



**The Tutbury Practice Patient Forum Minutes of the Meeting
Wednesday 17th January 2024 between 2pm and 4pm.
Meeting held at Tutbury Village Hall**

Present.

Patient Representation: JG Chair, SAR Vice Chair, JB Secretary, AG, BW, DM, ASS, SL, JJ,

Practice Representation: PH Practice Manager,
ZD Development Practice Manager
(joined the meeting after the AGM)

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 2023.

The initial part of the meeting was the AGM and election of the Forum officers to serve throughout 2024.

2. Look Back at 2023

The Secretary, JB, gave the following presentation:

**Tutbury Practice
Patient Forum
Look Back on 2023**

Aims and Objectives 2023

At the Annual General Meeting in January 2023 the following aims and objectives were set:

- Continue to have a good relationship with the Practice.
- Have speakers.
- Ensure the Patients and the wider community is kept updated on all the wider health decisions that affect everyone.
- Produce Newsletters.
- Set up a small committee of members to assist the Forum officers as and when necessary.
- Hold a Health Event.
- Attract new members.
- Carry out a Patient Survey

Aims and Objectives 2023

- Continue and build upon the good relationship with the Practice.
As with previous years the relationship with the Practice has been excellent.
- Maintain the Patient the Community Defibrillators.
All routine checks carried out and reported to “The Circuit” when requested, normally quarterly. New pads were required in July 2023 and a successful approach was made to the Parish Council for the purchase of these items.
Late 2023, following discussions with the Parish Council, the guardianship and maintenance of the defibrillators will pass over to the Parish Council early 2024.
- Maintain the Forum website
The website is up to date. This is carried out, as agreed by the members, by the same person who keeps the District Patient Group website updated.

Aims and Objectives 2023

- 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 newsletters.

Only one official Forum Newsletter was produced, December 2023. However, members were kept fully updated throughout the year on all matters via emails etc.

- Set up a small committee of members to assist the Forum officers as and when necessary.

A small committee was set up after the November meeting to meet with the Practice early January to discuss the appointment system.

Aims and Objectives 2023

- Hold a Health Event.

A Health/Carers Event was held in the Village Hall June 2023. This was the first one since COVID. It was very successful and well attended by both organisations and the public.

- Attract new members.

In September a text was sent out to all patients aged 16 and above asking if they would be interested in joining. Had a good response resulting in 12 new members with a mix of attending face-to-face or being a virtual member.

- Carry out a Patient Survey

This was not achieved but hopefully will take place during the first quarter 2024

Aims and Objectives 2023

- **Have speakers.**

Amy Woodward, RNIB Community Connection Coordinator

Kiran Bal, HICBT Therapist, Staffordshire and Stoke-on-Trent, Talking Therapies, MPFT Staffordshire and Stoke-on-Trent Wellbeing Service

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

- **Practice Manager, and Development Practice Manager who came and gave fully detailed Practice updates at the meetings.**
- **Social Prescribers**
- **ED Partner, PL Care-Coordinator**

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 2022 the Clinical Commissioning Groups 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. It has been well attended throughout 2023.**

As part of disbanding the patient engagement groups the East and South-East Staffordshire CCG Patient Board also disappeared. This had 2 representatives from the Forum .

- **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.**
- **Worked with Trent and Dove Housing to hold two coffee events at the Village Hall**

Additional Information

- **The Forum continues to be members of Support Staffordshire**
- **We continue 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.**
- **Have representatives on various local health bodies.**
- **We opened our own bank account with Lloyds Bank**

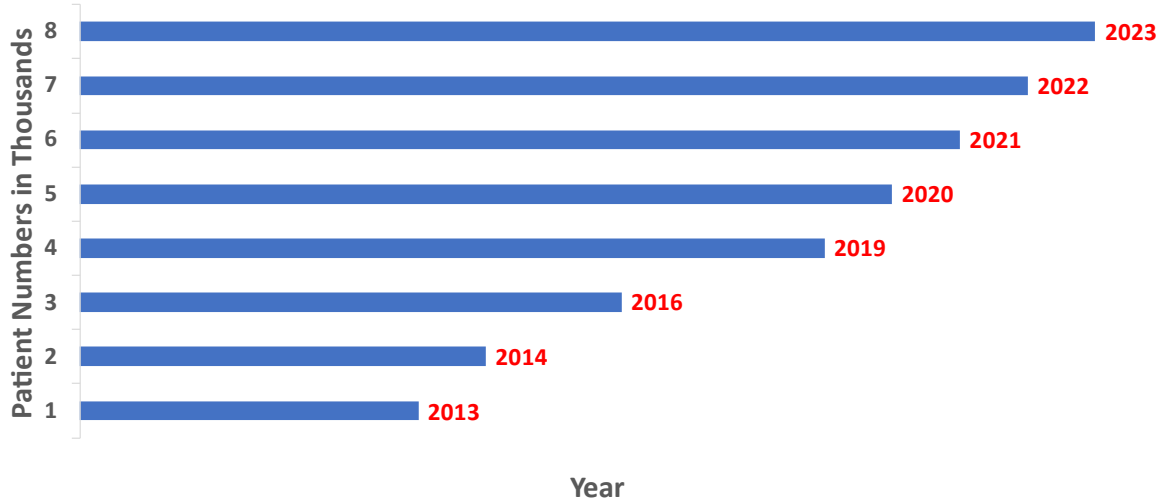
Additional Information

Quiz Nights

- **During 2023 the quiz nights continued to be held with 4 being held throughout the year.**
- **These were held at the Tutbury Village Hall.**
- **The format was the same as previous years although when moved to the Village Hall in 2022 it was on the basis of bringing your own food and drink**
- **The move to the Village Hall has continued to be very popular**
- **From the monies raised from these nights' donations were made to: RNIB, the cost of the Health / Carers Event, purchase of a sound system, towards the cost of an External Notice Board, and the Uttoxeter Heath Community Centre**

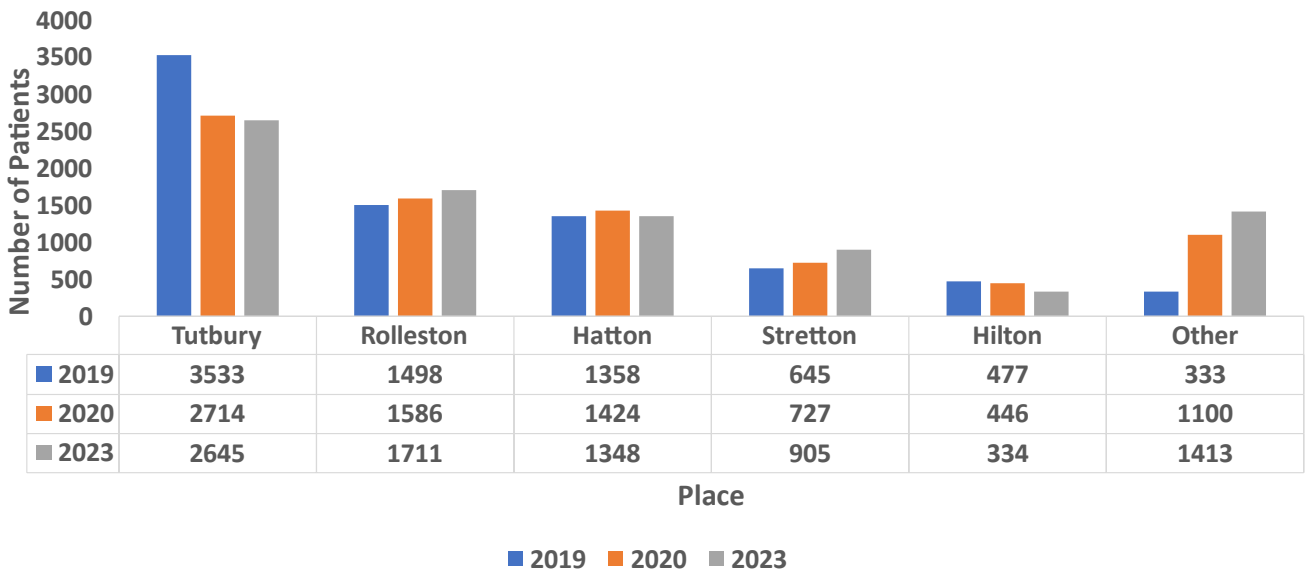
Tutbury Practice Patient Numbers

Tutbury Practice Patient Numbers



Tutbury Practice Patient Numbers

Tutbury Practice Patient Numbers by Location



Suggested Aims and Objectives of the Forum for 2024

- Continue to have a good relationship with the Practice.
- Have speakers. **What topics would the members like to hear about?**
- Ensure the Patients and the wider community is kept updated on all the wider health decisions that affect everyone.
- Produce Newsletter.
- Set up a small committee of members to assist the Forum officers as and when necessary.
- Maintain the Patient Forum Website
- Hold a Health Event.

Suggested Aims and Objectives of the Forum for 2024

- Attract new members.
- Carry out a Patient Survey
- Assist the Practice in setting up a Dementia Group
- Support Trent and Dove in holding a number of coffee mornings
- Hand over the Guardianship of the Defibrillators to the Parish Council
- Continue with the Quiz nights
- Purchase and erect an external Notice Board
- Hold Prostate and Menopause Support Events

ANY OTHER SUGGESTIONS??

All present thanked the Secretary, JB, for the presentation and it was pleasing to see what had been achieved throughout the year.

Discussion regarding the continued increase in registered patients and this being one of the reasons for the difficulty in getting through on the phone and making an appointment.

As with previous years, patients that are registered from the outlying villages is purely historical and no new patients are accepted from these areas. In addition, there are no new patients registered from the new estates near the Salt Box, in Hatton. They go to the surgery in Hilton.

3. Forum Finances.

In addition to the above a presentation was given on the Forum finances, as of the 31st of December 2023. 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, agreed with the figures that were shown.

Thanks, was also recorded to RB, previous Practice Manager for managing our finances until August 2023. Since then, the Forum has its own bank account with Lloyds Bank.

4. Election of Forum Officers for 2024.

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. In addition, the nomination forms were available next to the Forum noticeboard within the surgery entrance.

The Secretary, JB, informed the meeting that three nomination forms had been received. These were from the existing Chair, Deputy Chair, and Secretary. The Chair, JG, asked if any further nominations were forthcoming from the members present. No further nominations came forward.

Based on the above a vote held with all those present, with the result that the following members were unanimously elected to serve throughout 2024:

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

JG, SAR, and JB expressed their thanks for the confidence given to them by the members present.

Representative(s) to attend the East Staffordshire District Patient Engagement Group for 2024

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 2024. 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 2024. All present thanked BW for attending and acting as the Forum Representative at these meetings.

Maintenance and updating of the Forum Website

As previously agreed by the members our website is maintained by Mr Chris Griffin and the content updating by Chris Darby. They also maintain and keep updated the East Staffordshire District Patient Engagement Group.

The Secretary, JB, had spoken to both thanking them for their contributions during 2023 and established that both are happy to continue their roles throughout 2024. He therefore proposed that both should continue in these roles for 2024. Those members present unanimously agreed. The members also wished their thanks to CG/CD to be recorded.

Treasurer

The Vice-Chair, SAR, proposed that now we had our own bank account we should appoint a Treasurer. As the Secretary, JB, currently looks after the accounts it was proposed that, if willing, he be also the Treasurer. JB agreed to be Treasurer and the members present unanimously agreed.

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

At this stage PH and ZD joined the meeting.

5. Apologies for Absence.

NFS, MB, ED

6. Approval of the Minutes from the Meeting held on 16th Nov 2023.

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.

7. Action Log Update.

(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.

Update 17th Jan: Meeting arranged for Jan 29th to begin the handover process. The aim for complete handover is 1st March 2024.

(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 conducts 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.

Update 17th Jan. The Secretary, JB, attended the event. Exceptionally good. Spoke to the to the local Prostate Cancer Group and they are happy to come to Tutbury. Date to be arranged.

The Vice-Chair, SAR, suggested that a similar event should be held on the Menopause. This was agreed by those present and will be added to the list of objectives for 2024.

(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, and both Patient Groups, meaning 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 were 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.

Update 17th Jan: Dove River surgery and PPG not wanting to be involved. The Secretary, JB, updated everyone on the costs for a Single opening notice board capable of holding 10 x A4 notices. The costs, including posts, and delivery is approx. £1800. This for a board in recycled plastic and from the same manufacturer as the bench. It was agreed that the costs would be discussed with the partners to see what contribution could be made.

8. Patient Association

As members are aware we are members of the Patient Association. As such we receive a weekly newsletter that regularly contains particularly useful reports etc. The Chair, JG, wished to inform members of some examples that were in the recent newsletter which they may find of interest:

- Ensuring patient and family concerns are central to the recognition and management of acute illness and deterioration.
- Improving patient experience of diagnostic services focus group.
- Issues that matter to patients

And the latest blog:

[Patient Voices Matter](#) (PVM), our lived experience advisory panel, brought together people passionate about wanting to share their experiences to make a difference to other patients.

Members of PVM came from a range of ethnicities, sexual orientations, conditions, ages, regions, and religions. The panel included neurodivergent people, people with learning disabilities and with mental health conditions. Between them, they had experience of homelessness, disability, numerous diseases, and caring responsibilities.

The members' range of experiences, gathered in one group, was so valuable to us, as people from underrepresented communities are often consulted separately. During PVM meetings, members raised and considered several themes.

Accessibility

- Some people need support to fill in forms to register with the GP as they are not accessible.
- If people do not have internet access, they cannot book appointments online.
- Emails and phones are not answered at the weekend.
- When people are discharged from hospital, but then need healthcare again, they must go through the lengthy process from the beginning all over again.

Appointments

- It can be a difficult to get a GP appointment because of long waits or complicated booking systems.
- This can make you feel you have no control and can lead to anger, which results in you being seen as a difficult patient.
- Family members can have appointments booked at the same time, which means appointments need to be rearranged if family members need to attend

together.

- Phoning to change an appointment is complex, often with multiple options. A direct number with a single point of contact will make it easier and better coordinated.
- Healthcare professionals often change appointments without agreeing this with the patient. This can lead to patients being frustrated, appointment times not working for the patient, and missed appointments. It also shows a lack of working in partnership with the patient.

Mental health

- Appointments with GPs about mental health can last fewer than five minutes, leaving the patient feel they are not being, listened to nor receiving the support they need.
- Patients are often signposted to talking therapies, but then cannot get through to the providers of those services.
- Mental health needs to be taken more seriously.
- For someone with mental health issues to have to keep repeating their medical history to different services, it can cause traumatic flashbacks to those episodes of ill mental health.
- People with post-traumatic stress disorder can get panic attacks when their phone rings.

Person-centred care.

- People need to be treated with dignity and as a person.
- The basic principles of the NHS are so important, but not all healthcare staff adhere to them.

Phone calls.

- It is hard to do a health check over the phone if you have autism or a learning disability as the healthcare professional cannot see you and notice things such as facial expressions. This means the professional may miss something.
- If people do not know what time the call will happen, they cannot ensure they will be in a confidential environment.
- Unpredictability can be stressful for people with autism; it is not acceptable to be told you will receive a call between 9 and 5. To make it accessible for all, patients should be told a time that they will be phoned.

Other issues.

- The NHS needs to be more inclusive of people with learning disabilities and neurodivergent people.
- Concerns about so many people resorting to having private treatment because they are having to wait so long for appointments.
- There is an unspoken power imbalance with specialised healthcare professionals (HCPs) such as surgeons. “We have to play games to get what we want.”
- The health and social care system is a postcode lottery.

The Secretary, JB, indicated that at present the Newsletter is only distributed to those people who can receive via email. This is because most of the articles require a computer to access either further information, attend workshops, etc. It may be better those articles, such as the blog above be downloaded and sent out to everyone, including those without internet access.

9. Practice Update, and Feedback from the Meeting with the Practice on 5th January 2024 to discuss the appointment system.

Firstly, below, are the notes that were taken at the meeting:

Notes from the Meeting with the Tutbury Practice

Topic: Appointment System

Date of Meeting: 5th January 2024

Present:

Practice: PH, Practice Manager, ZD Development Practice Manager

Forum: JG Chair, SAR Vice-Chair, JB Secretary, BW, SL, CP, ASS

Notes Taken

- Introductions from everybody.
- PH gave details on his background. Has been a PM since 2015. Last position in a Derby surgery.
- Purpose of the meeting was to discuss the current appointment system and investigate avenues for improvement. It had been mentioned at the last Forum meeting that consideration was being given to have one appointment time per day, that being 8am.

- ZD outlined the current issues and the volume of calls at 8am. Both scenarios of ringing for appointments at 8am and 1pm or ringing at 1pm only. There were discussions by those present and looking at the pros and cons of each scenario.
- There is a big move from Government for everything that is possible to be online. Again, that raises issues. In Derbyshire, the 5 Practice Care Networks are looking to trial a new Accurx triage system. This has also been suggested by the Integrated Care Board. PH/ZD indicated they are looking into this and to see how developments can be made internally with text and email with a response, within 72hours for the surgery to respond, (non-urgent enquiries). Having a meeting with the Partners and GPs to get the clinical input, with the proposal to trial it.
- Discussion on other possibilities, eg use of the Winter Hub where patients can be offered an appointment at another surgery. That of course raises other issues, eg getting there.
- Have advertised for an Advanced Nurse Practitioner who can assist in reducing the workload on the Partners/GPs. However, it could be April before in place.
- Went through staffing and the issues on space and unable to expand the building. Have investigated those parts of the building used by Midlands Partnership Trust, but coming across issues which appear political.

Other areas considered/discussed included:

- Reception can refer patients to first contact physiotherapists. Patients unaware of this and needs to be on Practice website.
- The 8am phone lines for appointments only and not for other reasons, such as wanting test results, checking prescriptions etc. These areas should be at a different time of the day, as happens at other surgeries. This idea to be looked at.
- Forum members asked, subject to all governance procedures in place being adhered to, if they could assist in any way within the surgery to reduce pressure on staff. This to be investigated.
- There have been recent instances of racism when patients informed of the medical person they would be seeing. PH indicated that this will not be tolerated, and the patient will be written to and if repeated removed from the practice. The Forum members in complete agreement and indicated they would compose a letter to send out to patients.

In conclusion, as there are several options being looked at to assist the appointment process:

- once or twice a day phone in for appointments
- trialling the Accurx system,
- the hopeful recruitment of an Advanced Nurse Practitioner.

It was agreed that only one change at a time should be made and evaluated before instigating any further change.

It was suggested that:

- The two appointment times stay and, subject to the clinical input later that day, the Accurx system be trialled.
- The possible use of volunteer Patient Forum members within the Practice to be investigated.
- The Patient Forum to put a circular together regarding racial abuse.
- The content of the meeting will be discussed with other Forum members at the AGM and meeting taking place on the 17th of January.

Update on the 17th of January.

- It was agreed by those who had attended the meeting that it was positive, and that further meetings should be held.
- We also discussed sending a demo for Accurx system, and ZD had that day forwarded to the Forum Secretary, JB, the following information. <https://florey accurx.com/p/demo>

And the Accurx use our patient communication guide which explains the system.

https://drive.google.com/file/d/1qCjV6nHq_hg73QaYUuNe8gksMTEqJgl9/view

- ZD informed those present that the new online system above has now been set up. Called 'Accurx Triage' this is the concept as 'Online Consult.' Patients can go on to the practice website without the need of a login and send an enquiry into the surgery. This enquiry will be reviewed by the reception team and navigated appropriately either direct to a GP or another clinical specialist. Currently, 5 slots per day have been reserved for this method of contacting the surgery.
- Our new website is thetutburypractice.nhs.uk

- We are still trying to recruit Receptionists but have had truly little interest, we will continue to try and push this.
- Catriona, Admin Coordinator, will also be retiring at the end of March after 10 years with the surgery.
- As of 1st of December Dr Lindsay is now a partner alongside Dr Salwey, Dr Darwish is an enhanced salaried GP, and Dr Ambrose is continuing to help with our care homes but has stepped back from partnership.
- Registered Patient Numbers
During 2023 we have had an additional 1291 patients register with the practice. We now have a total of 8354 patients.

Finally, the members asked about the Pharmacy First Advanced Service that will be starting towards the end of January 2024. PH said they are aware of the service and will see what the effects are when the service starts and has been running for a while.

The Secretary, JB, will obtain information on the service and attach to these minutes.

10. Virtual Group Update.

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

Thanks to the surgery and the work they have done throughout 2023.

Thanks to the Patient Forum in keeping her updated on everything that is happening both locally and within the wider communities.

11. 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 2024 is not due to take place until Thursday 15th February. This will start with the AGM, look back at the work done by the District Group throughout 2023, and the election of officers to serve throughout 2024.

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

As with the District Group the meetings do not commence until 25th January which will be the virtual group meeting. The face-to-face meetings are throughout February. For the first meetings there will be a look back on 2023 and plans/challenges for 2024

12. Aims and Objectives of the Forum for 2024

These were discussed in the presentation at the start of the meeting, see page 7. The only additional objective is to hold an event on the “Menopause Support” and other related issues.

13. Any Other Business

- Quiz Nights

The first quiz night for 2024 has been arranged for Friday 26th January starting at 8pm, doors open 7.30pm and it is planned to hold these nights on a bi-monthly basis. It was agreed that the monies raised from this, and future quiz nights would go to the Forum due to the work planned for 2024.

- Assist the Practice in setting up a Dementia Group

The Secretary, JB, has been working with Paula at the practice and the Alzheimer’s Society, to set up a dementia group. The first group meeting will be taking place the next day, 18th January. If successful it is the aim to have these bimonthly. After discussions, the members present agreed that the Forum would pay for the hire of the Main Hall and the refreshments.

- Support Trent and Dove in holding several coffee mornings.

The first coffee morning of 2024 will be taking place on Tuesday 20th February between 10.30am and 1pm at Tutbury Village Hall.

14. Date of the Next Meeting

The next meeting is on Wednesday 13th March 2024. 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.

