

Date: Friday 16th July 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.

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

There are again several Items I want to bring to your attention and also to seek your feedback.

As previously, firstly the procurement program for the way that care for adults and older people will be provided for the next five years is now entering its final phase with the short listed bidders going through their last interviews and responses to the public consultation. The successful bidder will be announced at the end of September and will start the process of hand over from CCS the present provider.

At the last PRG Group we received a first consultation of the provision of Adult and Children's mental health over the next five years. Many of us were concerned that whilst there is an emphasis on care in the community it is apparent in many CCG areas, ourselves being a case in point there is a dearth of qualified Community Psychiatric nurses to provide this care and a lot of pressure on GP surgeries to stand in for this care. Other neighbouring areas such as Northampton and the population centres areas of our own area fare much better. Rest assured we will continue to press home this point with the CCG as the policies are developed and I would be pleased to hear in absolute confidence of any experiences of this important area of Health care you wish to share with me.

Addenbrookes has recently declared a "Black Alert" this means that anyone attending A&E at the hospital and requiring inpatient treatment may be transferred to another hospital. Routine operations have been severely curtailed or cancelled and the bed shortage is critical. This is the situation in the "quieter" summer months. Let us hope that the situation can be resolved before the winter pressures mount.

Other hospitals are also feeling the pressure and we are all reminded that A&E is for the most urgent and severe attention. Especially during the day the areas minor injuries and treatment centres at Wisbech, Doddington, Peterborough etc can cater for a very wide range of conditions and the NHS 111 service provides a ready source of advice and signposting for all medical problems.

East of England ambulance service has recently been in the news for all the wrong reasons again. Its service was the subject of a parliamentary question and a recent patient experience related to me concerning my own surgery of Parson Drove when a patient had to wait over half an hour for a first responder to call means that there is still a long way to go before we can be content with their improvements; again your experiences are of considerable value in keeping up the pressure to improve.

The Quality Care Commission is planning a series of inspection visits to Wisbech and district surgeries. They would also like to hear from patients about their experiences.

Their message is as below:

The Care Quality Commission (CQC) will be inspecting GPs in the Cambridge and Peterborough areas from the 25th of August 2014.

The inspection team is very interested to hear from anyone who has used services in the last 12 months about their experiences. The inspection team is also keen to hear evidence from local voluntary and community groups about the quality and safety of care that their members and service users have experienced. Please tell the CQC about your experiences by Monday 11th August 2014.

You can send reports, peoples stories of care or other evidence your group holds about people's care to enquiries@cqc.org.uk , by post to CQC, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA, or you can ring CQC on 03000 616161. Please put the name of the service you are sending information about in the title to help us pass it to the right inspection team.

That is all for this month. As usual my contact details are below.

There will not be a report next month due to Holidays however I will monitor and respond to emails as soon as possible.

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