

**East Staffordshire District Patient Engagement Group
Minutes of the Zoom meeting held on Thursday 29th July 2021,
between 18.30 and 20.30.**

1. Present:

Sue Adey-Rankin, SAR	Chair East Staffs District Patient Engagement Group, (Tutbury Patient Forum)
John Bridges, JB	Vice Chair East Staffs District Patient Engagement Group, (Tutbury Patient Forum)
CD	(Trent Meadows PPG)
RB	Trent Meadows PPG
BJW	(Tutbury Patient Forum)
TB	(Yoxall PPG)
LK	(Peel Croft PPG)
KF	(Balance St PPG)
JW	(Barton PPG)
CR	(Bridge Surgery)
LT	(Carlton Group PPG)
JK	(Wetmore Road)
SMcK	(Trent Meadows PPG)
DB	Healthwatch
ZL	Burton Mind. Member East and South East Staffs Clinical Commissioning Group Patient Board
SD	Social Prescriber
AH	East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement)

2. Apologies.

KB	(Rocester PPG) unable to get Zoom.
LH	(Peel Croft PPG)
LL	(Alrewas PPG)
SG	(Yoxall PPG)
DH	(Chair, Crown PPG, Tamworth). Member East and South East Staffs Clinical Commissioning Group Patient Board

3. Welcome.

The Chair, SAR, welcomed everyone to the virtual District meeting held via Zoom.

4. Minutes of the Meeting held on 24th June 2021.

Taken as read and no issues raised.

There were actions arising that were not already on the agenda.

SMcK, Trent Meadows, asked if anyone had heard from KL of Peel Croft PPG?

No one had although she has been on face book during the past months. It was agreed to try and contact KL.

5. Action Log

- (i) My Wishes Project, (Plan your future care).

Following the talk by MV of St Giles at the last meeting the following action had been agreed.

Action: The Chair and Vice-Chair, SAR and JB, to look at the questions submitted and put into a format to circulate to the members. Request for feedback, both positive and negative plus how many individuals would be interested to take the project further.

The questionnaire had been formulated and sent out to all members of the District Group asking for them to distribute to their PPG members and Practice for discussion and comment.

The Vice-Chair, JB, thanked all those who had given feedback, which is now being correlated. Since the last meeting MV has left St Giles to take up a position at Support Staffordshire. The project is now back with Ian Leech at St Giles, and it was agreed that once the feedback had been correlated a meeting will be arranged between the District Chair, Vice-Chair and IL to discuss the next steps.

- (ii) District Group website

Additional updates to be made to District website

The main updates had taken place. As the website will always need updating, adding minutes etc, it was agreed to close this action.

6. Patient Stories

The Chair, SAR, went round the participants in turn to ask if they had any patient stories.

- (i) TB, Yoxall. Wanted to raise the issue of people within care homes. She has a sister and sister-in-law in both Bramshall and Burton care homes. Over the past few weeks neither have allowed visitors due to COVID-19 infections. The issues are not with the residents who are all clear and have been vaccinated but with the staff. This is having a negative effect on both residents and families who are vaccinated and have negative lateral flow test results. What is the procedure regarding care home staff and vaccinations?

AH, East and South East Staffs Clinical Commissioning Group Lay

Member, (Patient and Public Involvement), said they the responsibility for care homes lies with the County Council and these are the people who should be connected over this issue.

Actions

- a. Locate a contact at Staffordshire County Council
- b. What is the situation regarding care home staff and COVID vaccinations?
- (ii) Members concerned regarding the current situation on access to GP Surgeries, long term effect on patients' illnesses with little or no face- to- face appointments. Same situation regarding hospital appointments, delay in operations etc.
- (iii) Poor communication coming out advising patients on what the situation is within the health sector. Discussion on the "toolkits" that had been put together by the Clinical Commissioning Group for GP's. These are advising the use of the Practice websites, text messages, surgery phone messages to keep people informed.
- (iv) LK, Peel Croft PPG, explained the AccruRX text messaging system that his surgery using which he has used and found both efficient and time saving.
- (v) Unfortunately, all services, NHS111, Fire, Police, Ambulance, and A&E are experiencing the same issues. Local A&E departments are experiencing up to 10hour waits but patients prepared to wait as can't get through to their GP.
- (vi) ZL, Burton Mind and Patient Board. No actual patient story but patients are saying they can't get medication.
- (vii) DB, as a patient. There are major issues when people who work having to get a GP or nurse telephone call back at an undefined time.
- (viii) RB, Trent Meadows PPG, He has received good experience at his surgery recently. However, the GPs are working part time and although they cover the 5days there

are times when this is not helpful. An example was with someone who had an appointment earlier in the week and had to speak to the same GP today. Was told not present again until next week and that no one else could help. AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), indicated that there is a contract that all surgeries have with the NHS to cover the surgery hours. However, there should have been someone who could have assisted and CD, Trent Meadows PPG Chair, will take this up.

- (ix) SMcK, Trent Meadows PPG. Patients from Gordon Street had been contacting her today, SMcK is also a local councillor. They were very angry as they found the surgery closed for the day for a “clean up”. This was via a message on the door with nothing on the answerphone nor anyone answering the phone. AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), informed SMcK that she had immediately sent a message to the Primary Care staff and would inform the Vice-Chair of the response asap and this would be forwarded on to everyone. Below is the response received:

Last night, I contacted Eleanor Wood of the Primary care team about Gordon St Surgery. Below is the message that the practice and CCG have communicated yesterday. It was also sent to local organisations and councillors.

Please could you forward to those at the meeting last night, for their information.

Gordon Street Surgery in Shobnall, Burton is temporarily closed today (29 July) to enable a clean of the surgery as a routine precautionary measure. Patients with appointments will be contacted to make alternative arrangements where required.

Unfortunately, as the surgery is closed today, calls to reception are not being answered. We apologise for any inconvenience that may have been caused. Safety is our priority and we have been working with public health teams to make sure there is no risk to staff and patients.

However, the surgery plans to reopen again tomorrow (30 July) with a reduced workforce in line with safety precautions. If patients are attending an appointment or to drop off a repeat prescription tomorrow, please wear a face covering and follow social distancing measures in place. If patients have an urgent but not life-threatening medical need, visit 111.nhs.uk or download the NHS app. In the case of an emergency please call 999.

7. Healthwatch

DB, Healthwatch gave the following feedback.

- At the last meeting DB informed everyone that Ian Wright, Community Outreach Lead for Staffordshire, had retired. On 27th July DB had become an employee of Healthwatch and doing 18.5hrs a week covering the area previously done by IW.
- Following a survey earlier in the year the 3 key concerns by people for Healthwatch to focus on are around Primary Care, Hospitals and Mental Health. Over the next week zoom meetings have been arranged for these 3 topics with the aim of giving people to come along and give their feedback and experiences. The Chair, SAR, mentioned that the last of these events were taking place the following week and that both her and the Vice-Chair, JB, will be present. Unfortunately, the update has been very, very low and another way has been put forward. Based on Healthwatch England wanting information around Digital Exclusion. The details are as follows:

We, Healthwatch are looking into people's recent experiences of accessing GP services. We are looking to interview by telephone a small number of people who have a long-term condition. We can offer a £10 gift voucher reward for completing the survey plus a donation of £50 to the organisation that facilitates at least one successful interview.

If you can identify anyone who is interested and agreeable to sharing their phone contact details please forward their details to me, Dave Bassett and I will arrange for an interviewer to contact them.

The members also indicated the following ways of seeing people for feedback and these included:

KF, Balance Street PPG, Use the local food banks.

SMcK, Trent Meadows PPG, Queen Street Community Centre, YMCA, Local Councillors in the area.

- MPFT are doing a Co Development of Mental Health services and need to speak to people within the community'

SD, Social Prescriber said the Uttoxeter knitting group is restarting the following Thursday in the afternoon. This consists of ladies aged over 65 and takes place at Redfern's Cottage which is opposite the Post Office in Uttoxeter.

- Finally, DB would be grateful for contacts within the Lichfield, Tamworth and Burntwood areas. AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement), indicated that there is poor engagement at the South East District Group level, but Support Staffordshire would be a good start for contacts. In addition, public health and the CCG Comms maybe able to help.

8. PPG Updates

JB Tutbury

- Held first face-to-face meeting recently. First since March 2020. Good to see those people who didn't do the zoom meetings.
- Usual full update given by the Practice Manager and issues facing the surgery.
- Update on the extraction of patient data by NHS Digital.
- Agreed that the Sept and Nov meetings would be face-to-face unless Government state otherwise.

KF, Balance Street

- The PPG Chair is to write to the local MP on the issues people are facing.
- An article will also go into the local paper explaining the situation.
- An extra meeting planned for August to review the feedback.

LK, Peel Croft

- The Practice Manager is very good at keeping the PPG informed of everything going on.
- A newsletter is planned for August.

TB, Yoxall

- First face-to-face meeting yesterday.
- General discussion on the anger and frustration being shown by patients

regarding access to the surgery. The Practice has had 2 receptions leave because of this.

- A joint surgery/PPG newsletter planned with also possible “open” afternoon.
- Discussion on the flu vaccination programme.

South East District Patient Group, SEDPG

- The Chair and Vice-Chair are invited to the SEDPG and attended the meeting on the 22nd of July. AH also is a member of this group.
- The agenda covered similar items to our District Group plus included updates on Section 106/Primary Estate, NHS111 and Primary Care updates.

9. Access to GP Surgeries update.

As the Chair and Vice-Chair, of the East Staffordshire District Patient Engagement Group, on the 21st of July we sent out an email and updated attachment giving some insight into the current situation regarding access to GP surgeries.

Whilst we, the public, see “life in general” is returning to some sort of normality following the removal of COVID restrictions on 19th July, the Health Services are still having to follow strict COVID protocols.

There then following a very robust discussion regarding the topic of accessing GP surgeries with input from both sides of the argument for access to be returning to normality. The discussion highlighted both the frustration and anger that currently exists out in our communities and emphasises the need for regular updated information to be published.

Both the Chair, SAR and Vice-Chair, JB, indicated they make no apologies for sending out these updates as they were just informing patients what the reality of the situation is. No one was against this but worried that, in some instances, the COVID pandemic is conveniently being used when it suited. Asked why more couldn't be done by NHSE and the CCG for instance extra phone lines staff etc. It was pointed out that work had been done in these areas but the volume of calls out strips all of this. An example was given with NHS 111, and they are being unable to cope with all their phone lines and people

10. Patient Data Release

At the last meeting discussions were held regarding the extraction of Patient Data by NHS Digital. Originally patients had until 23rd June to opt out of the scheme with the extraction of data starting on 1st July 2021. However, following the issue being raised in the Houses of Parliament this had now been delayed, to allow time for communication to the public, until the 1st of September 2021. The Vice-Chair, JB, had been in communication with the local MP, Kate Griffiths, who has forwarded the concerns to her ministerial colleagues along with the suggestion to move the date to January 2022. The Vice-Chair indicated that at present he has not received any further information.

Update 11th August:

The Vice-Chair, JB, received information which was then sent to all Patient Board and District Group members. In essence the information was as follows:

Dear Colleagues,

Recently I advised you of information I had found concerning Patient Data and its release by NHS Digital for research purposes. This was due to take place in July but after being raised in Parliament was then moved to 1st September 2021.

I have been in discussion with our local MP, Kate Griffiths, on the topic and following various emails between us have received the following attached letter that she has received from Lord Bethell, and I can share with you.

On page 2 of the letter, it states the following:

It was confirmed on 19 July that we are no longer setting a specific start date for the collection of data for the GDPR programme. Instead, NHS Digital commit to start uploading data only when we have the following in place:

- *the ability to delete data if patients choose to opt-out of sharing their GP data with NHS Digital, even if this is after their data has been uploaded;*
- *the backlog of opt-outs has been fully cleared;*

- a TRE has been developed and implemented in NHS Digital; and
- patients have been made more aware of the scheme through a campaign of engagement and communication.

The Government is aware there has been a great deal of concern regarding the lack of awareness about this work among the healthcare system and patients. We recognise that we need to strengthen engagement, including opportunities for non-digital engagement and communication.

Since the programme has been paused, we have been developing an engagement and communications campaign, with the goal of ensuring that the healthcare system and patients are aware of and understand what is planned and can make informed choices.

Through this new communication campaign, with clear messages, we will seek to ensure that the introduction of this data collection does not impose an additional burden on GP practices.

(Letter attached with these minutes).

11. COVID-19 Vaccination Programme.

The vaccinations are still progressing well although the centre has slowed down over the past few weeks mainly due to the availability of vaccines. The Chair of Burton Albion, Ben Robinson, is still fully committed to the vaccination programme and has offered the facilities for as long as necessary. With the new football season starting in August new arrangements will be made when the centre is required for supporters.

The vaccination bulletins are being circulated widely by the Vice-Chair.

12. Update from the East Staffs CCG, South East Primary Care Commissioning Committee and East & South East Staffs CCG Patient Board.

AH, East and South East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement) gave an update on the Staffordshire CCG's Governing Body meeting in common and the South East Primary Care Commissioning Committee meetings, both of which had been held earlier that day.

(i). In terms of the CCG Governing body there was an update on the new **Integrated Care Systems (ICSs)** and the **Integrated Care Partnerships (ICPs)**. There had been a second reading of the bill in Parliament, and now the bill will proceed to the House of Lords in the Autumn. This hopefully will make way for the bill become law and come into force from April 2022. There have been recent changes already with a renaming of both the ICS and ICP. Once everything has been clarified communications will be sent out.

As discussed in the meeting tonight there was a lot of discussion and questions regarding access to GP's. In addition, discussions on children with respiratory problems, Delays in operations and the issue around the COVID ping-demic and the problems it is causing.

(ii). The South East Primary Care Commissioning Committee meeting was held between 9.30am and 11.30am. This meeting discussed a range of issues around primary care and there was interesting input on:

- a. Vaccinations. Questions regarding the booster vaccination roll out and the flu vaccination programme.
- b. Estates
- c. Finances
- d. Patient Access. Currently there are approx. 100,000 extra telephone calls per week from patients.

(iii). The East and South East Staffordshire CCG Patient Board. Meeting was held on 1st July. Usual full agenda with the normal standard items. Time spent on patient stories and the report that both AH and JB will be presenting to the South East Locality Commissioning Board in September. In addition, there was a presentation on having patients on the Clinical Information focus groups. Currently looking for patients who have experience on using the Ophthalmic and Wound Care services. (A document has been put together on what the groups are about, time commitment etc and this has been circulated to the District Group membership and asked to be circulated).

13. East Staffordshire and Surrounds Diabetes UK Patient Network.

The next meeting was on Thursday 22nd July and the speaker was Glynis Johnson, Diabetes Specialist Nurse, UHDB, Queens Hospital who gave a presentation on Treatment Options for Type 2 diabetes. The meeting was well attended, and it was very informative. The Chair, JB, is currently in discussion with the Type 1 diabetes paediatrics team at UHDB to invite both parents and their Type 1 teenagers to the group in September to discuss any concerns and worries they may have especially as they progress into the transition into adult care.

Regular monthly discussions are held between the UHDB and the Chair, JB, regarding issues and concerns raised by the group. This has been very positive and Luke Gregory, attended the meeting to give an update on the answers he had given to the issues raised and what was being done. The members were very appreciative for this, and it was good to see a positive bond forming between the group and UHDB Diabetes Departments. JB gave a quick update regarding the 1,000,000-step challenge he is doing for Diabetes UK throughout July, August and September.

14. Any Other Business

- (i) Timing of the meetings. The Chair, SAR, asked if the members were still happy with the start and finish times of the meetings and/or would they like to review this as we used to meet 1pm -3pmm when it was face-to-face. All members happy with the current situation.
- (ii) The Vice-Chair, JB, indicated he had been in discussions with JT, regarding new disabled parking information at UHDB Queens site. He will put together the information and distribute.

15. Review of the Meeting.

Highly informative, good discussions.

16. Date of Next Meeting

The next virtual meeting, via Zoom, is on Thursday 16th September 2021 starting at 6.30pm. The Chair SAR thanked everyone for their contributions to the meeting.

