



The Tutbury Practice Patient Forum

<http://www.thetppf.org/>

Minutes of the Meeting Wednesday 18th September 2024

between 2pm to 4pm.

Meeting held at Tutbury Village Hall

Present.

Patient Representation: SAR Vice-Chair, JB Secretary, BW, JJ, SL, DM, CP, JP, AM, ASS, PG, LT

Practice Representation: PH Practice Manager

Guests: MU Tutbury Parish Council
FC Tutbury Parish Council
CS Tutbury Parish Council

1. Introduction and Welcome.

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

2. Apologies:

Patient Representation: CH, NFS, HD, TSS

Practice Representation: ZD Assistant Practice Manager

3. Approval of the Minutes from the Meeting held on 17th July 2024.

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

4. Practice Update

PH gave the following update:

- **Total Triage System**

The demand for the new system has been very high. That coupled with staff

illnesses at the surgery meant at times access to the system had to be restricted. Overall, the system has worked well and reduced the volume of phone calls into the surgery. As experience is gained, and patient feedback received, the system is modified accordingly. Messages on any changes have been widely circulated to patients. As agreed at the previous Forum meeting there have been articles published in the Tutbury Village News and the Rollestonian as well as the two Parish Council websites, surgery and Forum websites. Thanks, given to everyone concerned.

The system will naturally alter as further feedback is received from both surgery staff and patients.

It was agreed by all present that a further patient survey will be conducted throughout January 2025 to ascertain patient feedback six months on. Finally, it is interesting to note that other surgeries within East Staffordshire are now looking at introducing a similar triage system.

- **Staff**

Unfortunately, we have lost another receptionist and have restarted the recruitment process. We have received many applications, and Zoe and Sharon are currently conducting interviews.

On a positive note, we have successfully hired a new Health Care Assistant, Amanda. This addition will increase appointment availability for services such as wound care and phlebotomy, among others.

- **COVID/FLU**

COVID and flu vaccinations will begin at Pirelli starting in October. For housebound patients, two nurses will be required to deliver vaccinations outside the surgery. In addition, we will be administering the RSV vaccine, which is recommended for those over 75. Please note that the RSV vaccine must be given at least one month apart from other vaccinations.

- **Registered Patient Numbers**

Since our last meeting, the total number of registered patients has increased from 8,504 to 8,519 as of 17/09/2024, adding 15 new patients.

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 notice board 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.**

(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

(iii). My Health, My Way Project

The Vice-Chair, 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.

6. Patient Association

The weekly newsletters have been distributed in the normal manner. It had been agreed that a £50 donation should be made to The Patients Association. This payment has now been made and the following response has been received. *“That is most kind, thank you so much John. Please will you pass on our organisational thanks to your colleagues at the Group,” Maya Anaokar Head of Communications and Marketing.*

7. Members Update.

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

8. Presentation on the Patient Survey held in June 2024.

As mentioned at the previous Forum meeting, the patient survey was conducted throughout June. 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 a brief survey was given at the July meeting.

The full analysis of the results is now complete, and the Secretary, JB, gave the members a full presentation of the results obtained. This will be attached to the minutes. The next stage will be discussion with the surgery on the various comments made and this will be added to the presentation with the full complete report being put into the public domain.

9. Feedback on:

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

Prostate Presentation/Talk

The talk took place on Thursday 12th of September between 6.30pm and 8pm. This was one of our objectives for 2024. The Burton Prostate Support Group gave the talk and presentation. It was well supported, 20 patients plus Dr.MS and PH, Practice Manager. Those who attended were extremely grateful and the talk promoted informative discussion. In addition, Dr.MS stressed the importance of being examined as it is a cancer that can be dealt with if caught in its early stages. If any patient had any doubts or concerns, he stressed they contact the surgery and make an appointment to see him. (This message was also conveyed to those present at this Forum meeting).

For further information on the Burton Prostate Cancer Support Group please see below:

Meeting Location:

Rolleston Scout Headquarters, Station Rd, Rolleston-on-Dove,
Burton-on-Trent DE13 9AB

Meeting info:

We meet on the 2nd Monday of each month, from 7.00pm-9.00pm

We welcome anyone diagnosed with or impacted by prostate cancer. We meet monthly and provide members with a range of informative talks on all aspects of prostate cancer and wellbeing. We provide support to help you navigate your prostate diagnosis. Friends and family welcome are also very welcome to attend. Please give us a call to find out more.

Contact details

Group Leader(s):

John Staley

- burton.prostatecancer.suppgroup@gmail.com
- 07478 889577
- <https://www.facebook.com/BPCSG.2017/20>

East Staffordshire District Patient Engagement Group

- The last meeting was held on Thursday 5th of September, Following the closure of The Voluntary Support Office in Burton during August a new venue had to be found. 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 concerns raised that a high number of stories are relating to UHDB. It was decided a report on these would be compiled on those raised during 2024 and once agreed would be forwarded to UHDB for comment. A request will also be made for someone senior from the Trust to attend a District Meeting to give feedback.
- There were also the standard updates from Healthwatch, Support Staffordshire and the East Staffs PCN Research & Support Manager.

The East Staffordshire and Surrounds Diabetes UK Patient Network

- The planned face-to-face meetings within East and Southeast Staffordshire have been held. Currently, the places used in Burton and Lichfield are no longer be 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. Regarding other work, the Chair attends events wherever possible.

Recently these included.

- Continuing with the six-month Leadership course promoted through Support Staffordshire.
- Continues to attend the monthly MPFT East Staffs Performance & Quality Assurance Forum Open Meeting at the beginning of each month.
- Attended the Health Event at Barton Village Hall mid-August.
- Attended a Support Staffordshire Volunteers Fair at Lichfield Cathedral late July.
- Had a stand to promote Diabetes Awareness at the Greenbank Leisure Centre in Swadlincote mid-August.
- Attended an Open Day afternoon at a Burton Mosque mid-August.
- Had a stand to promote Diabetes Awareness at the Waterside

- Gave a Diabetes Awareness talk to 20 members of a Community Group within Burton.
- Had a stand at the Support Staffordshire Volunteers Fair within Lichfield Cathedral.
- Attend, 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 during July/August.

Upcoming Programme.

Attending the following:

- Having a stand to promote Diabetes Awareness at Trentham Gardens, Stoke on the 1st of September. **This was cancelled at the last minute.**
- Giving a presentation on Diabetes Awareness at a Burton GP Surgery mid-September.
- Attending a Diabetes Conference in Kenilworth 21st September.
- Attending the Diabetes UK Grants Advisory Panel during October to assess Research Projects being put forward for grant consideration.

10. Quiz Nights.

The last quiz night was held on Friday 19th of July. Again, there was a good turnout, 76, and the amount of money raised, before expenses, was £305. The next quiz night is on Friday 20th of September.

11. Any Other Business

The members were reminded of the following:

- Past Times Social Afternoon, Thursday September 19th 2pm-3.30pm
- Trent and Dove Coffee Morning, Tuesday October 22nd 10.30am – 1pm

12. Date of the Next Meeting

The next meeting is on Wednesday 20th of November 2024. It will be held at Tutbury Village Hall between 2pm and 4pm. The meeting was then closed by the acting Chair, SAR, who thanked all members for their contributions to the discussions at the meeting.

The meeting was then closed.