



**The Tutbury Practice Patient Forum Minutes of the Meeting
Wednesday 15th November 2023 between 2pm and 4pm.
Meeting held at Tutbury Village Hall**

Present.

Patient Representation: JG Chair, JB Secretary, AG, ASS, CH, LT, KP, PG, CP, HW, MA, SL,

Practice Representation: ZD Developmental Practice Manager

1. Introduction and Welcome.

The meeting was opened by the Chair, JG, welcoming everybody present, especially our new members.

2. New Membership Drive.

At the beginning of October, a text was sent out to Tutbury patients, aged 16years and above, asking if they would be interested to joining the Patient Forum and details on how to contact the Secretary, JB. This had proven to be very successful with a lot of interest shown, people signing up and having new members present at the meeting. It was thought that this should be repeated on a six-monthly basis.

3. Apologies

MB, NFS, BW, ED, JJ, SAR Vice-Chair, JN Social Prescriber

4. Approval of the Minutes from the Meeting held on 13th September 2023.

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

5. Action Log Update.

There were several actions from the last meeting.

The following updates were given.

(i). Defibrillators

As the defibrillators are for the whole community it had been proposed in an earlier meeting 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.

Update 15th Nov: The Secretary, JB, attended the Council meeting on 18th September, gave a presentation and discussed what was involved. Following the questions and discussions JB attended the October meeting to pass on the information requested. Based on this it was proposed/agreed that the Council would take on the role of Guardianship and the Pads/battery costs going forward. A hand over plan will be now drawn up with the aim for this to take place early 2024. Until handover has been completed this action will remain open.

(ii). 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.

Update 15th Nov: The Secretary, JB, has discussed this with a colleague at Trent Meadows PPG, who had held a successful event prior to COVID. They had a great response at the time and the talk only involved people from the local prostate support group who had suffered the condition. In addition, Prostate Cancer UK will be able to provide information. Trent Meadows PPG are holding another prostate event on Saturday 25th November at their Branston surgery. The Secretary, JB, is hoping to attend.

(iii). 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.

In principle, both Dove and Tutbury surgeries had agreed to pay towards the costs. Add

both Patient Groups and it would mean the costs would be split 4 ways. As the notice board will be on NHS Property and giving information from both surgeries and their patient groups it was agreed not to involve the Parish Council regarding funding. It was agreed that the Secretary, JB, will obtain further quotes and will put to all parties and then a decision can be made.

Update 15th Nov: The initial costs for a double sized notice board was averaging £2000-£2500. The topic had been discussed with Dove River. The initial principle of splitting the costs 4 ways was no longer of interest to Dove River. The Secretary, JB, has obtained costs for a single sized notice board from 3 organisations, and these were briefly discussed. It was agreed that the suppliers involved would be contacted to fine tune the costs. Once obtained these would be circulated for comments. In addition, ZD, will enquire that the surgery is still willing to share the costs.

(iv). Trent and Dove Coffee Morning

On Tuesday 3rd October 1.30pm and 3pm Trent and Dove were at the Tutbury Village Hall with free coffee and cake and the chance to catch up with the local housing officer. In addition, there were stands and information from:

Update 15th Nov: Although not as successful as the initial event held in July it was though that these were good community events with the chance to highlight work by the Forum, Surgery, and other wellbeing health groups.

Bearing this in mind the Secretary, JB, had met with Trent and Dove and 4 dates have been confirmed for 2024. These are as follows:

Tuesday, February 20th

Tuesday, April 23rd

Tuesday, July 16th

Tuesday, October 22nd

All dates for the small room within Tutbury Village Hall between 10.30am and 1pm

By planning in advance various organisations will be invited to take part.

A poster with all the dates will be prepared by Trent and Dove for circulation.

(v). Mild Frailty Project

In September, the Secretary, JB, had given detailed update on the My Health, My Way project. He currently sits on the group as the patient representative.

After the update there was a full discussion with everyone present at the Forum meeting. All the views, comments, and concerns were noted by JB.

These will be added to those from the district members and other sources and a report sent to the project group. Clarification will also be sought regarding what must be declared on holiday insurance regarding a person being flagged as having mild frailty

on their medical record.

Update 15th Nov: The Secretary confirmed that a five-page document relating all the patients' views he had collected over the past few weeks had been forwarded to the project group and been discussed. He then updated the members on the project situation at this stage in time.

6. The Patients Association Weekly Newsletter, (PAWN).

For the benefit of the new members, the Chair JG, gave a brief update on how/why we had, as a Forum, moved away from the previous membership of the National Association for Patient Participation, (NAPP).

PAWN is distributed, via email on a weekly basis, by the Secretary, JB. It is a good, detailed newsletter and PAWN do work with many health organisations to represent the patient voice.

The Chair, JG, wanted to highlight several points from the issue dated 3rd November. These covered topics such as:

- Martha's Rule
- Marie Curie and Palliative Care
- The English language skills of health professionals from abroad to be checked more vigorously.
- Several webinars that patients can take part in.

The Secretary, JB, informed those present that a hard copy of this newsletter will be sent to those members who do not access via email. He also mentioned that other Patient Participation Groups, PPGs, within East Staffordshire receive the newsletter and had forwarded some stories to PAWN and had received a quick response.

7. Virtual Group Update

For the benefit of the new members present the Secretary, JB, gave a definition on what is meant by "Virtual Group Update" A lot of members cannot attend the face-to-face meetings for several reasons, Work, Health, Timing and Day meeting is held. This agenda item is where the Secretary can relay any feedback/comment etc to be included within the meeting/minutes. Apologies for those who thought it was an additional online meeting which was the case during COVID.

Only one comment had been received- NFS wished to have recorded all the excellent work being undertaken by the surgery and patient Forum.

8. Practice Update. Given by ZD

Firstly, the members congratulated Zoe on her recent wedding and wished her every success for the future. Zoe thanked everyone and for the card and gift.

ZD then gave the following Practice Update.

- **Staff**

We want to start on huge positive note. We now have a new Practice Manager, Philip Hope. Phil is currently the Business Manager for Alvaston and will be working Thursday and Fridays during November. He will start officially, and full time, in December. PH has over 30 years' experience, as a Business Manager, within the Health Service. PH hopes to be at future Forum meetings.

It has also been announced that Dr Darwish has decided to step back from Partnership. Dr Darwish will continue to work at The Tutbury Practice but as an enhanced salaried GP. It was not an easy decision but the right one for her at this time. With this announcement also comes the news that an existing GP, Dr Lindsay, is to join the Partnership. We are in the process of recruiting 2 more Receptionists to help manage the phone and keep the wait time for prescriptions down.

- **Appointment System**

The surgery wanted the thoughts from the Forum on the following possible changes to making appointments. The thoughts are around having only one appointment slot at 8am with appointments being released at that time for the whole day.

There followed a detailed discussion regarding appointments including the following areas which can be frustrating for both the patient and reception staff.

- GP's booking future appointments for their patients
- NHS 111 booking you an appointment, ZD pointed out that NHS 111 are only allocated one or two slots a day.

It was agreed that it would be useful for a small group be formed to meet with the practice and then feedback to the main meeting. There were members interested and this will be arranged.

- **Social Media**

Our new website has been completed and is now live. The website is easier to access, and you can contact the surgery online without needing any log on or passwords.

The address is: www.thetutburypractice.nhs.uk

We also want to encourage people to use the NHS app as appointments, consultations and results can now be reviewed online without needing to call the surgery.

- **Masks**

We are asking patients that if they are coming into the surgery with COVID symptoms they need a negative COVID test prior to entering. If they are negative but still have symptoms, they must wear a face covering.

- **Repeat Prescriptions**

Dean and Smedley are no longer accepting repeat prescription requests. All requests must come via the surgery. This can be done via email, in person with a request form or repeat slip, or via patient access or the NHS app. This cannot be done via the telephone. In terms of prescriptions the surgery currently deals with 300-400 per day. ZD indicated that repeat prescriptions can be placed up to 10 working days before their due date but reminded people that repeats can not be done over the telephone. They can be done via your NHS App or via email. The email address is:

estccg.tutburyprescriptions@nhs.net

Update 23rd November: Good Life Pharmacy are currently still doing repeat prescriptions

- **Registered Patient Numbers**

As of November 1st, our registered patient numbers stand at 8335. This is an increase of 60 patients since July. There followed discussions around patient numbers, geographical boundaries, building restrictions and staffing. It is an issue all the surgeries are facing due to population growth, housing of people from overseas.

9. 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***

Before giving the updates, the Secretary, JB, explained the role of both groups. In terms of the District Group its membership consists of patient representatives from the various PPGs within East Staffordshire. It also invites representatives from Support Staffordshire, Healthwatch Staffordshire, representatives from the East Staffordshire Primary Care Network. Prior to the formation of the Staffordshire and Stoke on Trent Integrated Care Board this group would feedback information to the East Staffordshire Clinical Commissioning Group, ESCCG, which had senior representatives from the ESCCG on its Board.

Unfortunately, since the 1st of July 2022 the ESCCG ceased to operate, the new system was set up and all Patient Boards and District Groups were disbanded!

However, in East Staffordshire we have kept the District Group going. Currently, the Chair and Vice Chair of the District Group are also the Vice-Chair and Secretary of the Tutbury Patient Forum. BW from the Tutbury Patient Forum is the current elected representative on this group and is the voting member.

The last District Group meeting was on the 19th of October. Two speakers were due to attend but unfortunately had to cancel at the last moment. There were very detailed discussions around patient stories, both negative and positive, which have a bearing on everyone's care, PPG updates and a report from Support Staffordshire.

JB indicated that all past minutes, etc can be found on the District Group website:

<https://www.districtpatientsgroup.org>

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

The Forum Secretary, JB, is also the Chair of the Diabetes Patient Network, which gives diabetes support to all within East and Southeast Staffordshire. A report is always given at the District Group and below is what was given at the October meeting.

Since the last District meeting the Network has been very busy with the following:

(i). Continuing with the face-to-face meetings, every six weeks, in Tamworth, Lichfield, Burntwood, Uttoxeter, and Burton. In addition, the virtual on-line meetings have been taking place, again on a six-week basis. The Burton face-to-face meetings have grown over the months from 1 person attending to 15 in September. Dates are now being formulated for 2024. Apart from the virtual group meetings staying at six weeks the face-to-face meeting are moving to bimonthly.

(ii). Events

- The biggest event was the one we organised at Queen Street Community Centre, Burton to celebrate World Mental Health Day, (October 10th). There were 30 organisations that took part and there was full advertising throughout the local area. Unfortunately, footfall was disappointing but there was a great response from the exhibitors who would support other future events.
- Presentation to the ABC Training Organisation, in Burton where 25-30 people took part.
- Had a stand at the Elim Church, Princes St Burton, for their McMillian Coffee Morning.
- Gave a talk to Burntwood Warmer Welcome Group.
- Gave a presentation at the Uttoxeter Business Network.
- Attended a Diabetes Conference at Kenilworth.
- Took part in a Health Event at Wincanton, B&Q site Branston.

- Attended the East Staffs PCN workshop concerning the setting up of a Clinical Diabetes Community Group for East Staffordshire.

(iii). Future Events

- Having a stand in the Octagon Centre to celebrate World Diabetes Day, (November 14th).
- Presentation to residents at Amberwood Care Home, Burton

Update 15th November: Unfortunately, due to the Chair due to have an operation and recovery time both future events above and all remaining 2023 meeting have had to be cancelled.

10. Quiz Nights

Since the last meeting there have been two quiz nights, one at the start of October and another at the start of November. They were both well attended with £204 raised in October and £231 in November. The monies raised from these quiz nights will be allocated towards the new speaker system, as previously agreed by the Forum, and towards the Forum's share of the total cost for the external notice boards.

11. Any Other Business

- (i). The meeting dates for 2024 have been agreed and the room booked. Copies were available at the meeting and will be attached when sending out these minutes.
- (ii). All 6 quiz nights for 2024 have been arranged with the main room in the Village Hall booked. Copies were available at the meeting and will be attached when sending out these minutes.
- (iii). In accordance with the Constitution the January 2024 meeting will start with the AGM and election of officers to serve during 2024. The necessary details, and officer nomination forms, will be sent out with these minutes.

12. Date of the Next Meeting

The next face-to-face meeting on Wednesday 17th January 2024 between 2pm until 4pm. It will be held at Tutbury Village Hall. The meeting was then closed by the Chair JG, who thanked all members for their contributions to the discussions at the meeting and wishing everyone a Happy Festive Season.

