

Date: Tuesday 12th December 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.

December update:

Firstly season's greetings to all of our Patient Groups and a sincere wish for a health New Year.

I must start with an apology as this update is later than I would have wished since in the middle of November I was on the receiving end of NHS treatment in the way of planned shoulder Surgery (I assure undertaken due to necessity rather than for research purposes!).

Whilst the Surgery was successful and the care I received certainly passed the "Friends and Family Test" with flying colours not everything went according to plan and a few days later I suffered an allergic reaction to some component of the operation resulting in rashes etc. Now I am pleased to say on the mend. A very rare event but one which has somewhat delayed this communication.

The onset of the allergic reaction did enable me legitimately access the now live local **NHS 111** service for much needed out of hours advice and save a long wait in A&E.

The service performed in accordance with the experience we have told to expect, in that I was led through a logical sequence of pertinent questions by a trained call handler who having established I was not in immediate danger and did not need an emergency call out and having checked with a medical practitioner advisor offered me pertinent and reassuring advice that was very welcome.

I would very much like to hear from any of your Group or surgery Patients who have also used the number since it came on line as it is only from feedback such as this can we monitor its performance and continue to fine tune its responses.

Important note: The 999 service for accident and emergency life threatening situations is unaffected by NHS 111 and will be responded to in the usual way.

The Cambridgeshire Community Service replacement tender process is continuing and the final selection of potential providers will be presenting their solutions to the evaluation sub

group of the CCG at the start of the new year who will be assessing them on their projected outcomes for service users and for the quality and value for budget criteria.

The New year will also see the final stages of the older people and end of life care provider selection processes.

Our CCG and its component LCG's are facing some very difficult budgetary challenges late in the financial year principally due to the way that some NHS England payment programmes have now been restructured this will mean that an already tight and challenging budget has become an even greater challenge.

How can we as patients help the GP's to help us?

By using the NHS wisely by only attending A&E when it is appropriate to do so and when a minor injuries or walk in centre or a GP or Nurse appointment will not serve.

By not asking for remedies that are inappropriate such as Antibiotics for a cold or flu.

By listening to our Practitioner's advice on lifestyle changes.

As a Patient Group we continue to monitor the changing situation at Queen Elizabeth Hospital King's Lynn and the local A&E and Ambulance Trust performances and will make ours and your views known to the management committees and the CCG board.

All being well I will be driving again in January and will bring you reports from the LCG & Patient group meetings on schedule.

Thank you for your attention.

John Grevatt

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

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 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 68, 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 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 I 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 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).

CCO - CCG Chief Clinical Officer