

**Date: Friday 8<sup>th</sup> November 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: Important Information.**

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

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### **Cambridgeshire and Peterborough CCG Introduction of 111 Service:**

This update is given in advance of this month's report and is to impart some important information which will also I am sure be forthcoming from a variety of sources.

The CCG has announced that it is to enter a phased launch of the **111** service in Cambridgeshire and Peterborough on **12 November 2013 from mid-morning**.

Final approval was received this week to launch the service following strict quality assurance testing and approval from the Area Team and NHS England Central Team.

From 12 November 2013 the 111 service has been established to take calls from NHS Direct GP practices who currently use UCC as their out of hours provider and anyone dialling 111 from a landline or a mobile.

On 28 November, subject to satisfactory performance, 111 will take calls from GP practices who currently use CCS as their out of hours provider.

It is likely that the 0845 46 47 NHS Direct number will be closed down in the near future subject to approval from NHS England. Further communications from the CCG will follow on this and I will keep groups updated on progress.

Rest assured the Patient Representation group is represented on the 111 monitoring group and we will be keeping a very close eye on progress and patient experience.

I would be very keen to hear from patients who use the new service and how they think it worked for them or those who contacted it on their behalf. Please contact me by using my details below.

**Important note: We have been informed the 999 service for accident and emergency life threatening situations is unaffected and will be responded to in the usual way.**

I will circulate my usual report in a couple of weeks and deal with some of the other issues we have been focussing on.

*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 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](mailto: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 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);* *cont..*

**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