



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

Minutes of the Meeting Wednesday 16TH July 2025
between 6.30pm to 8.30pm.
Meeting held at Tutbury Village Hall

1. Present.

Patient Representation: SAR Chair, JB Vice Chair/Secretary, NC, MB, JP, TSS, ASS

Practice Representation: ZD Practice Manager
LM Receptionist

2. Introduction and Welcome.

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

3. Apologies:

Patient Representation: JJ, BW, CH, LT

Guests:

FC, CS, and MU, Tutbury Parish Council and East Staffs Borough Council.
RB Research and Support Manager East Staffs Primary Care Network.

4. Approval of the Minutes of the meeting held on 21st of May 2025.

There were no issues raised in the minutes. ASS proposed approval which was seconded by NC. The Minutes were signed by the Chair, SAR, as being a true record of the proceedings.

5. Action Log Updates.

(i) Patient Survey

The proposed survey questions were discussed at the last meeting. One member had suggested a slight change to the wording in the opening paragraph and was willing to look at this. This was agreed and the new version was read out and agreed by those present. The survey will now commence between Monday 21st July and Monday 18th of August. As with previous surveys, paper copies will be placed in the waiting room and the Vice Chair, JB, asked if anyone could spare time to be there to hand out to patients it would be appreciated. In addition, to get feedback from patients that may not visit the surgery during the survey period above, it had been formulated into Google Forms. When the survey is completed in this way and submitted the information received does not identify the individual in any way. A trial run will be conducted with ZD before it goes live on the 21st of July. The surgery will send out the survey via text to all patients aged 16 and above. Copies of the survey were available to all those present.

(ii) Prostate Evening

The date for the talk by the local Prostate Support Group has been fixed for Thursday September 25th between 6.30 and 8.30pm in the small room at the Village Hall.

(iii) Menopause Talk

The first of two planned Menopause evenings took place at the Village Hall on Thursday June 19th. Approximately 25 people attended. A second evening has been planned for Thursday October 2nd at the same venue.

(iv) 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 October. A date has yet to be fixed.

(v) Research Update

Following the presentation given to the Forum at the last meeting, all documented in the minutes, the members had expressed an interest in having regular updates on this plus a report on the activities of the East Staffs Primary Care Network. RB Research and Support Manager East Staffs Primary Care Network had sent her apologies for the meeting but had sent the updates as given to the East Staffs District Patient Engagement Group the previous week. Copies were available for those present and the full reports are as follows:

East Staffordshire Primary Care Network, Research Update:

- **Research Bus**

We were hoping for the Research bus to attend a couple of events in June, The Diabetes a new dawn and BEAT events all held week commencing 02.06.25. Unfortunately, due to circumstances beyond our control the bus was unable to attend due to technical difficulties. We are hopeful it will soon be back on the road.

- **Primary Care Network, PCN, Research Bus**

The PCN have now submitted a bid for our very own Research Bus, we will not hear if funding has been awarded until November, we are keeping everything crossed. This will make an enormous difference to how we deliver research studies in the future, taking research into our communities.

- **Primary Care Commercial Research Delivery Centre (PC CRDC)**

As a PCN we have now submitted our bid to create our own Primary Care Research Delivery Centre (PC CRDC). We will not know until November whether our bid has been successful, but this will make a dramatic difference to how we deliver research in our locality.

The Centre will enable us to deliver research at scale, not only academic and non-commercial studies but commercial research too.

- **Commercial Research**

Which brings me nicely to the recent Commercial Research study we delivered at one of our local Practices.

This study was a huge undertaking for the Practice involved. There was a great deal of training to be undertaken on multiple platforms, not only to deliver the study from a clinical point of view, but to train the participants in completing a diary through a web-based portal. Training on the various pieces of equipment was also required, and the participants were required to undertake visits to the surgery on eight separate occasions. This involved a huge amount of commitment from not only the Practice and PI, but also the Research Team and the patient. Unfortunately, the participant did not attend the randomisation visit and was therefore lost to follow up. A protocol deviation was submitted, and the study is now closed.

Nationally the study was extremely hard to recruit too, initial screening of patients meant that due to the condition being monitored we had a high number of screening failures. The study sponsor submitted a protocol amendment to change the screening criteria in the hope that this would increase participation numbers.

Unfortunately, the amendment came through too late, and we had to close to recruitment.

We have met as a research team and discussed the issues faced and will implement improvements into how we conduct our feasibility, submit our expression of interest, and implement research.

We will make improvements to admin processes and create standard operating procedures; we will have an MDT approach to feasibility.

As a PCN we need to be very aware and mindful that an awful lot of work time and effort goes in to setting up commercial studies.

- **Commercial Research Delivery Centre (CRDC)**

We are still working closely with MPFT in the North Midlands, maintaining links with the Director of Research & Innovation, who will be the locality lead for the north midlands. The Primary Care Research hub will be based in Cheadle, and this gives us access to a ready-made, fit-for-purpose building, to deliver research at scale utilising staff that are employed by MPFT. It is really important to maintain these links and working relationships as they will provide us with access to research studies and infrastructures in the future in respect of the CRDC implementation and funding streams that are available.

Patients being invited to participate in Research may receive invitations not only from their individual Practices but also from the PCN.

Rachael Brown, East Staffs PCN Research & Support Manager.

East Staffordshire Primary Care Network Community Update:

- Spiro, also known as spirometry, is a common lung function test used to measure how much air you can breathe in and out of your lungs, and how quickly you can exhale. It helps doctors assess lung health, diagnose conditions like asthma or COPD, and monitor how well treatments are working. The programme is still going strong, currently trying to recruit extra staff to cover as already fully booked until end of August. Also looking into Feno, (Fractional Exhaled Nitric Oxide), testing to see if this can help with pressure on current service offer.
- NSHI, (National Service for Health Improvement), Diabetes support well received by most practices - Thank you John for the introduction!
- NSHI, (National Service for Health Improvement), Respiratory, currently scoping for additional support either Asthma or COPD management, working with practices - share progress next meeting. – 8 already noted interest.

- Diabetes additional support in practices mid-week (minimum 3month placement). Wednesdays at Gordon St (moving to Balance St from Sept), Dove River on Thursdays (Under review next month)
- Better Pain Management - Still ongoing but keen to pick up momentum if we are to firmly embed as an ongoing service.
- Phio, a clinically supported, digital musculoskeletal system. It is a free interactive online tool that quickly and accurately signposts you to the right pathway to support your MSK condition. Very well received by patients with over 600 patients already used the service.
- Your health in a HeartB.E.A. T, (B.E.A.T), event held on 6th June was very well attended despite being the EID festival. Offered Atrial fibrillation, (AF), screening and National Diabetes Prevention Programme workshops throughout the day. Many marketplace teams were also available to help and support those who came through our doors.

Up and coming and other work streams:

- Pharmacy First awareness and activity monitoring across Southeast Staffordshire, (SES), Alliance.
- Woman's Health Hub across SES Alliance.
- Local Improvement Framework, (LIF), inequalities partnership funding.
- Attending Shobnall Family Fun Day on 20th August.
- Lung Cancer Screening Unit coming to Burton from 18th Aug – 17th Sept in Cooper Square

(Currently linking in with Gordon St, Carlton St, All Saints, Wetmore, Peel Croft surgeries re patient invites – Practices determined by ICB but have asked if this can be widened or further visit scheduled to prevent postcode lottery across the patch – waiting for response.

- 2 Winter ready awareness events (Burton Sept & Uttoxeter Oct)
- Autumn flu and Covid campaign 1st Oct
- Further diabetes events planned from November once vaccine program completed

Well done for the Diabetes Conference held on the 5th - Great attendance, let's hope the leaders come forward to help review the situation and processes as a much-needed collaborative approach.

Debbie Melling, East Staffs PCN Community Manager

6. Patient Association

The weekly newsletters have been distributed in the normal manner. Unfortunately, as previously mentioned, the newsletter is only available in an electronic format so can only be distributed to those members who have an email address.

7. Members' Update.

• Wheelchair situation within Staffordshire

At the March meeting the Chair and Vice-Chair related 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, at that time, for over 5 weeks.

The concerns had 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. The District Group had agreed that the local MP should be informed of the situation.

At the last meeting the Vice Chair, JB, gave an update on the situation, as documented in the minutes of that meeting, and it was agreed that the Vice Chair/Secretary, JB, would keep the Patient Forum updated.

The current situation is as follows:

SAR and JB wrote to our local MP, Jacob Collier, and had a response. All Staffordshire and Stoke-on-Trent MPs have written to the CEO of the Staffordshire and Stoke-on-Trent Integrated Care Board, (SSOTICB), highlighting the issue and what was being done about it. Following a discussion between the Vice Chair, JB, and the East Staffordshire MP, JC, on 6th June, regarding the issue, the necessary part for the person at Trent and Dove had arrived and was due to be fitted on 11th of June. Although the engineer who arrived with the part, he could not complete the work, he needed to arrange for the wheelchair to be collected, repaired at their workshop and returned the following day. As of the 8th of July, this still has not happened!! The resident concerned will have been without her wheelchair for 25 weeks as of the 10th of July!! Emails have been sent to the local MP and the Staffordshire and Stoke-on-Trent Integrated Care Board. (SSOTICB) on 9th of July regarding this. The Chair, SAR, has also sent details of the issues to the Secretary of State for Health, WS. Action ongoing.

8. Practice Update given by ZD

Staff Update

We're pleased to welcome Dr Amy Wilson, our new salaried GP, who has joined the team for two days a week. Dr Wilson is already making a significant positive impact on both the team and our patients.

We also welcome Vicky, our newest Receptionist. Once her training is complete, our Reception team will be fully staffed. In addition, we are currently interviewing for a Pharmacy Technician. This new role will help streamline prescription requests and support Adel, our Clinical Pharmacist, with medication reviews and changes.

Registered Patient Numbers

As of Monday, 14th July 2025, our registered patient list stands at 8,513, up from 8,494 in May — an increase of 19 patients.

Additional Information

The Vice Chair, JB, mentioned that at the District meeting one representative asked how many of the representatives present had male receptionists at their surgeries? They had employed a male receptionist at Trent Meadows and the overall feedback from patients had been good. There followed a discussion on the topic and the attitude/empathy that male receptionists tend to bring to the role. From those present Peel Croft, Bridge, and Yoxall indicated they also have male receptionists and agreed with the comments made.

ZD indicated that Tutbury has in the past and again was respected by patients and staff. He unfortunately left after six weeks and when advertising for new receptionists it is rare to have an application from a male candidate. One reason was thought to be the pay grade. Discussion on the topic.

9. Feedback on the East Staffordshire District Patient Engagement Group, the East Staffordshire and Surrounds Diabetes UK Patient Network, and the Staffordshire and Stoke-on-Trent Integrated Care Board.

East Staffordshire District Patient Engagement Group

- As previously mentioned, the minutes from these meetings are available on the District Patient Engagement Group website:
<https://www.districtpatientsgroup.org/>
- The last meeting was held on the 10th of July and followed the usual agenda. One of the topics was the wheelchair issue, as already reported in these minutes.
- Our guests at the meeting were NS, Operations Service Co-Ordinator, Burton Queens Hospital, Acute Medicines Business Unit and AB from UHDB Patient Engagement. They had accepted our invitation to come and discuss our concerns raised in May around the A&E triage operations at Queens hospital Burton. The concerns raised were as documented in the May District and Forum minutes.
Their update given was as follows:
- Went through the procedures in having to move the blood centre to its current situation outside the treatment centre. This was so the previous blood centre could be used as the A&E triage room whilst all the alterations were made to A&E.
- Both staff and patients have been frustrated with the move and for the time it is taking for the upgrade of the new waiting room as the previous waiting room within A&E has been upgraded to the new Minors unit with an increased number of bays for treating patients.
- The new waiting room delays are due to issues found with the foundations and ventilation system in the proposed new area. It is anticipated the work will not be completed until October/November. NS indicated she is applying pressure on those involved to get the work done asap.
- Regarding the issues District members raised on May 1st the following changes have taken place:
 - Additional seating has been installed in the corridor opposite WHS.
 - Spoken to Costa Coffee and asked if patients can use their seating when the

café is used, i.e. during the evening/night.

- To cut down the numbers attending for triage they are trying to encourage that it is only the patient of patient plus one that attends. Appreciate this is not always possible especially if children involved so being flexible.
- Regarding patients being missed when called for triage and then being told you are now back to the back of the queue. NS indicated that being told you are now back of the queue is not the procedure. Have in the past tried several systems for calling patients including handing patients a bleeper, left on seats whilst going to the toilet, shop for example but all these have failed. Since the issue raised ALL staff have been informed to be loud, clear and ensure all areas are covered when calling a patient through to triage. If no response it is flagged against the patient's name and after a few minutes the procedure of calling the patient starts again. This takes place up to 3 times. The Vice Chair confirmed that when he visited A&E on the evening of June 10th this procedure was happening and in all the cases he saw, patients were located after a maximum of two attempts.
- NS indicated at times there had been incidents involving the need to call security with patients being frustrated at wait times and being in a cramped and hot waiting area. Had requested additional security but the higher ups wouldn't sign off for it. Have introduced a bleep system to security personnel. NS had looked at the incident reports and it was pleasing to see there had been no issues since the changes had been introduced following the feedback from the District Group in May.
- Regular meetings are held with all staff working within the A&E to always discuss the need for clear and concise communication.
- The incident of seeing members of the Ambulance service smoking has been taken up with both the West and East Midlands Ambulance Services. It has been reenforced with all staff that smoking, and vaping, is not permitted on the site.

There followed a discussion on all that had been mentioned. On behalf of the members present the Vice Chair, JB, thanked NS for concise feedback on the concerns we had raised. All present concurred with this and thanked NS for both coming to discuss the issues with us and for the actions taken showing their appreciation in the normal manner.

The East Staffordshire and Surrounds Diabetes UK Patient Network

- Most of the planned face-to-face meetings within East and Southeast Staffordshire that were planned for early June took place. The June face-to-face meetings for Burntwood and Uttoxeter were rearranged as they clashed with the one-day conference. Unfortunately, due to illness both had to be cancelled. Both Virtual meetings scheduled for May and June took place with presentations on:

- Diabetes and Stress and

- Diabetes Hypoglycemia and Hyperglycemia

being given. Both these presentations can be accessed by going onto the following links:

East Staffs and Surrounds Hypoglycemia and Hyperglycemia Presentation:

https://drive.google.com/file/d/1PWFT_n1-dBo7SPOLZuFAElz76L0pNMaD/view?usp=sharing

East Staffs and Surrounds Diabetes and Stress Presentation

https://drive.google.com/file/d/1n3_I_7bqPfmWOWqmquHtV5vka4O71bt/view?usp=sharing

- As previously mentioned on June 5th we held a full one-day health conference at the Pavilion, Branston Golf and Country Club. This was called **"Diabetes Patient Care, A New Dawn"** and was totally organised, run and financed by the East Staffordshire and Surrounds Diabetes UK Patient Network. 125 people accepted the invitation to attend on the day and 115 people attended. The programme involved thirteen presentations from various Health and Community organisations followed by a workshop on how people considered future diabetes care should look like.

It was a phenomenally successful day with tremendous feedback and a mandate for change. A report is now being prepared which will be widely circulated.

Regarding other work, the Chair attends events wherever possible.

- Continues 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. These used to be known as the ELF portfolio but with the anticipated changes it is now called Staffordshire & Stoke-On-Trent ICS Community Transformation Portfolio.

Staffordshire and Stoke on Trent Integrated Care Board Update

10. Quiz Nights

There has been no further quiz night since the last meeting. The next quiz night is on Friday 18th July and several people had already reserved tables.

11. Any Other Business.

- **Menopause Talks.** Arrangements are now in place to hold 2 evening talks. These will take place in the small room at the Tutbury Village Hall on:
Thursday 19th June between 6.30pm and 8.30pm
Thursday 2nd October between 6.30pm and 8.30pm
ZD will start sending out invites for the first talk the next day.
- **Prostate Talk**
Dates have yet to be arranged but the local Prostate Support Group are happy to do the presentation and talk as last year. As with the Menopause talks this will be in the small room at the Tutbury Village Hall which will enable more patients to attend.
- **Health Event.**
- **Meeting of Minds event.** On the 14th of May, as part of Mental Health Awareness Week, an event took place in The Albion Suite at Burton Albion Football Club. Full details had been distributed. This was a free event with various presentations, one by JB on diabetes and stress, and exhibitors and was between 10am and 3pm.
- **Patient Survey**
Copies of the proposed patient survey were handed out. These had previously been approved. Discussion on when to start and how to ensure a wide range of patients are involved especially those who may not visit the surgery. There is a way that the survey can be put into a link that can be texted, via the surgery, with a link to press on to complete. This then can be submitted back. Like questionnaires via google documents. It also does not give the source of the person responded. HD produced a further suggestion, and it was agreed the Vice Chair/Secretary, JB, would forward to her in word format. Once all in place the survey will commence, and members will be

asked if they can assist with the questionnaire within the waiting room.

12. Date of the Next Meeting

The next meeting is on Wednesday 16th of July 2025 between 6.30pm and 8.30pm. This will be the second of 2 consecutive evening meetings.

The meeting was then closed with the Vice Chair/Secretary, JB, thanking everyone for attending and contributions to the meeting.