



## **Tutbury Practice Patient Forum**

<http://www.thetppf.org/>

### **Newsletter December 2024**

Where does the time go? It only seems 5 minutes since we were writing last year's newsletter. Again, it has been a torrid time with the major conflicts still ongoing around the World, namely Ukraine and the Middle East, that are influencing the UK in many ways. Regardless of this our thoughts are with the people and families who are both affected in these war-torn areas and have families here in the UK.

Regarding the UK, the NHS is still facing pressures on all fronts with a continuation of the lengthy unprecedented waits for health care. Although the main effect has been on access to our secondary care facilities, it is also a major issue for primary care. This is not helped with the continuation of the various COVID strains and the current viral / influenza issues meaning additional winter pressures on all health systems.

Locally we have also been affected, not only by the above, but also by a continued increase in patient numbers registered at the surgery. In 2009 numbers were 6707, but this has increased to 8545 by November 2024. This increase brings tremendous pressures, and frustrations, on the medical team, staff and patients, resulting in longer appointment times and staff working longer hours, (often exceeding the designated number of patients they should see each day). This is not helped by being unable to expand the building, and facilities, so that additional clinical rooms and staff could be brought in. Of course, we are not the only surgery with this problem. This scenario hence enhances the importance of having the strong working relationship between the surgery and Patient Forum that we have built up over the years.

As we mentioned last year, systems for contacting your GP changed dramatically during the pandemic. These have become the norm with the introduction of telephone triaging, receiving GP call backs, video appointments to name just a few. For some people the new methods are better but not for everybody. However, these ways are here to stay so we now see the role of the Patient Forum to work with the practice of ensuring two-way communication and patient involvement being built upon.

During 2024 the triage appointment system was introduced. This was after full consultation with the Patient Forum sub-committee and involvement of the full Forum. Trials were carried out, and the system introduced in June. Naturally any change can bring its own problems but by this close involvement, good communication, and taking on board comments and suggested modifications from patients, the system is still in place. All agree it's not the absolute answer, but we could not continue with the old appointment system. It will be constantly looked at by the surgery and Forum with modifications made as necessary.

In terms of the Forum itself, it has been a very busy year and below is a summary:

- Founder member and Chair, Jayne Gormley, stood down in April 2024 and thanks were given for her support over her many years of involvement and service.
- The membership continues to grow with now over 100 members registered. If anyone is interested in knowing more about us, and wish to discuss membership in more detail, then please contact the current Forum Secretary John Bridges, (JB), on  
**Mobile number 07590379892,**  
**Email [bridgesjohn763@gmail.com](mailto:bridgesjohn763@gmail.com)**
- The sub-committee met on several occasions to discuss,
  - the effect of increasing patient numbers.
  - the verbal abuse that was being aimed at staff at the surgery. This resulted in the publication of a document informing patients that the Patient Forum supported the Practice in condemning this behaviour and any action taken

against patients who carry out this abuse.

- questions for the patient survey.

- the total triage system.

- introduction of the hearing loop system at reception. This project was a joint funded venture between the surgery and the Patient Forum and is a great example of the two sides coming together to improve a service to our patients. This will be built on throughout 2025 with other opportunities being explored and initiated where possible.

- In June the Forum forged stronger links with Tutbury Parish Council, and representatives now regularly attend the meetings. This has helped strengthen the standing of the Forum within the local community, as well as working together on joint enterprises.
- The Forum website has been kept updated.

## **Activities throughout 2024**

- **Health and Wellbeing Event/Carers Event**

The event was held on the 13<sup>th</sup> of June within the Village Hall. As with previous years the event was a great success with over 26 organisations taking part with a good flow of people from the community attending. The feedback from the exhibitors was positive and all wish to attend in 2025. There was also the opportunity for patients of the Tutbury Practice to discuss with ZD, Assistant Practice Manager, the new triage system.

- **Patient Survey**

Throughout June a patient survey was conducted. This was at the same time as the new total triage system was introduced so that initial reactions could be obtained. The survey was completed by 229 patients. The full analysis and report can be found on both the Practice and Patient websites with a hard copy located within the waiting room at the health centre.

- **Prostate Cancer Talk**

The talk took place on Thursday 12<sup>th</sup> of September between 6.30pm and 8pm. This was one of our objectives for 2024. The Burton Prostate Support Group gave the talk and presentation.

It was well supported, 20 patients plus Dr Mike Salwey, and Philip Hope, Practice Manager. Those who attended were extremely grateful and the talk promoted informative discussion. In addition, Dr.MS stressed the importance of being examined as it is a cancer that can be dealt with if caught in its early stages. If any patient had any doubts or concerns, he stressed they contact the surgery and make an appointment to see him. For further information on the Burton Prostate Cancer Support Group please see below:

***Meeting Location:***

Rolleston Scout Headquarters, Station Rd, Rolleston-on-Dove, Burton-on-Trent DE13 9AB

***Meeting info:***

We meet on the 2nd Monday of each month, from 7.00pm-9.00pm

***Contact details.***

Group Leader(s):

John Staley

- burton.prostatecancer.suppgrp@gmail.com
- 07478 889577
- <https://www.facebook.com/BPCSG.2017/20>

- **Menopause Talk**

The talk took place on Thursday 21<sup>st</sup> of November between 6.30pm and 8pm. This again was one of our objectives for 2024. The response to the talk was so great that it was moved from the waiting room within the health centre to the Village Hall, with 59 patients, and Practice staff attending. Tessa Barnard gave the talk and presentation. Those who attended were extremely grateful with the talk promoting wide range of questions and discussion.

Due to the success of both the Prostate and Menopause talks further ones will be held in 2025.

- **Past Times**

At the end of 2023 the Forum Secretary, JB, has been working with Paula, Care Coordinator at the practice and the Alzheimer's

Society/ Burton Mind, to set up a dementia group called **Past Times**. The first group meeting took place on the 18<sup>th</sup> of January. It was a great success with 34 patients and carers attending. Based on this the Forum arranged to hold these afternoons on a bimonthly basis throughout 2024. Unfortunately, due to the funding stream available to the Alzheimer's Society/ Burton Mind for this outreach project coming to an end these afternoons will be unable to continue in 2025

- **The Patient Association**

We have continued our membership of the Patient Association. Weekly bulletins are received and distributed widely. This newsletter has some good articles and information. In addition, we know of people who have responded to some of the articles and have received useful responses. Our membership will continue during 2025.

- **Forum Quiz Nights**

We held 6 quiz nights throughout 2024. All were held in Tutbury Village Hall and were very successful and well attended, (between 76 and 96 per quiz). Our sincere thanks go to Chris Griffin and Steve M Who acted as our quizmasters throughout 2024. As with previous years part of the monies raised on the night went to help fund Forum projects.

### **Looking Forward to 2025**

- **Forum Meeting Dates 2025**

The dates for 2025 have been agreed and these are:

|           |                |                 |
|-----------|----------------|-----------------|
| Wednesday | 15th January   | 2pm - 4pm       |
| Wednesday | 12th March     | 2pm - 4pm       |
| Wednesday | 21st May       | 6.30pm – 8.30pm |
| Wednesday | 16th July      | 6.30pm - 8.30pm |
| Wednesday | 17th September | 2pm – 4pm       |
| Wednesday | 19th November  | 2pm – 4pm       |

The meetings will be held in:

The Tutbury Village Hall, Monk Street, Tutbury.

The meetings are open to all patients registered with Tutbury Practice. The first meeting on 15<sup>th</sup> January starts with the Forum AGM and Election of Officers to serve throughout 2025. The positions are for Chair, Deputy Chair and Secretary and our representative for the East Staffordshire District Patient Engagement Group.

Anyone who is a patient of Tutbury Practice can put their name forward for election. The relevant information and forms are being sent to the Forum members and will be next to our noticeboard situated at the entrance to the health centre. If interested please complete the form and hand in to reception marked for the attention of the Forum Secretary, John Bridges. Closing date is 5pm Tuesday January 14<sup>th</sup>, 2025.

If anyone requires further details then please contact the current Forum Secretary, John Bridges on:

**Mobile number 07590379892, Email [bridgesjohn763@gmail.com](mailto:bridgesjohn763@gmail.com)**

- **Forum Quiz Nights**

***Further quiz nights have been arranged for 2025 and the dates are:***

|        |                |                         |
|--------|----------------|-------------------------|
| Friday | January 24th   | 7.30pm for an 8pm start |
| Friday | March 21st     | 7.30pm for an 8pm start |
| Friday | May 16th       | 7.30pm for an 8pm start |
| Friday | July 18th      | 7.30pm for an 8pm start |
| Friday | September 19th | 7.30pm for an 8pm start |
| Friday | November 21st  | 7.30pm for an 8pm start |

**All quiz nights are held at the Tutbury Village Hall in the main hall.**

**Maximum of 6 people per team.**

**£2 entrance fee per team member.**

**Prices for the winning team and the team that comes last.**

**Raffle, and Reverse Bingo.**

There is limited car parking at the venue, but a large free car park is located opposite the Leopard pub, situated at the end of

Monk Street. The entrance to this car park is Duke Street. Unfortunately, there is no bar in the Hall, but you can bring your own food and drink. Tea, coffee, and squash will be supplied.

### **Essential**

Our quiz nights are becoming very popular. So, we have an idea of how many people will be coming along to take part and, to ensure you don't miss out on taking part, we need you to please advise us asap on the following:

- a. Will you be attending the quiz night?
- b. Name and contact details of the main contact person within your team plus how many will be on your team.

- **Trent and Dove Coffee Morning**

Following the success of the 2 Trent and Dove coffee mornings during 2023 four further mornings were arranged throughout 2024. In addition, through contact with the Forum Secretary, the following stands and information was available to people:

- Tutbury Practice staff, and Patient Forum
- East Staffordshire and Surrounds Diabetes UK Patient Network.
- Other organisations attending when available: Tutbury Parish Council, Everyone Health, Social Prescribing to name a few.

These will continue to be held throughout 2025 with 5 being arranged. As in 2024 these will be held at the Tutbury Village Hall, Monk Street, Tutbury and on the following dates and times.

|          |                            |               |
|----------|----------------------------|---------------|
| Thursday | February 20 <sup>th</sup>  | 10.30am - 1pm |
| Thursday | April 24 <sup>th</sup>     | 10.30am - 1pm |
| Thursday | July 17 <sup>th</sup>      | 10.30am - 1pm |
| Thursday | September 25 <sup>th</sup> | 10.30am - 1pm |
| Thursday | November 20 <sup>th</sup>  | 10.30am - pm  |

### **Practice Update**

At all the Forum meetings the members receive a report from the Practice Manager which covers all issues. This enables the members to be kept fully informed and where necessary be able to give support. Some of this support has been highlighted earlier in this newsletter.

- **Staff Changes during 2024**

Like all places of work there are staff changes, and the surgery is no different in this respect. In 2023 there was a new Practice Manager, Philip Hope, (PH), who replaced Rachael Brown who had moved to work for the Primary Care Network. Assisting PH was Zoe Dearsley, (ZD), who had the role of Assistant Practice Manager. In PH left the Practice, and ZD was given the Practice Manager role. We all wish ZD success in her new role.

- **Current Staff List – As at 01.12.2024**

### **Clinical Staff**

Dr Mike Salwey, GP Partner, (7 sessions with additional 2 on admin), for visiting the Care Homes the Practice cover.)

Dr Anna Lindsay, GP Partner, (7 sessions)

Dr Lucy Ambrose, GP (Zero hours contract, normally does 2 sessions per week)

Dr Alison Shearman, Enhanced Partner GP, (6 sessions)

Dr Enas Darwish, Enhanced Salaried GP, (6 sessions)

Dr Ife Ogunduyilie, Salaried GP, (6 sessions)

Dr Faisal Pasha, GP Registrar (5 clinical sessions but to be confirmed only started on 04.12.2024)

Adel Alrawas, Clinical Pharmacist, (8 sessions)

Louise Elrick – Nurse Practitioner (6 sessions and additional 2 at university)

Elaine Stokes – Senior Nurse Manager

Lisa Smith – Deputy Practice Nurse Manager

Katy Parr, Practice Nurse

Diane Thornewill, Specialist Practice Nurse Long-Term Conditions

Arwen Lichfield, Trainee Nurse Associate

Gabrielle Kelly, Phlebotomist

Amanda Cooper – Bunting – Health Care Assistant

### **Office Staff**

Zoe Dearsley, Practice Manager

Sharon Wesson, Reception Coordinator

Helen Avery Smith, Care Coordinator

Michael Statham, Care Coordinator

Paula Lambe, Care Coordinator

Joe Burn – Smith, GP Assistant



## **Reception Staff**

Karen Wilkinson, Receptionist  
Kirstie Woodman, Receptionist  
Holly Meredith, Receptionist  
Clare Camwell, Receptionist  
Sheena Russell, Receptionist

It is important to point out that although it appears there are a good number of clinical staff some of these only carry out a certain number of sessions. This is because the surgery is a teaching Practice, so some time is spent training medical students. In addition, the Phlebotomist only works mornings and the nurses job share. In addition, Arwen has two days at university.

The surgery also has the Midlands Partnership University Foundation Trust renting rooms, via NHS Property Services, who own the building to offer Physiotherapy, Talking Therapies, Baby Clinics and Podiatry Services

- **Surgery Closure during the Festive Season**

The surgery is only closed as follows:

|               |   |
|---------------|---|
| Christmas Day | Wednesday 25 <sup>th</sup> of December 2024 |
| Boxing Day    | Thursday 26 <sup>th</sup> of December 2024  |
| New Years Day | Wednesday 1 <sup>st</sup> of January 2025   |

The same closure arrangements also apply to the following local Pharmacies. Dean and Smedley, Tutbury, and Good Life, Hatton.

### **1. Wider Communication**

On July 1<sup>st</sup>, 2022, all Clinical Commissioning Groups, CCGs, were disbanded and the Integrated Care Boards, ICBs, were introduced. In Staffordshire there is only one ICB for Staffordshire and one for Stoke on Trent. These replaced all the previous 5 CCGs. They also took the decision to remove ALL Patient and District Boards and Groups.

However, the East Staffordshire District Group was independent from the CCGs and so has continued to meet. During 2024 the meetings, every six weeks, have been face-to-face.

The objective of the group is to enable patient representatives, from each of the PPGs within the East Staffordshire area, to come together and discuss areas of good practice and those of concern. The aim is that meaningful discussion can be held across the whole spectrum of East Staffordshire GP surgeries. This expectantly will lead to the provision of consistent high quality medical care and services for all patients within East Staffordshire. The Forum has a representative who attends these meetings, and the current Chair and Vice- Chair are also people who sit on the Tutbury Patient Forum.

With the abolition of the Patient Board, it is difficult to have a link directly with the Integrated Care Board and raise issues. To try and negate this the Chair and Vice-Chair of the District Group, who are also members of the Tutbury Practice Patient Forum:

- attend the Staffordshire wide Integrated Care Board Patient Assembly,
- have contact with the East Staffordshire Primary Care Network,
- attend the University Hospitals of Derby and Burton (UHDB), NHS Foundation Trust Patient Group meetings,
- Sit on various workstreams run by the Midlands Partnership University NHS Foundation Trust
- Were recently elected to sit as the voluntary sector representatives on three of the seven portfolios that operate under the Integrated Care Board.

In addition, the current Forum Secretary, John Bridges is the Chair of the East Staffordshire and Surrounds Diabetes UK Patient Network. The network covers all East Staffordshire, Lichfield, Tamworth and Burntwood

The network is a local support group for people living with diabetes, their families, partners, carers, or anybody with an interest in diabetes.

During 2024 the network has continue to hold face-to-face meetings at:

- Burton on Trent
- Uttoxeter
- Tamworth

- Lichfield
- Burntwood

And in addition, run a virtual Zoom meeting every six weeks which attracts people from other areas of England.

If you require further details and/or information regarding meeting dates, locations, and times then please contact:

John Bridges

Chair East Staffordshire and Surrounds Diabetes UK Patient Network

**Mobile:** 07590379892 **Email:** [bridgesjohn763@gmail.com](mailto:bridgesjohn763@gmail.com)

## **2. Vaccinations**

As in previous years the COVID booster and flu vaccinations have been taking place at the Burton Albion Pirelli. Naturally, patients could also get their flu vaccines at other locations such as the local pharmacies.

Finally, to all our Forum members, Tutbury Practice patients, Tutbury Practice GP's, Nurses, All Staff, their family, and friends we thank you for your support throughout 2024 and to wish you all a Happy Festive Season.

**Keep Safe, Keep well.**

Susan Adey-Rankin, Vice-Chair Tutbury Practice Patient Forum

John Bridges, Secretary Tutbury Practice Patient Forum

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