

Date: Friday 9th May 2014
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.

This month has been a very busy one for the Patient Reference Group and our Wisbech LCG.

The most significant thing to draw your attention to is the public consultation process currently being undertaken by the CCG with regard to the proposals to improve older people's healthcare and adult community services.

This will determine the way that care for adults and older people will be provided for the next five years and potentially affects well over half of the adult population in our area; either as recipients of the services as well as their carers or relatives of people that does receive the services.

As I reported before, the pre-selection has now narrowed down the potential providers to one of four organisations. The Public meeting to present the options and explain the process and seek public feedback is well under way. Meetings have already been held in Wisbech. However there are further meetings throughout the area including Cambridge and Peterborough finishing on the 7th June. The location and times of these meetings can be readily found on the CCG website :

<http://www.cambridgeshireandpeterboroughccg.nhs.uk/>

You will also find downloadable copies of the report and questionnaires to give your feedback and a raft of background information. It is very important to let the patient / service user voice be heard so please take a few moments to do this. If you haven't got access to a computer your local Public Library will assist. Better still ask your Children or Grandchildren who I am sure will be pleased to demonstrate their skills in helping you to find it.

The next important consultation which has only just started in its earliest stages will be the formulation of the CCG's "Five Year Plan". Rest assured the Patient Reference Group will be closely involved in the evolution of this.

This will set the priorities for the CCG on how the Health Budget allocated to our region will be spent. That is everything from Mental Health to Physiotherapy, from Maternity to End of

Life Care, the Drugs Budget, Fertility Treatments and the payment for the operation on an ingrowing toenail.

Needless to say NHS England is expecting much more to be done with less so efficiencies and savings will part of the priorities. The Public will again be consulted at the appropriate stage. Please when that is, let your voice be heard loud and clear as to what matters to you.

I will of course keep all the patient groups informed as this progresses but please feel free to contact me with your thoughts and comments.

On the subject of information it is often possible for speakers from the CCG to attend your patient group on topics of interest, if there is a CCG related matter subject you want more information on please ask.

Now for matters which were voiced as serious concerns at the last PRG meeting. Firstly there is the thorny subject of travel to outpatient / treatment appointments which can often be a very real burden and source of difficulty for many patients. Especially if you have to rely on public transport or local Doctors and / or Hospital Car services. I would be pleased to hear of your experiences good and bad to aid in raising this with the CCG and the Acute Hospital Trusts.

Secondly I am aware that certain treatments such as Cataract operations and similar are now being referred to another layer of bureaucracy after a treatment referral by your GP. Patients have been firstly referred to a service run by a commercial provider to "Triage" or confirm the GP's referral before seeing a consultant. If this has happened to you please let me know your experience. Did it delay or halt your referral? Did you eventually see the consultant? Was this at your choice of Hospital / Treatment Centre?

That's all for this month but please don't hesitate to contact me details as below.

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 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