



**The Tutbury Practice Patient Forum**  
<http://www.thetppf.org/>

**Minutes of the Meeting Wednesday 13<sup>th</sup> March 2024 between  
2pm and 4pm.  
Meeting held at Tutbury Village Hall**

**Present.**

**Patient Representation:** JG Chair, JB Secretary, BW, DM, ASS, SL, JJ, MB, TSS, SN, CH, KP, CP

**Practice Representation:** ZD Assistant Practice Manager  
(joined the meeting at 3pm)

**1. Introduction and Welcome.**

The meeting was opened by the Chair, JG, welcoming everybody present.

**2. Apologies for Absence.**

SAR Vice Chair, NFS, ED, AM, MM, SB, AG

**3. Approval of the Minutes from the Meeting held on 17<sup>th</sup> Jan 2024.**

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

**4. 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 13<sup>th</sup> March: Handover to the Parish Council completed.**

**(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 17<sup>th</sup> 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.**

**Update 13<sup>th</sup> March: The Secretary, JB, has spoken to the Prostate Cancer Group and is waiting for confirmation of a date in either June or September. Had enquired about using the Village Hall but unfortunately no availability during the evenings or Saturday. The surgery has offered the use of the waiting room within the health Centre. This would have to be on a Thursday between 6.30pm and 8pm**

In addition, a further event will be arranged for women on the Menopause. This again on a Thursday evening within the waiting room at the health Centre

### ***(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 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 15<sup>th</sup> 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 17<sup>th</sup> Jan: Dove River surgery and PPG not wanting to be involved.** An update on the costs for a Single opening notice board capable of holding 10 x A4 notices was given, (including posts, and delivery is total cost 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.

**Update 13<sup>th</sup> March: The Secretary, JB, had been informed that planning permission for the erection of the notice board was required. He had requested the necessary documents and will send in our application.**

### ***(iv). Health /Carers Event***

One of the 2024 objectives was to hold another Health event during Carers week in June. On making enquiries on the availability of the village hall the only date is Thursday 13<sup>th</sup> June. This has now been booked and over the next few weeks the invitation will be going out to the various organisations that normally support us.

## **5. 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, highlighted certain topics from recent newsletter.

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. He had been in contact with the Patient Association to discuss if the newsletter could be put onto both the Forum and District websites. He was waiting for further information.

## **6. 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 hard work they do for their patients.

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

## **7. Practice Update**

ZD came and gave the following update:

- They have been able to recruit a new receptionist and it is a man called John. He will be working 30 hours a week.
- A new Nurse Practitioner, Louise, is due to start on the 1st of April. She will be working 3 days a week and dealing with patients with minor ailments. Currently, completing her finals to become an Advanced Nurse Practitioner.
- The number of patients has increased from 8354 to 8386. Discussions on this topic cover all areas from the patient's difficulty with getting through on the phone and getting appointments plus the additional burden being put on the Partners, GPs, Nurses, and Admin staff. Unfortunately, the space at the centre is now at a premium so getting the additional staff is not an option as no rooms they can work from.
- As first mentioned in January the AcuRX appointment system is being trialled. Currently, the results are positive, and it has shown that it is not always necessary to see a doctor with the patient is being redirected to others within the surgery, for example, a nurse, or the clinical pharmacist. This is an online service with currently 10 appointments per day being made available. It also reduces time on the phone.

- The Winter Hub. This is a system that had been set up through the Primary Care Network where surgeries worked together when appointments were not available. For Tutbury the Hub was at the Stretton Surgery. Patients were able to be offered afternoon appointments, for minor issues only, and ZD indicated that 10 patients had been offered the service that day. The service was planned to run until mid-April.
- There are still instances of verbal, aggressive, and racial abuse both over the telephone and face-to-face with the receptionists. In two cases the patients had been written to and told it was unacceptable behaviour. Apologies have been received. It was agreed that a meeting would be arranged between the Forum sub-committee and the Practice to discuss this with a poster being developed by the Forum condoning this type of behaviour. (This meeting was held on Friday 12th of April).
- The Secretary raised a couple of items that he had been informed about. In hindsight, one is a personal issue and therefore should be directed through the normal practice procedures. The other was about a problem associated with the non-opening of the health centre doors at 8am one morning. Unfortunately, this was on a day of wet weather and patients had to stand outside until they were opened at 8.20am. Patients had tried to contact via the outside intercoms without a response. A discussion took place. The doors are the responsibility of Dove River.

## **8. 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 took place on Thursday 15<sup>th</sup> February. This started with the AGM, look back at the work done by the District Group throughout 2023, and the election of officers to serve throughout 2024.

The existing officers were re-elected to serve throughout 2024. There were the normal updates from everyone present including representatives from Healthwatch, Support Staffordshire, and the Primary Care Network.

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

The Secretary, JB, is the Chair of the Diabetes Patient Network, A brief update was given to those present. However, it was agreed that in the minutes the full report, which had been given to the District Group and Diabetes UK.

## Look Back on 2023

### What did we achieve in 2023?

- We were successful in obtaining a further grant from to assist in continuing our work throughout 2023 and beyond.
- Early 2023 we started to hold both face-to-face meetings in 5 locations whilst continuing the virtual meetings. All held on an approximate 6week basis. The face-to-face meetings were in  
East Staffordshire: Burton, and Uttoxeter.  
South-East Staffordshire: Tamworth, Lichfield, and Burntwood.

These meetings were set up following the foundation work done throughout 2022.

- Grown the membership. At the end of 2023 we have a contact member base of approximately 200 who have completed contact forms. They either just request literature, require information over the phone, and/or attend meetings. (At the end of 2022, this number was 31).
- Getting referrals from social prescribers within all geographical areas.
- Work commenced late 2023 started on the recruitment of clinical personnel to begin the start up the East Staffordshire Community Diabetes Team.
- The relationship with our major stakeholders is starting to bear fruit.
- Meetings held with the lead at the Integrated Care Board who has Long Term Conditions in her portfolio. The main aim was to raise the concerns over the ICB delays in approving new technological advances which NICE guidelines put out in March 2022.
- The Teaching Therapies team at MPFT have started a long-term project out of one of the East Staffs Surgeries where people with diabetes can be immediately referred. This is a day per fortnight to start.
- Getting people, the required information and signposting to enable them to have a better understanding of self-care for their conditions.
- Meeting held with the Burton Mayor to discuss ways of working together to assist the Asian, Afro-Caribbean, and Eastern European communities within Burton.
- Continued to grow the relationship with Staffordshire County Council Public Health team and Reed Wellbeing who deliver the NHS Diabetes Prevention Programme for people with prediabetes.
- In August we secured an empty shop in Burton to promote us and other health related local organisations to the wider public.

- We continue to strengthen our relationships with our key partners and build relationship with new groups within our communities.
- With the assistance of the East Staffs PCN, looked at the disparity across the surgeries in delivering the diabetes 8 care processes. In addition, collaborating with them in their research work around Edi, newly diagnosed over 55's and link to pancreatic cancer, and ELSA the 15-13years and possibility of getting Type 1 diabetes.
- Two events were held in two of the diverse communities in Burton during February 2023 and October 2023. Excellent attendance from many of the local health-related organisations. Good public attendance in February but low in October.
- Attended various other health and public events within East Staffordshire. Two of these events had excellent attendance.
- Assisted in the planning and attending of a 3day health event at a local primary school. The event took place in January 2023.

### **Speakers at our virtual Zoom meetings these included:**

- Jan. Presentation from the Chair - Look Back on 2022
- March. Service Clinical Staff Member MPFT Diabetic Eye Screening Programme.
- April. Dr PT, MRC Research Fellow, Centre for Systems Modelling & Quantitative Biomedicine, Institute for Metabolism & Systems Research, College of Medical and Dental Sciences, Edgbaston, Birmingham
- May. KM, General, Planned care East Staffordshire Integrated Care Project Lead, Mental, Physical Health and Social Care Services, MPFT
- June. SR, Health and Well Being Manager, Burton Albion Community Trust. Doctoral Researcher Health and Life Sciences Birmingham City University.
- Aug. MS, Primary Care Network Dietitian, Specialist Adult Dietetic Service, MPFT.
- Sept. AW, RNIB Community Connection Coordinator Midlands and East England.
- Nov. GB, Principal Podiatrist, Solent NHS Trust.

## Further Involvement

The Chair sits on:

- Various Diabetes NHS health streams looking at improving diabetes care.
- On the Diabetes UK Grants Advisory Panel. This panel is part of the process for approving grants into Diabetes Research.
- Became an ambassador for the Public Health Collaboration UK in January. (Diabetes and Low-carb, Dr Unwin).
- Continued the relationship with the DUK Type2 Peer Support Group who have members from the Midlands and Eastern Regions. The group continue to attend some of our virtual meetings.
- Recently the Chair and Treasurer have been appointed as the Voluntary Services representatives on 3 of the ICBs portfolios.

## Aims and Objectives for 2024

- Have speakers at the virtual meetings and, where practical, the face-to-face meetings. What speakers would people like to see?
- Continue with our face-to-face and virtual meetings. Based on attendance the face-to-face meetings have been moved to bimonthly whilst the virtual meetings will stay at six weekly intervals.
- Contact local organisations and offer presentations/awareness to staff.
- Contact the local colleges and secondary tier schools to provide awareness.
- Hold an event with prominent speakers e.g. Dr Unwin, Prof P. Kar
- Continue to look at ways to gain access to the hard-to-reach communities with the aim to offer support via health events, with other NHS colleagues, at the mosques.
- The primary school worked with in January 2023 has requested assistance for a further 5day event which has now been planned for January 2024.
- Look at further ways to promote the network. This was extremely successful.

## Challenges for 2024

- Continue to push for the community clinical diabetes team. This work has come to a standstill since September 2023.
- Critically look out what are the most beneficial community events that we should attend.



- Work with the ICB, regarding the introduction of the new technology guidelines advised by NICE in March 2022.
- Sustainability for the future of the Network. During 2023 certain planned meetings and events had to be cancelled due to the Chair being in hospital. It is now critical to focus on finding a person(s) who can be trained to take on certain roles, running the face-to-face meetings and assisting with the organisation of events to ease the dependency on a single individual.

## **FINALLY**

**Remember it is important to always state the following:**

**There are 8760 hours within a calendar year. Normally, a person with diabetes would spend 3hrs per year in front of a health professional. This means they spend 8757 looking after themselves. To do this they need:**

**“The correct tools and knowledge to do this successfully.”**

**The aim of the East Staffordshire and Surrounds Diabetes UK Patient Network is to help them achieve this.**

### **9. Quiz Nights**

The first quiz night was held on Friday 26<sup>th</sup> of January. It was a tremendous success with 80 people taking part and £310.45 being taken. This far surpasses any other quiz we have done. As agreed in January after Forum expenses all monies raised are towards the Forum costs associated to the objectives set for 2024.

### **10. Any Other Business**

#### **- Trent and Dove Coffee Morning**

The first coffee morning was held on the 20<sup>th</sup> of February. It was a good turn for 2024 has been arranged for Friday 26<sup>th</sup> 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 took place on the 18<sup>th</sup> of January. It was a great success with 34 patients and carers attending. As agreed at the Forum January meeting dates have been fixed to hold these bimonthly throughout 2024.

Going forward the group will be known as **Past Times** and all the information has been circulated. The next meeting is the next day, 14<sup>th</sup> of March.

- **Patient Survey**

It is 5 years since the last patient survey. It was agreed to hold one ASAP in 2024 and the topic and suggested questions will be discussed with the Practice when the meeting is held on the 12<sup>th</sup> of April.

**11. Date of the Next Meeting**

The next meeting is on Wednesday 15th May 2024. This is the first of two consecutive evening meeting for people who work to have the opportunity to attend. 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.

