



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

Minutes of the Meeting Wednesday 17th July 2024
between 6.30pm to 8.30pm.
Meeting held at Tutbury Village Hall

Present.

Patient Representation: SAR Vice-Chair, JB Secretary, LT, BW, JJ, JP, DM, BD, SB, RL, HD, BS, PG

Practice Representation: PH Practice Manager

Guests: MU Tutbury Parish Council
FC Tutbury Parish Council
DB Tutbury Parish Council

1. Introduction and Welcome.

The meeting was opened by the Vice-Chair, SAR, welcoming everybody present, including three representatives from The Tutbury Parish Council. This was the second of two consecutive evening meetings being held, this to give the opportunity for people to attend who cannot attend during the day.

2. Apologies:

Patient Representation: ASS, TSS, SL, MB

Practice Representation: ZD Assistant Practice Manager

3. Approval of the Minutes from the Meeting held on 15th May 2024.

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

4. Practice Update

PH gave the following update:

- **Total Triage System**

As people were aware the Practice introduced a new triage system from the beginning of June 2024. Total Triage is a better, more effective way of dealing with the clinical queries and clinical / appointment requests that patients submit to a surgery. The requests, once received, go to a GP for consideration before anything is done with the query or request (i.e. they become part of the consultation). The purpose of introducing the new system was to eliminate the chaos/frustration that happens at both 8am and 1pm each day. As patients will be aware for several years the previous system caused stress and anxiety for both patients and staff alike. It was agreed something had to be done and hence the introduction of the new system.

At the previous meeting the full details had been given to all present and those who had trialled the system found it relatively easy to navigate.

As an example, in May 2024, the surgery received **12,769** attempted calls into the Practice of which we could only answer **3,959, leaving 8810 unanswered.**

Although, a lot of the unanswered calls may well relate to constant ring backs, it is an unacceptable situation to continue in this manner. In addition, our patient list has grown 3.8% in 2 years – of which the over 75 age group has grown to 12.1% of our patient list. This couldn't continue and so the new system was introduced.

Since its introduction the following data is now available.

Telephone Calls

With the increase in people contacting the surgery via other means, internet, NHS App and completing the triage form the number of attempted telephone calls into the surgery is now a total of **4049 of which 2251 were answered and 1798 unanswered.** This is not only a lot lower number, but the increased efficiency means the receptions have time to complete their other duties.

Triage Data

In June there were 4067 medical requests and 4078 Admin requests. 88% of these were completed via the website, 5% done at reception, 9% done via NHS APP. Monday followed by Tuesday are the busiest days.

The times for accessing the triage system has been altered and now runs between 6am and 2pm. This is to enable the forms to be looked at and if people medical intervention is required on the same day, time is still available. Please note that none of the triage applications are looked at until the surgery opens at 8am.

At 2pm the online system closes but contact can still be made via the telephone. By being able to complete the triage form from 6am allows people who work, etc to be able to complete the form before leaving home.

The statistics are currently showing that

59% of triage forms are submitted between 6.30am and 11am.

The new system has introduced flexibility in terms that people do not have to contact at 8am and 1pm but during the day.

Naturally with all new systems there will be teething problems. PH wished to assure people that as issues are identified, they are investigated and changes made to fine tune.

At this point the Vice-Chair invited questions and comments

There was a lot of discussions from those present and the major themes/comments were as follows

- What about those people who do not have either the internet or mobile phones?
- May have the internet but the service is slow or goes down often, especially the case in Hatton?
- Those who are not tech savvy?
- So ill they can't get to the surgery to fill in a paper copy of the triage form or if they have one filled in at home can't get it to the surgery?

PH responded as follows:

These were all valid questions and had been some of the issues that had arisen during the first few weeks. Naturally those patients who do not have the technology can phone the surgery, explain their situation and the receptionists will complete the triage form with them over the phone. The same procedure can be used by housebound patients. Printed forms are available in the reception for people to take and keep at home until required. They could then ask their carer, family member, etc to then drop off the completed form with the receptionist to be processed in the number manner.

This is to ensure that our appointment system remains 100% inclusive and that our most vulnerable patients, such as those who are housebound, need palliative care or those who are frail etc, and cannot visit the Practice still get the opportunity to speak to a medical professional.

But we need your help with this, because if everyone phoned asking for a Triage form to be completed by a member of staff, this would take away valuable resources from our switchboard. So, please make this the last resort otherwise our team will be tied up on the phones and unable to help those patients who are most in need. You can phone the surgery anytime between 8am and 2pm for this service. There is no need to phone at the previous 8am or 1pm times. In addition, PH would like assistance on the following: Patients are now sending anything up to 3-4 requests per day, 1 being urgent and the rest non-urgent. It is important that for the system to run smoothly patients only send in 1 per day.

Finally, some members present indicated they had used the system and it was substantially better than the previous one. Responses were being received quickly and efficiency and there had been a noticeable efficiency increase with the provision of prescriptions. In addition, there appeared to be a better atmosphere within the surgery especially with the receptionists.

At a suggestion from one of the Parish Councillors now that tweaks had been made to the system, taking in account the comments raised, a detailed navigation of the system document would be produced for patients and made widely available. In addition, a shorter version would be produced for the Tutbury Village News, local Parish Council websites in the area etc.

- **Other Practice Updates**

- A new Health Care Practitioner will be joining the Practice in September.
- A new receptionist, Sheena has started and is settling in well.
- Patient Numbers registered with the Practice continue to increase and as 17th July stands at 8509. There is also an increase in the 75+ age group registered with over 1000 patients in this group, (12%+).
- This continuing increase in patient numbers is putting additional strain on the surgery as there are no further rooms and space available. In truth the surgery requires a second registrar, a Pharmacy Technician and a second nurse practitioner. Discussions are about to commence with the Staffs and Stoke-on-Trent Integrated Care Board, ICB, around these issues. This will be a long-drawn-out process not helped with the financial deficit the ICB currently has.

That concluded the input from the Practice. PH indicated that due to a family matter he would have to leave at this point. Everyone understood and thanked for a frank and informative input.

5. Action Log

(i). Prostate Awareness Evening.

Update 13th 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 Thurs between 6.30pm and 8pm

Update 15th May:

The Secretary has stayed connected with the Prostate Cancer Group. Currently, due to illness with the person who gives the talks, a date has yet to be fixed. Now more likely to be in September. Action still ongoing.

Update 17th July:

Date has now been fixed. It will be on Thursday September 12th between 6.30pm and 8pm. The talk will take place within the Health Centre waiting room. Initially the talk will be for the Tutbury Practice patients. **Action closed.**

(ii) External Notice Board

Update 13th March: The Secretary, JB, had been informed planning permission for the erection of the notice board was required.

He had requested the necessary documents and will send in our application.

Update 15th May: Documents received, and the planning application has recently been sent. Awaiting decision. **Action still ongoing.**

Update 17th July:

Have checked with the Council and application couldn't be found. In addition the Secretary informed those present that they still couldn't give a cost indication but could be between £150 and £600. There followed a discussion on the topic. Cllr DB indicated the Civic Society/Parish Council were having new signs made and it may be worthwhile talking to the person heading this project. Action Contact details were given, and the Secretary will follow up.

(iii). Health /Carers Event

Update 17th July. Event held and details will be given under Agenda item 8. **Action closed.**

(iv). Patient Survey

One of the objectives for 2024 was to conduct a patient survey, (last one 2019). This was discussed at the meeting with the Practice on the 12th of April. The draft survey was sent out to all members prior to the meeting.

Update 15th May

The survey, and comments received back from the members was discussed. The Secretary, JB, had amended the survey based on these and further amendments made at the meeting and the form finalised. The aim was to conduct the survey throughout June.

Update 17th July. The survey has taken place, and an update will be given under Agenda item 8. **Action closed.**

6. Patient Association

The weekly newsletters have been distributed in the normal manner.

7. Members Update.

The Secretary, JB, hadn't received any messages from group members.

8. Feedback on the:

- **The Health and Wellbeing Event held on 13th June 2024.**

As with previous years the event was a great success with over 26 organisations taking part and a good flow of people from the community attending. The feedback from the exhibitors was very positive and all wish to attend in 2025. This feedback is attached to the minutes. There was also the opportunity for patients of the Tutbury Practice to discuss with ZD, Assistant Practice Manager the new triage system

- **The Patient Survey.**

As previously mentioned, the patient survey was conducted throughout July. The forms were at the surgery reception and waiting room area, sent to members of the Patient Forum, put into prescription bags of Tutbury Practice patients at Dean and Smedley and Good Life Pharmacies. Boxes for completed forms were also in the Health Centre waiting room and both pharmacies. A total of 229 completed forms were received and these are now being analysed. A full report will be given at the September Forum meeting.

- **The Past Times afternoon held on 11th July.**

15 people attended the afternoon along with the support from Tutbury Practice, the Patient Forum and Alzheimer's Society. Everyone present enjoyed the opportunity to talk to each other and a request was made to hold them on a more regular basis.

- **The Trent and Dove Coffee Morning held on the 16th July.**

Another good turnout, approx. 80. As with previous times the last hour was very slow so will relook at the times when planning for 2025.

9. Update on 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 Thursday 12th of June 2024.

There was an update on the current situation at Gordon Street surgery from DM, Community Manager, East Staffordshire Primary Care Network.

Following the removal of the services at Gordon Street the patients now are seen at two locations namely, At Outwood's House and Hill Street Clinic Stapenhill. Although not ideal currently there isn't another choice as the Gordon Street surgery is owned by the previous owners and discussions are still ongoing between them and the Integrated Care Board/NHS England regarding future ownership.

The East Staffs PCN have a 12month "caretaker" contract to supply all the medical requirements, GPs, Nurses, etc. to give patients the care they need. As no former Gordon Street GP Partners have been transferred, nursing staffing will continue to provide a full service while the GP work is being carried out using those who supported the PCN in the 2023/24 Winter hub services. Since the new arrangement over 400 Friends and Family feedback forms have been received and all have been positive. This 12month "caretaker" contract could be extended to 24months but after that a permanent solution must be found by the ICB. In terms of Outwards House, the service is operating out of 6 clinical rooms with an additional 3 clinical rooms at Hill Street Clinic, Stapenhill. It is hoped that additional rooms will be made available at Outwood's to enable all staff to work at one site in time. In addition, Dean and Smedley, Horninglow Road Pharmacy are offering Gordon Street a room to enable the surgery to offer a regular blood service for patients, which has also been well received. The rest of the agenda covered the usual items and reports.

Full details on all the district meeting minutes and other information can be found on the website: <https://www.districtpatientsgroup.org/>

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

The Secretary, JB, is the Chair of the Diabetes Patient Network

The planned face-to-face and virtual meetings within East and Southeast Staffordshire have been held. Regarding other work, the Chair attends events wherever possible. During June these included:

- Health and MSK information day/clinic at Hill Street Medical Centre on the 22nd of June.
- Attended a further 8 care process health screening event at Pirelli Stadium on the 15th of June.
- Was involved in a further Grants Advisory Panel for the 12 assessments of Diabetes UK Research Projects.
- Attended the Tutbury Health and wellbeing event on the 13th of June.

Going forward there are several events/conferences he will be attending during August and September. In addition, the locations for the face-to-face meetings in both Lichfield and Burton will be changing. Once new venues are known, everyone will be informed.

Finally, MPFT have now appointed a Band 7 nurse to head up the building of the long-awaited East Staffordshire Diabetes Clinical Community team which ESSDUKPN have been pushing for since the Reach Out event in June 2022.

10. Quiz Night

The last quiz night was held on Friday 17th of May. Again, there was a good turnout, 80, and the amount of money raised, before expenses, was £340. The next quiz night is on Friday 19th of July.

11. Any Other Business

There were no items under this heading.

12. Date of the Next Meeting

The next meeting is on Wednesday 18th of September 2024. The meeting will revert to the afternoon. It will be held at Tutbury Village Hall between 2pm and 4pm. The meeting was then closed by the Vice-Chair, SAR, who thanked all members for their contributions to the discussions at the meeting.

The meeting was then closed.