

**East Staffordshire District Patient Engagement Group Minutes of the
meeting held on Thursday 27th February 2020,
between 18.30 and 20.30 at The Tutbury Village Hall,
Monk Street, Tutbury DE13 9NA**

Present:

Sue Adey-Rankin, SAR	Chair East Staffs District Patient Engagement Group, (Tutbury PG).
John Bridges, JB	Vice Chair East Staffs District Patient Engagement Group, (Tutbury PPG)
CD	(Trent Meadows PPG)
SMcK	(Trent Meadows PPG)
BJW	(Tutbury PPG)
KB	(Rocester PPG)
DB	(Healthwatch)
LK	(Peel Croft PPG)
KL	(Peel Croft PPG)
JW	(Barton PPG)
LH	(Peel Croft PPG)
LL	(Alrewas PPG)
RB	(Trent Meadows PPG)
JA	(Dove River PPG)
KLa	(Bridge PPG)

Presenter:

Emma Keeling, EK	South & East Staffordshire Commissioning Manager
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(i). Welcome.

The Chair, SAR, welcomed everyone to the meeting. A particular welcome to new members JA, (Dove River PPG) and KLa, (Bridge PPG).

All introduced themselves to EK our presenter

(ii). Cancer Awareness Programme Presentation by Emma Keeling, EK, South & East Staffordshire Commissioning Manager

The Chair, SAR, introduced EK to the meeting and gave a brief introduction on the topic being presented.

EK thanked both the Chair, SAR and the members present, for giving her the opportunity to come along and speak.

Background to the Programme.

EK gave a brief background on the Cancer Awareness Programme and how it came about via the Patient Board.

Since November 2018 the cancer awareness working group have been working towards addressing inequalities in cancer screening uptake in our locality. During this time, we have built strong links and have sought advice and sharing of knowledge from NHSE, Public Health England, Jo's Trust, Children with Cancer UK, British Islamic Medical Association.

- Following a 12month planning period the group have developed an idea around recruiting a network of volunteers embedded within, (in particular), hard to reach local communities to raise awareness in cancer screening programmes and health promotion and support.
- At around the same time the West Midlands Cancer Alliance were awarding a pot of non-recurrent money to STP's to address cancer screening uptake and the inequalities that prevent people from entering the programmes.
- The group therefore progressed the initial idea and decided that in order to develop a sustainable long-term model that has the potential to be rolled out across the whole of Staffordshire that procuring a facilitating organisation to undertake this project on our behalf was the preferred option.
- In addition to the original funding the project has now been awarded some more monies that now allows the project to be rolled out further, so will now involve the South East Division.

Specification:

A specification has been co-designed and co-developed with clinical input that has a set of qualitative and quantitative KPI's and has defined outcomes that will be able to prove proof of concept through a robust reporting and evaluation mechanism embedded within a standard NHS contract. This will run for a period

of 2 years that includes a 3month mobilisation period.

- The specification Key Performance Indicators, KPI's, are built around the programme development and implementation and includes submission of a communication and engagement strategy, financial planning, exit planning, timescales etc. The second element of the KPI's are based on programme delivery and includes the quarterly monitoring to the Clinical Commissioning Group, CCG, of plan achievements, qualitative and quantitative measures e.g number of contacts, number of hours etc, and a final 18 month and 2 years analysis. During the two-year period we will be consistently trying to gain more funding to secure roll out and continuation of the project.
- Included within the specification is the addition of a Cancer Research UK bursary to train and upskill the volunteers through 'talk cancer training'. This involves 2 elements one where they train volunteers to feel comfortable about having the conversations and the second around training volunteers to train other volunteers.
- The organisation will be expected to form strong interdependency working with Public Health England and Primary Care.
- The volunteer programme will be open to anyone that wishes to be involved even if they are out of area

Key Defined Outcomes within the Specification:

- To address the inequalities in cancer screening uptake in targeted communities
- To make a positive contribution towards improving patient outcomes by increasing their 1year survival rates and early diagnosis
- To raise awareness of the screening programmes, signpost to enable people to navigate the screening services and support services and promote self-care and wellbeing.

Roll out:

- The proposal has been through the required governance committees and has had final approval via the clinical chairs of East and South East Staffordshire.

- The CCG lead is currently working with the procurement team to build the timeline and complete the necessary paperwork for the procurement to go live with the anticipation that this will go out to the market sometime in April.
- The roll out of the pilot project once a facilitating organisation has been procured will involve a 3month mobilisation period and will commence in East Staffordshire and will then have a phased approach to going into the South East area.
- Once a final award to the successful organisation has been made, we will notify and update both the Patient Board and District group with further information.

The following questions were asked:

(i). KL, (Peel Croft), Sounds a big specification bearing in mind the money available. The programme is concentrating on 3 cancers. What about prostate? EK The original cancers were based on data taken from Public Health data and where to target down too in terms of cancer type, specific wards and groups. The project is about proving the concept of raising awareness and the importance of Screening. As an example, the human papillomavirus, HPV, vaccine that is now for both boys and girls in Year 8 is an area that work has already been carried out especially within the ethnic areas of the local community.

LH, (Peel Croft), indicated there is a lot around the “culture” within local communities and by speaking / working with schools will hopefully get the message out to the parents.

EK indicated that presentations to Year 8 will be carried out by the Burton Albion Community Trust, BACT, who will embed the topic within schools along with other work they already do with schools.

EK outlined the idea that who ever is awarded the contract will set up the role of the volunteers to include:

- Initially train trainers
- Trainers to train the volunteers
- Be a support to the volunteers

LK, (Peel Croft), mentioned the work Trent Meadows Surgery and PPG had done in promoting Prostate Cancer and the fantastic response by the local male population. They intend to see if further information events can be arranged and had mentioned this at the January Staffordshire CCG's Board meeting and asked why national screening programmes weren't already in place or being considered?

EK, It's the responsibility of Public Health to push screening programmes. Unfortunately, there is not a national screening programme for Prostate Cancer mainly due to there not being an exact meaningful testing procedure. LK suggested we should lobby Public Health and the new local MP on this topic. EK will take on board all that has been said and need to raise awareness.

It was agreed by those present that people also have a role to play and they should start taking an interest in their own health including going to the necessary screening when notified. Both KL and the Vice Chair, JB, emphasised the importance of screening and their / family experiences where screening had saved lives!!

The Chair, SAR, unfortunately due to time pressures had to bring the discussions to a close but thanked EK for her time and presentation / update on the programme. The invitation was also given to EK to come and update the members at a future meeting. EK thanked everyone for giving her the opportunity to speak and the members present showed their appreciation in the normal manner. EK left the meeting at 19.10.

(iii). Apologies.

Apologies had been received from:

AT	East Staffs & Surrounds Diabetes UK Patient Network
JG	(Bridge Surgery PPG)
AW	(Barton PPG)
BW	(Barton PPG)
JJ	(Wetmore Road)

JK	(Wetmore Road)
TB	(Yoxall PPG)
SG	(Yoxall PPG)
JH	(Abbots Bromley)
LT	(Carlton Group)
RS	(Alrewas PPG)
CR	East Staffs CCG Lay Member, (Patient and Public Involvement)

(iv). Minutes of the meeting held on 16th January 2020.

The Chair, SAR, went through the draft minutes.

The following comment was raised:

CD, (Trent Meadows), under Any Other Business on Page 4 instead of it saying 8 – 10 people the minutes should have indicated £8 - £10 per person which is the actual costs to carry out the screening.

There were no other comments raised and the all agreed that the Chair, SAR could take the minutes as a correct record on what had taken place.

The Vice Chair, JB, thanked everyone for feeding back on the initial draft enabling these to be sent out to the Practice Managers within the specified time period.

(v). Action Log Update

- a. Chair and Vice Chair to formulate a plan going forward on Surgery Patient Numbers, S106 monies and Surgery boundaries. This issue was escalated up to the Patient Board and currently discussions / information gathering is taking place with a meeting with all parties to be arranged for early 2020. **This is on the Agenda for later discussion / update.**
- b. Red Bag scheme: The Chair, SAR, advised that following the last meeting the bags we had allocated for delivering had, where possible been delivered. The information had been obtained on those delivered by Royal Derby and they had indicated no more bags were available and no plans

going forward. It had been decided that we had pursued this project as far as possible and should now be closed. The Vice Chair, JB, indicated that it had recently spoken to the Manager at the Bramshall care home. The red bag had been successfully used on a number of occasions but could need another. The members agreed that those care homes who have received red bags could be given a further bag whilst we had stocks. The actions / project was closed.

For the benefit of our 2 new members the Vice Chair, JB, agreed to send them the information on the red bags.

- c. Directive that had just been sent to all Care Homes, by Virgin Care, indicating with immediate effect the reduction in use of continence pads. Care Homes have been told that a resident can have no more than **3 pads per day issued**. This matter was immediately escalated up to both the East Staffs CCG and Patient Board.

Update: Initial information said that the ruling had come from a National Directive. Investigations by the Vice Chair, JB found.

- No National Directive could be found.
- Emily Davies of the CCG has discussed the matter with Virgin Care
- The matter is being raised at The Staffordshire CCG's Quality Committee.
- It has been decided that if there is a clinical need for more than 3 pads per day they will be issued and that has already taken place at the care home who raised the issue and the resident involved.
- The guidelines state that a CCG is responsible for setting local guidelines. However, there appears to be a big difference between guidelines with levels being anything between 1 and 4 per day.

Action: This matter is still ongoing.

(vii) East Staffordshire District Patient Engagement Group PPG reports received for the Meeting on Thursday 27th February 2020.

The following reports had been received prior to the meeting and the reports had been distributed prior to the meeting.

1. Trent Meadows PPG notes following meetings January 20th and February 19th

- Our recent guest speaker was Hilary Gwilt (Macmillan cancer information and support specialist (Midlands)). This was advertised on Facebook, and SMS messages were sent out, and we managed to recruit a few more members from the attendees.
- During half term week we helped the Practice with the annual Patient Survey, which was well received and gave us a chance to talk to patients and explain the PPG to them. We will be helping with the analysis in the coming weeks.
- We discussed how the Practice had to issue a general notice to patients reminding them of the Zero Tolerance Abuse Policy after an incident of ‘very bad behaviour’ from some (luckily very few) patients when not being able to book appointments!
- The regular issue of getting GP appointments came up in both meetings. Sometimes problems arise when a doctor asks the patient to make a repeat appointment within “a couple of weeks” but this is not always possible and occasionally causes friction between the reception team and patients.
- We are still pursuing the possibility of prostate cancer screening support which is continuing to generate interest following it being brought up in AOB at the recent January CCQ GB meeting.

2. Yoxall PPG notes from the meeting held on 16th January

- Dr Winchurch is retiring on 31 March. A female replacement will take some trial sessions before an appointment in September. Dr Gunn and Dr Clarke will do extra sessions to bridge the gap.

- **DISCUSSION ON ACHIEVEMENTS SO FAR.**

- a. highlighted the amount of drug wastage and the cost of missed appointments.
 - b. Successful PR at Yoxall fete, the Newborough Well Dressing and the Barton Health Awareness event.
 - c. Given valuable support to the efficient running of the flu clinics.
 - How else can we interact between patients and surgery?
- (i). Practice Manager asked us to conduct a patient survey – based on an example from Tutbury. It should be available on-line – on the website, by email, in the surgery and by post and in different formats eg in large print, also in the Fisherman, (local magazine). Request for a demographic breakdown to help target vulnerable areas of the community.
- (ii). There is a health event arranged at John Taylor school children.
- (iii). The TV in the waiting room could be fully utilised to give relevant information, regularly updated, eg screening for Shingles for patients aged 70 plus.

District PPG are contacting men over 50 on Prostate cancer awareness, Yoxall could follow this up.

- **DEMENTIA FRIENDLY UPDATE**

Active steering group of 7. Sponsored walk 13 September 2020 at St Georges Park building on success of last year's walk at the National Arboretum. More villages will be involved. The Yoxall group are currently talking to groups in Barton, Abbots Bromley, Alrewas and Kingston who are hoping to set up something like Yoxall.

19 April 12.00 -2.30 there is an open event in the village hall about dementia with 2 keynote speakers. Lunch will be provided and entertainment from an

African choir from Barton.

The dementia carers club needs to reach more people. It can provide valuable support and resources.

STARS meet every Thursday afternoon in the village hall for people over 60. There is a small charge for tea and cake.

The Fisherman provides details of all the activities in the village. There is a problem finding out about other villages events. A small group to broaden this information.

3. Tutbury Practice Forum

Our next meeting isn't until March but recently we had a meeting with the Partners of the Practice and the Practice Manager. The matters discussed covered:

- Update on the Patient Forum's own website which is linked to the Practice but allows the Forum in input the information.
- Discussed the last Patient Survey and where the Forum members can assist with some of the matters raised. Very positive discussion.
- The setup of a Bereavement Help Point at the Surgery with assistance from St Giles. The Practice will look at the feasibility for this to be held in a room at the surgery.

The meeting highlighted the positive, open and frank relationship that exists between the Surgery staff and the Forum

4. Abbots Bromley PPG. Notes from the meeting that took place on January 22nd.

Uses of Surgery Fund

- Acquisition of Wi-Fi enabled ECG machine, antiseptic gel dispensers, new poster boards
- Planned installation of TV-type information screens
- Possible creation of small bursary for relevant work experience
- Dispensary refurbishment and plans for new flooring progressing
- Replacement of surgery lighting with LEDs
- Reorganisation of surgery waiting area to increase capacity
- Discussion of possible Prostate Awareness event following success of Trent

Meadows

- AB PPG response to 'Difficult Decisions' letter
- AB Practice's experience of PCN and Universal Offer strategies
- Future guest speaker from Parkinson's Society
- Possible PPG / Surgery involvement in Dementia-friendly AB Village initiatives
- Next AB PPG Meeting will be on Friday May 1st, 2020.

5. Bridge Surgery PPG meeting held Tuesday 11th February 2020.

- Staffing

Dr Osman has started. Locums will be covering for the two trainees on maternity leave.

- Online registration

Still slowly increasing, now up from 26.2% to 26.8%

- PPG and VPG members

We have someone new on our waiting list to join the PPG

VPG numbers remain static at 48

- Flu Vaccinations

A bulk text message is going to be sent to any patient who has not attended for their flu vaccine.

- Coronavirus

Posters are up on the doors and a message is displayed online, if anyone has the symptoms publicised, they must remain isolated and not attend the surgery.

Should a patient attend, and the GP identify symptoms, the disabled toilet has been designated as the isolation unit (as it can be easily wiped/ disinfected).

- Online consultations

The surgery must sign up to offer online consultations by the end of March. We are currently going through the relevant process and should be offering the service mid-March.

- Duplication of treatment between Burton and Derby

Concern has been raised about patients being sent appointments for the same treatment from both Burton and Derby. This specific point and obvious lack of communication between the hospitals is to be raised with Graham Lamb.

A discussion then took place as to use of the NHS App. Patients can download the app and register, when logged in, certain aspects of their records can be viewed and shown at a different hospital. This may or may not help for this problem but should be useful when attending a hospital out of their own area.

6. Rocester PPG, (Mill View surgery), update.

- a) Now deploying Q Doctor.
- b) Now an accredited Armed Forces Veterans Friendly Practice.

The following report had been received the next day. Although longer in length the report has been show as it is the first one from Dove River and hence gives information to the other PPG's

7. Dove River PPG, Notes from the meeting on 23rd January 2020

- Introduction of Emma Watson, Dispensary Manager, to the group who is standing in for the Assistant Practice Manager
- EW gave an updated staffing list to the group. The Practice now has 5 Partners: Dr Gilchrist, Dr Ashworth, Dr Fulford, Dr Kirk and Dr Zochi. Dr Emma Roberts (Registrar- GP Trainee) is soon to finish her placement. The Counsellor working 13 hours per week has now retired and a new person will commence 1st week February 2020. Dr Fulford advised that the Practice is offering the same number of surgeries as previous, however, there has been an increase in demands due to an increase in new builds and care homes in the area.
- The Group discussed additional out of hours surgeries and the telephone queuing systems. As these have been on the agenda for a number of meetings and there has been no progress due to Assistant Practice Manager being off sick. It was requested that the actions be taken up by another manager.
- An up to date photo of the PPG group was taken by Emma today and will be uploaded onto the information screens in the surgery.
- The patient privacy issue was again discussed. EW advised that consideration was being given to the Sudbury Practice having a touch screen reception facility where patients book themselves in on a touch screen. It was respectfully requested that EW inform TB, (Practice

Manager), that it was agreed by the Sudbury PPG that this facility was not appropriate for Sudbury.

- EW confirmed that the information provided by Ian Leech at the last meeting about St Giles Hospice has been put in the waiting room.
- An update on the Primary Care Network was tabled for the meeting. However, it was agreed that this be tabled for discussion at the next meeting when there has been more progress. It was requested that all members read the information on Primary Care Networks distributed today by EW for discussion at the next meeting.
- An update on the Hospital discharge letters for local hospitals was given by David. David has discussed this issue with Dr James Crampton (Medical Director Burton Hospital). He advised that a quarterly newsletter goes out to all doctors and this issue would be included in the next newsletter. This was to request that Hospital Doctors include the reason for hospital admission and any changes to medication on the Discharge letters. Dr Crampton advised David that he would monitor the issue and would be able to come to the PPG meeting to discuss in future if necessary.
- David also advised the group on the programmes of training he is introducing across the area to become a “Dementia Friend”.
- The group reviewed the results of the NHS GP Patient Survey. Jackie distributed the results to the group which compared Dove River Practice with Balance Street and Northgate Practices from Uttoxeter. For the Dove River Practice there were 248 surveys sent out, 118 returned- a 48% completion rate.
- In summary, from the results there were 3 areas highlighted where the Dove River Practice could improve. These were as follows:
 - 76% of respondents felt that the healthcare professional recognised or understood any mental health needs during their last general practice appointment.
 - 48% of respondents usually get to see or speak to their preferred GP when they would like to.

Dr Fulford said the problems of staffing and additional pressure may have contributed to this outcome. It was felt by some in the group that this is why

seeing your own GP is so important for particular patients who have multiple health needs or long-term conditions.

- 76% of respondents say they have enough support from local services or organisations in the last 12 months to help them manage their long-term condition(s).
- In addition, the results from the questionnaire also highlight that 62% of patients waited more than 15 minutes to see a practitioner. This result was below the national average of 69%. It was agreed that these questions would be good to review and to help inform questions within the PPG annual patient survey.
- The issue of the PPG undertaking Care Groups was discussed. EW advised that the CQC are driving this issue forward and that Keira is the Carer Champion for the practice.

It was agreed after much discussion that the PPG would require more information as to what the need is for the development of such groups in the local area and what already exists. In addition, if it were decided to form Care Groups, there would be a need to establish what training and resources would be available. It was agreed by all that a certain level of expertise would be needed to run such groups.

Any Other Business

- JS informed the group that he would no longer be attending the meeting but would be happy to help with survey results in the future. The PPG expressed their sincere thanks to JS for his service to the group over the past few years.
- It was agreed that the PPG needed new members.

Dates of Next Meeting

April 23rd 2020 at 2pm - Annual Update on Complaints, Tracy Burt

July 16th 2020 at 2pm

October 15th 2020 at 2pm - Self Assessment/ PPG objectives for 2020/21

January 21st 2021 at 2pm

(viii). Healthwatch

An update was given by DB of Healthwatch and covered the following:

- Surveys due to be conducted on discharge to access. Acute patients from hospital beds to other areas to be assessed countywide.
- Social care assessment and liaison with County Commissioners.
- Upcoming events at the University Hospitals of Derby and Burton Public Board and Governor meetings

The next meetings will take place on:

- (i) Council of Governors: 21 January 2020
- (ii) Public Trust Board: 14 January 2020

All meetings are held in Trust Headquarters, Level 5, Royal Derby Hospital.

- (iii) Health Information talk

The next talk will take place Thursday 9 April from 5.15pm-8pm, in the Lecture Theatre, Education Centre, Royal Derby Hospital.

The talk will be on 'discharge of patients'. Come along to our event and find out more about the vital process of patient discharger within our Trust and the community.

Health Information Talks are open to the Public as well as all staff members and provide useful insight into clinical services and the running of the hospital. Call 01332 785440 or email uhdb.membership@nhs.net to book your place.

- Mediquip are opening up a store in the Education Shop at Royal Derby hospital. SG, (Yoxall PPG), indicated the Mediquip services are wonderful.
- The County Council Health and Social Care Board plan to save £15M plus
 - Redevelop Hillfield Stretton into a Care Home as well as 2 other sites within Staffordshire.
 - Block purchase 200 beds across Staffordshire.
 - Recommissioning Mental Health Recovery Services
- The Virgin Care Community Services will be transferred to Midlands Partnership Foundation Trust on 1st April 2020.
- There are organisational changes planned for Healthwatch and Jackie Owen has retired.

- The six Staffordshire CCG's have recently published a document on "Difficult Decisions" and concerns future commissioning. They are asking people for their experiences of five different treatments for which access is different across Staffordshire and Stoke-on-Trent. The CCGs want to understand the real impact these treatments have on people's lives before deciding how they should be provided across Staffordshire and Stoke-on-Trent in the future. Discussions on this topic and the Chair, SAR, emphasised the importance of patients completing the survey and if possible, to attend the public event being held on February 6th at Branston Golf Club between 6pm and 8pm. Full details regarding this consultation can be found in Attachment (iii) of these minutes. SMcK, (Trent Meadows PPG), indicated that this is a repeat of the 2015 exercise and patients must fight against these constant cutbacks. BW, (Tutbury PPG), echoed this as the essential support service for the Blind was cut back a few years ago. **CR, East Staffs CCG Lay Member, (Patient and Public Involvement), stressed this was not a consultation it is a survey with a number of public meetings during February to accumulate peoples' views.**

(ix). Feedback / Update from the East Staffordshire CCG Patient Board, University Hospitals of Derby & Burton and the Primary Care Commissioning Committee, (PCCC).

- The update was given by the CR, East Staffs CCG Lay Member, (Patient and Public Involvement).
- The Patient Board met 2 days ago and as usual had a full Agenda., as previously mentioned 2020 will be a year of change and it was vital that the patient voice is heard through groups like the District Group and associated PPG's. The Patient Board is strong and from January 2020 is joined by members of the South Staffordshire Board. Currently involved with Cancer Awareness and hoping to pursue the Schools Project throughout 2020. The Board have produced a report for the upcoming CCG's Governing Body meeting later in January and this can be found in Attachment (iv) of these minutes.
- In terms of finances the overall picture for the Staffordshire CCG's is

attracting more scrutiny from NHS England. As yet haven't put the CCG's as difficult to know what they would do to rectify the situation.

- Confirmed the appointment of MPFT to take over the Community Services from Virgin Care from 1st April. Currently working together whilst going through the handover. The MPFT contract is for a year with plans to undergo engagement and dialogue with the public / stakeholder to see what the services are required going forward into the future.
TB, (Yoxall PPG), expressed her disgrace at a directive that had just been sent to all Care Homes indicating with immediate effect the reduction in use of continence pads. Care Homes have been told that a resident can have no more than **3 pads per day issued**. Incontinence differs from person to person and limits like this are a disgrace to a residents' dignity and respect never mind safeguarding issues, a resident sitting / lying in wet pads / clothes, extra work for the staff and possible resultant bed sores etc. On top of this the resident could well be paying thousands of pounds per month for their care! All agreed this was unacceptable and should be escalated to the Patient Board etc. TB will try and find out who, at Virgin Care, signed this directive.
- The Staffordshire Sustainability and Transformation Plan, (known as Together we're Better), is way behind other areas within England who have absorbed the findings and disbanded their STP's. Very costly exercise. Frustration by some members of the District Group who have worked many years within the NHS and had all this integration in the past!!
- The six Governing Bodies across Staffordshire and Stoke-on-Trent have agreed to meet in common in order to make strategic decisions that affect the whole population. The locations of these meetings have been spread across the county in order to offer access for everyone interested in attending. The meetings held in public will be alternated with confidential and Organisational Development meetings for Governing Body members to more effectively understand and work towards meeting patient needs in a rapidly changing landscape. On Thursday 30th January the meeting will be held at Branston Golf Club between 1.30pm and 4pm and the public can attend. Full Details can be found of this and other 2020 meeting dates in

Appendix (v) of these minutes. The District members expressed their concern that it was a full year since the East Staffs CCG had held their Governing Body meetings in public where people had the opportunities to ask questions specifically to East Staffs. Why is this when the CCG's voted **not** to become one?

- There is also the opportunity for the public to attend the East Staffordshire Primary Care Commissioning Committee meetings which are held every 6 weeks. The last two meetings of 2019 were attended by members of the District Group and know the public can ask questions appertaining to the agenda at the end of the meeting. This meeting discusses such issues as GP boundaries, patient numbers etc. NHS England now have strict guidelines on GP boundary changes. The next meeting is in February but at present the date has not been published on The East Staffs CCG website.
- Brief update on Primary Care Networks and to be aware there could be possible winners and losers within the East Staffs GP Surgeries.
- Universal Offer- this is a programme for Pharmacies and is being run by Pharmacies. The aim is to give consistency of services across Staffordshire and possible enhanced care in Care Homes.
- In terms of the local Hospital Trusts there are challenges ahead in terms of cancer lead times, A&E waiting times and certain “never” events. Lack of communication to the wider communities is also an issue. DB, (Healthwatch), mentioned a positive experience he had with a consultant at Queens. SMcK, (Trent Meadows), indicated the patient experience at the Bariatric team at the Royal Derby was also excellent.
- The Staffordshire CCG's Divisional Monthly Meetings will now be open to the public but at present there will be no Q&A session.

The Chair, SAR thanked CR for a very detailed report which was fully agreed by the members present.

(x). Any Other Business

- SMcK, (Trent Meadows PPG), Gave details of the awful experience of attending her retinopathy screening at the Burton clinic. The clinic is situated at what was “that Place” in the High Street. Entrance is down an

alleyway and then you have to ring a bell and stand waiting until the person doing the screening lets you in. The décor of the place is years old and people coming to receive consultations for mental health are within the same area. DB, (Healthwatch), confirmed he thought the same.

- A suggestion was made to have name plates on the table for future meetings. This was agreed.
- The Chair, SAR, raised the following.
The Chair and Vice Chair of the District Group attend a number of Health-related meetings, events etc and thought it would be good that they could go with a mandate from the membership of asking on behalf of the District Group. This was considered by those present as a positive move and SAR agreed to forward details to the members for discussion with their PPG membership.

(xi). Review of the Meeting

Well attended, Very informative, Well run, Lot happening.

(xii). Date of Next Meeting

1. Thursday 27th February 2020 between 6.30pm – 8.30pm. **The meeting to be held at the Tutbury Village Hall, Monk Street, Tutbury, DE13 9NA.**
With no further business to be discussed the Chair thanked the members for contributing to very constructive discussions and closed the meeting.

Attachment (i)

2019 Report for the East Staffordshire District Patient Engagement Group

Introduction

With all the changes and consultations due to go on throughout 2019 the group decided that the meetings would move from bimonthly to being held every six weeks. In addition, they were alternated between daytime and early evening meetings along with being held at 3 locations within the area namely Barton, Burton and Uttoxeter Community Fire Stations.

In January the Chair, and Vice Chair were re-elected to serve throughout 2019

As with the Patient Board the District Group has a compact Agenda in order to ensure it covers all aspects that affect the health economy of the patients / communities of East Staffs.

The Agenda includes feedback / update from the East Staffs CCG, East Staffs CCG Patient Board and the University Hospitals of Derby and Burton. And also has the facility to feedback information back to these bodies from the District Group.

Part of the Agenda includes prior reports sent by patient representatives that give an input on individual Patient Participation Group meetings held between District Group meetings. These reports are very constructive and invaluable promoting positive discussion and feedback. There is also input from Healthwatch who also attend the meetings

Throughout 2019 the meetings had a high turnout of members and a good representation from a number of Patient Participation Groups. Unfortunately, there is still no representation from; All Saints, Stapenhill, Northgate, Dove River, Gordon Street and Winhill. Presentations have been given to the PPG groups at Winhill and Gordon Street.

The Group also invite outside speakers to present on a number of topics.

During 2019 the speakers have been:

January. Presentation from Paul Winter, (PW), Deputy Director of Corporate Services and Governance East Staffordshire on his role within the East Staffordshire CCG and additional work following the Staffordshire CCG's management restructuring.

February. Presentation, as given to the Patient Board, from Phil McComish, PMc Trent and Dove, First Call Service

April. Talk on Datix by Lesley Arnold, Quality Information and Datix Support Manager, Nursing and Quality Directorate and Katie Woods, Primary Care Development Support Manager (South East). The Group understand they do not have access to enter information / soft intelligence directly onto the system but would like to see a simple reporting form that the Group could complete and send to the Datix team for input directly onto the system. This to be looked at.

May. Due to illness the planned presentation regarding Virgin Care had to be cancelled until July. Chris Ragg the PPI Lay Member for East Staffs CCG, gave the members a presentation on the Staffordshire CCG's consultation document and public events on the journey to become a single Strategic Commissioning Organisation

July. Input from the East Staffs CCG Managing Director East Division, Nicky Harkness, on the way forward following the decision from Virgin Care to give notice on the final part of the Improving Lives Contract as from April 2020. This involves the Community Services and discussions were held on the procurement plan going forward for a replacement organisation. In addition, discussions / updates were given by both NH and PW on the recent conversations / consultation events around the proposed coming together of the 6 Staffordshire CCG's into one commissioning organisation.

July. Presentation by Emma Keeling, Commissioning Manager, East Locality, and Jane Docksey, UHDB Programme Manager, on the current public consultation taking place on the proposal to deliver a centralised hyper-acute stroke service for patients.

August. Dave Bassett, Healthwatch.

Attends each meeting and updates the members on the work carried out by Healthwatch within the Staffordshire regions.

October. Emma Keeling, Commissioning Manager, East Locality

Update on the Cancer Awareness Programme that is currently taking place

October. Chris Ragg, East Staffordshire CCG Lay Member, (Patient and Public Involvement).

Update on the vote by the 6 Staffordshire CCG's not to form a Single Strategic Clinical Commissioning Body and what the decision means going forward.

Update on The Staffordshire Sustainability and Sustainability Programme.

November. Simon Passam, Volunteer Services Controller, UHDB Burton, Lichfield and Tamworth sites.

Information on the work volunteers currently carry out and how people can become involved.

November. Claire Dearden, Medicines Optimisation Delivery Manager.

Update on the Self-Care policy and ongoing work promoting the:

Pharmacy First Campaign.

Earlier in the year the individual PPG's undertook completion of the PPG Self-Assessment Tool as introduced by Laura Bird, East Staffs Primary Care Development Manager. This tool has already been used by other areas within Staffordshire and LB wished to include the PPG's in East Staffs in the work. This self-assessment tool aims to help a PPG to think about their strengths, any areas they would like to improve and opportunities for the future. The tool can also be used by the GP Practice. The CCG will use the results of the feedback to understand any support or resources that may be helpful and promote the fantastic work being undertaken by PPGs. PPGs can also share their results with their GP Practice.

Since August serious concerns have been expressed, by the members at the District Patient Engagement Group, on the rising number of housing developments within the area and the pressure this is putting on GP surgeries with the associated increases in population and hence increased patient numbers. It is well documented that this is causing some surgeries to consider their patient lists and requesting patients, who are outside the surgeries designated geographical areas, to find another GP Practice nearer to where they live.

This naturally causes distress to patients who may have been with a practice for many years but now have to move and in addition adding pressure to the receiving practice who may well be at capacity and also have to contend with new patients from housing developments. This situation then causes those practices to consider their patient lists and so the merry go round, with patients at the centre, goes on and on. This topic has been escalated to both the East Staffs CCG and Patient Board and will be an Agenda item for the District Group going forward.

Attachment (ii).

EAST STAFFORDSHIRE DISTRICT PATIENT ENGAGEMENT GROUP

2020 District Meeting Dates and Locations.

Currently the dates and times that have been set up are as follows:

Thursday	January 16th	10.30am – 1pm	<i>Uttoxeter</i>
Thursday	February 27th	6.30pm – 8.30pm	<i>Tutbury Village Hall</i>
Thursday	April 9th	10.30pm – 1pm	
Thursday	May 21st	6.30pm – 8.30pm	
Thursday	July 9th	10.30pm – 1pm	
Thursday	August 13th	6.30pm – 8.30pm	
Thursday	September 24th	10.30am – 1pm	
Thursday	November 5th	6.30pm – 8.30pm	

2. Uttoxeter Fire Station: 49 Cheadle Rd, Uttoxeter ST14 7BX.

3. Tutbury Village Hall: Monk Street, Tutbury, DE13 9NA

Small free car park side of Hall and another free public car park 50yds up from the Hall on the opposite side of the road.

Attachment (iii).

DIFFICULT DECISIONS - HELP US TO PRIORITISE AND ALIGN CLINICAL POLICIES

The six CCGs in Staffordshire and Stoke-on-Trent are seeking views from patients across five service areas.

Altogether the six CCGs commission over 800 different services and treatments, but availability of these varies across the area.

Together they have been spending around £2 million more per week than they receive, and that means some difficult decisions now need to be made.

That is why they are now asking people for their experiences of five different treatments for which access is different across Staffordshire and Stoke-on-Trent. The CCGs want to understand the real impact these treatments have on people's lives before deciding how they should be provided across Staffordshire and Stoke-on-Trent in the future.

The five areas are:

Assisted conception
Hearing loss in adults
Removal of excess skin following significant weight loss
Breast augmentation and reconstruction
Male and female sterilisation

The CCGs want to listen to the view of patients to understand the impact these treatments have on their lives and are encouraging people to take part in the engagement activity to share their experiences.

Get involved:

- Download and read this [pdfinformation](#) paper, which explains the background to the five areas and why these difficult decisions need to be made.

- Complete the online survey: bit.ly/Difficult Decisions by 23:59 on Sunday 1 March 2020 - remember to complete as many sub-sections depending on how many services/treatments you want to share your experiences of.
- Request a paper version of the survey - return using the freepost address on the survey by Sunday 1 March 2020.
- If you organise a group or are part of a network and would like someone to attend and facilitate a session structured around the survey, please contact us.
- Local events have been arranged to give people the opportunity to '[become a commissioner](#)' and take part in an interactive workshop of prioritising services and treatments. Events will be repeated across Staffordshire and Stoke-on-Trent and people can book a place by visiting <http://bit.ly/BeACommissioner> or download a [poster](#) of all of the events here. **(FULL DETAILS ON THE NEXT PAGE)**

Results of the survey and feedback from the events will be independently analysed. This will help the CCGs create a short list of viable options for access to these treatments across Staffordshire and Stoke-on-Trent, following which a formal consultation will then be held to gather feedback on these options.

PATIENTS GIVEN CHANCE TO BE AN NHS CLINICAL COMMISSIONER AND HAVE A SAY IN THEIR DIFFICULT DECISIONS

Patients are to be given a unique experience into the work of local NHS clinical commissioners and will have an opportunity to input in how and why they think services should be prioritised.

Commissioners from the Staffordshire and Stoke-on-Trent Clinical Commissioning Groups have the task of “buying” health services for local populations on behalf of the NHS. It means constantly having to make difficult decisions that benefit patients and are consistent with national and local priorities while keeping services affordable.

Now a series of interactive workshops are to be held to give people an opportunity to experience how these decisions are made.

Dr Lorna Clarson, GP and Chair of Stoke-on-Trent CCG said: “Commissioning is one of the least talked about areas of the NHS, and we want people to understand more about it.

“As a clinical commissioner I need to wear two hats – I am a GP who would instinctively like there to be a service to meet every patient need, I am also a commissioner who is involved in difficult decisions about what the priorities should be when we think about how to use our finite resources.

“These events will give members of the public an insight into the dilemmas we face as we try and do the best, we can for our patients with the limited resources we have available.”

The events have been carefully devised to be as realistic as possible without participants needing to have expert knowledge or clinical qualifications. The events will be using example services to get people discussing why and how they would prioritise services.

“As clinical commissioners, the most important thing is that we base our decisions on the scientific evidence about which treatments are most effective and get the best results for the most patients,” said Dr Clarson.

“People will be able to take part in an exercise of prioritising a set of example services and consider what factors are important to them during the exercise. We hope as many people as possible will be able to come and join in and support us with making difficult decisions.”

Each of the sessions is expected to last around two hours and will take place as follows:

Date	Venue	Time
29th January 2020	Foxlowe Arts Centre, Leek, ST13 6AD	6.15pm – 8.15pm
3rd February 2020	Aquarius Ballroom, Hednesford, WS12 1BT	6.00pm – 8.00pm
6th February 2020	Branston Golf Club, Burton, DE14 3DP	6.00pm – 8.00pm
11th February 2020	Entrust, Stafford, ST16 3TH	6.00pm – 8.00pm
12 th February 2020	South Staffs District Council, Codsall, WV8 1PX	1.30pm – 3.30pm
24th February 2020	George Hotel, Lichfield, WS13 6PR	6.00pm – 8.00pm
26th February 2020	Bridge Centre, Stoke-on-Trent, ST2 8DD	6.00pm – 8.00pm

Please reserve your place online here <http://bit.ly/BeACommissioner> or call 01785 854482.

Attachment (iv).

Report from the East Staffordshire CCG Patient Board covering the September - December 2019 Meetings

• Introduction

This report is based on the Patient Board, (PB), meetings that were held on 10th September, 8th October 12th November and 10th December 2019, (there was no meeting in August due to holidays).

This report has been submitted by the Chair. All meetings were conducted in accordance with the audit best practice recommendations. The chair would like to thank John Bridges for his input in compiling this report. The Board, who meet every month, have representatives from Patient Participation Groups, the Voluntary Sector and senior members of the CCG. As mentioned in the previous report going forward it is envisaged to have a closer association with the Staffordshire South East and Seisdon Peninsular Patient Board and their PPI Lay Member has attended the meeting during this time period. This will continue throughout 2020 and vice versa with representative attending their Patient Board.

The Board have an Agenda which aims to cover every aspect of the health economy and the impact on the local communities within East Staffordshire decisions on a wider scale may have, for instance over the past time period the Agenda has covered:

- a. The Sustainability and Transformation Plan, (in Staffordshire known as Together We're Better),
- b. Feedback from the University Hospitals of Derby and Burton NHS Foundation Trust.
- c. Input from the CCG and wanting to ensure East Staffordshire still has a voice on its health economy.
- d. Virgin Care.
- e. Patient Stories, both positive and negative
- f. Input from the East Staffordshire District Patient Engagement Group which consists of patient representatives from the East Staffs Patient Participation Groups.
- g. Relevant speakers and guests.

- **Patient Stories:**

At each meeting, we analyse the patient stories that are forwarded to us. These stories come via differing routes including the members themselves and the East Staffs District Patient Engagement Group.

For each story, concerning a GP Surgery or Hospital, clarification is sought to ensure that the person concerned has followed the GP and Hospital reporting procedures.

They are then actioned in accordance with their content. Over the months there have been a number of stories discussed at the meetings both of a positive and negative nature and actioned accordingly.

There has been occasions when the information received is deemed to of such a serious nature it is escalated immediately to the Chair of the Patient Board, Chris Ragg, who then escalates to the Joint Quality Team.

On the negative side the Board still do not receive total feedback on actions taken on the escalated stories.

- **Patient Board Speakers**

The Board have invited a number of speakers / presentations over the period and these have included:

- a) Laura Bird, CCG Primary Care Development Manager - *Update on Primary Care Networks.*
- b) Claire Deardon, Medicines Optimisation Delivery Manager - *Update on the Self-Care policy and ongoing work promoting the Pharmacy First Campaign. Presentations ongoing throughout Staffordshire.*
- c) Charlotte Evans, Commissioning Manager - *Update on the Community Services Procurement.*
- d) Vicky Oxford, CCG Senior Primary Care Commissioning Manager - *Updates on the Extended Access Survey report and Primary Care Universal Offer.*
- e) Stuart Lee, Digital Programme Director, Together We're Better, Staffordshire and Stoke on Trent STP - *Update on Integrated Care Records. Additional input to this topic was also given by Dr Rachel Gallyot, ESCCG Clinical Chair.*

f) Josh Slater, Communications and Engagement Specialist M&LCSU - Updates on; Patient and Community Engagement Indicator; CCG Improvement and Assessment Framework 2018/19; Together We're Better.

- **University Hospitals of Derby and Burton**

As mentioned in the introduction to this report the Board are keen to ensure that the new Trust is maintaining the required standards regarding communication, patient involvement, new clinical pathways going forward and what is going on in involving / securing the community hospitals futures. The report for January -July indicated that to ensure this was being met a senior member of the hospital team at Burton would attend each Board meeting to give an update on both the above and other criteria the Board wish feedback on. This is a 30min slot on the Agenda with the person only present to give the feedback.

This started in June and has continued since with the Director of Nursing (Operations), Queens Burton, Jim Murray attending the meetings. As required JM is also accompanied by a member of the hospital team who would be involved in the matters the Board wished to discuss.

Over the time period of this report the discussions have been around the following:

September

- a. Jim Murray was accompanied by a member of the Project team, Lee Sharrard, who gave on the current and proposed work ongoing across the Trust especially in the areas of Cardiovascular and Endoscopy.
- b. Overview of the Trust wide patient and public engagement process.
- c. Plans for a mock CQC inspection over two days during November
- d. The Trust appointing a new Chair, Dr Kathy McLean OBE, following the retirement of John Rivers.

The Board proposed the following updates for future meetings UHDB targets set, UHDB performance, Patient Stories, PALS, Patient Reference Group update.

October

- a. Jim Murray was accompanied by the Deputy Divisional Director for Surgery, Clare Chisholm.
- b. CC gave an update on the improvements in the surgical departments following the merger. These included, more outpatient appointments in Lichfield and Tamworth, more support into Burton in terms of tertiary and specialist, a vascular clinic at Tamworth and care pathway for hands, spinal injections and pain management again at Tamworth
- c. Update on the building work at the side of the Treatment Centre in Burton. This is for more orthopaedic care.
- d. Discussion on a wide range of topics including Pharmacy services, discharge procedures, future of the Breast Clinic and staffing for the new facilities planned.
- e. Positive and open input.

November

- a. Jim Murray was again accompanied by Lee Sharrard of the Project Team.
- b. Update on the proposed stroke pathway and consultations that had taken place within the communities. Final decisions are currently on hold due to Purdah, but the new pathway should be in place within the 2020 calendar year.
- c. The Board asked if there were Patient Groups at UHDB and where they involved in the Trusts projects? This to be investigated and fed back.
- d. The Board again stressed the importance of communication to the wider communities especially when “change” was involved.

• **East Staffordshire Clinical Commissioning Group:**

The Board have monthly feedback from Governing Body and discuss and action all matters that have been escalated down to the Patient Board. During the period covered by this report the Board has received input on the following:

- a. The East Staffordshire CCG's Restructuring plans and the set-up of Committees in Common.
- b. The effect of the 6 Staffordshire CCG's voting against becoming "one" and the possible reaction from NHS England.
- c. Concerns over the lost connection that existed before Committees in Common. As an example, the loss of the specific local East Staffs CCG Governing Body Meetings that the public could attend. The Board will be closely monitoring the effect the changes have had on the tight, efficient running of the CCG before the changes
- d. The situation regarding Virgin Care and the Improving Lives Contract.

- **East Staffordshire District Patient Engagement Group**

The report covers the period from August – December 2019 as there was a meeting held in August.

With all the changes and consultations going on throughout 2019 the group meetings have continued to be held every six weeks. In addition, they are being alternated between daytime and early evening meetings along with being at 3 locations within the area namely Barton, Burton and Uttoxeter Community Fire Stations. The meetings have a high turnout of members and there is a good number of Patient Participation Groups being representation. Unfortunately, there is still no representation from; All Saints, Stapenhill, Northgate, Dove River, Gordon Street and Winshill. Presentations have been given to the PPG groups at Winshill and Gordon Street.

As with the Patient Board the District Group has a compact Agenda in order to ensure it covers all aspects that affect the health economy of the patients / communities of East Staffs.

The Agenda includes feedback / update from the East Staffs CCG, East Staffs CCG Patient Board and the University Hospitals of Derby and Burton. And also has the facility to feedback information back to these bodies from the District Group.

Part of the Agenda includes prior reports sent by patient representatives that give an input on individual Patient Participation Group meetings held

between District Group meetings. These reports are very constructive and invaluable promoting positive discussion and feedback.

Since August serious concerns have been expressed, by the members at the District Patient Engagement Group, on the rising number of housing developments within the area and the pressure this is putting on GP surgeries with the associated increases in population and hence increased patient numbers. It is well documented that this is causing some surgeries to consider their patient lists and requesting patients, WHO ***are outside the surgeries designated geographical areas, to find another GP Practice nearer to where they live. This naturally causes distress to patients who may have been with a practice for many years but now have to move and in addition adding pressure to the receiving practice who may well be at capacity and also have to contend with new patients from housing developments. This situation then causes those practices to consider their patient lists and so the merry go round, with patients at the centre, goes on and on. This topic has been escalated to both the East Staffs CCG and Patient Board and will be an Agenda item for the District Group going forward.

The Group also invite outside speakers to present on a number of topics. Between August and December 2019 these have been:

- a. Emma Keeling, Commissioning Manager, East Locality
Update on the Cancer Awareness Programme that is currently taking place
- b. Chris Ragg, East Staffordshire CCG Lay Member, (Patient and Public Involvement).
Update on the vote by the 6 Staffordshire CCG's not to form a Single Strategic Clinical Commissioning Body and what the decision means going forward.
Update on The Staffordshire Sustainability and Sustainability Programme.
- c. Dave Bassett, Healthwatch.
Attends each meeting and updates the members on the work carried out by Healthwatch within the Staffordshire regions.
- d. Simon Passam, Volunteer Services Controller, UHDB Burton, Lichfield and Tamworth sites.

Information on the work volunteers currently carry out and how people can become involved.

e. Claire Dearden, Medicines Optimisation Delivery Manager.

Update on the Self-Care policy and ongoing work promoting the Pharmacy First Campaign.

- **Outside Connections:**

Patient Board members continue to be very active in their involvement with other Organisations. These include:

- a. Certain members holding senior positions within the 3rd sector which gives a valuable insight at the PB meetings. Of specific mention are:
 - YMCA and not only the ongoing work within the community but also running the winter night shelter and holding the annual “Sleep Out” which raises valuable funds for the homeless within the community.
 - St Giles and the now internationally recognised work on Bereavement which resulted in being invited recently to go over to Australia to present their work.
 - Burton Albion Community Trust who are involved in a vast range of community and school services.
 - Support Staffordshire who represent a wide range of organisations within Staffordshire and are a voice at many strategic meetings within the County.
 - Burton Mind who are an independent charity providing services to East Staffordshire. They provide confidential, high quality services for individuals, carers and families experiencing emotional or mental health problems. They get referrals from community, voluntary, statutory, private sectors and other agencies.
 - Harvey Girls_and Dads4Dads an organisation that offers parent-focused activities and support covering a wide range of topics for both young mums and a support group for dads, offering practical fun and educational sessions that will motivate and inspire. They

offer low level support which can be within the home, for local families with children aged 19 years and under

- b. Sit on their appropriate PPG groups.
- c. Sit on several other Health Related Organisations.
- d. Invited to a Wound care workshop.
- e. Attended workshops held between UHDB Queens hospital Consultants and East Staffordshire GP's.
- f. Certain members of the PB are members of the Burton Diabetes UK Group. This Group was relaunched in December and going forward will be known as *East Staffordshire and Surrounds Diabetes UK Patient Network*.
This change has been fully supported by Diabetes UK and the launch was supported by UHDB Consultants and Senior staffs, Clinical Chair of East Staffs CCG, Burton Mayor, Community Groups, Diabetes UK and group members.
- g. Working with Dr Ruth Chambers, OBE, Staffordshire STP's clinical lead for technology enabled care services programme, digital workstream & Honorary Professor Keele University, Visiting Professor Staffordshire University, on the use of Alexa in assisting people with Diabetes.
- h. Attended the Get It Right First Time, GIRFT, Adult Diabetes Deep Dive work stream meeting at UHDB, Queens.
- i. The East Staffs District Patient Engagement Group and one PPG becoming members of Support Staffordshire. Attend the Support Staffs Forum Meetings and Events.
- j. East Staffs District Patient Engagement Group have trained members who have started to roll out the Red Bag Scheme within the areas Care and Nursing Homes.
- k. Sat on various East Staffs CCG Commissioning Groups these including Procurement of Community Services, Ongoing work with Cancer Awareness Project.
- l. Attend the Health and Wellbeing meetings organised by Everyone Active.

Governing Body Meeting Dates

Meetings of East Staffordshire Clinical Commissioning Group's Governing Body are held in public. A list of forthcoming meetings is provided below. The details of times and locations will be confirmed, and advertised on this page, at least 3-5 working days prior to each meeting. Agendas and papers for the next or previous meetings can be downloaded from the [Governing Body Papers](#) page.

The six Governing Bodies across Staffordshire and Stoke-on-Trent have agreed to meet in common in order to make strategic decisions that affect the whole population. The locations of these meetings have been spread across the county in order to offer access for everyone interested in attending. The meetings held in public will be alternated with confidential and Organisational Development meetings for Governing Body members to more effectively understand and work towards meeting patient needs in a rapidly changing landscape.

Papers for the meetings held in public will be available a week before the meeting. We hope you can join us to witness public decision making in action and you will be able to ask up to three questions at the end of the meeting.

We understand that this offers fewer meetings for people to attend, however, as discussion about local health needs and how are to be met will take place at the new Divisional Committees, we are making plans to also hold these in public. In addition, we are exploring how we could better make use of digital technology to extend the meetings in public to an online audience. A structure of the CCGs' formal committees that feed into the Governing Body meetings can be found [here](#).

Our Primary Care Commissioning Committees are also held in public in three areas across the county each month. This is where Governing Body members consider and make decisions about General Practice. The dates and papers can be found [here](#)

Date	Time	Venue	Papers / Live blog
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Thursday 30th January 2020	1.30pm - 4.00pm	Branston Golf & Country Club Burton Road Branston Burton-on-Trent DE14 3DP	<u>Live blog</u>
Thursday 27th February 2020	1.30pm - 4.00pm	The Bridge Centre Birches Head Road Birches Head ST2 8DD	<u>Live blog</u>
Thursday 26th March 2020	1.30pm - 4.00pm	Aquarius Ballroom & Banqueting Suite Victoria Shopping Park Hednesford WS12 1BT	<u>Live blog</u>

There will be a dedicated section for questions to be asked on each agenda. Wherever possible, members of the public or press should submit any questions in writing (addressed to the CCG's Clinical Chairman) at least three working days prior to each meeting.

These are meetings held in public, not public meetings. While any member of the public or the press is welcome to attend these meetings, the public and press will not ordinarily have speaking rights at the Governing Body Meeting, unless these are given by sole discretion of the Chairman.

This is the preferred approach, as it will allow for adequate reflection and to provide a comprehensive response. If this is not possible, questions may also be asked at the meeting and considered by the Governing Body.

Please send any advance questions to the CCG's Head of Performance & Governance: by email to paul.winter@northstaffs.nhs.uk or by post to the CCG's postal address:

Head of Performance & Governance

Edwin House

Second Avenue

Centrum 100

Burton upon Trent

Staffordshire

DE14 2WF