

**THURROCK BOARD MEETING**

**24 August 2016**

**Title of Report: Patient, Public and Carer Engagement.**

<b>Author:</b>	Liv Corbishley
<b>Presented by:</b>	Liv Corbishley
<b>Committees previous consulted:</b>	Commissioning Reference Group (CRG)
<b>Executive Summary:</b>	<p>Verbal update from CRG meeting held on the 21 June 2016.</p> <ul style="list-style-type: none"> <li>• We had the majority of the meeting taken up by Les Sweetman giving his presentation on LDR, which came to the previous Board meeting. The group were very interested and we will bring back to a future meeting. Some concerns were raised around intergration and systems being able to talk to each other to enable patient information to be available when a patient moves. Les assured the group that this was being looked at at a higher level and being worked on.</li> <li>• Short updates on Primary Care and Transformation followed, with Rahul encouraging more use of the hubs.</li> <li>• Low attendance to the CRG and lack of active PPG's was again discussed. Following conversations internally within the CCG and with Kevin Brice of the PPG Networking Group the CRG agreed to ask Kelly Redston to share her findings and update on the work she has been doing within Primary Care as it touches on encouraging active PPG's.</li> <li>• Concerns have been raised via Healthwatch in relation to a patients having to wait a long time for blood tests at Basildon Hospital. There is no longer a walk in service however GP's are still giving out forms with information stating there is. There is also a knock on effect at Orsett Hospital which is seeing more walk in's and longer delays for people accessing the service. Haelthwatch reported to the group a number of patients had poor experiences of long delays at both hospitals.</li> <li>• Service user experience – it was put to the group to suggest service users that might be willing to come to Board to give an insight into service user experiences. Alan Hudson from Stifford Clays Medical Centre PPG/CRG Chair agreed to nominate himself as the first one, and Maureen Cushing from Hassengate Medical Centre said she would speak with a Carer who might also be willing to come to Board.</li> </ul> <p>Agreed CRG minutes of the 19 May 2016.</p>

	General PPI for noting <ul style="list-style-type: none"> <li>• Head of Comms will now be putting together a strategy for patient and public communication and engagement for TCCG.</li> <li>• I will be working with him to ensure we meet our legal duty to involve patients and the public in our commissioning via the strategy.</li> <li>• Over the next few months i will also be at more public events and getting to know communities. With this in mind if you have sight of organisations that might be well placed to feed into our engagement i would ask Board members to let me know.</li> </ul>
<b>Recommendation to the Board:</b>	Nil
<b>Financial Implications:</b>	Nil
<b>Fit with CCG strategy/objectives:</b>	Patient, Public and Carer Engagement
<b>Risks identified:</b>	None
<b>Resource Implications:</b>	Nil
<b>View of the Patients Carers or the Public and the extent of their involvement:</b>	Limited involvement due to low numbers. Per items in summary.
<b>Evaluation Criteria:</b>	N/A
<b>Evaluation Date:</b>	N/A