

**East Staffordshire District Patient Engagement Group**  
**Revised Minutes of the Zoom meeting held on Thursday 22<sup>nd</sup> October 2020,**  
**between 18.00 and 20.00**

**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)
TB	(Yoxall PPG)
RB	(Trent Meadows PPG)
DB	Healthwatch
AH	East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement)
DH	Chair, Crown PPG, Tamworth and member East and South East Staffs Clinical Commissioning Group Patient Board
PL	CEO, Burton YMCA and member East and South East Staffs Clinical Commissioning Group Patient Board
ZL	Burton Mind and member East and South East Staffs Clinical Commissioning Group Patient Board
KL	Development and Sustainability Officer, Burton Mind.
ED	Observer
DB	Managing Director, UHDB, Burton site. (left the meeting at 18.45)

### **(i). Apologies.**

Apologies had been received from:

KB	(Rocester PPG) unable to get Zoom
JK	(Wetmore Road PPG)
LK	(Peel Croft PPG)
JW	(Barton PPG)
SG	(Yoxall PPG)

### **(ii). 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 DB and thanked him for coming along to give a presentation on the Covid-19 situation & Winter Plan 2020/21 at Queens Hospital, Burton.

### **(iii). Presentation by Duncan Bedford Managing Director, UHDB, Burton site.**

The Chair, SAR introduced DB to those present and thanked him for taking the time to come along and speak to the Group. Using slides DB gave his presentation, (The Vice-Chair will forward the slides to the Group).

Below are some of the highlights:

- It is a challenge to catch up on the backlog of work due to COVID and all the shutdown during the initial 4months. In some cases, the backlog is reducing quickly but now the fear is the effect of the possible 2<sup>nd</sup> wave, flu, winter pressures and Brexit.
- In terms of the hospitals the peak hit Derby first around mid -April followed by Burton. DB went through the various systems that had been in place when patients entered A&E.
- The total number of COVID deaths are around 500 for the Trust 4 of these being members of staff. Currently there are 30 ITU beds available.
- There is a lot of anxiety not knowing what is on the horizon but now more confident in handling due to the experiences learnt. The Red, Amber and Green system for A&E has now changed to Low, Medium and High.
- Going forward in terms of possible vaccines one of the issues will be around the storage and delivery issues as any vaccine may have to be stored as low as -50

degrees.

- Flu vaccinations for staff is ongoing and at present the level of vaccinations for front line staff is in the lower 50% level.
- The pandemic naturally had an effect with staffing levels. Normal level of absence is 4.5% amongst 13500 staff. At the start some staff had to self-isolate and the levels rose to 1200 staff off work. The effect was counterbalanced by less patient footfall. Current absence level of is now 200-250.
- In terms of the winter plan they are planning accordingly to deal with the approx. 60% influx of patients who do not need to see an emergency doctor when attending A&E. As regards ward occupancy the normal rate is to work at 92% occupancy but the COVID wards can only work at 80% occupancy due to restrictions etc.
- Regarding the recovery of NHS backlog and number of referrals there are around 2500 cases still to deal with. As regards NHS standards the number of patients who have been waiting over 63 days was 500 at the height of the pandemic now at 120 whereas the normal is <100. The 104day wait was 100+ at its height and now is 26.
- The time for seeing patients is greatly reduced with the necessary clean downs, and “donning / doffing” of PPE. For example, the number of joint injections used to be 10 now is 6-7 a time. Any second wave will of course have a further negative effect.
- DB had a slide on the effect of coming out of Europe end 2020. This effect is nearly all around the area of logistics in getting materials in from Europe. Currently nationally there are 9 workstreams working on this to minimise any detriment effect.

The following question and answer session took place after the slide presentation.

**DH.** Thank you for slides and to all the staff for the work they have and are doing. DH is a Governor at UHB, and they have also working at reducing their A&E numbers. The issue is if moved, say from Good Hope they will go to the MIU's at either Tamworth or Lichfield. If this happens what plans are in place?

**DB.** It's a perfect opportunity to develop and plan these 2 community MIU's. Most activity is at Burton A&E with 180-190 visits. The MIU's at Tamworth and Lichfield

have 90/100 and 80/90 visiting capacity but currently each only see 20 visits.

**CD.** In terms of 60% of visits to A&E not really the place to go is this normal or with the pandemic are people going to A&E because they can't get to their GP?

**DB.** The figure is based on one day's analytical analysis. James Crampton still works in A&E and does see patients who say I have come here as I can't see my GP. DB, Healthwatch mentioned that it was good to see that the children's assessment unit is in place at Burton and works from around 9am -10pm.

DB said they are working closely with the PCN and Adrian Potts in Tamworth

**DB, Healthwatch,** it was mentioned at the Annual Members Meeting that there was a £2M investment for the A&E at Burton?

**DB** agreed this investment, from NHS England, is for Burton A&E which needs more capacity. The "pitstops" are to be ripped out and 5 additional patient receiving areas to be built. This will assist for ambulance deliveries.

**AH,** on Midlands Today news it stated that UHB were starting to turn patients away from A&E for minor non, A&E medical issues. Will Burton and Derby be starting to do the same?

**DB,** UHDB do not want to turn patients away from A&E so are sending messages out showing what alternatives are available in the future. If A&E became overwhelmed, they would then direct those patients to an alternative.

The Vice-Chair asked DB to consider using the District Group to get communication messages out of any nature that they wished to inform the community about. DB will inform Andy Ashcroft, Comms of the offer made.

**AH** indicated that the Joint Quality Committee had received a report that UHDB had had an unannounced visit by the Care Quality Commission. This must have been a distraction?

**DB,** yes CQC did make a visit in July which caused a few issues. At the time there had been complaints and there was one that possibly triggered the visit and the request to look at the issues raised. The report back from the CQC had been received that day and the Trust is still rated as Good and is well led with effective care. Naturally, there were also some areas that required attention, and these will be carried out.

There be no further questions the Chair, SAR, thanked DB for coming along to give his presentation and take Q&A. It had been an informative discussion and the members agreed and showed their appreciation in the normal manner.

DB thanked everyone and then left the meeting.

#### **(iv). Minutes of the Meeting held on 24<sup>th</sup> September 2020**

There were no comments raised from the minutes. Acceptance of the minutes was proposed by SMcK, (Trent Meadows PPG) and seconded by BW, (Tutbury Forum) and the members accepted the minutes as being a correct record of what took place. The Vice-Chair, JB, indicated the draft minutes had been forwarded to the East Staffs Practice Managers within the agreed time frame and following the above approval would now be forwarded to the Patient Board.

#### **(v). Matters Arising**

There were no matters arising from the minutes that wouldn't be covered by the Agenda.

#### **(vi). Action Log**

As agreed at the previous meeting, the action log was reintroduced and recently sent out to the members. There were 4 actions listed of which 3 had been completed. The outstanding action, that is currently ongoing is:

*Action: Following the District COVID-19 report it was agreed to produce local information sheets for Mental Health and Diabetes. (SAR/JB)*

An updated action log to include any items from this meeting will be attached at the end of these minutes.

#### **(vii) Feedback from the members present**

- **JB / BW Tutbury Patient Forum**

- a. The next virtual group meeting is due in November. Our speaker at this meeting will be Keri Lawrence Development and Sustainability Officer, Burton Mind.
- b. Flu clinics have been held since 19<sup>th</sup> September and have been well attended. JB had assisted on the Saturday clinics, where a one-way system had been used and the positive feedback from patients had been very encouraging. There were 4 vaccination points which were manned by 2 nurses and 2 GP's, the patients were also pleased the presence of the GP's and the part they were playing in the vaccination programme.
- c. In regular contact with the surgery and then circulate the information to the Forum membership.
- d. JB had a meeting with the Practice Manager the previous day where a lot of

information was given to show comparisons between April-Sept 2019 to the same period 2020 for the following:

- Number of Doctor's consultations,
- Number of Nurses appointments
- Patient Referrals from the Practice to other health organisations
- Clinically suspected cancer referrals
- Telephone Calls

This information will be put into a presentation to send out to all the Forum members.

- **CD Trent Meadows PPG**

- a. Flu clinics held for the over 65's until the vaccines ran out. Further supplies on the way.
- b. Had a conversation Practice Manager regarding a PPG Toolkit that had been sent from Thomas Cruyton of the East Staffs CCG. Had seen a copy and looking through it there seemed to be nothing new. It is entitled *"Patient Participation Group Toolkit. A step by step guide for General Practices setting up a Patient Participation Group"*.

The Vice-Chair, JB, will send the presentation out with the draft minutes.

RB, Trent Meadows had nothing else to add

SMcK, Trent Meadows, Stretton had nothing to add.

- **DH Crown Practice PPG, Tamworth**

- a. First meeting on the 8<sup>th</sup> September. Unfortunately, only 2 present.
- b. Flu Vaccinations started end September.

- **TB, Yoxall PPG**

- a. The next zoom meeting is planned for next Wednesday, TB had spoken to the Practice Manager to get this arranged.
- b. In conjunction with the Practice will be producing a newsletter.
- c. TB had been able to obtain a list of the services that the Practices are carrying out at this present time.

- **Barton PPG, Update 3<sup>rd</sup> November 2020**

We have received the following update from the Practice Manager, Gail, at Barton Family Practice that she had made contact with the Barton Volunteers last Friday 30<sup>th</sup> October to ask if she could invite them to a Virtual (Zoom Meeting) with PPG members if she was able to organise this. They responded that they would be

delighted to and would Try their best to attend once it was booked with the PPG. Gail is going to organise a Zoom meeting as soon as possible and will report back to the East Staffs District Group once sorted.

- **LL, Alrewas PPG**

- a. LL informed the members that the next PPG zoom meeting will be in November.
- b. Had produced a Patient survey questionnaire and due to COVID restrictions using various ways of getting patients to complete the questionnaire. This includes sending out in paper form, electronic form and by use of a QR code for people to use.

- **SD, Balance Street PPG**

- a. No issues to report.
- b. Had one virtual zoom meeting
- c. Flu clinics going well with approx. 500 vaccinations every Saturday being given to both over and under 65year olds.

- **Gordon Street**

- a. SMck is also a Borough Councillor and had received information regarding concerns at Gordon Street. Apparently, a GP was self-isolating due to COVID signs and nobody appears to be answering the phones when patients ring in? AH will inform the CCG Primary Care Manager to investigate what is going on there.

The Chair, SAR, thanked the members for their updates. As there were other people present SAR asked if they would introduce themselves and give a brief resume on whom they represent.

- **ED.**

After being in the education sector for several years ED had retired and for 13years had been a volunteer within the NHS sector. Had been heavily involved with the local hospital and the discussions around the joining of Derby and Burton hospitals to form the University Hospitals of Derby and Burton Foundation Trust. For the past 2 years had been held the role as Appointed Governor at UHDB but resigned from the position in August 2020. Now wants to become more involved with local patient groups.

- **SD**

SD is the appointed Social Prescriber for the surgeries within Tutbury, Uttoxeter, Sudbury and Rocester. SD gave an outline on her background in Addiction Services, Care Navigation, Elder Care, Victim Support, and life experiences which she hopes gives her empathy with many of the patients.

Her role is to support patients non-clinically, helping them to move forward in a positive way and so reduce the need for medical appointments. In essence, it is a matter of connecting people to local groups and signposting them to appropriate services. SD is also a member of the Balance Street PPG.

- **PL, YMCA**

PL is the CEO of Burton YMCA, a member on the East and South East Staffordshire CCG Patient Board and a patient at Northgate Practice.

PL mentioned that the Burton Swan Trail, that started in August 2020. 25 large, colourful swan creations started to appear on the streets of Burton upon Trent, causing quite a buzz around the town. The project was the creation of Tilley Bancroft who, along with a team of committed partners and the generous sponsorship of local businesses, set about creating the 'pop-up' art exhibition in an attempt to encourage people from far and wide to come and enjoy a day seeking out our feathered friends. It is thought that the project has seen 4000-5000 visitors to Burton which is a great number bearing in mind COVID.

At the end of the project 23 of the 25 swans, along with 1 piece of artwork from each of the team of artists, will be auctioned off to raise much-needed funds for crisis charity Burton YMCA, which helps homeless people in the town.

The date for the auction is the 26th of October, and it will be live streamed by Richard Winterton Auctioneers Ltd from 7.30pm.

***The Vice-Chair. JB, will forward the details of the auction after the meeting***

PL informed the members of the YMCA sleepout 2020 which this year due to COVID can't be held in the usual places of Pirelli Stadium and the graveyard.

Instead people are being asked to use their garden and sofas. On the positive side there is a greater reduced number of homeless people on our streets.

***The Vice-Chair. JB, will forward the details of the "sleepout" after the meeting***

During the COVID crisis the YMCA has seen an increase in domestic violence with people moving from their homes. The YMCA has their furniture project which is assisting low income families and their food bank is still busy. Staffs County Council has provided £15 food vouchers, and these are being provided to people when they collect their food parcels.

- **KL, Burton Mind**

KL has been at Burton Mind for 3 weeks in the position of Development and Sustainability Officer. The main objective of his role is to grow the service within the Lichfield, Tamworth and Burntwood areas so will be keen to discuss with DH. KL referred to the increase in Anxiety due to the COVID pandemic and had recently given a presentation on this at the East Staffs and Surrounds Diabetes UK Patient Network,

- **ZL, Burton Mind**

ZL has worked for Burton Mind since 2011 and is a highly qualified mental health practitioner and has provided support at several health events in the community and giving support in local schools. ZL is also a member of the East and South East Staffs CCG Patient Board.

In April, 2020, Burton and District Mind secured a contract for 3 years to work alongside the MPFT Wellbeing service who now provides services, not only in East Staffordshire but also in Lichfield, Burntwood and Tamworth which reflects the new position created and filled by KL.

### **(viii). Feedback and Update from the East Staffs CCG, East and South East CCG Patient Board and East Staffs and Surrounds Diabetes UK Patient Network**

- **East Staffs CCG**

AH informed the members that the NHS 11 First for the Emergency Department at the hospital will be coming out hopefully during November and will be communicated directly from NHS England.

In terms of the flu vaccinations the priority is for the 65+ and those under 65 who have long term conditions. The programme looks as if it is going well. There is no definite date for the 50-64 age range but appreciates that pharmacies may have been issuing these from their stocks.

AH knows KL from the South East Patient Council and would like to invite him to their meetings. KL indicated he would be happy to.

AH will speak to the Primary Care Manager to find out what is going on at Gordon Street. The dates for the next Governing Body meetings are:

-Thursday 26th November 2020

2pm - 4pm Virtual Please note, this date is subject to change.

\*The recording will be available to view from 7pm via a dedicated link.

-Thursday 28th January 2021 2pm - 4pm Virtual

-Thursday 25th March 2021 2pm - 4pm Virtual

Please note, these dates are subject to change.

AH also Chairs the Primary Care Commission South Meetings. These are now held virtually monthly and as the Governing Body meetings they are recorded and shown later via video link that can be found on the East Staffs CCG website.

The dates for the forthcoming meetings are as follows

29<sup>th</sup> October 2020.

If a member of the public wishes to submit questions they can do so by emailing [PCCSouthMeetingsinPublic@northstaffs.nhs.uk](mailto:PCCSouthMeetingsinPublic@northstaffs.nhs.uk) by 12pm Tuesday 27 October

**Further dates are:**

26 November 2020

December (TBC)

28 January 2021

25 February 2021

25 March 2021

- **East and South East Staffs CCG Patient Board**

The Patient Board still hold virtual monthly meetings. Apart from the normal agenda items the October meeting had presentations on Wound Care, NHS 111 and UHDB. The next meeting is on the 5<sup>th</sup> of November. The Chair and Vice-Chair of the Patient Board also sit on the South East ICP Restoration and Recovery Group so ensuring the patient voice is represented.

- **East Staffs and Surrounds Diabetes UK Patient Network**

The Vice Chair, JB, gave an update indicating that the last virtual meeting of the network was on 15<sup>th</sup> October. The network had two speakers who gave presentations on Physical Activity and Mental Health and Anxiety. There was then an update regarding Midlands and East Diabetes UK and the local network.

The report and presentations from the meeting on the 15<sup>th</sup> October were issued just prior to this District meeting. The next meeting is on Thursday 26<sup>th</sup> November where

it is hoped to have a speaker to talk about Nutrition. Everyone is welcome to attend.

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

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

**(ix). District Group Survey.**

As discussed at the last meeting the final report on our survey had been written and distributed at the end of August to several organisations. Since then a summary presentation was given to the September South East ICP Restoration and Recovery Group and the Chair and Vice-Chair have been invited to give a presentation at the Primary Care Commissioning South meeting on 29<sup>th</sup> October.

In terms of the help sheets discussed last time work is ongoing with the ones on Mental Health and Diabetes and should be available for discussion at the next meeting.

The monies for the District website had been received and the Chair and Vice-Chair have held a virtual meeting with the organisation doing the District website and work has started in its design. There will also be Face Book and Twitter. They will keep the members informed on progress.

**(x). Healthwatch**

DB informed the members that the Healthwatch COVID survey had been published earlier that day, (The Vice-Chair will distribute the report).

The Healthwatch Public Advisory Board will be holding the next meeting on 24<sup>th</sup> November. There are presentations due from NHS 111 First Direct and the CCG Primary Care Director. When the sign in details for meeting become available, he will forward the JB to circulate.

DB is attending the virtual Health Scrutiny Select Committee meeting taking place next Monday.

**(xi). Any Other Business**

- SMcK asked again if the members help promote the Voluntary Car Scheme and she has been putting the poster in pharmacies, local shops, library etc. The poster will be reissued by the Vice-Chair JB with the draft minutes.

- The Chair, SAR, mentioned that she and the Vice Chair had been attended a “My Wishes” virtual meeting that was organised by St Giles Hospice. The attendees included representation from the local PCN, and Practice Managers. SAR gave brief resume on what took place and that the hope is that the programme will roll out during 2021.
- Speakers for the District meetings. After discussion, the members would like to see Sarah Laing and David Atherton from the PCN and Lyn Miller the Primary Care Commissioner.
- Frequency of Meetings. After discussion, it was agreed to hold the meetings on a six-week basis.

**(xi). Date of Next Meeting**

After discussions it was agreed to hold the next virtual meeting, via Zoom, on Thursday 3<sup>rd</sup> December starting at 6.30pm. The Chair SAR thanked everyone for their contributions and closed the meeting.