



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

**Minutes of the Meeting Wednesday 20th November 2024
between 2pm to 4pm.
Meeting held at Tutbury Village Hall**

Present.

Patient Representation: SAR Vice-Chair, JB Secretary, BW, JJ, CS, JP, TSS, ASS, HW

Practice Representation: ZD Practice Manager

Guests: CS Tutbury Parish Council and East Staffs Borough Council

Speakers: Karen Johnson, Kerry Marcer and Mandy CoOP Funeralcare

1. Introduction and Welcome.

The meeting was opened by the acting Chair, SAR, welcoming everybody present, including the representatives from the Tutbury Parish /East Staffs Borough Council.

2. Apologies:

Patient Representation: NFS, DM, CH

3. Approval of the Minutes from the Meeting on 18th September 2024.

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

4. Talk from the CoOp Funeralcare

Kerry, Karen and Mandy thanked the members for the opportunity to come along and discuss the work they do.

They each explained their roles within the organisation and how rewarding the work is. Death to many people is a “no, no” subject which unfortunately we all must face. They dispelled some of the myths and went through the various services and features of the work they do daily.

There was then lots of discussions around the following topics:

- Direct Cremation- currently advertised a lot throughout the media. When a person or family decides on this option a simple plain coffin is chosen with the deceased taken via private ambulance to the crematorium. The coffin then follows the same procedure as a normal cremation with the coffin taken through the chapel doors to music, the curtains then closed, and the cremation process followed. There is no service, no words uttered and no one else in attendance. Afterwards the ashes are returned to the family in the normal way. The family then tends to hold a private event to celebrate the person's life. Yes, for some people this type of funeral does not give “closure” and hence the other services are preferred.
- The cost of a funeral naturally varies depending on what people require. For a direct cremation the costs associated with this type of funeral are currently less than £3K. For a standard funeral or cremation, the costs start between £4K and £5k but of course costs are rising year on year. This is why people tend to opt for a funeral plan because once in place the costs do not increase regardless of when it is instigated.
- As with any cremation there are very strict rules that are followed and very strict regular inspections of crematorium procedures.
- In answer to a question the CoOP owns Bretby Crematorium and currently the costs are £950 per cremation. In terms of Marketon crematorium the costs vary depending on the time of day the service is held.
- In terms of Power of Attorney, this ends with the death of the person although the person who held it can still arrange the funeral. This is why it is important to have a will in place with an appointed executor who can act on behalf of the deceased person.

There were further discussions and Q&A until the talk was completed. The Vice Chair SAR thanked the guests for a very interesting talk on a normally taboo

topic. Hopefully they will attend again at a future date. The members present responded in the usual fashion and agreed it would be good to invite our guests back. Kerry, Karen and Mandy thanked everyone for their positive responses and would be glad to return. Meanwhile, if any further information is required, please call in at the office in Hatton. They then left the meeting.

5. Action Log

(i) External Notice Board

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

He has 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 is 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, (IW). Action Contact details were given, and the Secretary will follow up.

Update 18th September:

Contact and discussions have been held with IW, Project Lead for the Civic Society/Parish Council. Our noticeboard is to be included in the Civic Society planning application. Currently have agreed on the board design and location, between lamp post and seat. **Action is still ongoing.**

Update 20th November

As no further progress had been made it was agreed that as the proposed noticeboard is to be sited on NHS land, they would be approached again to seek approval for a board to be erected. The Secretary will get current prices for the noticeboard to ZD, Practice Manager, who will then apply to NHS Property Services. **Update December 2024.** Full details including risk assessment for the work have been carried out and forwarded to NHS Property Services with hopefully a decision being made early January 2025.

(ii). 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 this and further amendments were 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 was given under Agenda item 8.

Update 18th September

Presentation on the final survey results will be given under agenda item 8

Update 20th November

The full presentation and conclusions are now complete. The Secretary JB wished to update everyone on one aspect of the survey.

When we conducted the Patient Survey in June, we received several requests for a hearing loop to be installed at reception. This is not the first time this request has been made. Based on this we have investigated what this would entail along with the associated costs.

We have located a reputable organisation "Contacta" and after discussions with them have been quoted for a fixed loop system for the reception desk.

The system will include a hearing loop sign for the reception glass, enabling a patient to just adjust their own hearing aid discreetly, hence maintaining confidentiality. Following discussing with the Forum subcommittee and the surgery it had been agreed that the costs would be met 50:50 between the Forum and the surgery. The system has recently been installed and already favourable patient comments have been received. This shows the strong relationship that exists between the Forum and Surgery while showing the patients that we have listened to their comments.

The survey conclusions will now be updated to show this and then widely circulated, put onto the surgery and Forum websites with a hard copy in the waiting room for people to see. **Action complete.**

(iii). My Health, My Way Project

The Secretary, JB, is a patient representative on the My Health, My Way project. The initial pilot project has commenced with letters to the various patients being sent out.

An official launch with people from NHS England had been arranged for the 4th of June. However, this was cancelled due to several key contributors having to withdraw their participation due to the period of heightened political sensitivity prior to the General Election.

Update: Firstly, the pilot has started with not only letters sent out to the patients chosen for the pilot but in accordance with governance, a follow up invite from the Company who have put the information together. As previously discussed, My Health, My Way is an online collection of information chosen by NHS professionals, all brought together in one handy place to make it easy for people to find good quality information on all the important topics for healthy ageing. The information is all from publicly available websites, videos, and leaflets. We are also signposting to local groups, clubs, and activities so you may hear members of the public saying they heard of your service through My Health My Way. The delayed launch with NHS England is now taking place on Monday the 16th of September.

Update 18th September.

Launch took place and the Secretary, JB, gave a brief presentation which will be attached to the minutes. Action closed with any updates given as necessary.

Additional Update 20th November

The project has had a good response from patients. It has been agreed to extend the project time scale by a further six months and this has been agreed by the Staffs and Stoke-on-Trent Integrated Care Board, ELF Portfolio, (End of Life, Long Term Conditions and Frailty).

6. Patient Association

The weekly newsletters have been distributed in the normal manner. Unfortunately, as the newsletter is only available in an electronic format it can only be distributed to those members who have an email address. The newsletter continues to have very interesting articles and the voice of the patients being projected up to the decision makers.

7. Members Update.

The Secretary, JB, had received a message from NFS thanking both the Forum and surgery for all the excellent work that they do.

8. Practice Update given by ZD

• Staff Update

We would like to inform everyone that Philip Hope, our former Practice Manager, has now left the surgery. I am pleased to announce that I have been appointed as the new Practice Manager. To ensure smooth operations, I will be seeking additional support for the financial aspects of the role, allowing me to dedicate more time to our patients and staff.

I want to personally thank you all for your continued support. Please rest assured that I am fully committed to this role and will always give it my utmost effort. I care deeply about the surgery, our team, and, most importantly, our patients.

• COVID/Flu Vaccinations

All housebound patients have now received their COVID and flu vaccinations. While Pirelli is no longer administering vaccinations, they are still available at several local pharmacies.

• Feedback

Thank you for your contribution to the hearing loop system. We are pleased to share that it has now been installed.

• Triage System

The feedback regarding the triage system has been mixed. We would appreciate the support of the Patient Forum in helping us guide patients on how to use this service effectively. In response to previous concerns, we adjusted the opening time from 6:00 am to 7:30 am to ensure patients don't feel the need to set alarms just to secure an appointment with a GP.

• Registered Patient Numbers

Since our last meeting, our registered patient numbers have increased from 8,519 to 8,545 as of 17/09/2024, welcoming 26 new patients.

There was a discussion on the lack of space available within the Health Centre. This is restricting the feasibility of holding further clinics and having locums and additional staff to assist in coping with the additional patient numbers. This is a situation which is faced by most local surgeries

A Forum member wished to express their thanks to Dr Iffy for the recent excellent care and follow-up with the hospital regarding their situation. ZD appreciated the comments and will pass them on.

Both the Vice Chair and Secretary indicated that at the District Group meetings there is an agenda item for Patient Stories and the members may wish to consider this as an agenda item for future Forum meetings.

9. Menopause Talk

The talk is due to take place on Thursday 21st of November between 6.30pm and 8pm. This again was one of our objectives for 2024. The response to wanting to attend the talk has been so great, approx. 50 people, that it is now being held in the Village Hall. The speaker is Tessa Barnard who will also be giving a presentation.

10. Feedback on:

- **East Staffordshire District Patient Engagement Group**
- **The East Staffordshire and Surrounds Diabetes UK Patient Network**

East Staffordshire District Patient Engagement Group

- The last meeting was held on Thursday 17th of October. The meetings are now held in the Community Room within Morrisons, Burton on Trent.
- The agenda consisted of the usual items including PPG updates and patient stories. There were also the standard updates from Healthwatch, Support Staffordshire, the East Staffs PCN Community Manager, and the East Staffs PCN Research & Support Manager.
- As previously mentioned, the minutes from these meeting can be circulated to all the Forum members or are available on the District Patient Engagement Group website: <https://www.districtpatientsgroup.org/>
- In December the Group will be having a presentation from Chris Viner, MD of Community Home Solutions. This presentation will be forwarded to all Forum members in December.

The East Staffordshire and Surrounds Diabetes UK Patient Network

- The planned face-to-face meetings within East and Southeast Staffordshire were held throughout September and October. Currently, the places used in Burton and Lichfield are no longer available, so the opportunity has been

taken to look at alternative venues, and in the case of Lichfield on a different day and time to see if by doing this it brings in more people. In terms of Burton the meetings are now held in the Brewhouse until the end of 2024.

- Continuing with the six-month Leadership course promoted through Support Staffordshire.
- Continue to attend the monthly MPFT East Staffs Performance & Quality Assurance Forum Open Meeting at the beginning of each month.
- Attends, as the patient representative, for the Staffordshire and Stoke-on-Trent Voluntary Services, the Integrated Care Board portfolio meetings for Long Term Conditions, End of Life and Frailty.
- Attended the Diabetes UK Grants Advisory Panel on the 14th of October to assess Research Projects being put forward for grant consideration.
- A meeting was held with Burton Unity, on 8th October who are currently working on a project focused on diabetes. Their primary goal is to gain insights into what resources and support are currently available for diabetes and explore how accessible they are for underrepresented communities.
- In discussions with various people/ organisations regarding the structured education programmes for people with diabetes, and lived experience of diabetes, In addition similar meetings on the benefits of exercise. Further meetings planned.
- A survey/questionnaire was sent out early October to all registered members of the network. The survey has recently closed, and the results are now being reviewed
- On Sunday 13th October had a stand to promote Diabetes Awareness at the Greenbank Leisure Centre in Swadlincote where they held a Health event.
- Met with the new East Staffordshire Community Diabetes Lead on 17th of October.
- Had a stand at Burton Meadowside Leisure Centre to promote both the network and diabetes awareness, this was on the 1st of November and a further one was held on the 15th of November.
- Gave an awareness talk at a Trent and Dove Coffee morning in Branston, Burton, on 6th of November 25 attended.
- Attending and giving a presentation at Midlands Partnership University Foundation Trust Benefits of Physical Activity event on 8th of November. The presentation was on my personal story of having a long-term condition, Diabetes, and the benefits that exercise had.

- Attended and gave a presentation at the Diabetes and Emotional Wellbeing Symposium on November 9, 2024, at the Park Hall Hotel and Spa in Wolverhampton. This was organised by Matilda Chongwa, Director of Global Diabetes Initiatives. Also had a stand and accompanied by one of our members SK. Approx 250 attended.
- Gave a presentation at the Cadley Hill View Care and Residential Home on 14th of November.

11. Quiz Nights.

The last quiz night was held on Friday 20th of September. Again, there was a good turnout, 76, and the amount of money raised, before expenses, was £321. The next quiz night is on Friday 22nd of November.

As in previous years these nights have been extremely popular and a valuable source of income for the Patient Forum. Further quiz nights have been arranged for 2025 and the dates are:

Friday	January 24 th	7.30pm for an 8pm start
Friday	March 21 st	7.30pm for an 8pm start
Friday	May 16 th	7.30pm for an 8pm start
Friday	July 18 th	7.30pm for an 8pm start
Friday	September 19 th	7.30pm for an 8pm start
Friday	November 21 st	7.30pm for an 8pm start

All quiz nights are held at the Tutbury Village Hall in the main hall.

Maximum of 6 people per team.

£2 entrance fee per team member.

Prices for the winning team and the team that comes last.

Raffle, and Reverse Bingo.

12. Any Other Business

- The last Past Times Social Afternoon will be held on Thursday November 21st between 2pm-3.30pm. Unfortunately, due to the removal of funding this will be the last time it will be held.
- The last Trent and Dove Coffee Morning, for 2024 was held on Tuesday October 22nd 10.30am – 1pm. These will continue to be held throughout 2025 with 5 being arranged. As in 2024 these will be held at the Tutbury Village Hall, Monk Street, Tutbury on the following dates and times.

Thursday February 20th	10.30am - 1pm
Thursday April 24th	10.30am - 1pm
Thursday July 17th	10.30am - 1pm
Thursday September 25th	10.30am - 1pm
Thursday November 20th	10.30am - 1pm

- **Forum Meeting Dates 2025**

The dates for 2025 have been agreed and these are:

Wednesday	15th January	2pm - 4pm
Wednesday	12th March	2pm - 4pm
Wednesday	21st May	6.30pm – 8.30pm
Wednesday	16th July	6.30pm - 8.30pm
Wednesday	17th September	2pm – 4pm
Wednesday	19th November	2pm – 4pm

13. Date of the Next Meeting

The next meeting is on Wednesday 15th of January 2024. It will be held at Tutbury Village Hall between 2pm and 4pm. The meeting will start with the AGM and the Election of Officers to serve throughout 2025. The meeting was then closed by the acting Chair, SAR, who thanked all members for their contributions and support throughout 2024. Best wishes were given to everyone for the forthcoming festive season.

The meeting was then closed.