

**Date: Friday 17 April 2015**  
**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 we find ourselves in the midst of the Election campaign. The Parties have published their manifestos and not surprisingly they all have a great deal to say about the NHS.

As your patient representative it will be impossible for me to comment on Performance or Investment issues without being accused of political bias from one side or the other, therefore my comments this month will be factual and also endorse some of the important initiatives being championed by both our CCG and NHS England. So I will mount my soap box and —

Firstly I would like to call your attention to a matter that will become increasingly emphasised by all parties connected with your Health. I refer to Medicine management. I and I am sure the vast majority of people reading this will have some medicines lurking in the cabinet that are now not required or out of date. Spring Clean your cabinet and take them to your Pharmacist for safe disposal. They are a potentially life threatening threat to others especially our children or grand children. Many of us have seen the contents of elderly relative's cabinets and gasped at the sheer quantity of Drugs stored never to be used.

The second strand to this is unwanted, unused or over-prescribed medication. The or should I say 'OUR' NHS has an enormous wasted medicine burden to fund each year; frighteningly it is enough to run an entire general hospital. Some waste is of course inevitable, conditions clear up or heal faster than expected and some medicines react unfavourably to people. However in each case take them to the Pharmacist as above and most importantly let your GP know.

The third strand is repeat prescriptions, if you do not need all the items on your prescription do not order them. If they are on an automatic repeat let your Pharmacist or Surgery know and they will amend accordingly. Don't let your stockpile build up or order 'just in case'. Above all attend medicine reviews when due and discuss your requirements with the clinician.

Now for the second and last part of my preaching for this month. **Choose Well.** Think carefully before calling at A&E could the 111 service advise me? could my pharmacist help or can it wait for my GP's next appointment. We all need to take responsibility to assist in keeping Emergency treatment available for real emergencies and reducing the pressure on both them and the ambulance service.

Next month I would like to talk some more on the subject of Mental Health for all ages of our patient group. so if you have any experiences of the service provision in our area please let me know. We will also know the results of the Election and hopefully the new Governments views on the future direction of the NHS.

Updating you on the Out of Hours GP Service and NHS 111 call centre procurement. There will be an announcement shortly on the successful provider for this service in the Norfolk and Wisbech area. As soon as we have the information from Norwich I will circulate it.

The few patients attached to our surgeries covered by the remainder of Cambridgeshire and Peterborough will need to wait a little longer to hear more about their procurement as this process has been suspended until after the Election.

The Wisbech Anticoagulation service is being opened procurement by tender however again this process has been suspended until after the Election. However as far as Patients are concerned the service is being provided as normal by your usual clinic or surgery and will do so until a permanent new provider is in place.

Have you or your fellow patients had occasion to use either the ambulance service, out of hours GP, A&E or minor injuries over the recent weeks. If so I would like to hear from you.

Uniting Care Partnership are now delivering Older People Services and they publish a regular bulletin on their Website : [www.unitingcare.co.uk](http://www.unitingcare.co.uk). Again your own experiences will help us to represent you. Has your or your relative's service changed for the good or otherwise? I would like to hear about it.

A new support group aimed at survivors of bereavement by suicide has recently been launched in King's Lynn and I attach their contact details at the end for any that may find this a help in times of distress.

Finally don't forget if your Patient Group would like to meet with a representative of Healthwatch I will be happy to arrange a contact if required. Healthwatch has a statutory basis and can reinforce the voice of Patients to NHS England centrally as well as locally.

The usual reminders

Help our clinicians to help you, do not always expect Antibiotics to be prescribed for minor ailments and colds and flue. Our Antibiotics are too valuable to lose due to over-prescribing leading to resistance and loss of effectiveness. Your pharmacist can often assist in these minor cases without requiring a doctors appointment.

Thank you for your time in reading this and as always my contact details are below.

Again your feedback is vital to allow me bring your views to our decision makers.

Now for those details:

**Survivors of Bereavement by Suicide (SOBS) Support Group** for those bereaved by suicide has its meetings at the Piece of Mind Centre in King's Lynn, (PE30 1PH). Regular meetings will be held at the same venue, at 6.30-8.30pm on the second Wednesday of each month.

Please contact Jacqui - Norfolk Sobs Group Leader on 07771544291 Or email sobs.norfolk2@gmail.com.

Confidentiality and respect for the bereaved is assured.

Please visit their National website [www.uk-sobs.org.uk](http://www.uk-sobs.org.uk) for further information regarding Norfolk Sobs or other information that may be of help to you.

National Helpline  
0300 111 5065  
9am to 9pm every day

Don't forget for those in distress and who may also be having suicidal thoughts The Samaritans are available 24 hours a day, every day on 08457 90 90 90

Thank you again

*My best wishes and good health to all,*

*John Grevatt*

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

*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.](https://www.surveymonkey.com/s/capccg-urgentcare)

**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 secure 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 company 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**

**UCP – United Care Partnership – Contracted Provider of older peoples services to the CCG (includes Addenbrookes & Peterborough NHS Trusts amongst other partners)**