

**East Staffordshire District Patient Engagement Group Minutes of the
Zoom meeting held on Thursday 16th July 2020,
between 18.00 and 20.00**

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)
AG	(Representing Stapenhill Practice Patients)
CD	(Trent Meadows PPG)
SMcK	(Trent Meadows PPG)
BJW	(Tutbury PPG)
DB	(Healthwatch)
JK	(Wetmore Road)
LL	(Alrewas PPG)
AH	East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement) joined the meeting at 18.35
DH	(Tamworth District and East Staffs Clinical Commissioning Group Patient Board)
ZL	(Burton Mind and East Staffs Clinical Commissioning Group Patient Board)
PL	(YMCA and East Staffs CCG Patient Board) East Staffs Clinical Commissioning Group Patient Board). Had to leave the meeting at 7pm.
LK	(Peel Croft Surgery)

(i). Apologies.

Apologies had been received from:

KB	(Rocester PPG) unable to get Zoom
JW	(Barton PPG)
TB	(Yoxall PPG)
LB	(Burton Albion Community Trust and East Staffs Clinical Commissioning Group Patient Board)

(ii). Welcome.

The Chair, SAR, welcomed everyone to this the second District meeting held via Zoom. As with the previous meeting the invitation had also been extended to the members of the East Staffs Clinical Commissioning Group, (East Staffs CCG), Patient Board and it was good to see again some of those members present.

A few house rules were agreed for the running of the meeting.

The Chair, SAR, then asked each person to introduce themselves.

(iii) Feedback from the members present

a. PL, CEO of the local YMCA and Patient Board member.

COVID has been a challenging time. At the start of lock-down the YMCA worked closely with the East Staffs Borough Council to get all the homeless in the area off the streets and into a safe environment. Locally, 15 people were accommodated within the first 48hrs, (Nationally the figure was 15,500). The 15 local people have now had to be vacated from this accommodation, but it is pleasing to note that most of these people have now been moved into temporary accommodation.

The food bank has been extremely busy with the amount of donations being at a fantastic level. This was especially the case with Morrisons and Trent & Dove who have recently set on a food bank co-ordinator.

The 4 local YMCA shops have now reopened so please let people, who need help, know. The Vice-Chair, JB, on behalf of everyone present applauded the fantastic work the YMCA had and are continuing to carry out.

b. AL, Representing Stapenhill Medical Centre Patients.

Echoed the fantastic work of the YMCA and other 3rd sector organisations. The Practice is still keen to set up a PPG and will assist wherever possible. Unfortunately, patients appear reluctant to want to be involved and with COVID it is not the time to retry. Both the Chair and Vice Chair offered their assistance when the time is right.

c. LL, Alrewas PPG.

Keeping the responsibility for the village COVID community and have set up the Alrewas Companions to help the lonely. On the 27th July, the PPG will be holding their first Zoom meeting. Has spoken to their Social Prescriber Katy Lawrence.

d. BW / JB Tutbury Patient Forum.

Held their first Zoom meeting the previous evening and had Sue Dallison, Social Prescriber, present to outline her role.

Present at the meeting was also the Senior Partner Dr HS and the Practice Manager, RB.

Highly informative meeting with excellent input from the Practice. Discussion on what “services” were currently available at the surgery and that minor surgery and joint injections were not available at present.

Discussion on the forthcoming flu clinics in terms of how and when plus the effect of the recent NHS announcement to include all people of 50 years and above.

e. CD, Trent Meadows PPG

As mentioned at the last meeting had a zoom meeting with the surgery. They have a new fulltime pharmacist and a new GP. Surgery working as usual but with limited access.

The surgery put a survey out on their Facebook page and received 200 responses. They then took the top 5 Frequently Asked Questions, FAQ's, and sent out responses. This survey also was sent to all the PPG members. DB would like to know what the 5 FAQ's were.

In terms of the way forward the surgery as Tutbury are not doing minor surgery or joint injections but are providing B12 injections.

Thanks, had been expressed by the Practice Manager for the help and support received from the patients.

Flu clinics start on 26th Sept and 72 appts already booked.

SMk, (Trent Meadows), had nothing else to add as she was just observing on this occasion.

f. LK, Peel Croft PPG

The PPG have been kept updated via emails. Members had offered to help in whatever means allowed and had given the surgery car park care and attention. All this done in a safe manner and was good for social interaction with other colleagues.

Still seeing high risk patients, taking bloods, and giving vaccinations via patient's cars. There had been 9 cases of COVID but no deaths. Unfortunately, 2 patients have died who were in hospital prior to 23rd of March.

Have a Medical Pharmacist for 4hrs/week starting in August and have support of the Primary Care Network and the Social Prescriber team. The surgery is part of a national COVID programme.

Since the meeting LK has sent the following notes for inclusion:

Peel Croft has 3 patients who are in care homes and are all fit and well. Regular contact with these patients is made and in addition all high-risk patients and other patients known to struggle with other issues due to the pandemic lockdown measures etc.

No staff cases re Covid 19, confirmed by recent Antibody testing.

Despite the Pandemic work went ahead to develop one of the existing rooms at the surgery into a clinic room by fitting new equipment, flooring etc to aid the Practice now and for the future with additional services the Practice support via various third parties.

A part-time Clinical Pharmacist has been appointed from August.

Peel Croft has supported the Patient Care Network (PCN) from the first week of the pandemic with the implementation of the Social Prescriber Scheme and ongoing support for all practices in the East Staffs area with use of a Zoom development session several weeks into the review and enhance service support to other sections eg. MPFT, CCG Nursing Lead, Midwifery Services.

DM, the Practice Manager, also supporting the PCN with the recruitment of an additional Social Prescriber.

Peel Croft is part of National research site to complement Covid 19 learning and treatment.

Peel Croft in the last 2 weeks has invested in a mass texting facility called Mjog which enables speedier communications to patients on a much wider scale and is used to raise awareness, regarding, the research programme. Other health communication text messages are being scheduled.

Dr F continues to carry out both local and national GP educational events via Zoom to share best practices/learning to aid on a much wider scale.

g. JK, Wetmore Road PPG

Wetmore Road Surgery has been following procedures like those of other practices in the area: patients contacting the practice would be called back for a telephone consultation with the appropriate practitioner. If it was thought patients needed to see a clinician, appointments were arranged for face to face consultations in one of the two 'Pods' in the surgery car park or in the treatment room. Written information was posted on the Practice Door for patients simply turning up at the door. The practice has also issued a newsletter via the practice website to update patients on the latest developments within the surgery. Those who had agreed to be contacted by text message, received a text about the newsletter.

h. DB Healthwatch

Went to Queens for treatment recently. Went very well with all precautions taken and the place spotless. The University Hospitals of Derby and Burton have carried out some 5000 assessments during COVID. Bridge Surgery is as most of the others that have been reported.

In terms of Healthwatch, at the last Advisory meeting it had members from the District Group present. The next one is in September with Lyn Miller of the Clinical Commissioning Group coming to give a presentation.

In terms of COVID there is currently an Healthwatch impact survey being carried out across Staffordshire and Stoke on Trent. This started on 13th July and runs until sometime in September. It can be accessed via the Staffordshire Healthwatch website. The details are

<https://healthwatchstaffordshire.co.uk/news/covid-19-impact-survey/>

Below are the details from the website:

Covid-19 Impact Survey

Do you have experience of using health and social care services during the coronavirus pandemic?

Healthwatch Stoke-on-Trent and Healthwatch Staffordshire, the local independent champions for health and social care have worked with Together We're Better including Stoke-on-Trent City Council and Staffordshire County Council on a collaborative piece of work to devise a coronavirus impact survey, which asks members of the public about their experiences of health and social care services during the coronavirus pandemic. The survey largely focuses on coronavirus experiences, long-term health conditions, mental health, and digital engagements.

Coronavirus has led to unfamiliar changes to the way health and social care services provide care, for example, postponed or digital appointments, stricter hospital and care home protocols and a challenge to pharmacy medication distribution.

We would like to hear public experiences from anyone living in Stoke-on-Trent and Staffordshire. Capturing and sharing the voice of the people will ensure that we are better equipped to understand the full impact that coronavirus has had on people's lives. We in turn will inform health and social care providers constructively.

Insightful health and social care experiences during the pandemic could include positive or negative experiences of:

- Usefulness of coronavirus information and advice
- Health and social care appointments
- Effectiveness of digital engagement
- Mental health support

- Emergency care
- The support for long-term health conditions
- Caring for others during isolation

Chief Officer of Healthwatch Stoke-on-Trent and Healthwatch Staffordshire, Simmy Akhtar said, “We have worked in partnership with Together We’re Better which includes both Local Authorities to develop a survey which allows the public to share their health and care experiences during this global pandemic. Findings will inform their conversations about what worked well for the public, what did not work well, what could be better and how it could be better.”

“I would ask as many people as possible take this opportunity to share their experiences and ideas with us so that we can share this with health and social care leaders to support the provision of the right services in the right place for our local communities – services must meet needs as best as possible.”

Sir Neil McKay, Independent Chair of Together We’re Better, said: “We need to fully understand peoples’ experiences during the pandemic. During the lockdown, services have had to adapt at unprecedented pace. In some cases, we have done things that had been an aspiration because they became a necessity, and generally patients seemed to have been understanding of the need for change.”

“As we move towards recovery it would be wrong to simply go back to doing things the “old” way without carefully considering whether we have found new ways of doing things that could bring long-term benefits. I hope as many people as possible will tell us of their experiences.”

You can find the coronavirus impact survey [here](#)

The findings of the survey will be published on Healthwatch Stoke-on-Trent and Healthwatch Staffordshire’s websites.

DH commented that it was good to see that Lyn Miller to coming to the next Healthwatch Advisory Meeting. He was disappointed with the Healthwatch survey as it doesn’t ask the right and proper questions. DB agreed with this.

(iv). Introductions

The Chair, SAR, was conscious that during the above reports that AH, DH and ZL had joined the meeting and some of the members present would not know them. She asked if they could give a brief outline of their background.

(a). AH, East Staffs CCG Lay Member, (Patient and Public Involvement).

Was the Lay Member for South East Staffs CCG since 2015 and now that role has grown to include East Staffs CCG as well. Currently AH is the

- Chair of the East Staffs and South East Patient Board.
- Chair of the Primary Care Committee.
- Newly appointed Chair of the Communications Committee

In the past was the Chief Executive of an NHS Trust in Warwickshire.

(b). DkH, Tamworth.

-Sits on the Healthwatch Boards.

- Involved with the Derby and Burton Hospitals. Had raised questions in last years' AGM over lack of Patient Involvement, nothing heard since. JB indicated last newsletter was July 2019 and the only current information that can be found is via the CEO's weekly blog.

- Governor of UHB Hospitals Birmingham. Been holding virtual group meetings. The hospitals have had 3000 inpatients with COVID of whom there had been unfortunately approx. 700 deaths.

- Chair of the South East Patient Council. Now sits on the East Staffs and South East Patient Board.

- Chair of the Crown Medical Practice PPG in Tamworth.

(c). ZL, Burton Mind and East Staffs CCG Patient Board

- ZL is the Deputy Manager of Burton Mind and new member of the Patient Board. Also, in her role visits the local schools for young person's needing one to one counselling.

- Under the new contract with MPFT, Midlands Partnership Foundation Trust, Burton Mind now cover Burton, Uttoxeter, Tamworth, Lichfield and Burntwood.

- Under the current health measures any counselling is by remote means using Zoom, Phone and Facetime.

- Currently revamping the premises on Branston Road in readiness for when they can reopen.

LK, (Peel Croft), thanked the above for the information and welcomed them to the meeting.

PL, (YMCA and Patient Board), asked ZL is the service from Burton Mind still available online? ZZ indicated that it was plus people can contact via the phone and other means. Now taking new people via Zoom, Microsoft Teams, What's App etc. PL commented that the YMCA hold Zoom meetings but find them tiring so had cut back on meeting time and / or included a break.

At this stage PL had to leave the meeting to attend another appointment.

(v). Minutes of the Last Meeting

The Chair, SAR, asked if any of the members had issues with the minutes produced. Everyone happy with them.

(vi). News

- **East Staffs CCG Governing Body**

There has been no meeting in public of the Governing Body since the March lockdown. Virtually all staff are working from home and contacting each other through Microsoft Teams. The only communications that have been sent out during the past months have been via the weekly update from "Staffordshire Together We're Better". When challenged on this the CCG response was that the NHS is at level 4, the highest possible, and all communication without exception has to come from, or be agreed and signed off by, NHS England.

- **East Staffs CCG Patient Board**

Same situation as above. However, following comments from the membership a meeting via Microsoft teams was held on July 2nd and a further meeting has been planned for 6th August. This has enabled the members to highlight to the CCG the concerns from patients as well as hear of the fantastic work being done by our 3rd sector and voluntary groups.

- **National Association for Patient Participation. (NAPP)**

The Vice-Chair / Secretary, JB, has been distributing the NAPP newsletters in the normal manner. The latest one is attached to these minutes. NAPP have expressed concern that some patient groups may have been dismissed.

- **General**

During the crisis the Vice-Chair / Secretary, JB, has been sending regular emails with relevant information pertinent to what has been happening in both the local and National arenas. This will continue.

- **Questionnaire**

The questionnaire discussed at the last meeting had been formulated and sent out, thanks to CD, Trent Meadows for transferring into google docs so that people can respond easier.

JB has received 52 responses so far, and it will be available until the end of July. From these responses loneliness and mental health had been shown as a major issue. JB has circulated this everywhere including Support Staffordshire, Healthwatch, Practices etc encouraging them to circulate as far and as wide as possible. The results will in due course be sent to the Group for discussion and then forwarded to the East Staffs CCG Patient Board and the CCG itself.

(vii). Any Other Business

- LK, Peel Croft PPG raised the topic of retinopathy tests and when they will be restarting? AH, Lay Member indicated that due to the nature of the test this and other services such as podiatry hadn't started up yet. Will investigate this and respond.
- The Vice-Chair, JB, mentioned that he had received a letter from Boots saying his eye test was due. When he called in to make the appointment was informed these letters had been sent out in error and that the only tests currently being carried out were emergency ones. However, with being a diabetic details / provisional appt was made until the optometrist had looked at the history. This appt was subsequently cancelled until the emergency backlog had been sorted. As this was a computer operated letter it is difficult to blame local staff who, whilst I was in the shop, had 6 similar calls. Poor communication from Boots.

- A&E situations. DB, Healthwatch indicated that in Cornwall the CCG policy is if anyone just turns up at A&E with minor injuries etc they will be turned away. They are concerned that with lockdown easing they are becoming inundated with holiday makers and their A&E will not cope. DH, Patient Board said that at Hope hospital they have hot and cold cases. Most people have accepted the situation at hospitals. The main issue is that only the injured person plus carer if required are allowed in A&E. However, some people bring the whole family and when they are refused entry a little time later, they turn up claiming they need A&E services!! AH, Lay Member informed everyone that although some restrictions had been lifted the NHS is still in a Level 4 situation. Information regarding access to an A&E and the procedures to follow will be found on hospital websites.
- The Chair, SAR, mentioned she had listened to a report update on COVID-19 at a recent Staffs County Council Cabinet zoom meeting. The numbers quoted seemed to be at odds with the number of reported cases in Anglesey, Shobnall and Horninglow.

(vi). Date of Next Meeting

After discussions it was agreed to hold the next meeting on Thursday August 13th starting at 6pm. The Chair SAR thanked everyone for their contributions and closed the meeting.

