

- Produce minimum of 2 newsletters.

Although only one official Forum Newsletter was produced, December 2022, members were kept fully updated throughout the year on all matters via emails etc.

Aims and Objectives 2022

- Have speakers.

March: DB, Healthwatch, Staffordshire came and gave a talk on his role.

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

- Practice Manager, RB, at 4 of the 6 meetings held who came and gave fully detailed Practice updates.
- Reception Co-ordinator
- Partner, Dr Skinner in January and September.
- KB, Patient Representative from Rocester PPG

Additional Information

- Have representatives on the East Staffordshire District Patient Engagement Group. **With the formation of the new Integrated Care Strategy/Boards from 1st July the CCG disbanded all Patient Engagement in June 2022 and were due to replace it with a Patient Assembly. The East Staffordshire District Patient Engagement Group was self sufficient so has continued to operate as normal.**
- Have representatives on the East and South East Staffordshire CCG Patient Board. **With the formation of the new Integrated Care Strategy/Board from 1st July the CCG disbanded all Patient Engagement in June 2022 and were due to replace it with a Patient Assembly. The Patient Board ceased on 1st July 2022.**
- 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

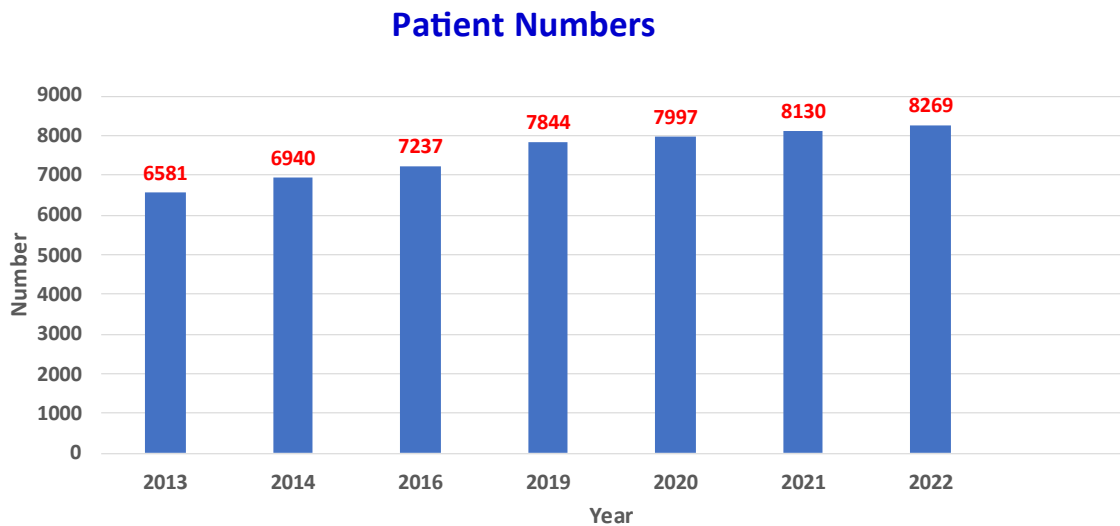
Quiz Nights

- During 2022 the quiz nights started back up with 4 being held throughout the year.
- The first one, in March, was held at the Tutbury Club but the rest, July, September and November were held at the Tutbury Village Hall.
- The format was the same as previous years although when moved to the Village Hall it was on the basis of bringing your own food and drink
- The move to the Village Hall has proved to be very popular
- From the monies raised from these nights' donations were made to:
The Ukraine Relief Fund, Scropton Riding School and the YESS organisation, Uttoxeter

Additional Information

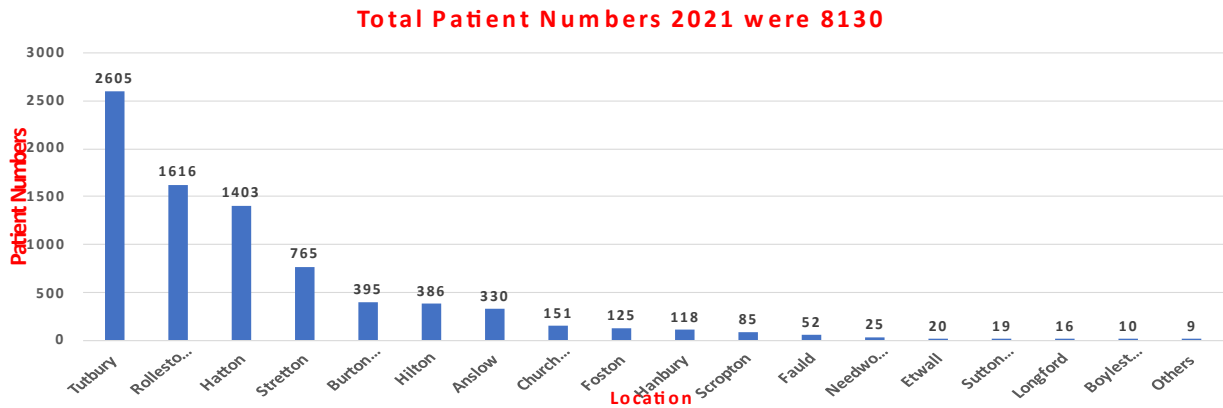
- The Forum continues to be members of Support Staffordshire
- Registration with NAPP was ceased in 2022 and replaced with being members of the Patients Association which produce weekly newsletters that have been distributed to all members.
- Some Forum members have continued to be involved as volunteers for the COVID-19 vaccination programme at Pirelli.

Patient Numbers between 2013- 2022



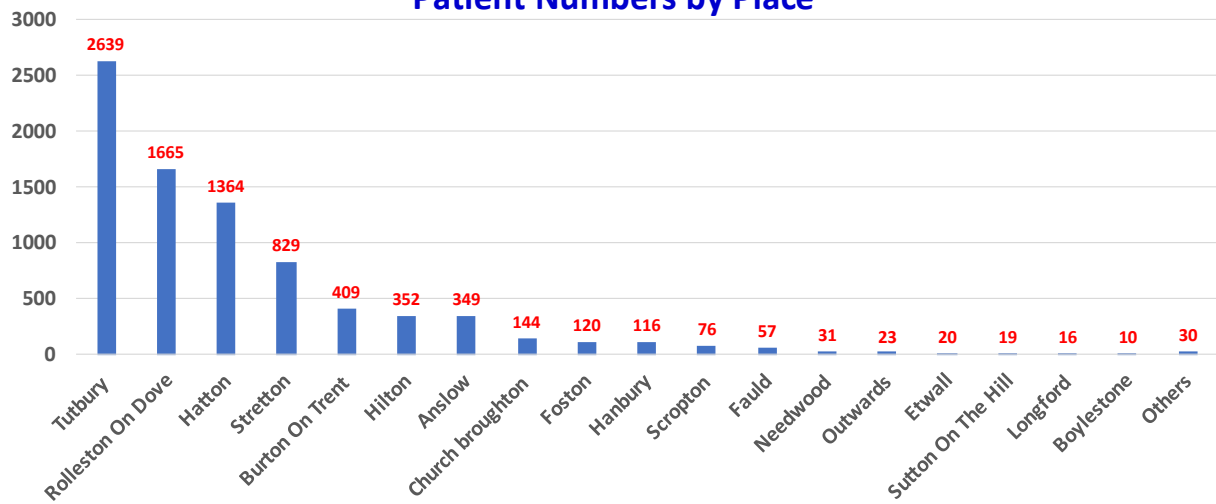
Patient Numbers by Place 2021

Practice Patient Numbers 2021 by Geographical area

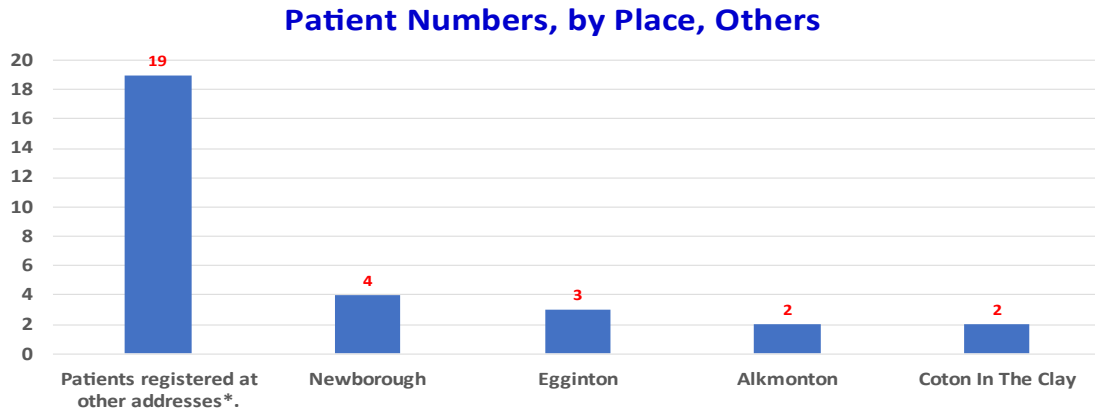


Patient Numbers by Place 2022

Patient Numbers by Place



Patient Numbers by Place 2022



Telephone Incoming Calls

During 2022 a new telephone system was installed which included 10 lines dedicated to incoming calls to the surgery.

As with most GP surgeries there has been a huge increase in calls which has led to long delays and patient frustration

The new system enables the surgery to evaluate the volume of attempts to contact the surgery

An analysis of this data has shown the following:

Telephone Incoming Calls

Date	Time Period	Total Attempts
Early Dec	8-8.20	758
20th Dec	1-1.15	671
21st Dec	1-1.15	327
23rd Dec	8-8.15	1065

All present thanked the Secretary, JB, for the presentation and it was pleasing to see what had been achieved especially when still restricted due to 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 outlying villages is purely historical and no new patients are accepted from these areas.

There was a discussion around the slides and the statistics being shown. Naturally patients are concerned and frustrated that they can't get through to the surgery.

The Secretary had received the following information

- 1) Difficulty in getting through on the phone/getting an appointment.
- 2) People moaning about service GPs are giving.
- 3) When people are challenged by asking if they have tried to get an appointment the answer is invariably "no...it is just what everyone is saying".

There are undoubtedly problems in getting through on the phone but that is nothing new...the 8 o'clock phone lottery has been a problem for the last 20 years.

Some practices now have an on-line form that can be filled in for triage and call back. Do we do that yet?

In response RB indicated

Rachael I think you indicated that there was a form on the website but I can't find it?
Can you direct me to where I should look?

3. Forum Finances.

In addition to the above a presentation was given on the Forum finances as of the 31st of December 2022. 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. All present, were in agreement with the figures that were shown.

Thanks was also given to RB, Practice Manager for handling our finances.

4. Election of Forum Officers for 2023.

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 2023:

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

JG, 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 2023

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 2023. 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 2023. All present thanked BW for attending and acting as the Forum Representative at these meetings.

The Chair, JG, closed the AGM and the meeting followed the normal procedure.

6. Apologies for Absence.

SAR Deputy Chair, AW, JJ, NFS, MB, ASS, ED

7. Approval of the Minutes from the Meeting held on 16th Nov 2022.

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.

Following a comment, from a member of the public to a Rolleston Parish Councillor, regarding issues concerning getting an appointment at the Tutbury Practice it had been raised at the Parish meeting. A response had been given for the Parish Council and in addition the Secretary, JB, informed everyone that he had attended the December Rolleston Parish Council meeting and given an update This had been warmly received and is now in the Parish Council minutes. **Action closed.**

9. Practice Update.

The Practice Manager, RB, gave the following update:

10. Feedback from the East Staffordshire District Patient Engagement Group, and the East Staffordshire and Surrounds Diabetes UK Patient Network

- East Staffordshire District Patient Engagement Group

The first meeting of 2023 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 2022 and setting the objectives for 2023. It will be the first face-to-face full meeting since the start of COVID and will be at the new location, The Voluntary Services Centre based next to the brewhouse in meeting. The meetings will be held at six-week intervals between 2pm and 4pm.

It was agreed by the Forum members present that when the draft minutes have been approved by the District members present they will also be forwarded to the Forum members. This will enable people to see what is happening in the wider community and other PPGs.

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

The Secretary, JB, is also the Chair of the Diabetes Patient Network. An update was given on the work that had been carried out throughout 2022. In March 2022, the ESSDUKPN were successful in receiving funding from the SE Healthy Communities Fund for the 2022/23 fiscal year. All meetings are still via zoom mainly due to the geographical area being covered.

This funding money was to be used to promote and advertise small community events, produce necessary literature, and working together with known community leaders to attract previously disengaged members of the BAME community. There will also be costs involved in the hire of rooms in which to hold these events, administration costs, annual zoom membership to hold virtual meetings and equipment to give overhead presentations.

In addition, the East Staffordshire and Surrounds Diabetes UK Patient Network are looking to offer their support to people with Diabetes within the Tamworth, Lichfield and Burntwood communities. The reason is that currently there is no diabetes support groups within these areas.

After the project started it soon became obvious that the main emphasis should be placed on getting the word out there on who the Network were and the support that was being offered to our local communities. This was especially the case in the new geographical areas of Tamworth, Lichfield, and Burntwood.

This was achieved by attending many events, meeting groups, giving presentations and holding two main events. In addition:

- Contact made with many organisations and the Primary Care Networks within the areas.
- Talk given to 250 people from health and the community at the East Staffordshire PCN Reach Out Event at Pirelli in June. Following this a further clinical workshop was held in September to discuss what community diabetes care is required within East Staffordshire. A further workshop was planned for the 19th of November but was cancelled due to several reasons!! An additional workshop has been arranged for the 24th of January 2023.
- Several people with diabetes have joined the patient network, have contacted via phone for discussions and have had appropriate literature sent to them.
- Have attended an open day at a local mosque within Burton. An attempt was made to build upon this and visit other mosques in the area. There has been little success in this area to date, but the aim is to continue working to get a foothold in these places.

- Two larger events were also held, and these were: A Public Diabetes event held in June at the Pirelli Stadium and in November Burton Albion handing over a home game against Charlton on Saturday 12th November to our network to promote diabetes and the work we are doing, (this also arranged to coincide with World Diabetes Day which was on the 14th of November).

11. Virtual Group Update.

The Secretary, JB, had received a message from a virtual group member, NFS, who wanted the following mentioned.

- A big thank you to the surgery and the work they have done during 2022.
- Thanks to the Patient Forum in keeping virtual members updated on everything that is happening both locally and within the wider communities.

12. Aims and Objectives of the Forum for 2023

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.
- Ensure the Patients and the wider community is kept updated on all the wider health decisions that affect everyone.
- Produce one newsletter.
- Hold a Health and Wellbeing/Carers event in June. The Secretary informed the members that he had enquired on the availability of the hall at this time and had been given the date of Thursday 8th. It was agreed to go with this date and have the event between 2pm and 4.30pm
- Carry out a Patient Survey. RB, Practice Manager indicated that the ICB had asked that if surveys are carried out they would like questions included around Telephone system, How easy is it to navigate the phone system, appointments, and about the website. Discussion around this.

13. Any Other Business

- Quiz Nights

During 2022 the quiz nights were moved from the Tutbury Club to the Village Hall. The first one was low on numbers but the next two had a good turnout with the one in November attracting over 80 participants. The nights are run based on bring your own food and drink which again has proved popular.

The first quiz night for 2023 has been arranged for Friday 20th January starting at 8pm, doors open 7.30pm and it is planned to hold these nights on a bi-monthly basis.

14. Date of the Next Meeting

The next face-to-face meeting on Wednesday 8th March 2022. It will be held at Tutbury Village Hall between 2pm and 4pm. The meeting was then closed by the Chair, JG, who thanked all members for their contributions to the discussions at the meeting.

