

Date: Thursday 21 August 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.

Colleagues good morning or at least it is as I write.

To those of you who have been on holiday I hope you have had a pleasant and restorative break and to those of you yet to go I hope you have one. As you will no doubt have assumed this is the holiday season for our regular LCG and PRG meetings and these will resume in September.

However there are some important Patient participation notes I wish to bring before you. I have put these in italics below because the wording (with just a couple of my edits to make sense of the transposed English) is directly from emails received or the Websites. These are a chance to make our voices heard on a wider stage so please make use of them.

An important matter that I would like your feedback on is how the re-sited FANS (Fenland anti-coagulant) service is working. As service users will know this is now situated in North Brink surgery and I have received mixed messages from patients on how this is working for them. Please let me know if you or any of your patient contacts have experience ASAP as I have some planned meetings when this will be discussed. I would also like to hear how the Blood sampling service at North Cambs now administered by Peterborough Hospitals NHS Trust is working for you.

Have you or your contacts used the Minor injuries unit at North Cambs? If so please let me know how you got on - was the waiting time reasonable, were you able to be fully treated for your condition? My contact details are as usual at the end.

Next month the final processes of selecting the lead provider for the next five years of Adult social care will be started I and some of my colleagues on the PRG group from other CCG LCG's will be part of the process to ensure the patients voice is heard at all stages. There has been a lot of media speculation on NHS privatisation by the back door however under this and the last government and also by EEC rules Private sector participation in the tender process is mandatory. There are also public sector consortia who have participated in the process so a Private sector provider is not a foregone conclusion. Service users can however take comfort that whoever is chosen will face a rigorous condition that in short means that 20% of their income is "outcomes related" which means they will have to satisfy tests to ensure that service users have had the best possible outcome for their experience of the service provided - whether that was Physiotherapy, District Nursing or any of the myriad other services the contract will be providing.

We will be watching on your behalf and of course listening to anything you want us bring forward plaudits or brickbats!

Advance notice - CCG AGM:

Cambridgeshire and Peterborough CCG's Annual General Meeting on 16 September 2014 at The Maltings, Ship Lane, Ely, CB7 4BB.

Now for those involvement messages --

Firstly from NHS England:

We would like to invite Clinical Commissioning Groups, along with GP Patient Participation and Patient Reference Groups (PPG/PRG) to join the new NHS England Involvement Patient and Public Participation (PPP) network in the East of England.

Sign up to the East of England PPP network here:

www.surveymonkey.com/s/QVDTQK

Surgery patient Reference groups are especially invited to participate

For more information about the Involvement Patient and Public Participation (PPP) network please see below

Involvement – *Putting patient and public voices at the heart of healthcare*

Wellbeing East; *the regional health & social care network in the East, is working with Midlands and Lancashire CSU to support the development of this new pioneering approach to engagement by building an East of England PPP network. This will be one of three networks in the Involvement programme; across the East of England East Midlands and West Midlands. The Involvement PPP network aims to facilitate relationships between different parts of the health and social care world to help better engagement with patients and the public.*

Clinical Commissioning Groups along with GP Patient Participation or Patient Reference Groups (PPG/PRG) are important assets to the Involvement Patient and Public Participation (PPP) programme, so we would also like to invite you to be a part of the East of England PPP network. There will be opportunities to link with others from across the network, both in the EoE and more widely for the whole programme.

Sign up to the East of England PPP network here :

www.surveymonkey.com/s/QVDTQKV

Why be part of the Involvement PPP network?

The aim the network is to strengthen and develop links between: communities, organisations, patients and professionals, creating a more engaged health community, where health champions, lay people, patient and public voices have a greater influence upon decisions relating to health and care; improving quality of services for all.

The network will draw its membership from the health, public, voluntary community and third sectors; including CCG's, Area Teams, Clinical Senates; local Healthwatch; Health & Wellbeing Boards; local council health teams; Patient Participation Groups; local health networks; as well as other relevant community and health groups and professionals such as patient experience leads and engagement leads.

And from the CCG -more feedback needed:

NHS Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) is looking at ways it can increase awareness of the range of urgent care services across its area.

As part of this the CCG have launched a short public survey that aims to gather information and feedback from local residents on their knowledge and use of these services at present. This will enable us to target future campaigns to the appropriate audiences and help encourage local residents to choose the right service for their condition.

If you are able to help promote the survey that would be appreciated. Whether that's via social media, such as Twitter or Facebook, or through any other communication channels such as your website or internal or external newsletters.

Help improve NHS urgent care services in Cambridgeshire or Peterborough? Complete a short survey here-

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

NHS Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) is looking at ways it can increase awareness of the range of urgent care services in the region. Please take a couple of minutes to complete the survey online. Copies of the survey will also be available at GP Surgeries, MIIU's and Walk In Centres and A&E departments across the region.

Example tweets you might want to copy and resend or email:

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>

Thank you

My best wishes to all,

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 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 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