



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

Minutes of the Meeting Wednesday 19th November 2025
between 2pm to 4pm.
Meeting held at Tutbury Village Hall

1. Present.

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

Practice Representation: LM Receptionist

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

2. Introduction and Welcome.

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

3. Apologies:

Patient Representation: JJ, MB, HD, BW, LT, CH

Practice Representation: ZD, Practice Manager
EB, Assistant Practice Manager

Parish Council: MU

4. Opening Comments:

The Chair opened the meeting by firstly thanking everyone for the kind thoughts and flowers following the sudden death of her husband in September. Under our Constitution there is the need to have 5 members of the Forum present. As both Parish Councillors are also patients of the Practice we are quorate and so the meeting went ahead as normal.

5. Approval of the Minutes of the meeting held on 17th September 2025.

There were no issues raised in the minutes. JP 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.

Update given on the 19th of November

Report Issued to everyone. Following patient feedback, the 500+ plus comments have been analysed and the conclusions reached. This was discussed by those present. In terms of the conclusions these now require updating following the recent Government / NHS changes in how surgeries must operate their triage system. The Secretary agreed to do this and then the completed updated document will be issued

(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.

Update given on the 19th of November

Good meeting, 29 attended and the talk was well received.

(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.

Update given on the 19th of November

Good meeting, 32 attended and the talk was well received.

(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.

Update given on the 19th of November

32 out of 33 organisations attended plus 78 members of the public. Excellent feedback from the exhibitors. Went through the feedback and the overall costs incurred in holding the event. A request had been made for holding 2 health events in 2026. This was thought a good idea by those present at the meeting with one in the spring and one in the Autumn.

(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

Update given on the 19th of November

The Vice Chair /Secretary was pleased to inform everyone that the situation was resolved towards the end of October, and the person now had a new wheelchair

7. East Staffordshire Primary Care 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 23rd of October.

Update from DM, East Staff Primary Care, Community Manager

Due to having to attend another meeting DM had requested that she be able to give her update earlier in the agenda.

- **Community Events Attended**

- Shobnall Family Fun Day in August. Had a stand and handed out general information and fruit /veg to promote low carbohydrate eating. In addition, compost pots, etc., to assist in teaching children to grow their own vegetables, etc. Went well – 400 health information bags issued along with 400 herb pots designed and planted by the children and 400 fruit and veg themed colouring / quiz packs with crayons handed out.

- In September had Living Well in Winter events held at Branston Golf Club and Balance Street, Uttoxeter. This, in conjunction with the MSK Team, who did talks and several local organisations who had stands. Feedback was extremely positive from both the Patients who attended and the Exhibitors. JB confirmed this as he was there representing the Diabetes Patient Network and was one of the best events he had attended.

- On October 16th had a stand at the Tutbury Practice and Patient Forum Health and Wellbeing Event. Excellent networking and community footfall.

- **Lung Screening**

5 GP surgeries in Burton took part in phase one. The relevant patient cohort was first telephoned and then, if necessary, a screening appointment was made. Three more surgeries are to be invited for phase two, starting in November. This is part of a National Programme with full rollout by 2030. East Staffordshire is one of the first areas for this campaign. Phase Three, early 2026, will be the villages. The Screening was first known as Lung Cancer Screening, but the word Cancer was dropped as both emotive and the screening could detect other conditions as well.

- **Spiro Hub**

Continuing to support local surgeries. Now have 3 fully trained nurses and are now looking at other health issues the test may show.

- **Child Immunisation**

Low uptake of the necessary vaccinations. This is especially true with the Eastern European and South Asian Communities. A research nurse will be working for the next few months, with several practices and patients to better understand how we may increase uptake across the PCN.

- **Women's Health Hub**

Two surveys have gone out to 30,000 people, and to date, 7,800 have been

received back. The surveys have been sent via text from the surgeries, one for women aged 18-50 and one for 51-75.

The survey includes bowel screening and breast screening. Comments raised by the Vice Chair JB that bowel screening is not automatic after 75, and likewise breast screening after 70. However, you can request screening and will get it. DB, Healthwatch indicated that a county-wide survey is also being sent out for women's health

DM indicated the same surveys were being carried out in Tamworth, Lichfield and Burntwood.

- **Long-Acting Reversible Contraception (LARCs)**

Some surgeries offer this, some don't. New hubs are being set up from November, across the PCN to provide equity of service for patients.

- **Local Improvement Framework, L.I.F**

An incentive from the ICB to provide £100K per year for 3 years for each specific area of Staffordshire. This started in the summer, and in the East, the initial business proposal put forward was for certain areas within Burton and the topic of obesity. The ICB paused the rollout in August but hopefully will restart in November with the business proposal being heard.

- **COVID/FLU Vaccinations**

Currently, 8500 people have received vaccinations either via Pirelli, some GP Surgeries, Pharmacies, and the Care Home sector. This year, the communication from the NHS has been dismal, causing issues for staff when people come for their vaccinations to be told not eligible. Nine GP Practices are now doing their own vaccination clinics to prevent wasted trips by their patients.

- **Sports England**

Meetings have been held involving several local organisations to access a £3M pot of money for the local East Staffordshire Community.

The most recent discussion involved:

Ways of Working – how do we want to work together?

Behaviours/approaches

Overview of the Development Award Bid

Overview of the data we hold so far,

Identification of priority areas/communities within East Staffs

Summary and next steps

Update by RB, East Staffordshire PCN Research & Support Manager

- ***West Midlands Cancer Alliance – Pancreatic Cancer Pilot Study***

Due to start in November. Currently we are creating our delivery plan with the excellent help of Lucy Minshull (Howbeck Health) to develop the plan. Me and Richard Hibell are now completing this and meeting every two weeks to discuss progress. Richard will be leading this study from a clinical process point of view.

- ***SCREEN - SD Study***

Invites to participate have been sent to patients at Gordon Street (over 200 invites) and Peel Croft (160 invites). 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.

- ***ACCLAIM***

Now complete and further participation no longer needed. The Research bus visited Uttoxeter to deliver the study to consented patients and was great success. Worked well with MPFT, first collaboration together.

- ***RAPID Eczema Study***

Looking at improving lives of patients who suffer from Eczema. Study delivered as a PCN utilising the collaboration agreement – 5 practices selected All Saints, Northgate, Yoxall, Winshill and Barton.

- ***INDIGO***

Questionnaire study inviting patients who have been diagnosed with cancer in the last 12 months re how they feel about quality of life.

Balance Street, Peel Croft, Yoxall, Carlton Street invites completed

- ***SAFE-D***

Invites completed for all EMIS Practices via the EMIS Recruit Portal Dr Kulambi has worked hard on obtaining a contact within secondary care regarding referrals for MRI scan for patients found to be requiring one. Dr Kulambi is PI for the study for Burton Hub, Dr Poonian is PI for the Uttoxeter Hub. No work for Practices as this is carried out by the Research team. Patients are sent a link to study information and to book blood tests at the Hub Practices.

- ***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.

The study team have seen excellent engagement with this study, to the extent that they have increased the enrolment number from the original 500 participants to accommodate a higher level of interest.

They currently have enrolled 720 participants, of which 276 indicated in the survey that they heard about the study through primary care sites (268 from GPs). We are finding out numbers for East Staffs.

- **MEDAL Study**

Abbots Bromley due to open this study soon. Study is looking at low back pain and titrating medication up rather than down for those patients who have acute low back pain.

- **GENES & HEALTH**

Slow burn, still trying to obtain recruits via ethnic groups and organisations. One of the world's largest community based genetic studies, aiming to improve the health among people of Pakistani and Bangladeshi heritage by analysing the genes and health of volunteers.

Volunteers are asked to provide a saliva sample. Participation takes around 30 minutes.

- **Bids**

I have secured full funding for my role until March 2027. Still waiting to hear about our very own Research Bus

Primary Care Commercial Research Delivery Centre bid was unsuccessful, and we have obtained feedback. I am told that none of the bids submitted for the West Midlands region were successful.

- **Collaborative Working**

Continue to develop our relationship with MPFT and the CRDC, looking at our first collaborative research project around children with a cow's milk allergy

8. 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

9. Members' Update.

There had been no updates that had been sent to the Vice Chair / Secretary prior to the meeting.

10. Practice Update given by LM

• Staff Update

We are pleased to confirm that we have appointed a new Nursing Associate who will be joining us in December. She brings strong experience in chronic disease management, phlebotomy, and a wide range of clinical skills.

• Capacity and Access

As shared previously, we no longer have a limit on triage submissions. Triage is now available Monday to Friday, 8:00am to 6:30pm, and patients will receive a same-day response. This change is part of the new GP contract.

We are currently seeing a significant rise in triage requests, and our GPs are finding the volume challenging. We are reviewing processes to help manage this more effectively.

If we do not have a suitable appointment available, we are required to direct patients to the most appropriate alternative service to ensure they receive the care they need.

Although we 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 our protected training afternoons, which are no longer protected under the new requirements. During these sessions, our doors will remain open via 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 at a later date. The only service that will be unavailable during training afternoons is our telephone line. Routine clinics will still not run during this time.

Average triage requests per day since being open the full time:

Monday:	219
Tuesday:	133
Wednesday:	117
Thursday:	128
Friday:	88

There was a long discussion among those present at the meeting and the long-term effect this could have on the health and wellbeing of GPs and staff as well

as increasing the possible risks of mistakes.

- **Extended Access**

In line with PCN guidance, we are resuming 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 our PCN and therefore vary each month.

- **COVID-19 and Flu Vaccinations**

COVID and flu vaccinations are no longer being delivered at Pirelli. However, we will be running a small number of flu clinics at the surgery. Dates will be confirmed once agreed with the nursing team.

- **Registered Patient Numbers**

As of Wednesday 19th November 2025, our registered patient list stands at 8,501, a slight decrease from 8,513.

The members present thanked LM for giving the update

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 23rd of December and followed the usual agenda. Our guest at the meeting was **VMcT of Specialist Dyslexia Services**

Background

VMcT has 16 years of teaching experience in secondary education, working closely with children and young people with additional educational needs. As a qualified SENDCo with the National SENCO qualification, she has developed innovative strategies to support students facing learning challenges.

She holds an Associate Membership of the British Dyslexia Association (AMBDA) and a current SpLD Assessment Practising Certificate (APC), enabling her reports to be used for Disabled Students' Allowance applications.

Additionally, Vicky is a member of PATOSS and holds Accredited Teacher Status. She is fully enhanced DBS-checked and carries professional indemnity insurance, ensuring the highest standards of professionalism and care.

Her understanding of dyslexia was enriched by her personal journey as a parent of children with additional needs, coupled with her academic and professional expertise. She is committed to helping others recognise their unique strengths and achieve success. Beyond assessments, she also works as a specialist tutor, supporting students with specific learning difficulties to thrive and build confidence.

Located in Lichfield, West Midlands, she welcomes clients from surrounding areas, including Birmingham, Stratford, Solihull, Warwick, Wolverhampton, Stafford, Derby, Sutton Coldfield, Cannock and Tamworth. Most assessments are carried out at her home in Lichfield, but she may be able to travel to your home or your child's school.

Her combination of qualifications, teaching experience, and personal insight allows her to provide a truly holistic approach. With her understanding of dyslexia from all angles—academic, professional, and personal—she is committed to helping individuals with dyslexia navigate their challenges and build a bright and successful future.

- ***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 October took place. As previously, the Chair was accompanied to the meetings with a colleague who has expressed an interest in assisting with the work that the network does. The Virtual meeting scheduled for September also took place with a presentation from,

Helen Horwell

Quality & Engagement Lead Wellbeing and
Recovery College

Midlands Partnership University NHS Foundation Trust

The report for the conference held on June 5th at the Pavilion, Branston Golf and Country Club, entitled "Diabetes Patient Care, A New Dawn", has been completed and has been widely circulated.

The Chair continues to attend the monthly MPFT East Staffs Performance & Quality Assurance Forum Open Meeting at the beginning of each month.

Attended the Get Well for Winter Event at Branston Golf and Country Club on 24th September.

Attended a Diabetes Study Day for GPs Nurses and other Health Care Professionals in Stoke on 4th of October

Staffordshire and Stoke on Trent Integrated Care Board

The Vice Chair informed the members that Simon Whitehouse has been confirmed as the new Chief Executive Officer of the Integrated Care Board, (ICB), Cluster for NHS Staffordshire and Stoke on Trent and NHS Shropshire, Telford and Wrekin. The details had been circulated, and further hard copies were available at the meeting.

12. Quiz Nights

The most recent quiz night took place on Friday 19th of September. This was again well supported with £265 being raised. The next quiz night is on Friday 21st of November and several people have already reserved tables.

All quiz dates for 2026 have been set and they are as follows:

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.

Location: Main Hall, Tutbury Village Hall, Monk Street, Tutbury. DE13 9NA

13. Any Other Business.

• Forum 2026 Meeting Dates

The Vice Chair/Secretary, JB informed everyone present that all dates for 2026 had now been fixed. As discussed at the September meeting 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 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 UHDB Patient Group Meeting held on the 13th of November.**

The Chair and Vice Chair attended the virtual meeting of the above group.

There were two major issues that they raised and these were:

- The current unacceptable situation with Queens Hospital A&E triaging system within the previous blood clinic. It is an unacceptable situation which has been going on for months instead of the original few weeks. Following the meeting we have written to the hospital governors requesting this is raised with the Non-Executive Directors and Hospital Board.
- The situation regarding smoking at the entrance to Queens hospital both by patients and visitors. The Trust has a no smoking policy but claims they can not legally enforce it. This too has been escalated.

14. Date of the Next Meeting

The next meeting is on Thursday the 15th of January between the new agreed time of 1pm and 3pm. The meeting will start with the AGM and appointment of the officers to serve for 2026. The necessary nomination forms will be sent out early January. The meeting was then closed with the Chair, SAR, thanking everyone for attending and contributions to the meeting and wishing everyone a Happy Festive Season.