



## **Tutbury Practice Patient Forum Newsletter December 2023**

Well, here we are at the end of another year, where has the time gone? We are still not only working under the shadows of COVID, but in addition have the major conflicts around the World, namely Ukraine and Gaza, which are influencing the UK in many ways. Regardless of this our thoughts are with the people and families who are affected in these war-torn areas.

We are still facing horrendous pressures on our NHS and have not recovered from the COVID pandemic. This has meant we are now faced with lengthy, unprecedented waits for health care and although the main effect has been on access to our secondary care facilities it is also a major issue for primary care.

The new systems of contacting your GP changed dramatically during the pandemic and, as we predicted last year, the old ways will never be returning. The introduced alternative ways of talking to your surgery, with the introduction of telephone triaging, receiving GP call backs, video appointments to name just a few, have become the norm. For some people, the new methods are better but not for everybody.

These ways are here to stay so we now see the role of the Patient Forum to work with the practice on ensuring two-way communication and patient involvement being built upon.

**At all the Forum meetings the members receive a report from the Practice Manager which covers various issues. During 2023 the topics included:**

### **1. Staff Changes during 2023**

Like all places of work there are staff changes, and the surgery is no different in this respect. One of the major changes that The Tutbury Practice had to face during 2023 was Rachael Brown, Practice Manager, who left the practice on the 8<sup>th</sup> of September after 22 years. Rachael has taken up a new position as a full time Research Manager for the East Staffordshire Primary Care Network so we will still see her from time to time. Rachael attended our September Forum meeting where she received gifts and cards, including words of thanks and appreciation from many Forum members.

## **2. The Tutbury Practice Current Staff**

### **Clinical Staff List – As at 01.12.2023**

Dr Mike Salwey, GP Partner, (7 sessions with additional 2 on admin)

Dr Lucy Ambrose, GP Partner, (On sabbatical working for Hull University 4 days a week. Still the lead for visiting the Care Homes the Practice cover.)

Dr Anna Lindsay, GP Partner, (7 sessions)

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

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

Dr Ife Ogunduyilie, Salaried GP, (6 sessions)

Dr Jackson Mandizvidza, (8 sessions)

Adel Al-Rawas, Clinical Pharmacist, (8 sessions)

Elaine Stokes Senior Nurse Manager

Lisa Smith, Practice Nurse

Katy Parr, Practice Nurse

Diane Thornewill, Specialist Practice Nurse Long-Term Conditions

Arwen Lichfield, GP Clinical Assistant

Gabrielle Kelly, Phlebotomist

### **Office Staff List- As at 01.12.2023**

Philip Hope, Practice Manager

Zoe Dearsley, Developmental Practice Manager

Sharon Wesson, Reception Coordinator

Catriona Gallone, Administration Coordinator

Helen Avery Smith, Care Coordinator

Michael Statham, Care Coordinator

Paula Lambe, Care Coordinator

Joe Burn – Smith, GP Assistant

### **Reception- As at 01.12.2023**

Karen Wilkinson, Receptionist

Helen Hunt, Receptionist

Kirstie Woodman, Receptionist

Holly Meredith, Receptionist

Clare Camwell, Receptionist

Kate Ashley, Hub Administration Assistant

The surgery also has the Midlands Partnership University Foundation Trust rent rooms to offer Physiotherapy, Talking Therapies and Podiatry Services

It is important to point out that although it appears there are a sizeable number of clinical staff some of these only conduct 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.

### 3. Patient Numbers

The number of registered patients continues to increase with the number being at 8335 as of 1<sup>st</sup> November 2023. This compares with 8259 at the start of 2023. In 2013 the number was 6531.

The increase in numbers is due to the increase of housing development within our geographical area and other surgeries altering their geographical boundaries. Due to the issues caused by the increase in registered patients a sub-committee meeting from the Patient Forum is being organised to meet with the Practice Manager early 2024, to discuss the effect on the appointment system and the ways it may be adapted.

### 4. Surgery Closure during the Festive Season

The surgery is closed as follows:

Christmas Day, Monday 25<sup>th</sup> of December 2023

Boxing Day, Tuesday 26<sup>th</sup> of December 2023

New Years Day, Monday 1<sup>st</sup> of January 2024

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

### What we have been doing?

#### a. Speakers

During the year we had the following speakers give a talk at the meeting.

**March** Social Prescriber covering Tutbury.

**July** High Intensity Cognitive Behavioural Therapist who works for the Midlands Partnership Foundation Trust, Talking Therapies Service

**September** Community Connection Coordinator Midlands and East England RNIB.

#### b. Forum Membership

Unfortunately, the numbers at our face-to-face meetings are dropping although the virtual membership is still strong. In October, a text was sent out, by the surgery, to all patients above the age of 16 asking if they would be interested in joining the Forum. This proved successful with several patients joining, of which a number attended the November meeting.

In addition, we held two of the meeting dates for 2023 in the evening to hopefully be more attractive for those people who work. Although we had no new people attend it has been agreed to do the same in 2024.

Meanwhile 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 on

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

### c. Forum Meeting Dates 2024

The dates for 2024 have been agreed and these are:

Wednesday	17th January	2pm - 4pm
Wednesday	13th March	2pm - 4pm
Wednesday	15th May	6.30pm – 8.30pm
Wednesday	17th July	6.30pm - 8.30pm
Wednesday	18th September	2pm – 4pm
Wednesday	20th 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 the Tutbury Practice.

The first meeting on 11<sup>th</sup> January starts with the Forum AGM and Election of Officers to serve throughout 2023. 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 the Tutbury Practice can put their name forward for election. The relevant information and forms have already been sent to the Forum members and are next to our notice board situated at the entrance to the health centre. If interested please complete the form and hand in at reception marked for the attention of the Forum Secretary, John Bridges. Closing date is 5pm Tuesday January 16<sup>th</sup>.

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)**

### d. Forum Quiz Nights

We held six quiz nights throughout 2023. All were held in the Tutbury Village Hall and were both highly successful and well attended. Our sincere thanks go to Chris and Steve who acted as our quizmasters throughout 2023.

As with previous years part of the monies raised on the night goes to various charities or to help fund Forum projects.

The details are as:

**January.**

Allocated to the Tutbury Health and Wellbeing/Carers event that was held in June 2023.

**March**

£100 was allocated to the Uttoxeter Heath Community Centre.

**May**

Further money was allocated to the June Health and Wellbeing/Carers event, and towards the purchase of a sound system.

**July**

£100 was allocated to the RNIB.

**September and November**

Monies allocated towards the purchase of an external notice board to advertise both the practice and the forum to the wider community.

***Further quiz nights have been arranged for 2024 and the dates are:***

Friday	January 26th	7.30pm for an 8pm start
Friday	March 22nd	7.30pm for an 8pm start
Friday	May 17th	7.30pm for an 8pm start
Friday	July 19th	7.30pm for an 8pm start
Friday	September 20th	7.30pm for an 8pm start
Friday	November 8th	7.30pm for an 8pm start

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

**Maximum of six 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 extremely popular. So, we have an idea of how many people will be coming along to take part, and to ensure you do not 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
- c. How many will be on your team?

#### **e. The Patient Association**

We have continued our registration with the Patient Association, with the weekly bulletins received sent to the relevant people. During the year, the newsletter has contained several good articles and information. In addition, we are aware of people who have responded to some articles and have received useful responses. Our membership will continue during 2024.

#### **f. Health and Wellbeing Event/Carers Event**

The event was held on the 8<sup>th</sup> of June within the Village Hall. We used to hold this event before COVID, and this was the first one since then. The event was a tremendous success with 29 organisations taking part and there was a large public footfall. The feedback from both organisations and the public was excellent and everyone is looking forward to the next event in June 2024.

#### **g. Trent and Dove Coffee Morning**

In July, Trent and Dove were at the Village Hall with their coffee connect van. They offered free coffee and cake and the chance to catch up with the local housing officer. 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
- Staffordshire Fire
- Local Social Prescriber

It was a successful morning with over one hundred free drinks given out. We had good contact with those who attended, and it was agreed that an additional one would be held which took place in early October.

Although not as successful as the initial event in June it was agreed that these were good community events with the chance to highlight work by the Surgery, Forum, and other wellbeing groups.

Based on this the Forum Secretary met with Trent and Dove and four coffee mornings have been confirmed for 2024. These are shown on the next page.

## Coffee Connect

### Have a FREE cuppa on us!

We are on the road combating loneliness through free coffee and chat.

### Throughout 2024 we will be at the Tutbury Village Hall, Monk Street, Tutbury, on

Tuesday	February 20 <sup>th</sup>	10.30am - 1pm
Tuesday	April 23 <sup>rd</sup>	10.30am - 1pm
Tuesday	July 16 <sup>th</sup>	10.30am - 1pm
Tuesday	October 22 <sup>nd</sup>	10.30am – 1pm

- Be one of the first to visit our mobile pantry. We will be giving away free store cupboard items. Available to everyone!
- Catch up with your Housing Officer over a free cuppa and cake.

Also Present



**Tutbury Practice**



**Tutbury Practice  
Patient Forum**



**East Staffordshire And Surrounds  
Diabetes UK Patient Network**

### And other organisations

## 5. Wider Communication

As mentioned in our last newsletter, 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 2023 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 the 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 2023 the network started 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)



## 6. Vaccinations

Regarding the COVID booster vaccinations these have been taking place at the Burton Albion Pirelli Stadium since the initial vaccinations were started on the 16<sup>th</sup> of December 2020. As with 2022 this autumn the centre was not only doing the COVID booster vaccinations but also the flu vaccinations for the East Staffordshire GP surgeries. This has been done to assist in reducing the pressure on our surgeries and overall has been a success. Naturally, patients can also get their flu vaccines at other locations such as pharmacies. Members of the Tutbury Patient Forum have been involved, as volunteers, at the Pirelli centre since day one.

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 2023 and to wish you all a Happy Festive Season.

**Keep Safe, Keep well.**

Jayne Gormley, Chair Tutbury Practice Patient Forum  
Susan Adey-Rankin, Vice-Chair Tutbury Practice Patient Forum  
John Bridges, Secretary Tutbury Practice Patient Forum  
Email: [bridgesjohn763@gmail.com](mailto:bridgesjohn763@gmail.com)  
Mobile: 07590379892  
43, Ferrers Avenue,  
Tutbury,  
Nr Burton-on-Trent  
Staffordshire, DE13 9JP

