

**Date: Tuesday 18 May 2015**

**To: Wisbech LCG Groups**

**Subject: General NHS matters & Attendances at Wisbech Local Clinical Commissioning Group (LCG) and Cambs Clinical Commissioning Group (CCG) Events as LCG & CCG Patient Representative.**

**Purpose: Information.**

**Please see end of report for Glossary of initials.**

The dust of the election has now settled and we all know the result. For the NHS at the moment its business as usual, however there is a background rhetoric from the new Government that they wish to institute a 24/7/365 Health Service. There is no doubt that all patients would be delighted to welcome this innovation. There is of course a tension between this aim and the funding required to achieve it. For the time being our CCG and its constituent LCGs are required to make year on year efficiency savings at the same time catering for an ageing and increasing population. As the London underground saying goes - "mind the gap".

Funding has been slightly eased for the CCG by achieving their budget for the year overall. However this is not the case for Wisbech LCG which will end the year with a budget deficit, albeit smaller than was originally feared.

Norfolk CCG who are to commission our new Out of Hours GP service and 111 telephone service has selected a new provider who will integrate and provide both services. The new provider is public sector provider and will commence service provision shortly. If you use or know of any who does use this service please let me have your experiences in confidence.

Now for a public confession! For the first time in my life I was guilty of missing a GP appointment by over half an hour last week. The mistake was too easy to make - I used our surgeries on line booking system to make the appointment but used my smart phone to access it unfortunately the size of the screen and my failure to double check meant I had actually booked an earlier slot than the one I noted on my calendar. The number of no shows means that over our LCG thousands of valuable GP appointment slots are lost. This does not help when we also complain about the delays in seeing them.

Obviously there will be many valid reasons for a "no show" such as severe deterioration in health and admission to care or family emergencies. However I for one will be double checking every appointment time in future. Let us all try and help each other by trying as far as possible to eliminate wasted appointments.

Many of our local surgeries are due to be inspected by the Quality and Care Commission, they have asked for comments from Patients to assist them in these inspections. For further information please ask at your surgery or make your comments through the Commission Website.

There are many opportunities for patient representation on CCG committees and work groups, and I am unable to attend any more than I currently do, so if you are interested in representing the Wisbech Patient voice please let me know and I will forward your name. Alternatively register your interest with the CCG website.

The new Government's NHS policies will soon be with us in the Queen's speech. In consequence I will see what changes this means for us in Wisbech after our next LCG / PRG meetings and contact you again with anything relevant then.

**Uniting Care Partnership** are now delivering Older People Services and they publish a regular bulletin on their Website : [www.unitingcare.co.uk](http://www.unitingcare.co.uk). Again your own experiences will help us to represent you. Has your or your relative's service changed for the good or otherwise? I would like to hear about it.

Finally don't forget if your Patient Group would like to meet with a representative of Healthwatch or from the Patient Experience Group at Queen Elizabeth Hospital I will be happy to arrange a contact.

Healthwatch has a statutory basis and can reinforce the voice of Patients to NHS England centrally as well as locally.

The usual reminders

Help our clinicians to help you, do not always expect Antibiotics to be prescribed for minor ailments and colds and flue. Our Antibiotics are too valuable to lose due to over-prescribing leading to resistance and loss of effectiveness. Your pharmacist can often assist in these minor cases without requiring a doctors appointment.

Thank you for your time in reading this and as always my contact details are below.

Again your feedback is vital to allow me bring your views to our decision makers.

Now for a repetition of those details:

**Survivors of Bereavement by Suicide (SOBS) Support Group** for those bereaved by suicide has its meetings at the Piece of Mind Centre in King's Lynn, (PE30 1PH). Regular meetings will be held at the same venue, at 6.30-8.30pm on the second Wednesday of each month.

Please contact Jacqui - Norfolk Sobs Group Leader on 07771544291 Or email [sobs.norfolk2@gmail.com](mailto:sobs.norfolk2@gmail.com).

Confidentiality and respect for the bereaved is assured.

Please visit their National website [www.uk-sobs.org.uk](http://www.uk-sobs.org.uk) for further information regarding Norfolk Sobs or other information that may be of help to you.

National Helpline  
0300 111 5065

9am to 9pm every day

Don't forget for those in distress and who may also be having suicidal thoughts The Samaritans are available 24 hours a day, every day on 08457 90 90 90

Thank you again

*My best wishes and good health to all,*

*John Grevatt*

*Patient representative - Wisbech LCG – Cambridge and Peterborough CCG – PRG -Fenland Health and wellbeing group.*

*Do you Choose Well when selecting a healthcare service in Cambridgeshire or Peterborough? Complete a short survey here:*

<https://www.surveymonkey.com/s/capccg-urgentcare>.

**How to contact me:**

**Please feel free to contact me as Groups or individuals if you have a concern you would like me to take to the Groups I attend. All the surgeries have my contact details.**

**What I would like to receive is your patient experiences good or bad at either GP surgeries or Hospitals or indeed any aspect of NHS treatment and your suggestions for improvements.**

**I regret I cannot undertake matters that concern active complaints concerning individual Patient – GP / Hospital treatment as these are matters for the surgeries / Hospital trusts themselves through their established complaints procedures.**

**I am happy to receive Patient Representative Communications at address below, although naturally this would be confidential to Patient Participation Group Secretaries or Practice Personnel. I am also happy to receive email communications on my secure NHS email address from anyone who wishes to bring something to my attention either as an individual or a group.**

**Please head any emails with "Patient Rep" in the subject line to john.grevatt@nhs.net.**

**Important Note: The above email address is a confidential and secure NHS email address and may be used in confidence for communications relating to my role as Patient Representative and for related NHS matters but may not be used for Personal or Commercial communication.**

**The postal address is:**

**J. Grevatt, LCG mail, Ashtree Lodge, Luttongate, Gedney Hill, Spalding, Lincs, PE12 0QH.**

**Potted Biography:**

**It is worth noting for those that do not know the area or me; whilst my postal address is Lincolnshire, I am 69, married with two children and a much loved Granddaughter and we live just over the county boundary and very close to Parson Drove which is our home Surgery and has been for nearly forty years. I have spent most of the last 30 years before my retirement as a Managing Director of a Wisbech based subsidiary of a national construction and Development Company and the last 10 years following my retirement from that company running my own Business Consultancy.**

**Wisbech is where the majority of our social life still takes place so I have a reasonable knowledge of Wisbech and its strengths and vulnerabilities.**

**As a matter of interest after leaving education which was heavily science biased my first job was as a very junior Technician in the Pathology department of Epsom District Hospital in Surrey, a career path I did not pursue (sometimes to my regret).**

**Much needed Glossary Notes!**

**CCG Cambridge and Peterborough Clinical Commissioning Group (responsible for commissioning services throughout the Group area and setting strategies also monitoring the LCGs and the appropriate LCG Budgets);**

**LCG Local Commissioning Group (in Context referring to the Wisbech LCG responsible for commissioning Clinical services in their Local Area using their local budgets);**

**PRG – Patient Reference Group (this is attached to the CCG and is composed of Mandated [voting] representatives from the LCG’s established to monitor and review CCG policies and decisions from a patient’s perspective;**

**PPG – Patient Participation Group (attached to individual Surgeries these can be on line or physically meeting on a regular basis ).**

**CCO - CCG Chief Clinical Officer**

**FANS - Fenland anti-coagulant service**

**UCP – United Care Partnership – Contracted Provider of older peoples services to the CCG (includes Addenbrookes & Peterborough NHS Trusts amongst other partners)**