

Date: Monday, 12 August 2013

To: Wisbech PRG Groups

Subject: Report on 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.

Hello and welcome to my report for this month. Firstly I wish to bring to your Group's notice the update from CCG Chief Clinical Officer Neil Modha which can be found on :

<http://emags.cambridgeshire.nhs.uk/ccgnews/july-2013/front-page/message-from-dr-neil-modha-chief-clinical-officer>

And yes he does have his own acronym "CCO"

The pre-tender specification provision for older peoples care has now been submitted to interested parties and at the time of this report the Pre-Qualification process should be well in hand to select interested and qualified providers to enter the next stage of selecting the short list and the eventual winning bidder.

These processes seem to be and indeed are very bureaucratic in nature; however they do mirror similar tendering processes in the private sector with which I am familiar when very large sums of public money are to be spent for long periods.

The difference from the past in the way that the process that this and the other services to replace those originally provided by Cambridgeshire Social Services are to be selected is that now the Tenders are based on Outcomes for patients and not simply on the Specification attached to a contract. Potentially good news for those of us that will have the use of the services.

It does however mean that Patient's views and experiences are of vital importance in both the placing of the contracts and monitoring their successes and failures, so please let both your local surgery group and / or me have your views and experiences on any aspect of your health care.

This month I attended a presentation from the selected provider for the new 111 service which is being rolled out nationwide to replace the NHS direct service. In our area a pilot scheme will commence around the end of September with a full service in place early next year.

There has been a great deal of controversy about this service in the media and some well publicised failures when people have either been sent to A&E inappropriately or urgent care not provided when required,

It is true to say that these have been a very small proportion of the calls properly handled by the services where they are in operation but never the less one instance is too many if you are involved.

In our area the service will be provided by a Social Enterprise Company (any profits are reinvested into the service and do not go to shareholders) already providing the service in Hertfordshire with an excellent reputation and one which has passed all the clinical governance tests with distinction. They will have a local call centre based at Peterborough Care centre and the service we have been assured that it will not go live until everyone involved including the CCG governors are satisfied that it is ready and safe to do so.

When it does it will take over the NHS direct number calls and calls to out of hours GP services. A trained call handler will determine the correct response to the problem assisted by qualified clinical personnel (always on site and available) where appropriate and decide on the correct course of action. If an out of hours GP or ambulance service is required the Call handler has the ability to send out that service without any further action from the caller. This contrast with NHS direct which would ask the caller to hang up and redial 999. The will also have access to a local database for all of the CCG area which will provide details of A&E, Pharmacies, out of hours GPs and local minor injuries units etc.

When the service is introduced please let me have your experiences if you have occasion to use it.

I will close this month with a "Hot Topic" from our reference group and that is Children and young people's mental health services. It is true to say that this is a concern with all the Patients Reps and the CCG are aware of the present short comings and delays inherent in the service. We are informed that new qualified staff are due or already have been engaged and that delays are being addressed. However as a patient group we will continue to monitor this and if you or any one you know are affected by this issue please let me know.

I have been offered by one of the Wisbech surgeries a meeting room to hold an initial meeting to try to establish a Wisbech and Fenland Patient Forum. I plan to try around October to arrange this. The forum would meet three or four times a year where all of our Local Practice Patient Groups could interchange ideas and concerns on the NHS and social services in our area. If anyone is interested in attending this please contact me.

How to contact me:

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

I regret I cannot undertake matters that concern individual Patient – GP treatment as these are matters for the surgeries themselves.

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 this 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 mail@ashconsult.plus.com

The postal address is:

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

It is worth noting for those that do not know the area or myself; whilst my postal address is Lincolnshire, I live close to Parson Drove which is our home Surgery and has been for nearly forty years, and I have spent most of the last 30 years before my retirement working in Wisbech where the majority of our social life still takes place so I have a reasonable knowledge of Wisbech and its strengths and vulnerabilities.

John Grevatt

Much needed Glossary Notes!

CCG Cambridge and Peterborough Clinical Commissioning Group (responsible for Commissioning service 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).