

East Staffordshire District Patient Engagement Group
Minutes of the Zoom meeting held on Thursday 3rd December 2020,
between 18.30 and 20.30

1. Present:

Sue Adey-Rankin, SAR	Chair East Staffs District Patient Engagement Group, (Tutbury Patient Forum)
John Bridges, JB	Vice Chair East Staffs District Patient Engagement Group, (Tutbury Patient Forum)
CD	(Trent Meadows PPG)
SMcK	(Trent Meadows PPG)
BJW	(Tutbury Patient Forum)
LL	(Alrewas PPG)
RB	(Trent Meadows PPG)
DB	Healthwatch
DH	(Chair, Crown PPG, Tamworth). Member East and South East Staffs Clinical Commissioning Group Patient Board
LK	(Peel Croft PPG)
JW	(Barton PPG)
AM'C	(Aldergate PPG, Tamworth)

2. Guest Speakers:

SL	Executive Lead East Staffordshire Primary Care Network
CL	East Staffordshire Primary Care Network
Dr DA	Chair East Staffordshire Primary Care Network GP Partner at Balance Street, Uttoxeter

3. Apologies.

Apologies had been received from:

AH	East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement)
KB	(Rocester PPG) unable to get Zoom
TB	(Yoxall PPG)
JK	(Wetmore Road PPG), Issues with logging on

SG (Yoxall PPG)
AT-E (Balance Street PPG) Their PPG same evening

4. Welcome.

The Chair, SAR, welcomed everyone to the virtual District meeting held via Zoom. The house rules were agreed for the running of the meeting.

The Chair, SAR, then welcomed SL, DA and CL for coming along to give a talk on the Primary Care Network, (PCN).

5. Presentation by SL, CL and DA

SL introduced her husband CL who is currently working for the PCN on several projects. CL had to leave for another meeting but was able to inform everyone that he had 25years commercial / project experience mainly with Bombardier in Derby.

AL and DA have worked together for 13 years in commissioning with SL being on the East Staffs CCG Governing Body when it was first formed in 2012.

- **What is a PCN?**

PCN's (Primary Care Networks), are a key part of the **NHS** Long Term Plan, with general practices being a part of a **network**, typically covering 30,000-50,000 patients.

The **networks** will provide the structure and funding for services to be developed locally, in response to the needs of the patients they serve. In East Staffordshire there is only one PCN that is working with 145,000 patients. Although a lot larger than other PCN's its formation was accepted by the NHS.

- **What is its role?**

In accordance with a report from the Kings Fund, London, PCN's will eventually be required to deliver a set of seven national service specifications. Three started in 2020/21: structured medication reviews, enhanced health in care homes, and supporting early cancer diagnosis. A further four are also set to follow- anticipatory care (with community services), personalised care, cardiovascular disease case-finding, and locally agreed action to tackle inequalities.

To do this they will be expected to provide a wider range of primary care services to patients, involving a wider set of staff roles than might be feasible in individual practices, for example, first contact physiotherapy, extended access and social prescribing.

Networks will also be the footprint around which integrated community-based teams will develop, and community and mental health services will be expected to configure

their services around PCN boundaries. These teams will provide services to people with more complex needs, providing proactive and anticipatory care.

Primary care networks will also be expected to think about the [wider health of their population](#), taking a proactive approach to managing population health and assessing the needs of their local population to identify people who would benefit from targeted, proactive support.

Primary care networks will be focused on service delivery, rather than on the planning and funding of services, responsibility for which will remain with commissioners, and are expected to be the building blocks around which integrated care systems are built. The ambition is that primary care networks will be the mechanism by which primary care representation is made stronger in [integrated care systems](#), with the accountable clinical directors from each network being the link between general practice and the wider system.

DA sees the role as a community revolution to join up together again and help each other and indicated there had been many examples of this during the COVID-19 pandemic. SL indicated that all GP Practices within East Staffordshire is within the PCN. In addition, there is an extremely strong link with the East Staffordshire Practice Managers Forum who meet and discuss weekly with the PCN.

Social Prescribers have been put into place with 4 via the St Giles Hospice. St Giles was chosen due to their work/service with “end of life” care, and they will be able to add support to Care Homes now that they have been allocated GP’s from within its geographical boundary and all residents within the care allocated as patients within that Practice.

SL also leads on the PCN within the Tamworth area where the lead GP is Dr Parks who is also working alongside DA for East Staffs. Going forward and the introduction of the Integrated Care Partnerships it is envisage that our area will comprise of East Staffordshire, Tamworth and Lichfield so it is good that these PCN partnerships are already starting to work together. Another partnership will be the use of St Giles who currently work in both areas.

DB, Healthwatch indicated that Burton Mind are now working within Tamworth and Lichfield having appointed Keri Lawrence, as the new Development and Sustainability Officer with the remit to look particularly at these areas. This work fits nicely with the new aims and objectives of the PCN.

DA said that that the PCN had applied to join the Mental Health Transformation

Programme and if successful could lead to further monies which could be distributed to the likes of Burton Mind and the South Staffordshire Network for Mental Health.

Other areas discussed were the employment of the Care Navigators and the vital role they will have going forward. Unfortunately, restrictions under COVID-19 has hampered this role somewhat. DA gave an example of their work at Balance Street in the dealing of patient's social problems and signposting on where assistance can be found. The Chair, SAR, said this was the role of social workers in the past but this role disappeared and was left on the shoulders of the GP. When Virgin Care was set up this Practice / Social care side was lost.

SL mentioned other ongoing work to replace the lack of provision for respiratory and diabetes care within the local communities. The Vice-Chair, JB, indicated there is a lot of positive work ongoing in the Diabetes area citing the role he has on the Hospital / MPFT/ CCG / Patient transformation group and the recent successes.

Other areas discussed included ear syringing and the national guidance on the topic. LK, Peel Croft PPG, indicated it was taking place at Peel Croft. This was questioned with the current restrictions that are placed on surgeries for minor surgical operations. Ear syringing can be done via Boots and Specsavers who perform the operation via ear suction methods. The costs are between £50 and £55.

- **COVID-19 Vaccination Programme**

SAR/JB/CD gave an update on the great response received when they had asked for volunteers to assist when the vaccination programme is rolled out locally. CD, Trent Meadows PPG, had been approached by the Practice Manager to contact PPG 's to put together this list. After speaking with the Chair and Vice-Chair, SAR and JB, an email had gone out to all District Group representatives outlining the request and to forward ONLY to their PPG members.

Initially there was limited information regarding dates and times but that didn't deter approximately 60 volunteers signing up which was a great response in a week. DA applauded this work and confirmed that it will be the PCN organising this programme. Unfortunately, there is still little information that is forthcoming except to say that the vaccination will be at the Burton Albion, Pirrelli Stadium and hopes to begin sometime during w/c 14th December. GP Practices will be responsible to call forward their patients with the first cohort being those aged 80+

Whilst other PCN's had bid to vaccinate 1000 patients per week the East Staffordshire

PCN had bid for 5000 per week. CD Trent Meadows PPG, said if the PCN wants to vaccinate **1000 patients per day**, then it is imperative that what is required of the volunteers is sorted asap. It also should be remembered that these patients need to receive the second dose 21 days later. This means if the programme starts w/c 14th Dec the second vaccine will be w/c 4th Jan 2021 and this rollout to be repeated week on week for months to come.

Once the information becomes available then the Chair and Vice-Chair, SAR and JB will be contacted. Meanwhile, it was agreed that a follow up email would be sent to those volunteers that had already registered to thank and keep them updated on the situation. SL indicated that the PCN in the South had also applied to run the COVID vaccination centre there but currently not agreed by the CCG. The possible location is in Colton. DH, Chair, Crown PPG, Tamworth confirmed the chosen place makes sense and was good when used for the flu vaccination programme. As with the one at Pirelli when a patient is contacted, they will be given the 2 appointment dates at the start.

The Chair, SAR, said there appears to be a lot of other organisations getting onto the “bandwagon” of finding volunteers examples being the St John’s Ambulance. SMcK, Trent Meadows also confirmed this as also Do it Staffs had sent out an email asking for volunteers. The Chair, SAR said this gives mixed messages and causes confusion. DA/SL confirmed that they were only interested in those volunteers that had come forward from the PPG’s as it shows the PCN and patients working together in partnership.

The Chair, SAR, thanked both SL and DA for an informative presentation and the discussions it prompted. SAR had allowed the discussions to continue over the allocated time because of its importance and the two-way discussions that had taken place. The members present expressed their appreciation in the normal manner.

6. Revised Minutes from the 22nd October 2020 Meeting

There were no comments raised from the minutes so the Chair, SAR accepted them as being a true record of the proceedings.

7. Action Log

The Vice-Chair went through the actions and gave the following updates.

- Keep members updated on District Patient Group Website

Work has started on the design of the website and it is hoped that it will be up and running at the end of the year.

- Production of "Local Information sheets" for Mental Health and Diabetes following District Group COVID-19 questionnaire / report

No further progress to report at this stage. The Vice-Chair, JB, indicated that a draft information booklet had been produced on Good Footcare for people who have diabetes. This will be presented to the Foot Transformation Group the following week.

8. PPG Updates

Yoxall PPG notes from the meeting held on 4th November

- General updates from Practice Manager with an explanation on the services, treatments now being provided. Restarting Knee, Shoulder joint injections. Also doing implants. However, as facilities or waiting areas not that large team must be careful regarding social distancing and who enters the practice. Priority is the safety of both patients and staff.
- Mindful other practices have had to shut as staff COVID outbreaks which has the potential to have a massive impact on local service provision, particularly medications.
- Discussion took place regarding ongoing limited access to Drs but reassurance that the surgery open for business and telephone triage with the GP ongoing and patients attend the surgery if a GP needs to examine them.
- Long discussion re Newsletter and need for clear updated communication and information monthly. Practice Manager drafted the first newsletter and will distribute to PPG to feedback and add to etc. Discussion on distribution widely including village and surrounding villages, hamlets is email parish mags, display in local shops, pubs, notice boards, local pharmacies, local groups The Practice Manager will also send text message to patients and include on medication slips. PPG offered to help distribute around the area if required but at present in lockdown can't physically do a lot!! Important this is a collaborative newsletter and basic info on PPG should be included to remind the community we are working together, and they have patient representation at the practice who listen and act if needed!!
- Discussion and feedback on difficulties with the initial communication with the surgery.
- Flu vaccinations ongoing, difficulty with getting further supplies, apparently NHS England bought up available stock!! Awaiting delivery of 300 more doses but still not enough to deal with under 65's.

- Reminded group Voluntary car scheme available and info needs to be included in the newsletter, important services for rural areas. District mins distributed to the group. PPG thanked Practice Manager, GPS, and team for all their hard work and for looking after us all.

Tutbury Practice Forum update from the virtual meeting held on 18th Nov 2020.

- Well supported meeting by the members, Senior Practice Partner, Practice Manager and Practice Senior Nurse

- Presentation on Anxiety by Keri Lawrence Development and Sustainability Officer, Burton and District Mind. Very well received and good discussions afterwards.

- Slide presentation, Effect of COVID-19, by the Practice Manager that covered the following topics:

- i. Comparison on number of GP Consultations March -end Sept 2019 / 2020.

- ii. As above but comparisons of Nurses Appointments.

- iii. Minor surgery still can't take place.

- iv. Total referrals to organisations such as hospital, physio, community and district nurses.

- v. Referrals if clinically suspected of cancer symptoms.

- vi. Analysis of incoming telephone calls.

- vii. Flu Vaccinations which had gone well patients pleased with the protocols put in place. Assistance from the Patient Forum at the Saturday clinics.

- Feedback given on Clinical Commissioning Group, Patient Board and the Diabetes UK Patient Network.

- Discussed 2021 meeting dates which will continue virtually for the foreseeable future.

- A Patient Forum Newsletter will be produced and distributed during December.

Rocester PPG Update

- They remain on high alert to limit Covid-19 contagion, acting as though every Patient has the virus. They use the best PPE possible.

- They use 'phone calls and gazebo consultations to limit interpersonal contact as far as possible.

- They have requested funding for a ventilation system which changes the air in a room 10 times an hour. Have commissioned a report by experts and have requested funding to carry out minor building works inside to improve operational safety. Still waiting for a response from the CCG regarding these two factors.

The ventilation system would mean that 10 Patients could be seen in an hour inside the

building. Currently, regulations are that if a Patient is seen inside then the room must be locked and unused for an hour.

- Staff are working extremely hard, but morale can be affected by Patient grumbles. Some grumbles can mean a Patient is struggling. These will be taken seriously, and staff will remain vigilant, trying wherever possible to ensure wrap-around care through the YESS contract in place with the 2 Uttoxeter practices and Mill View's Social Prescriber.

Peel Croft

- Flu Vaccinations taken place with a good uptake.
- Staff very tired with all the COVID-19 issues throughout 2020
- Mental burnout with both staff and patients, again due to COVID-19

9. Healthwatch

DB, gave the following update

- The Healthwatch Advisory Board had its public meeting on the 24th November.
- The main speaker was Steve Fawcett who gave a presentation on the NHS 111 First which is rolling out. In theory it is a good system but there are differences across the patch.
- Social Care Assessment Survey and the work done so far.
- Surveys due on Dental Services and Children and Special Educational Needs
- Presentation to the STP on the Healthwatch COVID-19 survey.
- Update 17th December 2020

Queens Hospital, Burton has created extra single rooms for adults by moving Paediatrics around the site. The existing Paediatric outpatients, off the corridor opposite ward 9, is now the Paediatric Assessment unit that was on ward 1. The outpatients have been moved to the new bit of the treatment centre. Paediatrics inpatients have been moved into ward 1 from ward 2. Ward 2 has become an extension of ward 5 providing 8 single rooms for adult inpatients. It was all sorted in a matter of days as capacity pressures and demands for isolating patients mount.

10. Feedback and Update from the East Staffs CCG, East and South East CCG Patient Board and East Staffs and Surrounds Diabetes UK Patient Network

Due to the time constraints, there was only time for brief updates

- Staffordshire & Stoke-on-Trent CCGs, Governing Body Meetings in Common

The last meeting was held on Thursday 26 November 2020 via Microsoft Teams

As with previous meetings the discussions that took place can be seen by the following link <https://eaststaffscg.nhs.uk/about-us/our-governing-body/governing-body-meeting-dates>. Scroll down to the appropriate date and press on the video link.

- The Patient Board continues to meet virtually every month.

The last meeting was on 5th November. There were updates on several topics including Primary care estates and section 106 monies, MPFT, Integrated Care Service, Patient Stories and District Group.

- SES District Group

The Chair and Vice-Chair, SAR and JB, had been invited to give the COVID-19 survey presentation to this Group on the 18th November. It was well received and it was good to meet and talk with our colleagues from this area.

- East Staffs and Surrounds Diabetes UK Patient Network

The Chair of this Network, JB, gave an update indicating that the last virtual meeting of the network was on 26th November. The network had a talk on Nutrition by one of its members Glynis Johnson, Diabetes Specialist Nurse, UHDB. There was then an update regarding Midlands and East Diabetes UK and the local network. Dates for the 2021 meetings were also agreed. November 14th was World Diabetes Day with restrictions on local activities due to COVID-19.

- National Association for Patient Participation. (NAPP)

The Vice-Chair / Secretary, JB, has been distributing the NAPP newsletters in the normal manner.

11. Any Other Business

- i). SMcK, Trent Meadows PPG, asked again if the members help promote the Voluntary Car Scheme and she has been putting the poster in pharmacies, local shops, library etc.
- ii). SMcK, Trent Meadows PPG, mentioned that her husband, a nurse, had gone through hoops to try and be accepted to give the COVID-19 vaccinations. Still ongoing and not good for morale.
- iii). SMcK, Trent Meadows PPG, had attended a day care clinic at the Royal, Derby recently. The care given was excellent.
- iv). RB, Trent Meadows PPG, In the past RB indicated that he had been critical about Trent Meadows. However, he wanted put on record that over the past 4months he had received excellent care and understanding from everyone within the surgery whether it be the receptionists, GP's, Nurses etc.

v). SMcK, Trent Meadows PPG, is also a Councillor and had just attended a virtual Council meeting where the Integrated Care Service Consultation Document was discussed. SMcK said it was important everyone saw this, and it was agreed the link would be sent to the Vice-Chair, JB, who would pass it onto the members.

vi). JW of Barton PPG stated that scammers could prey on the elderly by offering them the COVID vaccine far quicker by paying an application fee. They then ask for bank details. Since the meeting, the Daily Mail has also alerted the public to be on their guard.

12. Date of Next Meeting

The 2021 draft meeting dates had been sent out by the Vice-Chair prior to the meeting. All the proposed dates were agreed and are attached. The next virtual meeting, via Zoom, is therefore on Thursday 14th January 2021 starting at 6.30pm. The Chair SAR thanked everyone for their contributions and both the Chair and Vice-Chair thanked everyone for all their support throughout the year. Best wishes were expressed to all for a safe and happy Festive Season. The meeting was then closed.

East Staffordshire District Patient Engagement Group Meeting Dates 2021

	Date	Time
Thursday	January 14th	6.30pm - 8.30pm
Thursday	February 25th	6.30pm - 8.30pm
Thursday	April 1st	6.30pm - 8.30pm
Thursday	May 13 th	6.30pm - 8.30pm
Thursday	June 24th	6.30pm - 8.30pm
Thursday	July 29th	6.30pm - 8.30pm
Thursday	September 16th	6.30pm - 8.30pm
Thursday	October 28th	6.30pm - 8.30pm
Thursday	December 9th	6.30pm - 8.30pm

Due to the ongoing COVID-19 pandemic all meetings above will be held virtually via Zoom. Pre-Registration to the meetings is required.

John Bridges

Vice Chair East Staffordshire District Patient Engagement Group

Mobile: 07590379892

Email: bridgesjohn763@gmail.com