



Tutbury Practice Patient Forum
<http://www.thetppf.org/>
Newsletter December 2025

Well, here we are again and another year has flown by. As with the newsletter last year it has been a tough year for many with the major conflicts still ongoing around the World, namely Ukraine, the Middle East, and more recently Australia which influence the UK in many ways. Regardless of this our thoughts are with the people and families who are both affected in these areas and have families here in the UK.

Regarding the UK, the NHS is still facing pressures on all sides with a continuation of the lengthy waits for health care and the changes which are happening with the restructuring of the NHS and the Governments 10-year plan. These changes will have effects on both our secondary and primary care systems and we will have to see to what extent these have. Currently, we are going through a major current viral / influenza issue which is adding severe additional winter pressures on all our health systems.

As part of these National changes the Staffordshire and Stoke on Trent Integrated Care Board have now merged to form a wider “cluster” with Telford, Shropshire and the Wrekin which although will operate separately on a day-to-day situation will have one main Board. Naturally, whilst all these changes are taking place, and with the reduction in senior staff it means that any change is taking time which can be very frustrating at times.

Locally we have also been affected, not only by the above, but also by a continued increase in patient numbers registered at the surgery. In 2009 numbers were 6707, but this has increased to 8501 by November 2025. This increase brings tremendous

pressures, and frustrations, on the medical team, staff and patients, resulting in longer appointment times and staff working longer hours, (often exceeding the designated number of patients they should see each day). This is not helped by being unable to expand the building and facilities, so that additional clinical rooms and staff could be brought in. Of course, we are not the only surgery with this problem. This scenario hence enhances the importance of having the strong working relationship between the surgery and Patient Forum that we have built up over the years.

- **Triage System**

As people will be aware in June 2024 the triage appointment system was introduced. This was after full consultation with the Patient Forum sub-committee and involvement of the full Forum. The system has been modified over time and at all stages the Forum was involved. Following Government, Staffordshire and Stoke on Trent Integrated Care Board instructions and changes in the GP Contract as from October the 1st 2025 all surgeries now must operate the triage system from 8am until 6.30pm Monday to Friday. Prior to this the system closed once all appointments were taken for that day although access to the surgery for emergencies was of course still available. and patients will receive a same-day response.

This means the surgery are currently seeing a significant rise in triage requests, and the GPs are finding the volume challenging. The processes are constantly being reviewed to help manage this more effectively. If there isn't a suitable appointment available, the surgery is required to direct patients to the most appropriate alternative service to ensure they receive the care they need.

Although the surgery must respond to all patient requests within 24 hours, this will not always involve offering an appointment. In some cases, the response may be clinical advice or signposting to another service that can provide timely and appropriate support.

This change also affects the protected training afternoons, which are no longer protected under the new requirements. During these sessions, the surgery will remain open with access via the intercom, triage will remain available, and one GP and at least one receptionist will stay on site. These staff members will need to complete any missed mandatory training later. The only service that will be unavailable during training afternoons is the telephone line with patients having to contact NHS 111, or in an emergency 999. Routine clinics will still not run during this time. The Forum discussed these changes at the November meeting especially on the long-term effect this could have on the health and well-being of GPs and staff as well as increasing the possible risks of mistakes.

- **Extended Access**

In line with East Staffordshire Primary Care Network guidance, The surgery has resumed extended access face-to-face appointments during evenings and weekends which were previously changed to telephone calls during COVID. This will support patients who work full-time or have difficulty attending daytime appointments. Appointment dates are set by the Primary Care Network and therefore vary each month.

In terms of the Forum itself, it has been a very busy year and below is a summary:

- **Membership**

The membership fluctuates but we still have 98 people registered with us. Naturally, not everyone can attend the meetings, but all members are kept regularly informed. If anyone is interested in knowing more about us, and wishes to discuss membership in more detail, then please contact the current Forum Vice Chair/Secretary John Bridges, (JB), on Mobile number 07590379892,

[Email bridgesjohn763@gmail.com](mailto:bridgesjohn763@gmail.com)

The Forum has continued with its links with Tutbury Parish

Council, and representatives now regularly attend the meetings. This has helped strengthen the standing of the Forum within the local community, as well as working together on joint enterprises, one being the successful grant application for a further defibrillator on the Fauld Industrial site.

- **Health and Wellbeing Event/Carers Event**

We normally hold this during Carers week in June but due to a substantial number of events around this time it was moved to Thursday the 16th of October. The event was held in the Tutbury Village Hall between 12.30pm and 3pm.

It was the most successful event held with 32 out of 33 organisations attending plus 78 members of the public. We received excellent feedback from the exhibitors, and the public and a request has been made for holding 2 health events in 2026. This has now been agreed with one in the spring and one in the Autumn.

- **Patient Survey**

As previously mentioned, the patient triage system for making appointments was introduced in June 2024. It has been refined and modified several times. The main purpose of the 2025 patient survey was to collect patients' experiences of the triage system and how it had operated during the previous 12 months. The survey ran from 21st July – 31st August.

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. A full report on the survey findings and analysis has been written and can be found both within the surgery and on our website

- **Prostate Cancer Talk**

These talks commenced in 2024, and it had been agreed that they should continue an annual basis. This year the talk by the local Prostate Support Group was held on Thursday September 25th between 6.30 and 8.30pm in the small room at the Village Hall. It was a good meeting with 29 people attending with the talk being well received.

For further information on the Burton Prostate Cancer Support Group please see below:

Meeting Location:

Rolleston Scout Headquarters, Station Rd, Rolleston-on-Dove, Burton-on-Trent DE13 9AB

Meeting info:

We meet on the 2nd Monday of each month, from 7.00pm-9.00pm

Contact details.

Group Leader(s):

John Staley

- burton.prostatecancer.suppgrp@gmail.com
- 07478 889577
- <https://www.facebook.com/BPCSG.2017/20>

- **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 took place on Thursday October 2nd at the same venue at which 32 attended. At both events the

talks were well received.

Due to the success of both the Prostate and Menopause talks further ones will be held in 2026.

- **Dementia Meetings**

During 2024 we held, in conjunction with the Alzheimer's, the surgery and other partners, bimonthly the Past Times Social Afternoons within Tutbury Village Hall. Unfortunately, due to the removal of external funding, this ended at the end of the year. However, following discussions between the Patient Forum, the surgery and Alzheimer's we put in place the "Tutbury Drop-in Session" in Room 101 within the Health Centre.

This was run by Alzheimer's, and the sessions took place, monthly with the first session taking place on the 16th of March.

We are currently in discussion with the Alzheimer's Society to continue to hold these events throughout 2026. Once we have everything in place we will forward all the information onto everybody. The sessions will be in the following format:

The first monthly session will be an open session where people can drop in, speak to one of the Dementia Advisers and collect literature. At that time, if it thought that a one-to-one appointment is necessary, then an appointment time will be given for the following month so a more in-depth one-to-one session can be held.

- **Patient Association**

We have continued our membership of the Patient Association. Weekly bulletins are received and distributed widely. This newsletter has some good articles and information. In addition, we know of people who have responded to some of the articles and have received useful responses. Our membership will continue during 2026.

- **Forum Quiz Nights**

We held 6 quiz nights throughout 2025. All were held in Tutbury Village Hall and were very successful and well attended. Our sincere thanks go to Chris Griffin and Steve M Who acted as our quizmasters throughout 2024. As with previous years, part of the monies raised on the night went to help fund Forum projects.

Looking Forward to 2026

- **Forum Meeting Dates 2026**

The dates for 2026 have been agreed and these are:

The meeting day has been moved to a Thursday and the time 1pm until 3pm. In addition, there will be no evening meetings in the summer as they had not brought any new members, and the turnout had been poor on those held over the past two years.

The 2026 dates are as follows:

Thursday	15th January	1pm - 3pm
Thursday	12th March	1pm - 3pm
Thursday	21st May	1pm – 3pm
Thursday	9th July	1pm – 3pm
Thursday	17th September	1pm - 3pm
Thursday	19th November	1pm - 3pm

All meetings are face-to-face and will be held at:

Tutbury Village Hall, Monk Street, Tutbury

The meetings are open to all patients registered with Tutbury Practice. The first meeting on 15th January starts with the Forum AGM and Election of Officers to serve throughout 2026. The positions are for Chair, Deputy Chair and Secretary and our representative for the East Staffordshire District Patient Engagement Group.

Anyone who is a patient of Tutbury Practice can put their name forward for election. The relevant information and forms are being sent to the Forum members and will be next to our noticeboard situated at the entrance to the health centre. If interested please

complete the form and hand in to reception marked for the attention of the Forum Secretary, John Bridges. Closing date is 5pm Wednesday January 14th, 2026.

If anyone requires further details then please contact the current Forum Secretary, John Bridges on:

**Mobile number 07590379892, Email
bridgesjohn763@gmail.com**

• **Forum Quiz Nights**

All the quiz nights have been arranged for 2026 and the dates are:

Friday	January 30th	7.30pm for an 8pm start.
Friday	March 20th	7.30pm for an 8pm start.
Friday	May 1st	7.30pm for an 8pm start.
Friday	July 17th	7.30pm for an 8pm start.
Friday	September 4th	7.30pm for an 8pm start.
Friday	November 20th	7.30pm for an 8pm start.

All quiz nights are held at the Tutbury Village Hall in the main hall.

**Maximum of 6 people per team.
£2 entrance fee per team member.**

**Prices for the winning team and the team that comes last.
Raffle, and Reverse Bingo.**

There is limited car parking at the venue, but a large free car park is located opposite the Leopard pub, situated at the end of Monk Street. The entrance to this car park is Duke Street. Unfortunately, there is no bar in the Hall, but you can bring your own food and drink. Tea, coffee, and squash will be supplied.

Essential

Our quiz nights are becoming very popular. So, we have an idea of how many people will be coming along to take part and, to ensure you don't miss out on taking part, we need you to please advise us asap on the following:

- a. Will you be attending the quiz night?
- b. Name and contact details of the main contact person within your team plus how many will be on your team.

- **Trent and Dove Coffee Morning**

Following the success of the Trent and Dove coffee mornings during 2024 five further mornings were arranged throughout 2025. In addition, through contact with the Forum Vice Chair/Secretary, the following stands and information was available to people:

- Tutbury Practice staff, and Patient Forum
- East Staffordshire and Surrounds Diabetes UK Patient Network.
- Other organisations attend when available: Tutbury Parish Council, Everyone Health, Social Prescribing to name a few.

However, there is a change in the format for these in 2026 and Trent and Dove have informed us that they will be holding the following:

The Coffee Connect Van is on the road next year for **2026** visiting various areas within Burton and Tutbury. They have scheduled one of their first visits on **Wednesday, 25th March 2025**, with the following timings:

- Green Lane: 1:00pm – 2:00pm
- Wakefield Avenue: 3:00pm – 4:00pm
- Tutbury Village Hall, Thursday 25th June 11.30am to 1pm

Everyone is welcome to their on the road sessions and they trust these sessions will be valuable for residents who may not be able to get into the village but still wish to participate and feel connected.

- **Objectives and Ideas for 2026**

The Chair and Vice Chair had met recently with the surgery to discuss potential objectives and ideas for 2026. It had been a constructive meeting and some of the ideas were:

- Continue with the Dementia afternoons.
- Hold further Menopause and Prostate Cancer Talks.
- Work with Trent and Dove on the Coffee Connect

- Hold two Health Events.
- Holding small group sessions on topics such as, mental health, food awareness, fertility, and IBS.
- Conduct a further Patient Survey
- Continue the quiz nights, already planned.

Practice Update

At all the Forum meetings the members receive a report from the Practice Manager which covers all issues. This enables the members to be kept fully informed and where necessary be able to give support. Some of this support was highlighted earlier in this newsletter.

• Staff Changes during 2025

Like all places of work there are staff changes, and the surgery is no different in this respect. There have been various staff changes throughout 2025 with people moving on and new people arriving. These changes are always reported at the Forum meetings and can be found in the minutes which are on our website.

The surgery also has the Midlands Partnership University Foundation Trust renting rooms, via NHS Property Services, who own the building to offer various community Services

• Surgery Closure during the Festive Season

The surgery is only closed as follows:

Christmas Day	Thursday 25 th of December 2025
Boxing Day	Friday 26 th of December 2025
New Years Day	Thursday 1 st of January 2026

The same closure arrangements also apply to the following local Pharmacies. Dean and Smedley, Tutbury, and Good Life, Hatton.

- **Wider Communication**

The East Staffordshire District Group have continued to meet and during 2025 the meetings, every six weeks, have been face-to-face, taking place within the Morrisons Community Room.

The objective of the group is to enable patient representatives, from each of the PPGs within the East Staffordshire area, to come together and discuss areas of good practice and those of concern. The aim is that meaningful discussion can be held across the whole spectrum of East Staffordshire GP surgeries. This hopefully will lead to the provision of consistent high quality medical care and services for all patients within East Staffordshire. The Forum has a representative who attends these meetings, and the current Chair and Vice- Chair are also people who sit on the Tutbury Patient Forum.

In order to have a link directly with the Integrated Care Board and raise issues the Chair and Vice-Chair of the District Group, who are also members of the Tutbury Practice Patient Forum:

- attend the Staffordshire wide Integrated Care Board Patient Assembly,
- have contact with the East Staffordshire Primary Care Network,
- attend the University Hospitals of Derby and Burton (UHDB), NHS Foundation Trust Patient Group meetings,
- Sit on various workstreams run by the Midlands Partnership University NHS Foundation Trust
- Are elected to sit as the voluntary sector representatives on three of the seven portfolios that operate under the Integrated Care Board.

In addition, the current Forum Vice Chair/Secretary, John Bridges is the Chair of the East Staffordshire and Surrounds Diabetes UK Patient Network. The network covers all East Staffordshire, Lichfield, Tamworth and Burntwood

The network is a local support group for people living with diabetes, their families, partners, carers, or anybody with an interest in diabetes.

During 2025 the network has continued to hold face-to-face meetings at:

- Burton on Trent
- Uttoxeter
- Tamworth
- Lichfield
- Burntwood

And in addition, run a virtual Zoom meeting every six weeks which attracts people from other areas of England.

All the meeting dates for 2026 are now in place with the face-to-face meetings moving from Bimonthly to every six weeks.

If you require further details and/or information regarding meeting dates, locations, and times then please contact:

John Bridges

Chair East Staffordshire and Surrounds Diabetes UK Patient Network

Mobile: 07590379892 **Email:** bridgesjohn763@gmail.com

Finally, to all our Forum members, Tutbury Practice patients, Tutbury Practice GP's, Nurses, All Staff, their family, and friends we thank you for your support throughout 2025 and to wish you all a Happy Festive Season.

Keep Safe, Keep well.

Susan Adey-Rankin, Chair Tutbury Practice Patient Forum John Bridges, Vice Chair/Secretary Tutbury Practice Patient Forum

Email: bridgesjohn763@gmail.com

Mobile: 07590379892

Address: 43, Ferrers Avenue, Tutbury,
Nr Burton-on-Trent Staffordshire, DE13 9JP