



**Minutes of the meeting held at the  
Community Room, Morrisons, Wellington Road,  
Burton, DE14 on Thursday 5<sup>th</sup> September 2024,  
between 14.00 and 16.00**

**1. Present**

John Bridges, JB	Vice Chair East Staffs District Patient Engagement Group, (Tutbury Patient Forum)
BJW	(Tutbury Patient Forum)
KL	(Peel Croft PPG)
CD	(Trent Meadows PPG)
CR	(Bridge PPG)
SG	(Yoxall PPG)
LH	(Peel Croft PPG)
JW	(Barton PPG)
LT	(Carlton Group PPG)
KB	(Rocester PPG)
DM	(Bridge PPG)
DB	Healthwatch Staffordshire

**2. Welcome**

The Vice-Chair, JB, welcomed everyone to the meeting. The Chair, SAR, had sent her apologies that morning. This is the first meeting in the new location following change of ownership of The Voluntary Service Centre where the meetings used to be held. The room will accommodate 20 people and had a small kitchenette. Those present were happy with the new location which had the additional benefits of free parking and shopping before or after the meeting.

**3. Apologies**

The Vice-Chair/Secretary, JB, had received the following apologies:

SAR	Chair East Staffs District Patient Engagement Group, (Tutbury Patient Forum)
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BP	(Wetmore Road PPG)
EM	(Alrewas PPG)
TB	(Yoxall PPG)
RB	East Staffs PCN Research & Support Manager.
LK	(Peel Croft PPG)
DH	(Tamworth PPG)
SMcK	(Trent Meadows PPG)
IL	Support Staffordshire Community Officer, Burton on Trent District
DM	East Staffs Primary Care Community Manager

#### **4. Minutes of the Meetings held on 12th of June and 18th of July 2024**

The Vice-Chair, JB, went through both sets of minutes and asked if there were any amendments. KB, (Rocester PPG), indicate that she was present at the meeting on 12<sup>th</sup> June, which was incorrect. No further issues were raised, and the minutes were accepted as a true record.

#### **5. Matters arising from the Minutes.**

There are no matters arising that will not be covered under the agenda.

#### **6. Action Log Update**

To reduce time, the update had been circulated by the Vice-Chair, JB. The details were as follows:

##### ***(i). My Health, My Way Project***

The Vice-Chair, JB, is a patient representative on the My Health, My Way project. The initial pilot project has commenced with letters to the various patients being sent out.

An official launch with people from NHS England had been arranged for the 4<sup>th</sup> of June. However, this was cancelled due to several key contributors having to withdraw their participation due to the period of heightened political sensitivity prior to the General Election.

**Update:** Firstly, the pilot has started with not only letters sent out to the patients chosen for the pilot but in accordance with governance, a follow up invite from the Company who have put the information together. As previously discussed, My Health, My Way is an online collection of information chosen by NHS professionals, all brought together in one handy place to make it easy for people to find good quality information on all the important topics for healthy ageing. The

information is all from publicly available websites, videos, and leaflets. We are also signposting to local groups, clubs, and activities so you may hear members of the public saying they heard of your service through My Health My Way.

The delayed launch with NHS England is now taking place on Monday the 16<sup>th</sup> of September.

**Action: Update members, as necessary.**

**(ii). The Patients Association**

It had been agreed that a £50 donation should be made to The Patients Association. This payment has now been made and the following response has been received. *“That’s most kind, thank you so much John. Please will you pass on our organisational thanks to your colleagues at the Group,”* Maya Anaokar Head of Communications and Marketing

**Action complete**

**(iii). Car Parking at UHDB sites**

A request was made for the members to have an update on the current car parking arrangements at all UHDB sites, including Community Hospitals. This has been done and distributed to everyone. **Action complete**

**(iv). Future Venue for the District Meetings.**

Due to the closure of the Voluntary Services Centre a new venue was needed for holding the meetings. Following enquiries the Vice-Chair had secured the Community Room at Morrisons, Burton for the remaining 2024 meetings. The first meeting there will be on Thursday 5<sup>th</sup> of September.

**Action Closed**

There were no further actions from the meetings.

## **7. Patient Stories**

There were several stories all relating to UHDB. These were:

- After waiting 16months to see a Heart Specialist I had an appointment. On arrival consultant called away but told not to worry would be seen by another consultant. However, there would be a wait as currently doing ward rounds. Whilst waiting the receptionist was ringing people to cancel their afternoon appointments. Found out original consultant called to a meeting at the Royal Derby.

- Number of instances where appointments via the post are either not being received or arriving after the appointment date.
- Had an appointment to see a consultant which lasted just a few minutes. It was to tell me of a test result which could have been done over the phone.
- A Chemotherapy patient in Burton was told that the Derby consultant wouldn't come to Queens, so the person had to travel to Royal Derby.
- Had an appointment to go to Neurology. Received two letters one stating it would be face-to-face, one saying telephone. On checking told face-to-face. Took taxi to the appointment to be told, why are you here? we are going to ring you! Taxi fare £12 each way.
- My wife told need to be urgently seen at Queens, within 2weeks. That was in March, just been seen!
- On a positive note, a member is starting dialysis. Had a brilliant response on what would be happening etc., and the Renal Department at Derby are exceptional.
- Hospital phoned patient to come into hospital immediately for blood test. Patient was 30 miles away, and as it was already mid-afternoon, making it impossible to get there in time, caller didn't know what alternative to suggest! In disbelief, patient asked if it was ok to send blood bag to his home address, and he would then get the blood test done straightaway. Caller said ok. Patient waited 2 days; bag never arrived. Thinking it might have been sent to his GP Practice instead, patient checked, but no, nothing. Patient phoned hospital to chase the bag, but department said they knew nothing about it... nothing logged on patient's file. 3 days later, patient was contacted by hospital, who apologised and said the new tablets he was about to take (for chronic kidney disease!) should be taken first, then the blood test!

It was agreed that these are disturbing stories and enquiries should be made for someone to come from UHDB and discuss with us.

## 8. PPG Updates

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

### (i) Carlton Group

Carlton group forum held their AGM on 25th July.

A lot of staff changes once again at the surgery.

A new Health Kiosk has been installed at Carlton St surgery; members of the group have offered to assist the surgery in helping patients with using the kiosk. This kiosk will monitor a person's blood-pressure, pulse, weight, and height, it records these details onto the patients record.

### (ii) Yoxall

In conjunction with Barton PPG, we held a Health Event at Barton Village Hall on Saturday 17th August from 10am to 1 pm.

Although not as well attended as last year's event, comments from both exhibitors and attendees were positive, with the majority asking if we would be holding another next year. We would like to say a huge thankyou to everyone who supported us on the day, either by representing local groups and organisations or by coming along to see what we were about. We will be giving a lot of thought about next year.

We will be holding our next PPG meeting in November when we will be pleased to welcome back 2 members, who because of family commitments had to take a break from the group.

### (iii) Tutbury PPG

Our next meeting is on the 18<sup>th</sup> of September. However, wish to inform people of the following:

- Prostate Evening on Thursday 12<sup>th</sup> September. Talk and presentation being given by the Burton Prostate Support Group. This will be held within the Tutbury Health Centre Monk Street, Tutbury between 6.30 and 8pm.
- In January 2024, the Tutbury Practice and its Patient Forum invited people who have dementia and similar illnesses to an afternoon social group with free tea, coffee, refreshments, and chat. Their families and carers were also invited. The afternoons are called **Past Times** and are open to all. They are held in the main hall at the Tutbury Village Hall, Monk Street, Tutbury, and the next one is:

Thursday September 19th 2pm-3.30pm

Why not come along, meet new people, and discuss **past times**. Other organisations will be there as well to give advice and support.

- Friday 20<sup>th</sup> September is the Patient Forum Quiz night, information has also been circulated. These are great nights that are well attended, raising money for the projects the Forum have planned and to pay for its meetings, annual health event, etc.

### **9. Support Staffordshire Update. Report circulated prior to the meeting. Update from the Support Staffordshire Community Officer for Burton/Uttoxeter.**

Firstly, please accept my apologies for this meeting. It clashes with the Support Staffordshire Locality Forum, so unfortunately, I will not be able to attend.

In terms of Support Staffordshire, as most of you will now know, we have vacated the building we used to call home, the Brewhouse building, so our base is now Lichfield. James, Gulsoom, and I will continue to work in and around our respective areas. I only intend travelling to Lichfield for meetings. Our Locality Officer and Volunteer Co-ordinator, who are both part time have planned for where they work, which includes the Fire Station on a Thursday.

In other news our Engagement Funding is now entering its third phase. This is for groups and organisations to apply for funding between £500 and £2,000. The funding is for new projects. Groups can apply for funding by downloading the application at the following link: (they can also contact their local community officer. Details at the bottom of the page.

[https://forms.office.com/Pages/ResponsePage.aspx?id=ejNmN-8Fb0KOCJdDQBKHGrMWg\\_rGJiJDrBwnTvhfuQtURVJCOFpRVlhCQIVHSko2RDFQRTIxNkxRTS4u](https://forms.office.com/Pages/ResponsePage.aspx?id=ejNmN-8Fb0KOCJdDQBKHGrMWg_rGJiJDrBwnTvhfuQtURVJCOFpRVlhCQIVHSko2RDFQRTIxNkxRTS4u)

James Flintham, Community Officer for Lichfield District and Tamworth

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Normal working days are Monday to Thursday 8:00 – 16:00

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Normal working days are Monday to Thursday 8:00 – 16:00

Gulsoom Aslam, Community Officer supporting organisations working with people who face additional barriers to inclusion, in East Staffordshire, Lichfield District and Tamworth

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Normal working days are Tuesday 8:00 – 16:30, Wednesday 8:00 – 16:30, Thursday 8:00 -12:00

You can find helpful advice on our

website: <https://www.supportstaffordshire.org.uk>

## **10. Healthwatch, Staffordshire Update.**

The following report, from DB, Healthwatch Staffordshire had been circulated prior to the meeting.

- a. Healthwatch is about to publish a report on patient experiences of using the 999-ambulance service and what is being done to improve it. Brief highlights to be shared at the meeting.
- b. The ICB currently consulting on improvements to Urgent and Emergency Care with the proposed introduction of urgent treatment centres.

The ICB has organised some meetings for the public to discuss the proposals as follows:

Friday 13/09                      Queen St Community Centre Burton 10 to 12

Wednesday 25/09                Lichfield Guild Hall 10 to 12

Monday 30/09                     Tamworth Castle Hotel 1 to 3

- c. Diagnostic facilities at Sir Robert Peel Hospital are about to improve with the provision of CT and MRI scanning. This is due to open in the autumn expanding the range of diagnostics.
- d. Recently been undertaking a series of “Place Visits at the UHDB sites with the trust facilities team and volunteers looking at the patient environment and patient meals.

- e. Attending the recently established monthly Operational Patient Experience Group at UHDB which is now systematically overseeing patient experience across the Trust and with a direct report into the strategic team.
  - f. Healthwatch recently received a visit from the Chair of Healthwatch England. He was interested in the work going on in Staffordshire and took back some positive impressions which he said would help shape some of his work with government ministers and NHS England.
  - g. The Ambulance report is now available and is on the Healthwatch website. DB went through some of the major findings.
- Action:** Copy to be sent out with the minutes

## **11. Further Updates**

The following further updates had been sent prior to the meeting.

### **1. East Staffordshire and Surrounds Diabetes UK**

#### **Patient Network**

Since the last virtual meeting some of the planned face-to-face meetings within East and Southeast Staffordshire have been held with others planned for later in August, early September.

Currently, the places used in Burton and Lichfield will no longer be available, so the opportunity has been taken to look at alternative venues, and in the case of Lichfield on a different day and time to see if by doing this it brings in more people.

Regarding other work, the Chair attends events wherever possible. Recently these included.

- Continuing with the six-month Leadership course promoted through Support Staffordshire.
- Continues to attend the monthly MPFT East Staffs Performance & Quality Assurance Forum Open Meeting at the beginning of each month.
- Attended the Health Event at Barton Village Hall mid-August.
- Attended a Support Staffordshire Volunteers Fair at Lichfield Cathedral late July.
- Had a stand to promote Diabetes Awareness at the Greenbank Leisure Centre in Swadlincote mid-August.
- Attended an Open Day afternoon at a Burton Mosque mid-August.
- Had a stand to promote Diabetes Awareness at the Waterside



Community Centre, Stapenhill late August

- Gave a Diabetes Awareness talk to 20 members of a Community Group within Burton.
- Had a stand at the Support Staffordshire Volunteers Fair within Lichfield Cathedral.
- Attend, as the patient representative, for the Staffordshire and Stoke-on-Trent Voluntary Services, the Integrated Care Board portfolio meetings for long term conditions, end of life and, frailty during July.

### **Upcoming Programme.**

Attending the following:

- Having a stand to promote Diabetes Awareness at Trentham Gardens, Stoke on the 1<sup>st</sup> of September.  
**This was cancelled at the last minute.**
- Giving a presentation on Diabetes Awareness at a Burton GP Surgery mid-September.
- Attending a Diabetes Conference in Kenilworth 21<sup>st</sup> September.
- Attending the Diabetes UK Grants Advisory Panel during October to assess Research Projects being put forward for grant consideration.

### **2. Research Update – Rachael Brown**

#### **East Staffordshire PCN Research & Support Manager**

##### **- FOUND**

Study looking at patients aged between 50 & 70 who may be at high risk of Obstructive Sleep Apnoea based on certain medical conditions, overweight, have hypertension, diabetes or both.

Successfully recruited patients from Balance Street, Mill View and Northgate. Balance Street were used as a HUB to see patients from all 3 Practices. This worked well and there has been a very good uptake. We are now utilising Hill Street Health & Wellbeing Centre over in Stapenhill to see patients.

Richard Hibell, Research Nurse for the CRN (Clinical Research Network) has been coordinating the recruitment of patients and Sorela, Emma and Jan, Research nurses have been running the clinics - so far, they have recruited 70 patients, with a further 26 booked into appointments and 40 left to book. A fantastic achievement and demonstrates super working at PCN level.

In total we have recruited over 170 patients equating to around 8.2%

response rate within East Staffs, there are still some Practices to invite  
- Carlton Street, Stapenhill, Bridge, Trent Meadows, Wetmore Road, Winshill, Yoxall, and Tutbury.

The CRN estimate that further invites will produce around another 2000 invites, producing approx. another 160 positive replies. The study is set to close to recruitment in October however the industry sponsors are looking for an extension to this.

- **CANSENSE**

We have expressed a wish to participate in this study as a PCN when the funding has been awarded. CANSENSE is a study looking into serum testing for colorectal cancer with accurate early detection, this would be an alternative test to the FIT Test. It looks to target the health inequalities of those who cannot or will not carry out a FIT test. Unfortunately, I don't have any further details of this study at the present time.

- **IID3**

Infectious Intestinal Disease study – Unfortunately only open to one Practice in our locality due to the target across the country being met. We are utilising the EMIS Recruit platform to invite patients who have been identified as being eligible to participate in this study. It looks to investigate whether the incidences of Infectious Intestinal Disease in the community have changed since the late 2000's. The study looks to determine the instances across the UK, establish those instances presenting in Primary care and the Findings will help the FSA decide whether current food safety measures are working or if they need to make changes to safety policy and national surveillance systems

Anyone over 18, required to complete an app that ask if they have been symptomatic over the last week, patients will be notified via the app to complete the diary. If the patient is symptomatic, they will need to collect a specific sample kit from the Practice, this is then returned to the study team for analysis. Once the results are known these are sent back to the GP for onward referral as clinically appropriate.

- **Diabetes Research Promotion Work**

Working with UHDB and Sam Hussein – Carlton Street Diabetes specialist nurse has identified 39 patients who may be eligible to take part in research and these patients will be contacted to ask if they wish to participate. Working alongside UHDB this will provide

us with more opportunities to participate in research across Primary and Secondary care.

- **UK EDI Study**

This is still ongoing however we may move the venue to Hill Street as this is proving to be a lot more flexible than the Burton Albion Football Ground due to Match commitments for the club and other users of the Vera Goode suite. This is currently being investigated by the team.

- **RB Meeting MPFT**

I shall be meeting with MPFT in October to discuss the opportunities that we may have working collaboratively with them to bring research into the community. They are looking at a research bus and we may be able to utilise this to bring Research into those communities that are more challenging to engage with.

## **12. Any Other Business**

- **Speakers**

As mentioned during the meeting the members would like someone from UHDB to come to discuss the issues raised.

The Vice-Chair asked the members to think who else they would like to hear from, especially throughout 2025.

## **13. Review of the Meeting.**

Highly informative, good discussions, lot of input and discussion, finished on time. Better utilisation of time by having reports being sent beforehand.

## **14. Date of Next Meeting**

Date of Next Face-to-Face Meeting: Thursday 17th of October 2024, 14.00 – 16.00. The Vice-Chair, JB, thanked everyone for their contributions to the meeting.