



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

Minutes of the Meeting Wednesday 17th September 2025
between 1pm to 3pm.
Meeting held at Tutbury Village Hall

1. Present.

Patient Representation: JB Vice Chair/Secretary, NC, JP, TSS, ASS, BW, LT

Practice Representation: ZD Practice Manager
Emma Assistant Practice Manager
Shenna Receptionist

Guest Speaker: Jan Harrison, Trust Wills

2. Introduction and Welcome.

The meeting was opened by the Vice Chair/Secretary, JB, welcoming everybody present. A special welcome was also extended to the guest speaker, Jan Harrison of Trust Wills.

3. Apologies:

Patient Representation: SAR Chair, JJ, MB, NFS

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

4. Opening Comments:

The Vice Chair/Secretary opened the meeting by firstly apologising for getting the time of the meeting wrong, It should have been 2pm until 4pm. Secondly, he unfortunately had to inform the members present that the Chair was not present following the recent sudden death of her husband Bob. Those present were shocked at the news and wished their condolences to be passed on.

5. Approval of the Minutes of the meeting held on 16th July 2025.

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

6. Action Log Updates.

(i) Patient Survey

Initial Draft Report for the September Forum Meeting

The patient triage system for making appointments was introduced in June 2024. It has been refined and modified several times. The main purpose of this patient survey is to collect patients' experiences of this triage system.

The survey ran from 21st July – 31st August. The responses are now being analysed, and a draft report will be written. We will then hold a meeting with the surgery to see whether changes can be made to improve patients' experiences. A record of this discussion will then be added to the report and made publicly available for patients to read.

In the past, the survey was only carried out, in paper format, within the surgery waiting room, with completed questionnaires being placed within the box provided. This same format was also available for this year, with all the information and forms beginning at the front of the waiting room.

Naturally, doing a survey in this manner is only applicable to those patients who are attending the surgery during the survey period. Therefore, to include as many patients as possible, we also set up the questionnaire on Google Forms, with the link being distributed, via text, to patients via the surgery both at the start of the survey and again near the end. By doing the survey in this manner, it produced a tremendous response, with the numbers being excessively more than any previous surveys. In total 1002 responses were received, 49 in paper format and 953 via Google Forms

The survey questions did not ask for information that would identify the patient. What was documented did not, therefore, prejudice the patients' current/future relationship with the practice.

The Vice Chair/Secretary JB gave a presentation on the analysis of the results obtained and the full report will be sent out separately to the minutes. A discussion took place, and it was agreed that the overall findings were positive.

(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.

Action Update: At the time of the meeting 15 patients have signed up.

(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.

Action Update: Recently a text message has been sent out to patients.

(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.

Action Update: The date for the event has been fixed, and it will take place on Thursday 16th of October between 12.30pm and 3pm within the Tutbury Village Hall. Potential organisations have been notified and invited to have a stand. As of 17th September. 19 organisations had accepted the invitation, and others had yet to respond. The Hall will be available to the exhibitors from 11.30 am to set up. The Vice Chair/Secretary will be asking for volunteers from the Forum to assist on the day as well. Posters and publicity are also in hand.

(v) East Staffordshire Primary Care Network Research Update

As agreed, the reports that are given to the East Staffordshire District Patient Engagement Group meetings would be included within our minutes and below are those that were discussed on the 4th of September.

1. Community Work

Family Fun Day – Shobnall Leisure Complex

Event went well, the PCN distributed bags containing information leaflets around cancer screening, JOY, Pharmacy First, Research and included healthy eating

information, colouring sheets and crayons for children and we also provided children with the opportunity to plant their own seeds. Distributed 400 bags. The seeds I planted have still to germinate.

Lung Cancer Screening Unit

Has been to our area, and I have not received any feedback yet.

Living Well in Winter

2 events planned for September will follow the format of the BEAT Event and be targeted at specific cohort of patients. One event planned in Uttoxeter on the 13th of September, Balance Street Surgery, the other event planned for the Brantson Golf Club, 24th September. Patients will be invited to attend and will be able to book slots to see the MSK Team.

Targeting Frailty, MSK Pain (osteoarthritis) Various organisations planned to attend. Living well, MSK Team, Research bus.

2. RESEARCH

West Midlands Cancer Alliance – Pancreatic Cancer Pilot Study Due to start in October/November. Final numbers submitted to WMCA. Are currently putting together a delivery plan which is part of the requirement to take part in the study.

SCREEN - SD Study

Study for those practices with populations of deprived patients. Looking at the feasibility and accessibility of screening patients in Primary care to gather health data. Fits in with Health Inequalities project. Patients invited to complete questionnaire to gather data around social circumstances. First UK specific screening tool. Gordon Street and Peel Croft have taken part so far, just finalising the text message option to send to Peel Croft patients.

ACCLAIM

Working with MPFT on the study and have successfully invited over 1600 patients to participate. The Research bus has visited Trent Meadows to deliver the study to their consented patients, and the bus will be visiting Uttoxeter to deliver the study to consented patients from Northgate and Balance Street. Recruitment for this study has now ceased nationally but those patients already recruited will be seen.

RAPID Eczema Study

Looking at improving lives of patients who suffer from Eczema. Inviting patients from All Saints, Northgate, Barton, Winshill and Yoxall.

INDIGO

Questionnaire study inviting patients who have been diagnosed with cancer in the last 12 months re how they feel about quality of life. Gerri sorting out invites to send to patients identified.

FOUND

Now due to close study as all data checks have been conducted. Highly successful study, thank you to all the Practices involved.

SAFE-D

Finalising paperwork in readiness to deliver the study. There has been a delay due to utilising EMIS Recruit however this invitation option has now been confirmed and are still looking at screening and inviting through individual invites per Practice. Dr Palejawala at UHDB has agreed to be main contact following conversation with Dr Kulambi who is PI for the study for Burton Hub.

ACES Study

Study looking at testing home sample collection kits for Cervical screening. Patients invited to request a sampling kit to collect samples at home. This does not replace screening done at GP surgery. Practices asked to display a poster promoting the study.

3 Bids

I have secured full funding for my role until March 2027.

Still waiting to hear about our very own Research Bus and the Primary Care Commercial Research Delivery Centre bids. Currently looking at other bids to enhance the workstreams the PCN are looking at.

(vi). Wheelchair Situation

As previously discussed, a full update was given, under Members Update, on the at the meeting in July concerning a resident in Burton who has been without a specialist wheelchair since January 2025. The District Group had informed both the local MP and Staffs and Stoke on Trent ICB as the resident still had not had repairs conducted. When the company involved came to fit the replacement parts they found other things wrong with the chair so did not fit it. The resident was informed that a replacement chair was required. They took all measurements and indicated they would sort things out. On the 4th of September the following update was given to the District Group members at their meeting

The Vice Chair informed the members that ALL Staffordshire and Stoke on Trent MPs had written and expressed their concern on the situation to the Chief Executive Officer of the Staffs and Stoke on Trent Integrated Care Board,

SSOTICB. It was also highlighted that there were numerous failings by the supplier throughout areas of Staffordshire and Stoke. No response had been formally received. As of the 4th of September, the situation for the resident in Burton still has not been resolved. Apparently being a purpose-built chair, the service provider must order all the parts from various suppliers and then build the chair. This means the resident still does not have a wheelchair. Further discussions/emails are taking place with the MP and the SSOTICB

7. 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 email

8. Members' Update.

NSS had contacted the Vice Chair/Secretary JB to pass on her thanks to both the Patient Forum and the surgery for all the excellent work that is taking place. There were no further updates.

9. Presentation by Jan Harrison of Trust Wills

The Vice Chair/Secretary, JB, introduced JH of Trust Wills who had accepted an invitation to come along and discuss the work she does in this area.

JH thanked the Vice Chair and introduced herself to all present. JH is based in Tutbury and has 30 years of experience in this work. Only offers Wills and Lasting Powers of Attorney, both Financial and Health. Handed out leaflets on the service she offers and gave full explanations on each service. The leaflet also gave details on the 12 reasons for making a will and the role of Executors and Trustees. Full discussions and Q&A on all aspects of the subject including current costs for each service required.

The service offered can:

- Write your Will to suit your wishes, whatever they are, however complicated.
- She can visit you in the comfort of your own home, at a time to suit you.
- Offers a fixed fee, no hidden extras.
- Can provide Protective Property Trust Wills- protect your property for your children if you should die and your spouse remarry, or if older, being sold to provide Long Term Care.

- It is covered by a £2 million professional indemnity insurance.
- Have your Will back to you for signing within 14 days of draft approval

Contact Details: Call Jan on 0800 970 6246

Everyone was extremely grateful for the information and some members indicated they will be following up with JH after the meeting. Members showed their appreciation in the usual manner. JH accepted the invitation from the Vice Chair to stay for the rest of the meeting.

10. Practice Update given by ZD

• Staff Update

We recently said goodbye to Paula, who left the practice after 17 years to take on a new challenge. We wish her every success. We're pleased to welcome Tim, who brings valuable NHS experience and has already made a great start in his new role as Care Coordinator.

Sadly, nurse Diane will be retiring this Christmas after 16 years of dedicated service. Although it was a very difficult decision for her, she feels the time is right. In addition, Gabrielle will also be retiring in January 2026, after 20 years of providing phlebotomy services to our patients. Both will be greatly missed by colleagues and patients alike.

On a brighter note, Arwen has successfully completed her Nursing Associate course with a Distinction and will begin her nursing degree in January to become a Registered Nurse. She will be moving on to pursue this training, but we hope to see her again as her career develops.

Looking ahead, we are beginning the process of recruiting an additional Health Care Assistant (HCA) and a nurse to further strengthen our team.

• Capacity and Access

From **1st October 2025**, some changes to the GP contract will come into effect. Practices will be required to offer access from **8:00am to 6:00pm**, with out-of-hours services covering **6:00pm to 6:30pm**.

This means we will no longer be able to place limits on daily triage or ask patients to call back later. If we do not have a suitable appointment available, we are obliged to direct patients to the most appropriate alternative service to ensure their needs are met.

While we are required to respond to all patient requests within 24 hours, this may not always mean offering an appointment. In some cases, our response may involve clinical advice or signposting to another service that can provide timely and appropriate care.

We greatly appreciate your understanding and support as we adapt to these changes. Working together, we can make sure patients are seen in the right place, at the right time, by the right professionals.

There followed a discussion on this topic with those present. Concerns were expressed on the extra work this is putting on the primary care system and the risk of “burn out” by the staff.

- **COVID and Flu jabs**

Covid and flu vaccinations will begin again in October at Pirelli. We will continue to provide vaccinations for our housebound patients, but we ask that anyone who is able to travel attends Pirelli for their vaccination. For added convenience, we also offer an in-car service at Pirelli, where patients can receive their vaccination while remaining in their vehicle.

The Vice Chair/Secretary, JB, mentioned that this topic had been discussed at the recent District Group and the concerns around the messaging that had been sent out for this campaign. It was confusing as it mentioned you are eligible for the COVID/Flu vaccinations but that is not the case for all people as the criteria has changed. This is of no fault of the local systems but one of NHS England. To correctly inform people of the criteria he sent the following to all Forum and District members:

Dear Colleagues,

As some of you will be aware, it is the time for the winter COVID and Flu vaccinations.

Some of you will have already received notification to book these vaccinations, which, as in past years, the Pirelli Vaccination Centre will be one of the places this can take place.

At a recent East Staffordshire District Patient Engagement Group meeting, there was confusion around the eligibility for the vaccines. I have therefore checked this out, and below is the current criteria. You will see that in some cases; you may only receive one vaccination.

Please note that Pirelli will be adults only.

Child flu will be completed by GP Surgeries, and Covid will be completed in various community places, e.g. Fire Stations

I hope this information is helpful.

Best regards

John

John Bridges

Vice Chair/Secretary East Staffordshire District Patient Engagement Group

Mobile 07590379892

Winter 2025 Vaccinations Current Criteria

1. COVID

You can get the winter COVID-19 vaccine if you:

- are aged 75 or over (including those who will be 75 by 31 January 2026).*
- are aged 6 months to 74 years and have a weakened immune system because of a health condition or treatment*
- live in a care home for older adults*

2. Flu

The flu vaccine is recommended for individuals at a higher risk of developing serious complications from the flu.

It's offered on the NHS every year in autumn or early winter.

You can get the free NHS flu vaccine if you:

- are aged 65 or over (including those who will be 65 by 31 March 2026)*
- have certain long-term health conditions*
- are pregnant*
- live in a care home*
- are the main carer for an older or disabled person, or receive a carer's allowance*
- live with someone who has a weakened immune system*

Frontline health and social care workers can also get a flu vaccine through their employer.

• Registered Patient Numbers

As of Tuesday, 16th September 2025, our registered patient list is **8,518**. This represents a small increase of 5 patients compared with the previous figure of 8,513.

After the update Zoe and the team had to leave. The members thanked Zoe, Emma and Shenna for their contributions to the meeting.

11. 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 4th of September and followed the usual agenda. One of the topics was the wheelchair issue, as already reported in these minutes.
- Our guest at the meeting was Jan Harrison of Trust Wills, who gave the same presentation as received at the Forum meeting today. Their update given was as follows:

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 August took place. The Chair was accompanied too the meetings with a colleague who has expressed an interest in assisting with the work that the network does. The Virtual meeting scheduled for August also took place with presentations from:
 - Bernie Stribling
Assistant Director of International and External Business Development
Leicester Diabetes Centre
 - Natalie Holdcroft, MPFT who assists in the running of the Desmond Programme within East Staffordshire.
- The report for the conference held on June 5th at the Pavilion, Branston Golf and Country Club, entitled "**Diabetes Patient Care, A New Dawn**", is nearing completion and should be available for circulation early September. Meanwhile a report on the event has been published by Burton Radio/Burton Echo and this is attached to the email that accompanies this update.
- The Chair 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.
- Attended the Burton and District Mind Showcase event on Friday 22nd August at Marstons Social Club, Burton.

Staffordshire and Stoke on Trent Integrated Care Board

As everyone was aware the Vice Chair/Secretary represents the voluntary sector on the Community Transformation Long Term Conditions, PEO LC, Frailty Programme Boards and the Community Transformation Portfolio Board. Due to the current changes the ICB are going through the Boards were stood down in August 2025. It is envisaged that they will restart later in 2025 and be aligned to the Neighbourhood health and care structures. The Vice Chair/ Secretary will keep the members informed of any developments. Recently, it was announced that Ian Green OBE has been confirmed as the Chair of the newly formed cluster between NHS Staffordshire and Stoke-on-Trent and NHS Shropshire, Telford and Wrekin Integrated Care Boards. The details of this appointment have been circulated, and further copies were available at the meeting.

12. Quiz Nights

The most recent quiz night took place on Friday 18th of July. This was again well supported with a fantastic £312 being raised. The Vice Chair/ Secretary, JB, also informed the members that he had recently received a donation of £172 from the organiser of the Tutbury Beer Festive that took place in May. This was in recognition of the work we do within the community. A letter of thanks has been sent. The next quiz night is on Friday 19th September and several people have already reserved tables.

13. Any Other Business.

The Vice Chair/Secretary, JB indicated that it was the time to start looking at the meeting dates for 2026. He wished to propose the following:

- The day be moved from a Wednesday to a Thursday. This is because Zoe, Practice Manager is not on duty Wednesdays and has been coming to the

meetings on her day off.

- The time to be reverted back to the original 1pm till 3pm. This to enable those members who may have “school run” duties.
- We remove the evening meetings in May and July as it has not brought any new members and turnout has been poor on both occasions.

The above was agreed by those members present and JB will look at the 2026 possible dates.

14. Date of the Next Meeting

The next meeting is on Wednesday 19th November between the agreed time of 2pm and 4pm. The Vice Chair/Secretary, JB, again apologised for the mishap with the timings for the current meeting.

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