



**The Tutbury Practice Patient Forum Minutes of the Meeting  
Wednesday 8<sup>th</sup> March 2023 between 2pm and 4pm.  
Meeting held at Tutbury Village Hall**

**Present.**

**Patient Representation:** JG Chair, JB Secretary, BW, AG, SB, SN, CH, HD, ED

**Practice Representation:** RB Practice Manager, PL Care-Coordinator,  
ZS Reception and Carer Lead.

**Speaker:** Bethan Jones, Social Prescriber covering Tutbury.

**1. Introduction and Welcome.**

The meeting was opened by the Chair, JG, welcoming everybody present including our two new members SN and SB.

**2. Apologies for Absence.**

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

**3. Approval of the Minutes from the Meeting held on 11<sup>th</sup> January 2023.**

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

**4. Action Log Update.**

There two actions from the last meeting and the following updates were given.

**(a). Defibrillators**

The defibrillators will require new pads at the beginning of July. As agreed, a grant application has been put forward to the Tutbury Parish Council and this will be heard at their meeting due to take place on Monday 20<sup>th</sup> March.

In addition, the following has been put forward:

*As these defibrillators are for the whole community, we now wish to propose that the inspection and reporting be passed onto another organisation and wish to ask if the Parish Council will take on this work going forward. The reason for proposing this is that it is our understanding that each Parish Councillor has a dedicated area of Tutbury and so the work would be spread over several people. There is a need for the Circuit to have a main point of contact with ideally a second backup contact. We are happy to come along to the Parish Council to discuss this in more detail and would welcome an invitation to do this. With elections on the horizon, this may be best when these are over, and the new councillors are known.*

#### **Update, 29<sup>th</sup> March:**

(i). The Parish Council approved our grant application and the monies have now been received. The replacement pads will now be ordered.

(ii). A presentation is to be given to the Parish Council in May to discuss the transfer of defibrillator inspections and reporting to the "Circuit".

#### **(b). Health and Wellbeing/Carers event on Thursday June 8<sup>th</sup> at Tutbury Village Hall.**

##### **Update 8<sup>th</sup> March:**

The Secretary, JB, informed the members that invitations had recently been sent out to potential exhibitors and currently 10 have accepted.

## **5. Practice Update.**

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

### **Staff**

- We are pleased to say that, officially, Dr Anna Lindsay is our new salaried GP and started with us mid-January. She is now fully up and running and providing additional appointments Tuesday, Wednesday, Thursday, and Fridays. Unfortunately, Dr Shearman is still off poorly.
- Dr Ambrose is currently off with COVID and Dr Salwey is now back following a positive COVID test. Elaine our Nurse Manager has also been absent due to a family positive COVID test results and Gabrielle the phlebotomist has also been absent due to a positive COVID test.
- We are still seeing the effects of the pandemic and are still asking patients to continue wearing a mask when attending the surgery.
- Due to annual leave and sickness, we are very thin on the ground for GP cover towards the end of March, we are trying hard to obtain locum cover, however Locum availability is very scarce, we will continue to monitor the situation.

- We sadly say goodbye to Dr Olu at the end of May, the commute from Cannock was proving troublesome and we wish him good luck for his future adventure.
- We also say a sad goodbye to Laura who will be leaving us at the end of March to take up a role at Gordon Street, she will be their medical secretary and we wish her good luck for the future.
- We are utilising the Peoples Hub, the bank of temporary nonclinical staff employed by MPFT to assist Practices when they have limited staff, and we hope that Bernie, from the Peoples Hub will join us in April to take over from Angela who has been covering since last year. Michael from the people's hub is also still with us and has taken an active role in Online Access applications and redesigning the application form and the BP recording form.
- We also welcome Joe from the Peoples Hub who will be covering some of Laura's role and will be assisting Helen, medical secretary with her workload. We have not increased the hours Helen spends of secretarial duties for many years despite the increase in GP's and this help will be invaluable help for Helen.
- We welcome Kate who has joined us as a receptionist, to cover some of the hours we lost when Arwen went on to her Nurse Apprenticeship training.
- We would also like to announce that Zoe has now taken on a role to develop her Practice Management skills, we look forward to the future and Zoe's career progression.

### **Registered Patient Numbers**

- As of 1<sup>st</sup> March, registered patient numbers stand at 8275, an increase of 16, from January.

The Chair, JG, thanked RB for the update and asked if anyone had any questions?

- Regarding signing up for patient access are two forms of evidence still required. Yes, Photo evidence from either a passport or driving licence. A bus pass photo is not allowed. In addition, a bill showing the persons name and address Of the applicant. Discussion on this due to the obvious issues that could arise and had been raised beforehand on this topic.
- How many staff are there?  
3 partners and 3 salaried staff although 50% down at present for the reasons already highlighted above.  
6 clinical nurses and Phlebotomist. Would be nice to have another Health Care Assistant. And a further 10 in the admin team that are working 20 -35 hrs to give total cover.

## **6. 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 second face-to-face meeting of 2023 took place on the 16<sup>th</sup> of February at the Voluntary Services Centre based next to the brewhouse in Burton. The meeting started with the election of officers to serve throughout 2023. The current Chair and Vice-Chair were re-elected. The members then received a presentation from:

- **Debbie Melling: Community Manager, East Staffs Primary Care Network**

Gave an update on work at the Pirelli Vaccination Centre, the Joy App, and other areas the PCN is working on, Diabetes for one. Our Practice Manager, RB, also works two days a week for the PCN as Research Manager.

- **Michelle Vodden: Consultancy Development Manager, Support Staffordshire.**

Invited to come and talk about the public consultation that is presently ongoing over the long-term future of the George Bryan Centre in Tamworth.

**Information on this topic had previously been sent to all members of the Tutbury Practice Patient Forum but due to the importance of this consultation the discussions at the District Group have been included below:**

### **Background**

On 12<sup>th</sup> February 2019, a fire destroyed the west wing of the George Bryan Centre. It provided an assessment, care, and treatment service for working-age adults who are in an acute state of mental illness and a mental health assessment and treatment service for people aged over 65. Since the fire, anyone living in Southeast Staffordshire who has needed an in-patient stay has been to St George's Hospital in Stafford. An enhanced service has been in place in the community to support people to stay in their own homes.

On Thursday 19 January 2023 the Staffordshire and Stoke-on-Trent Integrated Care Board approved the pre-consultation business case for inpatient mental health services previously provided at the George Bryan Centre, to residents of southeast Staffordshire.

It also approved the recommendation to proceed to a public consultation on the single viable proposal to make permanent the 18 beds at St George's Hospital, Stafford, supported by enhanced community provision and that the consultation will take place for six weeks.

Recently, the Vice-Chair had forwarded to members the email from the ICB regarding the consultation and latterly at the request of MV, sent out the consultation document.

## **ICB email**

*Help us find a long-term solution for the inpatient mental health services previously provided at the George Bryan Centre. Our public consultation runs until midnight on Thursday 23 March 2023.*

*We have been working with patients and staff to redesign our local mental health services. This includes the inpatient (hospital) services that used to be provided at the George Bryan Centre in southeast Staffordshire.*

*We made some temporary changes to services when the George Bryan Centre had to close in 2019. We are now proposing to make these temporary changes permanent. No decision has been made about the proposal.*

*This consultation is not about the future use of the George Bryan Centre in Tamworth; this will be the subject of further discussions later depending on the outcome of this consultation.*

*By sharing your views, you can help inform the final decision.*

*You can find details about the proposal and how to get involved in this consultation on the ICB website at <https://staffsstoke.icb.nhs.uk/get-involved/consultation-and-engagement/consultation-inpatient-mental-health-services-south-east-staffordshire/>*

## **Why is Burton involved?**

Because George Bryan would have been the place for people to go if inpatient care was required.

MV then played a video to everyone showing the history of George Bryan, the move of inpatient care to St Georges Stafford, and what has been put in place locally. In terms of local support in the Tamworth community mental health teams have been set up and patients are only moved to Stafford when their health requires inpatient care.

In the document, there is a series of criteria that must be met. However, only one proposal is in the document and that is that all inpatient beds must be at St George's Stafford and that the wing at the George Bryan will not be rebuilt.

## **So why the consultation?**

To see if the proposal needs to be tweaked.

## **The following concerns/comments were raised by the members.**

- What are the lines of communication for people who have dementia?
- What facilities are there for families to stay with people?
- Cost of travel. Apparently, there is a document explaining this point and states that people can get costs reimbursed for the difference for a person having to travel to Stafford instead of Tamworth. This difference in cost will be paid at the rate of

18p/mile!! Apart from the rate being ridiculous, the admin costs associated will be a lot higher.

- Various comments from the group regarding dementia care.

MV indicated that the proposed model will include the community support network will be bolstered for all these areas. Big discussion on this topic.

**Other feedback included.**

- What about people who are violent?
- Lack of public transport, bus/rail, to Stafford that will fit with visiting/access times.
- How do carers in the home cope? Also bear in mind not everyone registers as a carer.
- Examples were given of patients being pushed from the hospital to home and back again and all the issues this causes.
- How many beds are available- Thought to be 19. How can this cover the geographical areas involved?

**In terms of support for families and visitors what will be in place for:**

- Lines of communication
- Information on the care being given.
- Confidentiality
- The situation when the patient doesn't want to see family, but the family still wants information regarding their inpatient stay.
- Will visiting times be flexible?
- The patient coming back home situation.
- What happened to the insurance money from the fire?

MV appreciated all the above and asked if people would complete the consultation feedback form and give it back to her to capture all that had been said.

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

The Secretary, JB, is also the Chair of the Diabetes Patient Network. Below is the update:

- Held our first virtual meeting for 2023 where the members had a presentation on what had been achieved in 2022 and the objectives for 2023.
- Attended the South-East District Nurses monthly virtual meeting, giving details on what the network does, and how it could be of benefit to the work that they do.
- Attended the NHS Staffordshire and Stoke on Trent Maternity and Neonatal Voices Partnership monthly virtual meeting. Discussed where the network could be of support for those women who have gestational diabetes.

- Involved at the second “Reach Out” workshop on the formation of an East Staffordshire Diabetes Community Service.
- Held the first face-to-face network meeting in Burntwood. Eight people attended and wanted to have regular meetings. Plans being drawn up to have these on a regular six-week basis. On the 27th of February, a face-to-face meeting also held at the Sacred Heart in Glasgote, Tamworth.
- One of the organisers of the Health and Wellbeing Event at the Burton Albion Community Trust Hub in Casey Lane, Shobnall. Both exhibitors and the local community well supported this. The Mayor and Mayoress were also present.
- Have been successful in our application to the South-East Locality Healthy Communities Grants Scheme for continuation funding.

## **7. Patients Association**

The Chair, JG, mentioned information what was in the latest weekly newsletter. There was an interesting reference to Thomas Fazi's book querying a change of ethos, possible vested interest, and capitalist influence now that the Bill Gates Foundation donates by far the most in funds, (thought to be approx. 88%), since the withdrawal of same donation amount by the USA.

WHO, World Health Organisation, is a UN agency set up in 1948 to 'promote health, keep the world safe, and serve the vulnerable'.

Another topic discussed on their Help Line was concerned when a patient is move from one hospital to another and what is the protocol regarding transfer of patient information.

RB mentioned that the protocol, when the surgery is doing the referral, is directly with the hospital concerned. If a patient is transferred from one hospital to another is becomes the responsibility of the hospitals concerned. On discharge the surgery should then get details from the discharging hospital.

ZS also raised when people get treatment when on holiday especially when abroad and AB gave the example of his wife's care when hospitalised abroad.

## **8. 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 continue to do.
- Thanks to the Patient Forum in keeping virtual members updated on everything that is happening both locally and within the wider communities.

## 9. Talk from Bethan Jones, Social Subscriber covering Tutbury.

BJ is the current social prescriber that covers both the Tutbury, Dover River, and Peel Croft Burton GP Practices. Her role is basically dealing with the social matters, housing needs, and benefits needs. The aim is to help relieve the pressure off the surgeries, especially the receptionists, by acting as a signposting service for the patient that require these needs. For Tutbury, most of the referrals come via PL, the surgery Care Coordinator of whom she has a very good relationship and patient referral. The social prescribers, where necessary, carry out home visits, especially with the social side for dementia patients. There are no time limits for these visits and there is an excellent working relationship with the Burton Albion Community Trust, her employer, in being able to signpost patients to the many health activities they run. Bethan works all day on a Monday, Tuesday, and Thursday and a lot of her patient base are housebound.

In terms of our Tutbury Practice Care-Coordinator, PL, part of her work is putting patients in touch with Bethan and vice versa whilst the remaining time is working within the surgery, looking into such things as patient hospital discharges, ensuring medications and further health services are in place.

There were several questions and discussions throughout the talk some of which are shown below.

**BW.** Lot of talk around how people contact health services. Heard that landlines may well be phased out. What do people do if they have no internet, computer, or mobile phone? RB indicated that the patient recoding system show those patients who are frail, elderly etc which PL then contacts and as necessary informs Bethan if her services are needed. In addition, ZS mentioned she oversees the Carers Register and can carry out similar work to what Paula is doing with the frail and elderly.

**HD.** Need to look on how we get messages out to people. Use of both the surgery and Forum websites and on the telephone messaging system whilst waiting in the queue.

**SB.** Use of notice boards both in the surgery and within the community? The Secretary, JB, suggested having a Health Notice Board near the bench outside the health centre which would be accessible for everyone. Thought to be a good idea and JB will ascertain the costs involved. **AG** mentioned could relevant messages be put within the telephone messages for people to hear whilst waiting to be connected.



## **10. Any Other Business**

### **- Quiz Nights**

The first quiz night for 2023 was held on Friday 20<sup>th</sup> January in Tutbury Village Hall. This was very well supported with over 90 people attending and with £275 being raised. After expenses the residual money will go towards costs associated with the Health and Wellbeing/Carers event in June. Further quiz nights are planned for: Friday 24<sup>th</sup> of March and Friday 5<sup>th</sup> of May, day before the Coronation.

Following discussions, the members agreed that 50% of monies raised in March would be donated to the Uttoxeter Heath Community Centre and in May towards the purchase of a sound system for the quiz nights, currently one is borrowed.

### **- Prostate Evening**

The Secretary, JB, put forward the idea of having an evening talk on Prostate Cancer. He knows of the support group who would be willing and do the talk. Was very successful when tried a few years ago at Trent Meadows, Burton. Could also enquire whether the consultant at Queens would like to be involved and possibly arrange actual tests on the same evening. Members agreed it should be investigated and RB indicated she would investigate the checks being done at the surgery for health and privacy reasons. SB also mentioned looking at raising the topic of Colonic Cancer at the same time.

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

The next face-to-face meeting on Wednesday 17<sup>th</sup> May 2023. This will be the first of two-evening meeting to see if we can attract patients who normally work or are at school. It will be held at Tutbury Village Hall between 6.30pm and 8.30pm. The meeting was then closed by the Chair, JG, who thanked all members for their contributions to the discussions at the meeting.

