



**The Tutbury Practice Patient Forum Minutes of the Meeting
Wednesday 17th May 2023 between 6.30pm and 8.30pm.
Meeting held at Tutbury Village Hall**

Present.

Patient Representation: JG Chair, SAR Vice-Chair, JB Secretary, BW, AG, SB, DM, ED, JA

Practice Representation: ED Partner, PL Care-Coordinator, ZS Reception and Carer Lead.

1. Introduction and Welcome.

The meeting was opened by the Chair, JG, welcoming everybody present including our new member JA.

2. Apologies for Absence.

SN, AM, MM, JJ, NFS, MB, ASS, CH, SH, RB Practice Manager

3. Approval of the Minutes from the Meeting held on 8th March 2023.

There were no issues raised on the Minutes. BW proposed approval which was seconded by ED. 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.

(i). Defibrillators

As previously discussed, the defibrillators will require new pads at the beginning of July. A grant application had been put forward to the Tutbury Parish Council and this was heard at their meeting Monday 20th March. Our application was successful, and monies have been received and are in our account. The pads are to be ordered soon in readiness to fit during June.

In addition, as the defibrillators are for the whole community it had been proposed that the inspection and reporting be passed onto another organisation, with the Tutbury Parish Council being asked if they would take on this work going forward. This had been discussed at the Parish Council and a request had been made for JB to attend a future Council meeting to discuss what is involved. This to take place July or August. This action will remain open until this has taken place.

(ii). Health and Wellbeing/Carers event on Thursday June 8th at Tutbury Village Hall.

Update 8th March:

The Secretary, JB, informed the members that all invitations had been sent out to potential exhibitors. We had received a great response and we have 26 organisations wanting to take part. In addition the “Young at Heart Fitness” members had agreed to give a demonstration on the stage. Posters, invitations etc have also started to be sent out to members of the public. In addition, the two banners that had been used in the past have been updated and will be positioned outside the Health Centre and in High Street. A request for Forum members to assist with teas and coffees will be going out soon. A full report will be given at the next meeting.

(iii). Prostate Awareness Evening.

It had been proposed in January that we would consider holding a prostate awareness evening later in the year. The Secretary, JB, indicated he had spoken to the prostate support group, and they would be happy to come and give a talk, approx. 30mins. Unfortunately, the person who carries out inspections and was responsible for the events at Burton Albion has recently left her post and moved to Peterborough. Currently, there is no replacement in post. It was agreed to make further enquiries before taking this further.

5. Patient Association Newsletters Input from the Forum Chair

The Chair, JG, had to leave early for another appointment but wanted to first cover a range of items mentioned in the Patient Association Newsletter dated 12th May.

(i). NHS Turning 75

Don't forget the NHS Assembly wants to hear from patients about what they think of the NHS, as it turns 75 this year. It is inviting people to tell it:

- *How far do you think the NHS has come in 75 years?*
- *Where is the NHS now?*
- *What would you like from the NHS in the future?*

The Assembly will review what it hears from the public and share what it hears with the NHS. Website <https://www.engage.england.nhs.uk/nhs75/2b9a7659/>

(ii). Primary Care Recovery Plan

*The **Delivery plan for recovering access to primary care** is a blueprint to solve many of the issues we have raised in recent years about patients' struggles to be seen by their GPs.*

Many of the ideas in the plan are suggestions we've made over recently years, such as improving telephone lines in GP practices, better training for receptionists, and improved referrals between general practice and hospital consultants.

Chief Executive Rachel Power said: "I am grateful to every person who has called our helpline with their concerns, to the many patients who have taken part in our projects and focus groups, and everyone who has completed one of our patient experience surveys.

"Thanks to all of you, I was armed with information about patients' experiences and, importantly, what changes you wanted to see in primary care. We're really pleased that so much of the plan takes on board our suggestions."

Rachel sat on the board that supported the plan's development and was able to discuss what we have learnt about patients' experiences of primary care. Rachel was interviewed on Radio 4's Today programme about the launch of the plan.

Key points from the plan that tie in with our recommendations:

- Expanding what patients can use the NHS App for*
- Making better use of community pharmacies*
- Improving the telephone systems in general practice*
- Training for reception staff to help them become care navigators.*
- Involving patients in discussions between GPs and hospital consultants to improve referrals.*

We believe the plan is an excellent start to rebuild relationships between patients and primary care that were disrupted during the pandemic. But we also know that workforce is a critical issue for general practice. We await the long-term workforce plan and hope it'll deliver the professionals needed to make the primary care plan a success for patients.

(iii). Virtual Wards



Virtual wards: bringing the hospital home

Webinar Thursday 25th May -- Free to register

Hear from a panel made up of patients and professionals and ask questions about virtual wards.

What are they?

Who can use them?

What technology do they use?



www.patients-association.org.uk
#patientpartnership

(iv). Pharmacy Closures

The number of pharmacies in England has fallen by 160 over the last two years, BBC analysis shows.

There are now 11,026 community chemists, according to data from NHS Business Services Authority - the lowest number since 2015.

Rising operational costs, staff shortages and reduced government financial support have been blamed.

This is despite rising patient demand and plans for pharmacists to provide more services to ease pressure on GPs.

Pharmacists are warning that many more local businesses could close, without help. Online services are available, but many rely on a local chemist for advice and to pick up prescriptions.

- [**Community pharmacists speak out against rise in abuse and attacks**](#)
- [**Pharmacies in Wales to help GPs prescribe medicines to patients**](#)

On Tuesday, the government will publish a primary care access plan designed to improve and extend availability of consultations by GPs. Ministers have also announced £240m (\$303m) for practices to replace old phones with more modern call systems and online tools to make it easier for patients to get in contact.

Part of the primary care plan is expected to include an expanded role for pharmacists, but there are concerns about their feasibility.

Many pharmacists feel they have been taken for granted and expected to offer more services, even though their real-terms funding has fallen. They estimate there has been a 30% cut in government funding over the last seven years, after taking account of inflation.

Dr Leyla Hannbeck, chief executive of the Association of Independent Multiple Pharmacies, said there was a shortfall of £1.1bn in funding for independent pharmacies every year.

"This has led to many pharmacies severely struggling with cashflow problems," she told BBC Radio 4's Today programme, adding that because most of their work is NHS-funded, the pharmacies cannot pass on rising costs to customers.

"On top of that, we've got the workforce challenges that we have been struggling with for so many years," she said, warning "many more" pharmacies could close this year unless increased support was given.

"We are urgently needing the government to step in and provide that funding," she said.

Sanjeev Panesar is concerned about possible cutbacks.

Sanjeev Panesar owns Pan Pharmacy in Birmingham. The business was set up by his parents, and has just celebrated its 40th anniversary, but he fears services might have to be cut back, and staff numbers may also have to be reviewed.

"Things are in serious jeopardy. It's our worst year ever, where we've made a loss. We have to make some really tough calls and decisions now," he said.

Mr Panesar says he would love to support the government by helping the NHS and GP services, but said it is not possible with current financial constraints.

The workload has grown steadily, with more patients, some frustrated over lack of GP access, coming in for consultations and advice. That comes on top of the core function of dispensing medicines and treatments, while there is increasing demand for home delivery of medication.

Janet Morrison, chief executive of the Pharmaceutical Services Negotiating Committee, hopes the new plan will address long-standing problems in the sector.

"What everyone learnt during the pandemic was one of the two places that will stay open was the pharmacy - lots more people come in for advice and support that we're not paid to provide. What we've been saying to ministers is we're part of the solution because we can provide access."

(v). How is Pharmacy Changing

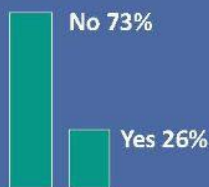
how is pharmacy changing and what effect is this having on patients?

Do you think the role of community pharmacies has changed?



“ More responsibility is being placed on pharmacies to provide another option for health related queries, concerns and advice on over-the-counter treatments. ”

Have these changes negatively affected you?



“ We enjoy a perfect service from our community pharmacy. ”

“ Long waits for prescriptions. At one stage people were queuing outside and brought along their own seats to sit on! Things have got better now. ”

What more could pharmacies do?

- More prescribing including alternative medicine
- Information sessions such as menopause and stop smoking
- Information on community services such as screening and awareness
- Greater integration with local GP practices
- More health checks such as blood, urine and health
- Reporting domestic abuse
- Longer opening hours



The Patients Association asked members of its rapid response team about their experiences of community pharmacies, how they use them and what more they thought pharmacies could do in their communities? There are 120 members of the team and we received 38 responses. The questions were sent out to the team on Tuesday 25th April by email.

 the patients association

At this stage the Chair JG, and AG apologised but had to leave for another appointment. SG, Vice-Chair took over the meeting.

6. Practice Update.

ZS, gave the following update:

- We are pleased to say that Michael, employed by the Midlands Partnership University Foundation Trust Peoples Hub. who was assisting the back-room staff has now become a permanent staff member at the surgery.
- Although we are still seeing the effects of the pandemic, patients do not have to wear a mask when attending the surgery. This is in line with most clinical settings.

- Bernie, from the Peoples Hub has joined us from the People's Hub and does 3 sessions a week as a receptionist. Joe, from the Peoples Hub, has joined and is covering some of Laura's role and assisting Helen, medical secretary, with her workload.
- Kate who had joined us as a receptionist, in March, to cover some of the hours we lost when Arwen went on to her Nurse Apprenticeship training has unfortunately left and gone back into advertising. We are now advertising for a replacement.
- As of 1st March, registered patient numbers stand at 8272, a decrease of 2, from March.
- Slow start to the Spring round of vaccinations but now completed.

The Vice-Chair, SAR, thanked ZS for the update and asked if anyone had any questions?

- What is the role of the receptionist? How, many GPs are there?
ZS explained the role of a receptionists and also mentioned that the reasons questions are asked of the patient when they get through is because it may be more worthwhile if the patient spoke to say a nurse, the clinical pharmacist, or the care navigator. In terms of GPs there are 3 partners and 2 salaried staff and one registrar. Currently, based on patient numbers, approximately 2000 patients per GP.
- If they were available could the surgery employ further GPs which will cut down appointment waiting times? It was explained by the Practice staff present that apart from the unavailability of GPs the Practice has, in terms of consultation rooms no further space. In the past thought was given to build a larger surgery, with Rolleston being mooted at the time, but again no suitable land plus opposition from patients.
The current site cannot be expanded sideways or upwards.
- In light of the current issues with appointment availability why does the surgery close one afternoon per month? This is for mandatory training set out by NHS England. This has to take place every month except for August and December.
- The Government is proposing a greater involvement of the local pharmacists, what are the thoughts of the Practice regarding this? In the case of minor medical issues the pharmacy should be the first point of contact. However, if more complex issues are raised at the pharmacist or a change of prescription medication required then queries are sent back to the GPs. It would be true to state that overall care is becoming fragmented.

There was a discussion regarding the shortage of GPs, nurses and other health care professionals. One of the major issues is that doctors and nurses go through all the

training but then either move onto other areas and in a lot of recent cases move to work overseas. These means that we see no real increase in these professionals, in fact the opposite there becomes a decrease. This becomes even more exasperated as GPs who have been in the profession for many years are taking early retirement due to the ever-increasing pressures.

We also have a situation that although there maybe a GP available when working in a training/research practice like Tutbury their time can be split 3days in the surgery, 2days doing research/teaching new doctors.

7. 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 last meeting took place on the 4th of May at the Voluntary Services Centre based next to the brewhouse in Burton. As usual this was a well-attended meeting and the speaker was from Citizens Advice, West Mercia. The organisation is about to restart a new service for the communities of East Staffordshire.

In addition, there were the normal agenda items including patient stories, PPG updates, Healthwatch and Support Staffordshire updates. At the June meeting Rachel Gallyot from the Integrated Care Board will be giving a presentation to the members.

As previously done once the May minutes have been approved in June, they will be distributed to the members of the Patient Forum.

Following the above update, and as new members were present, there was a wide-ranging discussion with the Forum members present. The points discussed were:

- What is the Integrated Care Board, (ICB), and how does it operate following the abolition of the Clinical Commissioning Groups, (CCGs), Patient Boards and District Groups within East Staffordshire.
- In terms of the East Staffordshire District Group, the decision was taken by its members to continue regardless of its cancellation by the CCG. This is because they did not rely on CCG support and were autonomous. The current Chair and Vice-Chair are SAR and JB, with the Forum represented by BW. The group is very strong and dynamic and has other organisations present.
- The topic of “106” monies was raised and discussed.

East Staffordshire and Surrounds Diabetes UK Patient Network, ESSDUKPN.

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

The Vice-Chair, who is also the Chair of the Diabetes Patient Network, gave the following input.

- The face-to-face groups previously mentioned have now begun in all areas. The uptake has been good in some venues but nonexistent in two of the venues. However, this is a new venture which will take time to evolve and will continue throughout 2023 before being reviewed. In addition, the current virtual meetings held by Zoom will continue.
- In terms of the formation of an East Staffordshire Clinical Community Diabetes Team there was a clinical workshop held earlier in the week to discuss progress. The outcome is looking very positive, and information will be circulated shortly.
- W/C May 22nd May is Diabetes Prevention Week and JB will be sending out information throughout the week.
- There are research projects being started into the effect of diabetes on other chronic diseases.
- The National Diabetes Prevention Programme for people with prediabetes has been pushed strongly within East Staffordshire and we now are sitting at the top for patients referred/on the programme.

8. Virtual Group Update.

No feedback had been received.

9. Quiz Nights

A quiz night was held on Friday 5th May in Tutbury Village Hall. This was the night before the Kings Coronation so had a royal theme. As with previous quiz nights it had been well supported with over 60 people attending and with £202 being raised. After expenses the residual money will go towards costs associated with the Health and Wellbeing/Carers event in June. And towards the purchase of a sound system for the quiz nights, the current one used is borrowed. A further quiz night is planned for: Friday 21st of July.

10. Any Other Business

- One member mentioned the new Government Initiative to get a GP appointment. It has gone live and includes signposting to walk in centres etc. The nearest walk-in centre locally is in Derby. Has used and had a good experience. Information to be gathered and distributed on the scheme.

- External Notice Board

In the past discussions had started regarding having an external noticeboard outside the Health Centre which could be used by both Dove River and Tutbury Practices and their PPGs. The Secretary, JB, had made some enquiries and informed those present on the range of costs involved. It was agreed to have on the agenda for the next meeting and involve both Practices and possibly the Parish Council regarding assistance towards the costs.

11. Date of the Next Meeting

The next face-to-face meeting on Wednesday 12th July 2023. This will be the second 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 Vice-Chair SAR, who thanked all members for their contributions to the discussions at the meeting.

