

## Clinical Commissioning Group

Board Meeting, Part 1

28<sup>th</sup> January 2015

High House

<b>Present:</b>	Dr A Deshpande	Chair of the Board
	Ms M Ansell	(Acting) Interim Accountable Officer
	Mr L Green	Deputy Chair of the Board, Lay Member PPI
	Ms L Buckland	Lay Member, Audit Chair
	Mr A Olarinde	Chief Finance Officer
	Ms J Foster-Taylor	Executive Nurse
	Dr R Mohile	GP Board Member, Mental Health Lead
	Dr A Bose	GP Board Member, Clinical & Tutor Lead
	Dr R Arhin	GP Board Member, QIPP Lead
	Ms C Celentano	Business Manager
	Ms G Curtis	Deputy Business Manager, Minutes
<b>In Attendance:</b>	Mr A Stride	Head of Corporate Governance
	Ms J Joses	Head of Communications
	Ms B Malinowska	Senior Delivery Improvement Consultant
<b>Members of the Public:</b>	Carol Everand	Service User & Staff Member Thurrock Health Centre
	Toni Salila	Service User & Member of Thurrock MIND
	Stephanie Gilchrist	Service User & Staff Member Thurrock Health Centre
	Peter Hacking	Service User
<b>Apologies:</b>	Dr Nimal-Raj	GP Board Member, Safeguarding Lead
	Dr S Das	Secondary Care Consultant
	Dr A Bansal	GP Board Member, Planned Care Lead
	Dr P Martin	GP Board Member, Medicines Management Lead
	Dr V Raja	GP Board Member, Unplanned Care & Co-Chair CEG
	Dr L Grewal	GP Board member, Quality Lead & Co-chair CEG
	Mr R Vine	Practice Manager Board Member

<b>1.</b>	<p><b>Welcome &amp; Apologies</b></p> <p>Dr A Deshpande welcomed all to the meeting. Apologies were noted as above.</p> <p>Dr A Deshpande asked for any declarations of interest that are not already on the register to be declared. None were declared.</p>
<b>2.</b>	<p><b>Minutes of the meeting held on 17<sup>th</sup> December 2014 and Action Log</b></p> <p>The minutes of the part 1 meeting held on the 17<sup>th</sup> December 2014 were reviewed and agreed as an accurate account.</p> <p>Action Log:</p> <ol style="list-style-type: none"> <li>1. <b>AQP</b> – <i>Mr M Tebbs to provide a communication update to the AQP process.</i> – This action was completed within the part 2 board meeting and the process is now complete</li> <li>2. <b>Quality</b> – <i>Dr S Das to be invited to theatre walks as part of RCA investigation</i> - Action complete, Dr S Das has agreed to any quality visits where her skill set could be used.</li> </ol>
<b>3.</b>	<p><b>Walk in Centre</b></p> <p>Ms B Malinowska attended the meeting to present the Walk in Centre update to the board. The following points were noted from these discussions.</p> <p>Through a robust engagement and data gathering process, NHS Thurrock CCG has identified three options for the future of the Walk in Centre (WIC):</p> <ol style="list-style-type: none"> <li>1. Re-tender for the service on the current specification</li> <li>2. Re-tender with a new specification for service</li> <li>3. Decommission the Walk in Centre with a view of fully or partially reinvest in four hubs</li> </ol> <p>These options were considered and appraised by a selected scoring panel of clinicians, GPs, commissioners, patients and the public on 18<sup>th</sup> November. The panel scored option 3 the highest and the CCG has accepted that option as its preferred option.</p> <p>The CCG is now looking to proceed to an 8 week consultation, subject to a decision made by Board today.</p> <p>The proposed changes are only to the Walk in Centre at Thurrock health Centre, not the GP practice. Increased access to local GPs would be commissioned to cover Saturday and Sunday at 4 hubs across the area, with local GP services absorbing the rest of the capacity provided at the Walk in Centre.</p> <p>Whilst the change is not significant, Thurrock CCG recommended an 8 week period of consultation under section 14Z2, Health and Social Care Act 2012, which will see a consultation document produced, a questionnaire for residents to complete, opportunities to discuss to proposals with clinicians and engagement with people who currently access the Walk in Centre. This recommendation has been supported by the Thurrock Health Overview and Scrutiny Committee which considered the report on the 13<sup>th</sup> January 2015.</p> <p>Ms M Ansell stated that there was also another paper presented to the Thurrock Health Overview and Scrutiny Committee detailing the plan for 4 hubs within Thurrock.</p>

It was also confirmed that this paper has also been presented to the Commissioning Reference Group where the proposal was welcomed.

Discussions took place regarding educating patients to try and reduce the number of DNAs at practices.

Mr L Green explained to the board and members of the public the make-up of the Commissioning Reference Group.

We want as many people as possible to complete the consultation document so that we can have a true reading from the population of Thurrock.

Carol Everand, member of the public and staff member of Thurrock Health Centre asked the board the following questions.

When the survey was carried out at Thurrock Health Centre, there were only 80 patients surveyed even though there are over 100 patients seen daily. Should more patients have been asked to complete the survey to obtain a truer reading?

Mr L Green stated that the survey was to obtain an initial understanding from some of the service users.

Mr L Green informed that there is a public event being held at the Orsett Hall on the 11<sup>th</sup> February for all to attend, there will also be 2 smaller events held within Thurrock prior to the start of the consultation.

Ms B Malinowska detailed that in addition to the survey information, information was collected from the practice for all visits in 2013 & 2014.

Carol Everand asked that with the increased surgery hours, only an additional 19 patients will be seen outside of normal working hours, where the Walk in Centre can see up to 100 patients per day, is this going to be enough?

Mr L Green stated that GPs in Thurrock have sought further funding through the Transformation bid to cover services on a Saturday and Sunday, this is separate to the funding from the Walk in Centre.

Toni Salila, service user and representative of Thurrock MIND asked the following. Will there be any services within the weekend opening for Mental Health service users.

Dr A Deshpande confirmed that there will not be CPN based at the practices but the service users will be able to see a GP or a Nurse within this time, they will be able to assess the situation at hand and advise of the best course of action for these patients.

Dr A Deshpande stated that the Saturday and Sunday appointments will be for both GPs and Nurses, accounting for 72 appointments within each of the 4 hubs.

Mr L Green stated that it was discussed at the Commissioning Reference Group that there was a lack of understanding regarding the out of hours services. A piece of work will be carried out to educate the people of Thurrock as to the services that are on offer.

Carol Everand stated that Thurrock Health Centre receives a lot of referred patients from Orsett Minor Injuries as they have a lack of prescribers.

Dr A Deshpande stated that when the hubs are open they can liaise with Orsett Hospital.

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	<p>Stephanie Gilchrist stated that the current service is oversubscribed and this can also cause high levels of aggression from service users. It was also stated that users require further education in to services. Ms M Ansell stated that the communications team try to educate patients as much as possible. It seems that the current service is being abused by patients.</p> <p>Peter Hacking suggested a mobile app which shows the location of the hubs, A&amp;E services, open surgeries and further information would be useful for service users. It was also noted that further information from surgeries re opening times would be useful.</p> <p>Dr A Deshpande stated that there is an expectation that there will be communications within the hubs for all services. Dr A Deshpande also stated that the Out of Hours service is not oversubscribed.</p> <p>Mr L Green stated that we all need to remember to look at the service as a whole, we want to enhance the services we already have in place.</p> <p>Dr A Deshpande stated that the hub service will be bookable appointments as well as walk in appointments.</p> <p>Ms M Ansell stated that each of the hubs has a lead GP to develop the service, this will include looking at KPIs to ensure that patients who need to be seen are seen.</p> <p>Ms J Joses reminded all that there is a public engagement event on the 11<sup>th</sup> February at Orsett Hall. There will also be local events in addition to the 11<sup>th</sup> February, these will be held in the evenings.</p> <p>Approved for the process of consultation to start.</p>
4.	<b>AOB</b>
	None
<b>Date of Next Meeting</b>	
25 <sup>th</sup> February 2015, 9.30am, High House, Purfleet	