



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

**Minutes of the Meeting Wednesday 29th January 2025**  
**between 2pm to 4pm.**  
**Meeting held at Tutbury Village Hall**

**1. Present.**

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

**Practice Representation:** SW Reception Co Ordinator

**Guests:** CS, FC Tutbury Parish Council and East Staffs Borough Council

**2. 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.

**3. Apologies:**

**Patient Representation:** NFS, TSS, ASS, MB

**Practice Representation:** ZD Practice Manager

**Tutbury Parish Council:** MU

The initial part of the meeting was the AGM and election of the Forum officers to serve throughout 2025.

#### 4. Looking back on 2024

The Secretary, JB, gave the following presentation



## **Tutbury Practice Patient Forum**

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### **Look Back on 2024**

### **Aims and Objectives 2024**

At the Annual General Meeting in January 2024 various aims and objectives were set. The next few slides set out these with an update on what was achieved.

- **Continue to have a good relationship with the Practice.**

As with previous years the relationship with the Practice has been excellent. Examples will be evident on the next slides.

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

A sub-committee, of 5 members, was set up and met with the Practice on several occasions. The topics included, discussion on abuse to staff, the new triage system, the patient survey, and the new hearing loop.

- **Have Speakers**

Speakers have been invited during 2024 to discuss various topics. These include Good Life Pharmacy and Coop Funeralcare.

## Aims and Objectives 2024

- Assist the Practice in Setting Up a Dementia Group.

In conjunction with Burton Mind/Alzheimers Group set up the “Past Times” social afternoons and held 6 meetings, funded by the Patient Forum, throughout 2024. . Gave the opportunity to promote the Forum and sign-up new members.

- Support Trent and Dove in Holding a number of Coffee Mornings.

Following on from the two held in 2023 a further 4 coffee mornings were held throughout 2024. Due to the continued success 5 such mornings are planned for 2025. At these events the Practice, Patient Forum, ESSDUK Patient Network and other organisations are represented. . Gave the opportunity to promote the Forum and sign-up new members.

## Aims and Objectives 2024

- Continue with the Quiz Nights.

As in previous years 6 quiz nights were held throughout the year. All held in the Tutbury Village Hall and were well attended, between 76-96 per quiz night. They are our main source of income enabling the Forum to run and fund projects.

- Hold a Health Event.

Held in June. Very well attended, 25 organisations present and a good footfall from the community. Gave the opportunity to promote the Forum and sign-up new members. Great feedback from all with support for a further event in 2025.

- Handover the Guardianship of the Defibrillators to Tutbury Parish Council.

This took place early 2024 and a close working relationship between the Patient Forum and Parish Council has been formed. Councillors now attend the Forum meetings. Recently worked on a joint project for the community.

## Aims and Objectives 2024

- **Hold Prostate and Menopause Talks.**

Both talks held and were a total success. The Prostate talk was held within the Health Centre with 20 patients plus GP Partner and Practice Manager. The talk was given by the Burton Prostate Support Group with details being circulated widely on when they meet at Rolleston Scout Hut.

Due to the demand for the Menopause talk it had to be moved to the Village Hall where 59 patients and Practice staff attended. The talk was given by Tessa Barnard, and a tremendous positive feedback was received afterwards. It is thought that some of those who attended have now set up their own support group.

Based on the success of these talks it is planned to hold further talks in 2025 and hopefully on a larger basis by hiring the main hall at the Tutbury Community Centre.

## Aims and Objectives 2024

- **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. Further update given on the next slides

- **Produce a Newsletter in December.**

This was produced and circulated to everyone towards the end of December.

- **Maintain and Update the Website.**

The registration and maintenance of the website continues to be undertaken by Trakt Design and Print. In terms of information being placed on the website this is undertaken, with permission from the Forum officers, by a member of the East Staffordshire District Patient Engagement Group who does the same with that website. We are extremely grateful for this assistance.

## **Additional Information**

- Have representatives on the East Staffordshire District Patient Engagement Group. **With the formation of the new Integrated Care Strategy/Boards from 1<sup>st</sup> 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 2024. Unfortunately, not all Practices have a PPG and others are struggling.**

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. A Staffordshire wide Patient Assembly was formed but this only meets online and infrequently.

An independently held Staffordshire PPG group was tried but hasn't been successful

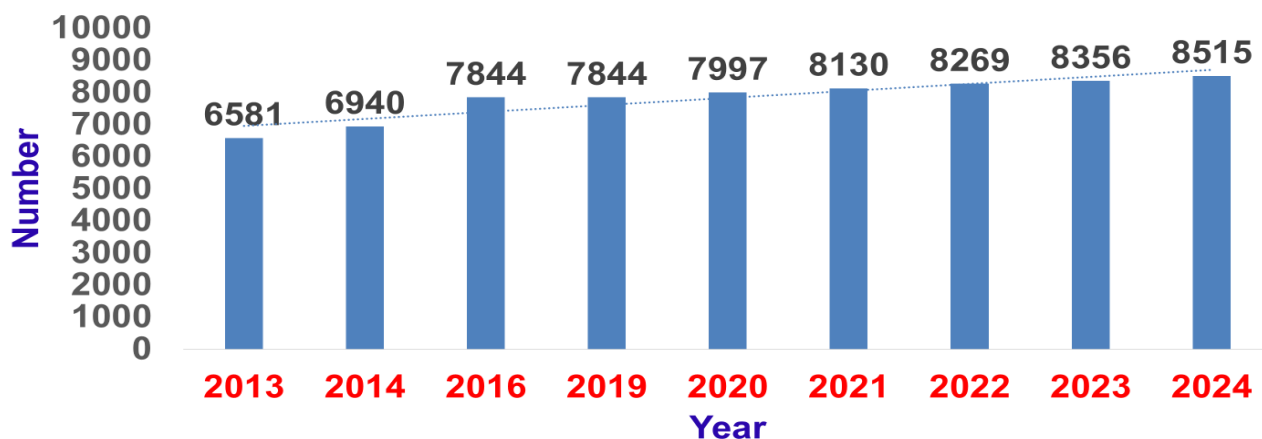
## **Additional Information**

- 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.
- 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.
- The current Forum Vice-Chair and Secretary are the Voluntary Services Representatives on several Staffordshire and Stoke-on-Trent Integrated Care Board Health Portfolios.



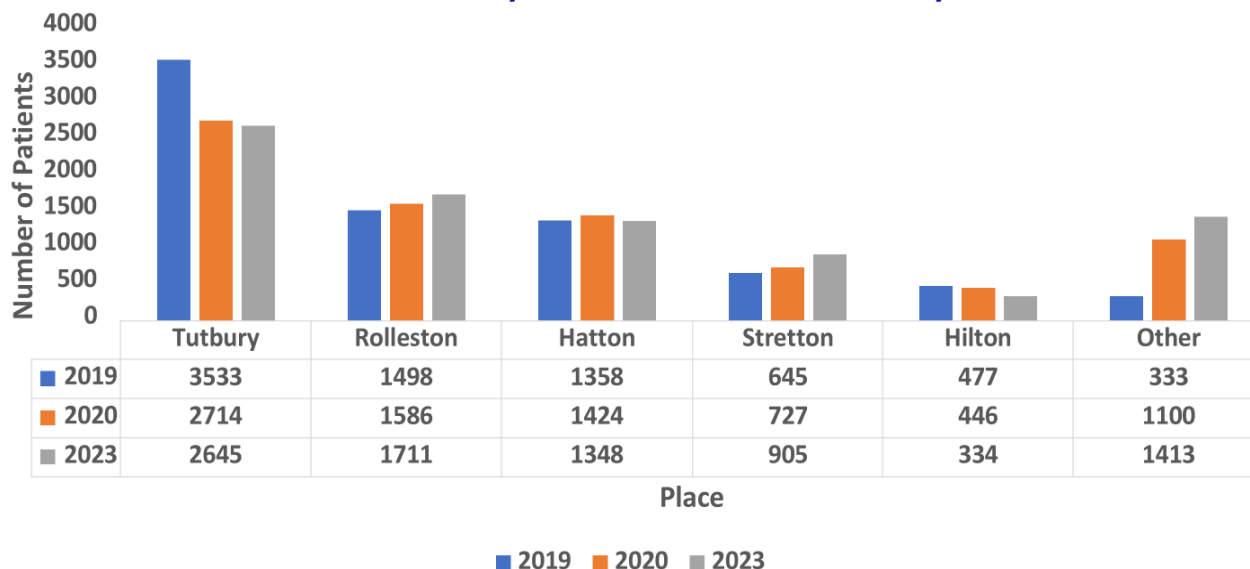
# Tutbury Practice Patient Numbers

Registered Patients at Tutbury Practice



# Tutbury Practice Patient Numbers

Tutbury Practice Patient Numbers by Location



## **Suggested Aims and Objectives of the Forum for 2025**

- 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 in December.
- Maintain the Patient Forum Website.
- Hold a further Health Event in June.
- Arrange further Prostate and Menopause Talks

## **Suggested Aims and Objectives of the Forum for 2025**

- Carry out a Patient Survey throughout February
- Support the Trent and Dove coffee mornings
- Strengthen and grow our relationship with the Parish Council and other external organisations.
- Continue with the Quiz nights
- Complete the fitting of the external Notice Board

**ANY OTHER SUGGESTIONS??**

All present thanked the Secretary, JB, for the presentation and it was pleasing to see what was achieved throughout the year. Discussion as each slide was shown. In addition, comments raised regarding the continued increase in registered patients and this being one of the reasons for the difficulty in getting to see a medical person. As with previous years, patients that are registered from the outlying villages are 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.

## **5. Forum Finances.**

In addition to the above a presentation was given on the Forum finances, as of the 31st of December 2024. Due to the confidential nature of this presentation, it does not appear in the minutes. As people are aware, the Forum has its own bank account with Lloyds.

It was agreed by all those present that the Vice-Chair SAR could sign the finances as a correct record.

## **6. Election of Forum Officers for 2025.**

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 no completed nomination forms had been received.

### **Under the Constitution it states:**

*Existing elected officers are allowed to reapply for election but can only serve a maximum 3years continuous tenure in any one elected position. If after the 3 years continuous tenure, in an elected position, there is no member wishing to stand for that position the members can reelect the current incumbent, if that person is willing to stay in that position.*

The existing Officers were asked if they would stand again for election and both indicated they would.

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: Susan Adey Rankin

Vice-Chair/Secretary/Treasurer: John Bridges

Both expressed their thanks for the confidence given to them by the members.

### **Representative(s) to attend the East Staffordshire District Patient Engagement Group for 2025**

Currently the District Groups Chair and Vice Chair are Forum members, (SAR and JB). Under the District Constitution neither has 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 2025. 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 2025. 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 updated 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 2024 and established that both are happy to continue their roles throughout 2025. He therefore proposed that both should continue in these roles for 2025. Those members present unanimously agreed.

The members also wished their thanks to CG/CD to be recorded. It was also agreed that a voucher should be purchased for CD

### **7. Selection of Sub-Committee Members**

Last year there was a sub committee was set up which met/were consulted on approx. 3 occasions. The aim was to continue this committee. Some of the current members were present at the meeting and were happy to continue their role. In addition, LT indicated that she was happy to be included.

The Vice-Chair/Secretary JB will contact the other 2 members to ask if they would be happy to continue throughout 2025.

## **8. Constitution: Amendment for consideration**

The Vice-Chair, JB, indicated that now we have our own bank the members must consider and agree on what should happen to any balance of monies if the Group were to fold. There was a discussion on the topic, and it was agreed that it should go to local charities/organisations, maximum 3. The Chair, SAR, asked for the members to give the topic some thought and forward suggestions to her and the Vice-Chair prior to the next meeting. This would also be put forward to all the members. This would then be an agenda item with a vote/decision taken by the members at that meeting with the constitution amended accordingly.

The being no other business, the Chair, SAR, closed the AGM and the meeting followed the normal procedure. At this stage SW joined the meeting.

## **9. Approval of the Minutes from the Meeting on 20<sup>th</sup> November 2024.**

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

## **10. Action Log**

### **(i) External Notice Board**

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

He has requested the necessary documents and will send them in our application. **Update 15th May:** Documents received, and the planning application has recently been sent. Awaiting decision. **Action is still ongoing.**

**Update 17<sup>th</sup> 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 18<sup>th</sup> 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 we have agreed on the board design and

location, between lamp post and seat. **Action is still ongoing.**

**Update 20<sup>th</sup> 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 in early January 2025. **Update: 13<sup>th</sup> February 2025:** Permission granted to erect the noticeboard. Order placed with the organisation honouring the February 2024 quotation.

There were no further outstanding actions.

## **11. 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.

## **12. Members' Update.**

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

Both the Chair and Vice-Chair gave an update on the representation they do as the Voluntary Services representatives on 3 of the Staffordshire and Stoke-on-Trent Integrated Care Board portfolios. These are as follows:

**Chair:** Urgent and Emergency Care and Primary Care.

**Vice-Chair:** ELF Portfolio, (End of Life, Long Term Conditions and Frailty).

This enables the voice of the patient to be heard at levels where local health decisions are made.

As all are aware the situation around Urgent and Emergency Care is in a serious place especially with Ambulances and attendance at hospital A&E's. Everything possible is being done and people/system is working extremely hard to reduce the issues that patients face.

### 13. Practice Update given by SW

- **Staff Update**

We are pleased to announce that we have recruited an additional Receptionist, Fliss. Fliss brings experience from her previous work in the NHS and is eager to learn and support our patients. Additionally, we are in the process of recruiting a second receptionist, an administrator, and a financial administrator to strengthen our team.

- **Accurx Update**

Starting Monday, 3rd February, we will be trialling a new approach to total triage. The triage system will open at 8:00 AM, providing everyone a fair opportunity to access it. For patients who find the system challenging to use, a drop-in support session will be held on Friday, 31st January, in Room 101, adjacent to the waiting room. The Forum Vice-Chair JB informed those present he will be there to assist.

Patients without internet access can call between 8:00 AM and 10:00 AM for a receptionist to complete the triage process on their behalf. All triages will be prioritized based on the clinical urgency determined by a clinician. Please note that we will no longer accept paper forms.

There was a discussion on the topic.

- **Registered Patient Numbers**

As of 28th January 2025, our registered patient numbers have decreased slightly, from 8,545 to 8,541, reflecting a loss of four patients since our last meeting.

### 14. Feedback 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 was held on Thursday 5<sup>th</sup> of December 2024. The meetings are now held in the Community Room within Morrisons, Burton on Trent.
- At this meeting there was a presentation from Community Home Solutions and the avenues that people can follow to get upgrades to their properties. This has been circulated widely and recently Tutbury Practice sent a text out to people on how to contact.

- The first meeting for 2025 will be on 13<sup>th</sup> of February and will start with the AGM, Finances and Election of Officers.
- 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 meetings are available on the District Patient Engagement Group website:  
<https://www.districtpatientsgroup.org/>
- In December the Group will be giving 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 initial 2025 planned face-to-face and virtual meetings within East and Southeast Staffordshire will start late January/early February.

At the end of December/early January the dates were sent to all GPs for promotion and request to advertise within surgeries and give out to the patients with diabetes. In addition, the details have been published on the Joy App, Support Staffordshire, Basecamp (system Staffordshire wide for the voluntary sector), local libraries, Staffordshire Connects, Pharmacies and our website on Diabetes UK.

At the first meetings there will be a presentation given on achievements in 2024 and plans for 2025.

Regarding other work, the Chair attends events wherever possible. Recently these included.

- Continues to attend the monthly MPFT East Staffs Performance & Quality Assurance Forum Open Meeting at the beginning of each month. First meeting of 2025, February 10th
- 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. Meetings have already been held in January and further ones are due in February 2025.
- In discussions/meetings 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.

### **2025 Health Event**

A full one-day health conference is to be held at the Pavilion, Branston Golf and Country Club. This is being totally organised and run by East Staffordshire and Surrounds Diabetes UK Patient Network.

**"Diabetes Patient Care, A New Dawn"**. This will be taking place on Thursday 5th of June 2025 and will be at the Branston Golf and Country Club, in Burton. At this conference, we will have recognised people to come together and discuss how we can work as one to improve and offer consistent care throughout the Patient Journey for those who have Diabetes. The objective will be to produce a blueprint for Diabetes Care for not only East Staffordshire but the rest of the County and wider. Yes, a huge ask but we must start somewhere, and the new Integrated Care Systems are supposed to work outside of silos. Unfortunately, at times we do not see this happening.

The organisation of the event is progressing well, the venue and all arrangements for the day have now been finalised and we now have several keynote speakers who will be attending and presenting on the day. These include:

1. Peter Shorricks Diabetes UK Midlands & East Accepted
2. Dr David Unwin and his work on low carbohydrate. Accepted
3. A representative from the Staffordshire and Stoke on Trent ICB to present their Diabetes Strategy. R. Gallyot will be on holiday but has said someone will attend and present Accepted.
4. Dr David Atherton representing East Staffordshire Primary Care. Accepted
5. Ann Gray to discuss the National Diabetes Prevention Programme. Accepted
6. Kellee Sewell, MPFT, has agreed to present on the eight-care process work being conducted in the community. Accepted
7. Adam Mayze, Diabetes UK, Youth Coordinator who will present on the work being conducted with young people in our area with Type 1 diabetes. Accepted
8. In discussion with Secondary Care for input.
9. Have approached Debbie Smith, Community/Desmond lead for East Staffordshire. Update on the new service
10. MPFT, our community providers to cover the other services that people with diabetes are offered and what is currently available, for example District Nurses, Podiatry, Retinopathy, and Talking Therapies.



In terms of the audience, the invite will include people from all aspects of delivering patient care, such as the

GPs, Nurses:

Podiatry

The Midlands Partnership NHS Foundation Trust: Our Staffordshire Community Providers

Public Health

Mental Health Partners

The Staffordshire and Stoke-on-Trent Integrated Care Board:

Staffordshire County Council:

Healthwatch:

Representatives from our ethnic communities

The Voluntary Sector:

The mayor and other Councillors

Patients, including representatives from our hard-to-reach communities: This will not only include patients being present but a presentation on their health care experiences.

There will also be exhibitors.

## **15. Any Other Business.**

- The first quiz night for 2025 was held on Friday 24<sup>th</sup> of January. There was a lower-than-normal turnout, 39, and the amount of money raised, before expenses, was £173. The next quiz night is on Friday 21<sup>st</sup> of March.
- The last Past Times Social Afternoon was held on Thursday November 21<sup>st</sup> between 2pm-3.30pm. Unfortunately, due to the removal of funding this will be the last time it will be held. Discussions are taking place with the Alzheimer's Society on the possibility of holding a monthly afternoon Dementia clinic in Room 101 within the health centre. Hopefully, this will commence in March.

## **16. Date of the Next Meeting**

The next meeting is on Wednesday 12th of March 2025 between 2pm and 4pm. The meeting was then closed.