

Date: Tuesday 15 July 2015

To: Wisbech LCG Patient Participation Groups & all Local Practice Patients

Subject: General NHS matters & Attendances at Wisbech Local Clinical Commissioning Group (LCG) and Cambs Clinical Commissioning Group (CCG) , Patient Representative Group member and lay member of the Primary Care Programme Board, Fenland Health and Well Being Group.

Purpose: Information.

Please see end of report for Glossary of initials.

Good morning, at least it is whilst writing. Firstly an apology for missing a June report I will not bore you with irrelevant details but mainly due to a short spell under the care of the NHS.

However one detail, which is relevant, will lead me to my first topic this month. During my indisposition I underwent a diagnostic procedure at North Cambs Hospital. The procedure was very quickly arranged, I was without exception well treated and with consideration and respect. Just as importantly my early morning appointment meant that I was home for lunch and the rest of the day was my own. If I had had to arrange for transport (since the procedure meant I could not drive for 24hrs) then travel to King's Lynn or Peterborough and await transport home the whole day would have been taken up.

The future of our local Hospitals such as North Cambs and Doddington are of supreme importance to the delivery of Health care LOCALLY. The recent news that CCS who you will recall are no longer the providers of care for our older people services have announced that they will no longer provide nursing services for those hospitals. This matter is not the responsibility of our LCGs but are commissioned and paid for by the main Hospitals, QEH, Addenbrookes, etc to support their diagnosticians & consultants providing services locally.

The urgency of a replacement of the nursing support cannot be understated, however I understand talks are being arranged with UCP who now supply our older peoples services and I would hope that these will result in success. My patient representative colleagues from the Isle of Ely are just as concerned and we have been making the Patient voice heard on this topic as loudly as we can on every possible occasion. You in your own Forums and meetings can assist in adding your own weight to the call.

Now to wider matters. I attended the Fenland Health and Wellbeing Forum last week and the representation on this committee includes representatives of the CCG, GPs, Local Authority officers and Councillors, Healthwatch and many others. It took place at Fenland Hall in the evening and amongst the topics discussed were the high levels of Alcohol abuse in Fenland, the future of our local health services as discussed above and at least a twenty minute discussion on the fact that per capita Fenland and especially Wisbech has one of the highest smoking rates in the country and regrettably also one of the lowest cessation rates.

It was ironical that when we left our meeting, a council meeting of some nature had finished about the same time and we should find on leaving the offices at least ten of our fine local politicians lighting up in the car park after their meeting and in full view any passers by. I leave you to draw your own conclusions on Role Models and the message it sends out. It may well be an opportunity to remind your local councilor that they are in the public view and their example especially to impressionable young people is very important.

I would like to address the last topic of this missive on getting the Patient voice heard loud and clear. There was a consultation event by the CCG held at the Library a fortnight ago, in the form of a drop in Café to canvass opinion on the future provision and shape of our local Health services. Whilst it was advertised in the local papers and on Hereward and Radio Cambridgeshire only a handful of people called in. Perhaps the timing was wrong or more notice could have been given but the fact remains that the NHS generally and our local services specifically will need to transform to meet the very real challenges of a growing and aging population and a rising cost and falling budget for health. The patient voice must be heard when these matters are being discussed.

The inevitable changes will affect you and those you love so make YOUR voice heard before they are set in stone. Let me, or the Patient Participation Group of your local surgery have your views. An email does not take a long time to send and can help in sharing your experiences.

There is a huge gap in the patient voice from young people 15-18, young parents with children, ethnic minorities and perhaps more worrying the average working family. The CCG is under a statutory obligation to consult with its patients. This is not a one way process we need to hear your views and experiences let us on your behalf influence the hard decisions that will inevitably have to be made.

If you can spare a little time get involved. There are many opportunities for patient representation on CCG committees and work groups, and I am unable to attend any more than I currently do, so if you are interested in representing the Wisbech , Fenland Patient group please let me know and I will forward your name. Alternatively register your interest with the CCG website.

Uniting Care Partnership are now delivering Older People Services and they publish a regular bulletin on their Website : www.unitingcare.co.uk. The latest one is now available They have told us that they are well advanced in forming the local emergency teams, in providing a single point of contact for every patient or their carer and a method of sharing patient data confidentially to avoid the patients or carers having to repeat the Patient story again and again on every contact. Your own experiences will help me to evaluate these changes. Has the service changed for the good or otherwise for you or the one you care for? I would like to hear about it.

Finally don't forget if your Patient Group would like to meet with a representative of Healthwatch or from the Patient Experience Group at Queen Elizabeth Hospital I will be happy to arrange a contact.

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 a repetition of 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 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>.

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)