



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

**Minutes of the Meeting Wednesday 21st May 2025 between
6.30pm to 8.30pm.
Meeting held at Tutbury Village Hall**

1. Present.

Patient Representation: JB Vice Chair/Secretary, DM, CP, JP, LT, SL, HD

Practice Representation: ZD Practice Manager

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

Guest Speakers: Rachael Brown, Research and Support Manager
East Staffordshire Primary Care Network
Gerri Mulcahy Research Facilitator (Primary
Care), West Midlands Regional Research
Delivery Network

2. Introduction and Welcome.

The meeting was opened by the Vice Chair/Secretary, JB, welcoming everybody present and a thank you to our guest speakers for accepting our invitation to come and speak to the Patient Forum.

3. Apologies:

Patient Representation: SAR Chair, NFS, JJ, ASS, TSS, BW

4. Approval of the Minutes of the meeting held on 12th of March 2025.

There were no issues raised in the minutes. LT proposed approval which was seconded by CP. The Minutes were signed by the Vice Chair/ Secretary, JB, 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 erected and in use.

(ii) 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. Suggestions had been forwarded at the March meeting.

Action Update:

The following paragraph has now been added to the Constitution:

Closure of The Tutbury Practice Patient Forum

If, for whatever reason, the group was to close any residual monies that were in the account will be equally shared between:

- (i). Tatenhill Air Ambulance**
- (ii). Tutbury Practice**
- (iii). Local Food Bank/or similar**

A full copy of the revised Constitution was handed out to all those present and was approved. The revised Constitution, May 2025, as agreed by the Tutbury Practice Patient Forum on the 21st of May 2025, will now replace that of January 2013. The website will be amended accordingly.

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.

Update: The following letter was sent to the local MP

For the attention of Jacob Collier MP for Burton and Uttoxeter

Dear Jacob,

We are writing to you in our positions of Chair and Vice-Chair of the East Staffordshire District Patient Engagement Group. The objective of the group is to enable patient representatives, from each of the Patient Participation Groups (PPGs), within the East Staffordshire area, to come together and discuss areas of good practice and those of concern so that meaningful discussion can be held across the whole spectrum of East Staffordshire GP surgeries. This expectantly will lead to the provision of consistent high quality medical care and services for all patients within East Staffordshire.

Recently, we have been receiving feedback on issues surrounding the maintenance and upkeep of specialised wheelchairs. Within Burton on Trent, we are aware that a resident of Trent and Dove has now been without access to her wheelchair for almost 14 weeks. This has meant that the person in question is now restricted to her bed, as any mobility is by being hoisted into the chair. Naturally, this is not just detrimental to her long-term health and well-being but also raises serious issues about what happens in the case of an emergency evacuation situation. The issue with the chair is with the motor and waiting for a part. Efforts by Trent and Dove, and the local County/Borough councillor have not led to the issue being resolved. In our opinion, why not fully replace the motor instead of waiting weeks for a replacement part? As the contract for this work sits with the Staffordshire and Stoke-on-Trent Integrated Care Board, we have raised this with them and also with Healthwatch. We have been informed that they are aware of the situation, and it is not just confined to East Staffordshire but Staffordshire-wide. It has also been raised by another MP within the area.

We wanted to draw your attention to this issue in order to ask if you could make enquiries regarding this issue.

We look forward to hearing from you.

Kind regards

Sue Adey- Rankin, Chair, East Staffordshire District Patient Engagement Group

John Bridges, Vice-Chair, East Staffordshire District Patient Engagement Group

Update: The letter of concern, highlighting the issue as raised by us, has been sent from all Staffs and Stoke-on-Trent MPs to the Chief Executive of the Staffordshire and Stoke-on-Trent Integrated Board. This was sent on the 22nd of May 2025

The Vice Chair/Secretary, JB, will keep the Patient Forum updated.

- **University Hospitals of Derby and Burton NHS Foundation Trust), PPG Meeting Thursday 22nd of May 2025.**

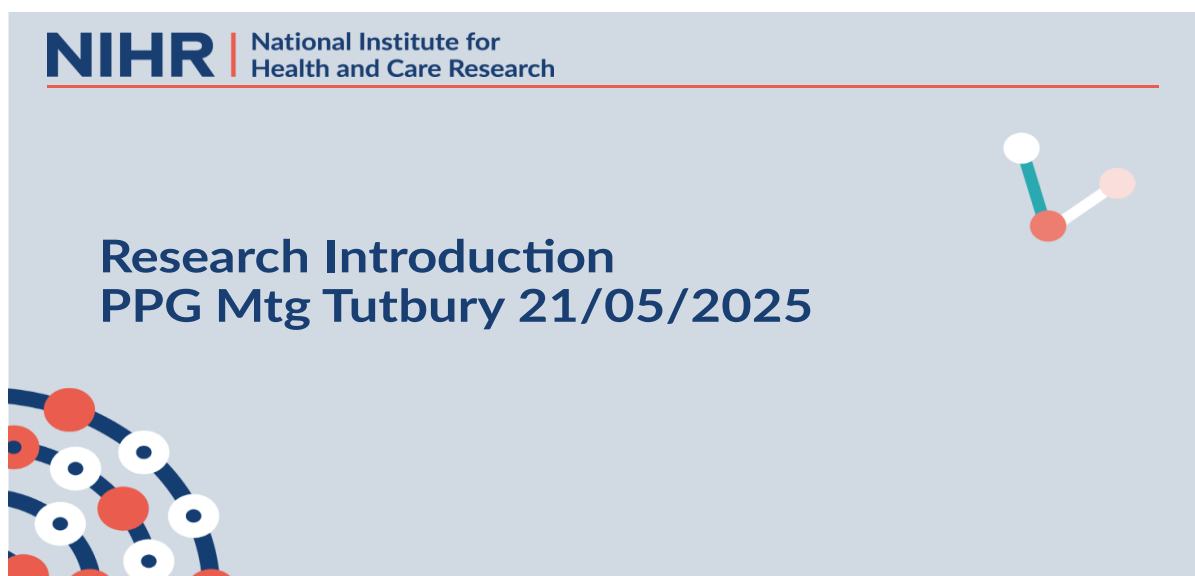
The Vice Chair/Secretary, JB, reminded everyone of the PPG meeting that was taking place the next day, via Microsoft Teams.

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8. Presentation by Rachael Brown, (RB), Research and Support Manager East Staffordshire Primary Care Network and Gerri Mulcahy, (GM), Research Facilitator (Primary Care), West Midlands Regional Research Delivery Network

The Vice Chair/Secretary, JB, introduced both RB and GM to the members and they will be giving a slide presentation on the work they do in the field or research. RB will be known to most of us as she was the Tutbury Practice Manager until taking on her research position with the East Staffs PCN in September 2023. GM works as a primary care research facilitator for the West Midlands Regional Research Delivery Network arm of the National Institute for Health and care Research.

Both RB and GM introduced themselves and the roles they have. The following slide presentation was then shown.



Contents of Session

- UK Research Landscape
- Research Delivery Network - Vision, mission and purpose
- Research Delivery Services
- Specialties and Settings
- Some Key Statistics
- East Staffordshire PCN Research
- Tutbury Practice Involvement
- Upcoming Studies



The UK research landscape



Research in the UK

- NIHR funds, enables and delivers all aspects of health and social care research to improve people's health and wellbeing and promote economic growth.
- Support for research delivery via the Research Delivery Network (RDN) includes studies funded by government, industry and charity partners.
- The Government's strategy is to make the UK the best place in the world for commercial companies to bring new treatments and technologies.
- The new Government priority projects set out a clear roadmap for how the UK can become one of the world's most attractive destinations to conduct high quality research.
- The RDN is designed to ensure a strong and seamless connection between industry and the NHS.



NIHR's mission is to improve the health and wealth of the nation through research.

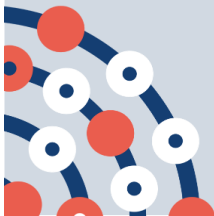


NIHR | National Institute for Health and Care Research

NIHR | National Institute for Health and Care Research



Research Delivery Network vision, mission and purpose



Research Delivery Network

Vision

The UK is a global leader in the delivery of high quality, commercial and non commercial research that is inclusive, accessible and improves health and care.



Mission

Enabling the health and care system to attract, optimise and deliver research across England.

We do this as part of the NIHR's overall mission to improve the health and wealth of the nation through research.



NIHR | National Institute for Health and Care Research

Combined Regional (Network) map

NHS England Region	Regional Research Delivery Network (RRDN)	RRDN Hosts
North East and Yorkshire	A North East and North Cumbria	The Newcastle upon Tyne Hospitals NHS Foundation Trust
	B Yorkshire and Humber	Leeds Teaching Hospitals NHS Trust
North West	C North West	Manchester University NHS Foundation Trust
Midlands	D East Midlands	University Hospitals Of Leicester NHS Trust
	E West Midlands	The Royal Wolverhampton NHS Trust
East of England	F East of England	Norfolk and Norwich University NHS Foundation Trust
London	G North London	Barts Health NHS Trust
	H South London	Guy's & St Thomas' NHS Foundation Trust
South East	I South Central	University Hospital Southampton NHS Foundation Trust
	J South East	Royal Surrey NHS Foundation Trust
South West	K South West Central	University Hospitals Bristol and Weston NHS Foundation Trust
	L South West Peninsula	Royal Devon University Healthcare NHS Foundation Trust



Research Delivery Network services



Agile Research Delivery Team



- A regionally-based team of flexible, multi-disciplinary staff, to be deployed to support the delivery of NIHR portfolio studies across a range of health and care specialities
- Consists of core peripatetic delivery staff with roles tailored to meet needs specific to settings and population
- Designed to facilitate equity of access to research

Specialties and Settings

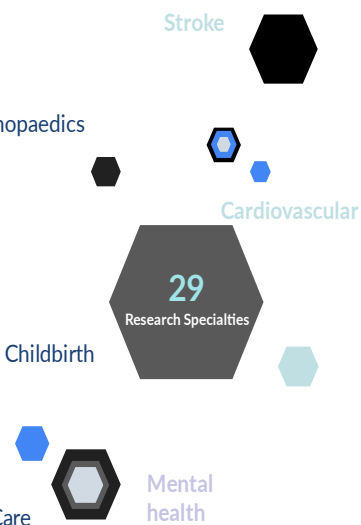
Settings

- **Hospitals:** meaning NHS acute, mental health and pre-hospital care - including all NHS Trusts except for NHS Community Trusts
- **Primary care:** including settings outside of general practice (for example, ophthalmology, audiology, dental)
- **Community-based:** including, for example, NHS Community Trusts, local authority settings, preventative activities, home-based care, community care teams, schools, social care delivered outside of care homes and hospital settings, and social work services
- **Residential care:** including, for example, care homes and hospices.

Specialties

Ageing
 Anaesthesia, Perioperative Medicine and Pain Management
 Cancer
 Cardiovascular
 Children
 Critical Care
 Dementia and Neurodegeneration
 Dermatology
 Diabetes, Metabolic and Endocrine
 Ear, Nose and Throat
 Gastroenterology and Hepatology
 General Practice
 Haematology
 Imaging

Infection
 Mental Health
 Musculoskeletal and Orthopaedics
 Neurological disorders
 Ophthalmology
 Oral and Dental
 Palliative Care
 Public Health
 Renal
 Reproductive Health and Childbirth
 Respiratory
 Social Care
 Stroke
 Surgery
 Trauma and Emergency Care

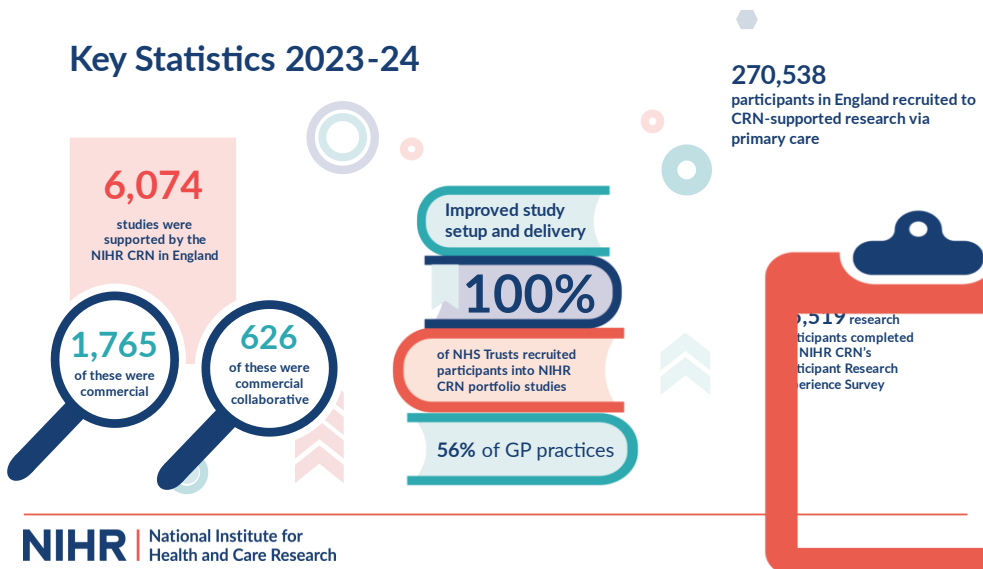




NIHR CRN key statistics 2023-2024



Key Statistics 2023-24



East Staffordshire PCN Research



Research Hub & Spoke Model:



IMPACT

Recruitment

2023-2024 - 2,219 patients taking part in research over 13 studies

Regularly expressing interest in Commercial Studies

Ability to successfully recruit patients from all Practices into studies

- Access to centrally located facilities to host PCN research clinics:
 - Burton Albion Community Trust - Pirelli Stadium:



- Hill Street Health & Wellbeing Clinic:



Reputation - knock on effect. Other PCNs very keen to work with us on research.

Key Successes:



The Tutbury Practice - Studies in last 4 years

FOUND

Case finding of obstructive sleep apnoea in primary care using a novel device: a randomised controlled trial (FOUND)

TREADON - TReatments of Exercise ANd Orthotics for plaNtar heel pain

Clinical and cost-effectiveness of individualised exercises and foot orthoses in the treatment of plantar heel pain

The Tutbury Practice - Studies in last 4 years

DaRe2THINK

Preventing stroke, premature death and cognitive decline in a broader community of patients with atrial fibrillation using healthcare data for pragmatic research: A randomised controlled trial

Active Brains Study

Looking at a new website called 'Active Brains' which aims to help older adults to look after their brain and body health. The aim is to help prevent problems with things like remembering, concentrating or reasoning (known as cognitive decline)

The Tutbury Practice - Studies in last 4 years

SAFER Trial

Screening for Atrial Fibrillation with ECG to Reduce stroke - a randomised controlled trial

MultiCath

Trial to compare mixed (multi/single-use) catheter management with single-use catheter management by intermittent catheter users over 12 months

UK-EDI

UK Early Detection Initiative for Pancreatic Cancer

Upcoming Studies

SAFE-D - A randomised trial to evaluate the cfDNA Pancreatic Cancer test (Avantect) in the early detection of pancreatic cancer in patients with newly diagnosed diabetes mellitus

INDIGO - INDIGO Community: Investigating DIGital Outcomes in a community setting for patients living with and beyond a diagnosis of cancer. To understand more about the long-term outcomes and service use of patients living with and beyond a diagnosis of cancer
Phase II randomised feasibility research administering questionnaires in a mixed methods study

Find out more?

- rdn.nihr.ac.uk
- bepartofresearch.nihr.ac.uk
- joindementiaresearch.nihr.ac.uk
- nihr.ac.uk
- eaststaffspcn.nhs.uk

Any Questions?

Explanations of each slide were given. After the talk leaflets were handed out to those present. One question was how do we get updates on the work being conducted through the East Staffordshire PCN?

The Vice Chair/Secretary, JB, indicated that the District Group have regular updates from Rachael. It was agreed that these updates would be included into our minutes and below is the update that was given at the meeting held on 1st of May 2025:

Research Update 1st May 2025

• Research Bus

The MPFT Research bus attended the COVID Spring Vaccination Centre a couple of weeks ago. The response to the bus was fantastic and people were able to have a look around the bus to see how the interior had been fitted out. The team from MPFT engaged with over 15 patients who were all happy to be contacted in the future about research opportunities. 15 does not seem a huge number however this was over the course of 3 hours and was a better response than their previous patient engagement event, with only 4 patients consenting to receive research information, this was over the whole day. A huge thank you for all the efforts of the volunteers in promoting the bus.

We had an opportunity to run a small feedback questionnaire around research at the event.

• PCN Research Bus

The PCN have the opportunity to bid for NIHR (National Institute for Health and Care Research) funding to fund our own Research Bus and Rachael has been working on putting a bid together in the hope that we may obtain this funding to purchase our own research bus, to the same or similar specification to the MPFT Bus, watch this space.

• Primary Care Commercial Research Delivery Centre (PC CRDC)

Again, the PCN have had the opportunity to submit a bid for NIHR funding to create a Primary Care Research Delivery Centre (PC CRDC) allowing ESPCN to deliver Research at scale across the locality from a central location.

A PC CRDC is a hub designed to support and improve research within primary care and other health care services. The centres help enable clinical trials, observational studies, and other research projects aimed at improving patient care and public health.

The centres support research participation, provide support and training to healthcare professionals to conduct research, recruit eligible patients, help with

data management, collection, and analysis and work with academic institutions, research organisations and healthcare providers to drive research and improve patient outcomes.

- **Mill View Surgery**

We ran a small survey at Mill View surgery and at the vaccination centre (Burton Albion) to gain an understanding around what patients felt about research, how far patients would travel and what factors were important to them about taking part in research. We will use the responses to form part of our bid for funding. Most patients asked were of retirement age, those that maybe had underlying health conditions. The biggest fears people expressed about taking part in research were side effects, confidentiality and the harm it could cause to them. Many patients would only wish to travel less than 5 miles, and this would sway their decision to participate in research. The factors putting people off travelling to hospital were parking, time, and their ability to travel. Research in the community would be better for some however the majority didn't mind if research was carried out in either the community or their GP Surgery and the most important factors into taking part in research were the purpose of the research and the benefits to the wider population.

A huge thank you to Kate at Mill View for providing her valuable feedback around the questions we were asking and the time she spent delivering and collecting the questionnaires. Also, a huge thank you to the volunteers at the vaccination centre who gathered questionnaires.

- The funding bids have taken up a lot of time, but we are still on track for the SAFE-D study and the West midlands Cancer Alliance study.

Rachael Brown, East Staffs PCN Research & Support Manager.

The Vice Chair/Secretary, JB, thanked both RB and GM for their presentation and those present showed their appreciation in the normal manner. RB and GM thanked everyone and left the meeting.

9. Practice Update given by ZD

- **Staff Update**

We're pleased to share that Emma, who recently joined us as a Finance Assistant, has now taken on the role of Assistant Practice Manager. Emma brings a wealth of experience from her time at another local GP practice, and we're delighted to have her step into this new position.

We are currently recruiting a new receptionist. Unfortunately, one of our recent team members has decided to move on, as the role didn't suit her. She will be missed. Reception can be a high-pressure environment, particularly when handling more challenging conversations, and we truly appreciate the dedication of our front desk team. To date there have been 85 applicants and interviewing is about to start.

There was a discussion by those present with concern raised that patients were starting to abuse and hassle the receptions again. Apparently, this is also applying to the GPs when they leave the surgery. It was agreed that the notice that was issued by the Forum in May 2024 should be reissued.

We're also excited to announce that Dr Amy Wilson will be joining us as a salaried GP at the end of June. She will be working four sessions a week, which we hope will enhance our capacity and support patient access.

- **Feedback**

To help us continuously improve, we've introduced a feedback tablet in the reception area. This provides a quick and anonymous way for patients to share their thoughts. Responses are linked directly to our Friends and Family Test so we can monitor trends and act on your feedback promptly.

- **Notice Board**

A heartfelt thank you to the Patient Forum for their significant effort in organising the noticeboard at the front of the building. Your contribution has made a real difference to the practice environment.

- **Registered Patient Numbers**

As of Tuesday, 21 May 2025, our registered patient list stands at 8,494, down from 8,523—a decrease of 29 patients. While it's disappointing to see a reduction, we understand that some patients have left due to triage-related changes. We are continually reviewing and refining our processes to better meet the needs of all patients.

10. 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

- 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 1st May and followed the usual agenda. One of the topics was the wheelchair issue, as already reported in these minutes. The other major topics were as follows:
 - (i) The Vice Chair read out an email he had received from LT concerning the situations being encountered at Queens Temporary A&E waiting area. The situations being related were deemed so severe that it was agreed that the UHDB Patient Experience Team would be immediately informed with a request for urgent feedback.

The following day the Vice Chair sent the following email:

I am writing to you in my position as Vice-Chair of the East Staffordshire District Patient Engagement Group.

Yesterday at our meeting, we received information regarding the current situation for the A@E Department at Queens Hospital, Burton.

As we are all aware, due to the current changes taking place, alternative arrangements are in place for the waiting area, which is now in the former blood clinic area. The concerns raised were as follows:

1. Patients were seen sitting and lying in the corridor outside the temporary A&E dept.

It looked like a hospital in a 'war zone' with patients lying on the floor, receiving treatment, etc, apparently without staff considering a patient's right for privacy and confidentiality.

2. Under the circumstances, there were patients 'kicking off' and security guards having to be called.

3. Another point is how staff call patients, a family did not hear their own name clearly called but went and asked if it had been their name that was called out, it was so luckily, they were seen. When staff do not get a response when

calling someone, that person is then classed as 'no show', when the person is in fact waiting outside in the corridor. When the patient then queries why they have not been called, they are told they have to restart their wait to be seen, just as if they had just arrived.

4. Waiting time is clearly displayed. A person had to wait over an hour for bloods, then over another hour to get the results, not too bad, but then to see a doctor, they were told their waiting time was as if they had just come into A&E. Their time already spent having a blood test and getting the results was not taken into account.

5. Ambulance personnel were seen smoking on the hospital grounds and just outside of their ambulances.

Whilst we appreciate these situations do not happen every day, we wish to draw them to your attention and ask if someone from the hospital would accept our invitation to come and give an update at our next meeting, which will be on Thursday, 12th of June, between 1pm and 3pm.

The meetings are held in the Community Room at Morrisons Supermarket, Burton on Trent.

I look forward to hearing from you.

Kind regards

John

John Bridges

Vice Chair/Secretary East Staffordshire District Patient Engagement Group

Mobile 07590379892

A response was received the same day which said:

Thank you, and please pass on our thanks to the East Staffordshire District Patient Engagement Group for sharing this feedback, it is much appreciated.

I have forwarded the feedback and queries to colleagues in the Burton Acute Medicine Business Unit, which the A&E department at QHB comes under, to ask if a member of the team is available to attend the meeting on 12 June.

Thank you for the invitation to attend the meeting, I can confirm that I am able to attend - and will let you know if one of my colleagues from the Business Unit is available to attend with me.

*Kind regards
Ali*

*Patient Experience Team
University Hospitals of Derby and Burton NHS Foundation Trust
uhdb.patientexperience@nhs.net*

(ii). Telephone Calls

DM, Bridge PPG, wished to raise the topic of phone calls that he receives from the health sector. He receives calls from the hospital and GP, but they come through as Private. As he has experienced many scams in the past, he will not answer these calls. The public are also advised to be careful on answering these types of calls. The health sector tends never to leave a message or even text a simple message with a contact phone number and name. In addition, if it comes up as the main hospital number if you ring back, you have no idea on who to ask for. This topic raised a discussion with everyone experiencing this.

It was agreed that as a start a wider discussion on this topic it would be raised at:

1. The next UHDB PPG meeting due on 22nd May
2. Members to raise at their PPG meetings.

The East Staffordshire and Surrounds Diabetes UK Patient Network

- All the planned face-to-face meetings within East and Southeast Staffordshire that were planned for early April took place. The June face-to-face meetings for Burntwood and Uttoxeter have had to be rearranged as they clash with the one-day conference. Due to unforeseen circumstances, the Virtual meeting scheduled for 17th April had to be cancelled.
- As previously mentioned on June 5th we will be holding a full one-day health conference at the Pavilion, Branston Golf and Country Club. This is called "Diabetes Patient Care, A New Dawn" and is being totally organised, and run by East Staffordshire and Surrounds Diabetes UK Patient Network. Plans are now in the advanced stage, and we now have speakers and exhibitors

confirmed and provisional programme in place. Currently, over 125 people have accepted the invitation to attend on the day.

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. The April meeting was cancelled.
- 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.
- On the 3rd of April the first Diabetes Clinical Information Group was held and was well attended. The next meeting was due on the 5th of June, but this has been moved to the 12th of June to allow people to attend the one-day conference.

John Bridges Chair East Staffordshire and Surrounds Diabetes UK Patient Network

11. Quiz Nights

There have been two quiz nights since the last meeting. They were:

Friday 21st of March was attended by 63 people and raised £256.

Friday 16th of May was attended by 32 people and raised £153.

This quiz night clashed with the Tutbury Tap Beer Festival.

12. 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.** 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 September or October.

- **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.

13. 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.