



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

Minutes of the Meeting Wednesday 12th March 2025
between 2pm to 4pm.
Meeting held at Tutbury Village Hall

1. Present.

Patient Representation: SAR Chair, JB Vice Chair/Secretary, MB, NC, CH, LT, CP, JP, BW, HW, DM

Practice Representation: ZD Practice Manager

Guests: CS Tutbury Parish Council and East Staffs Borough Council

Guest Speaker: Natalie Greening, Alzheimer's Society

2. Introduction and Welcome.

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

3. Apologies:

Patient Representation: NFS, JJ, ASS, TSS, HD, CH, PG,

Practice Representation: ZD Practice Manager

Tutbury Parish Council: MU

4. Approval of the Minutes of the meeting held on January 29th, 2025.

The Vice Chair/Secretary apologized but he had omitted to include apologies from HD for the January meeting. There were further issues raised in the minutes. CP proposed approval which was seconded by BW.

The Minutes were accepted by the Chair, SAR, as being a true record of the proceedings.

5. Action Log

(i) External Notice Board

The Vice-Chair/Secretary was pleased to inform all of those present that the noticeboard has now been delivered, and arrangements are being made for its installation. This will be next to the bench situated outside the Health Centre. There were no further outstanding actions.

6. Constitution: Amendment for consideration

As discussed at the AGM in January, 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 Vice-Chair had received some feedback on this topic. A discussion took place. It was agreed by the members present that if the group were to fold any residual monies that were in the account would be equally shared between:

Tatenhill Air Ambulance

Tutbury Practice

Local Food Bank

The Constitution will now be amended and sent to all members for ratification.

7. 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.

8. Members' Update.

• Wheelchair situation within Staffordshire

Recently the Chair and Vice-Chair have received disturbing stories relating to people dependant on specialised wheelchairs to lead their lives. One such case

involved a person who due to issues with their wheelchair had been bed bound for over 5 weeks.

The concerns have been escalated to both the ICB Board and Healthwatch, and Midlands Partnership University NHS Foundation Trust (MPFT). They are all aware of the issues which are Staffordshire wide. Locally, it has been raised with both Parish and Borough Councillors. There followed a robust discussion on the topic. It was agreed that a letter expressing our concern should be sent to the local MP.

On a related topic regarding medical equipment the Chair indicated that there also appears to be a shortage of walking sticks, crutches and other walking aids and asked if anyone had any such items “stored” at home and no longer used they send them to either the supplier, contact Mediquip, or even ask if their local pharmacy could take them. Any unwanted walking aids, if they are pre Mediquip, can also be given to Charity shops. Same goes for any equipment not wanted by the company.

- **Patient Stories 2024, Document produced by the East Staffordshire District Patient Engagement Group.**

Concern had been raised over the number of negative patient stories that had been related to members of the East Staffordshire District Patient Engagement Group that involved local NHS Services. It had been agreed that all patients’ stories received during 2024, and February 2025 both negative and positive, would be put into one document where they could be reviewed, discussed and an action plan drawn up.

The final document had been produced and as agreed with the members had been sent, with an introductory paragraph, to the following:

UHDB Patient Experience

Dr David Atherton, Chair East Staffordshire Primary Care Network
Healthwatch Staffordshire.

Midlands Partnership University NHS Foundation Trust (MPFT)

With a request for feedback and the opportunity to give this at a future District Group meeting.

In addition, it was also sent to the relevant senior people within Staffordshire and Stoke on Trent Integrated Care Board.

Following the issue of the report there were positive responses from the organisations above.

9. Practice Update given by ZD

- We are pleased to welcome Laura, our new Receptionist, who brings experience from her previous role in a school. Additionally, Karen, our current Receptionist, will be transitioning to the administration team in April to assist with referrals, QOF, and registrations. The Vice Chair commented on how helpful Laura had been in sorting out a recent query for him.

To strengthen our finance operations, we have also appointed Emma as our new Financial Administrator. Emma previously worked as an Operations Manager at a local surgery and will support the financial aspects of management.

Recruitment is currently underway for an additional salaried GP. The triage system has enabled a GP to work from the administration space, freeing up a clinical room that will be allocated to the new GP once appointed.

- Prof Lucy Ambrose main work at present is at Hull and York University with one day looking after Care Home patients the surgery is responsible for. She works as a Locum for the surgery.
- The spring booster vaccination campaign will begin on April 1st at Pirelli. The vaccine is available for individuals aged 75 and over, as well as immunosuppressed patients aged six months and above. Eligible patients will receive a letter or text from the Primary Care Network (PCN) with further details. Housebound patients will be vaccinated by the surgery nursing team.
- **Triage System.** On Friday 31st January the Vice Chair and member of the surgery held a 2-hour session in Room 101 to discuss the system with those patients who had queries. There had been a constant flow of patients and in total approx. 100 people attended.

Starting Monday, 3rd February, the new approach to total triage started. The triage system will open at 8:00am, providing everyone with a fair opportunity to access it. Patients without internet access can call between 8:00am and 10:00am for a receptionist to complete the triage process on their behalf. All triages will be prioritised based on the clinical urgency which is determined by a qualified clinician. From that date the use of paper forms will no longer be accepted.

Naturally, this change had caused several complaints to be received but there had been no option as the previous way of it being used had meant the system was full when the surgery opened at 8am

There have been requests to revert the system's start time to 7:30 am. However, due to high demand, it was already reaching capacity before 8:00 am, making it less equitable for those without online access. Keeping the current timing ensures fairer access for all patients.

- **Registered Patient Numbers**

As of the beginning of March, our registered patient numbers have decreased slightly, from 8,541 at the end of January to 8523.

10. Talk by Natalie Greening Alzheimer's Society

NG has worked with the Alzheimer's Society in South Staffordshire for 7 years. Her role is as a Dementia Advisor out in the community to both patients and carers. Referral is via the memory team, and she gives education and information on the diagnosis as well as linking people with other organisations who can give assistance. NG worked with the Patient Forum and surgery when we held the Past Times afternoons throughout 2024. Unfortunately, due to lack of funding this ceased in November 2024.

Since then, NG has been in discussion with the Forum Vice Chair and the Practice Manager and is pleased to announce that a new monthly drop-in session will be held in Room 101 between 1pm and 4.30pm. The first session will be on the 19th of March with further sessions planned for:

9th April 14th May 25th June 16th July 13th August 10th September 22nd October 12th November and the 3rd of December.

People will be seen on a one-to-one basis so there will be the need to wait within the waiting room until availability becomes available.

Questions were asked about the possibility of having the dementia bus visit the area. Unfortunately, this is not supplied by the Alzheimer's society but another external organization. ZD thought she may have the details and would make enquiries. It is thought to cost in the region £1K to hire per day.

The Chair thanked NG for her talk and for starting up the new monthly sessions within the surgery. Those present showed their appreciation in the normal manner.

11. 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 first meeting for 2025 was held on 13th of February and started with the AGM, Finances and Election of Officers. There was also a presentation looking back on 2024. The existing officers were re-elected.
- The rest of 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/>

The East Staffordshire and Surrounds Diabetes UK Patient Network

- The first face-to-face and virtual meetings were held in late January and the beginning of February.
- The main aim of 2025 is a one-day conference that is being held on the 5th of June 2025 at the Pavilion, Branston Golf and Country Club. Arrangements are going well with all speakers and exhibitors in place. Further updates will be given. The main aim is to highlight the inconsistency of patient care within East and Southeast Staffordshire and discuss how this can be improved.

12. Quiz Night

The next quiz night is on Friday 21st of March.

13. Any Other Business.

- **Menopause and Prostate Talks.** Arrangements are being made to hold further talks on the menopause and prostate cancer. Due to the demand for the menopause talk last year it was hoped to hold a larger event within the main hall at the Village Hall. Unfortunately, this is proving difficult so two smaller events are being planned. These hopefully will take place in June and October.

- **Health Event.** We normally hold this during Carers week in June but due to a substantial number of events around this time it will have to be moved to July or even later in the year.
- **Meeting of Minds event.** On the 14th of May, as part of Mental Health Awareness Week, an event is taking place in The Albion Suite at Burton Albion Football Club. Full details have been distributed. This is a free event with various presentations and exhibitors between 10am and 3pm.

14. Date of the Next Meeting

The next meeting is on Wednesday 21st of May 2025 between 6.30pm and 8.30pm. This will be the first of 2 consecutive evening meetings.

The meeting was then closed.