

Primary Care
26th July 2016 12:30pm – 2:30pm
The Thames Room

Present:	Mr R.Chaudhari (RC) (chair)	Head of Primary Care, Thurrock CCG
	Ms L.Buckland (LB)	Lay Member, Thurrock CCG
	Mr R.Vine (RV)	Practice Manager, Board Member
	Ms G.Curtis (GC)	Primary Care Development Officer
	Ms F.Otukoya (FO)	Head of Financial Management
	Dr V.Raja (VR)	GP Board Member, Thurrock CCG
	Ms K.James (KJ)	Chief Operational Officer
	Ms A.Springett (AS)	Senior Primary Care Manager
	Dr A.Deshpande (AD)	Chair of the Board
	Mr R. Stone	Interim Head of Communications
	Mr M.Evans (ME)	Business Support Team (Minutes)
Apologies	Ms M.Ansell	(Interim) Accountable Officer TCCG

1.	Welcome & Apologies RC to chair in Mandy Ansell's absence. RC welcomed all to the meeting. The apologies were noted above. RC asked if there were any declarations of interest that were not already on the register, none were noted. It was noted that there were no representatives from NHS E. Group agreed that NHS E should email if unable to attend and dial in if possible.
2.	Minutes of the meeting held on 28th June and Action Log Group discussed minutes from previous meeting. ME to amend and recirculate to group.
3.	Tilbury & Purfleet Developments - Update No further update as yet. Public events to be held in near future. Building developments discussed, health planner now in place, first draft has been produced of plans (sacrificial) LB stated concerns regarding the build; it is taking place from a non NHS perspective. It was agreed that some governance needs to be involved whereby health professionals can get involved. Council have been given a draft MOU, this will allow terms & conditions to be seen by CCG.
4.	Estates Update Have now had update from NELFT regarding new build. A blueprint will be shared with Estates Board. This can be circulated also. A public event will be held in October. Building should be up and running in early January 2018.

5.	Communications Update
	<p>RS stated Essex Success Regime event will take place this Thursday at the Beehive, Kim James will be present. 'For Thurrock in Thurrock' will also be presented as this can tie in with the Success Regime. It is hoped for an attendance of up to 20 people. Those who have been invited have been targeted. Purfleet/Tilbury/Corringham events upcoming. CCG insight also coming up. Time and date changes for the hubs are being worked on via posters and social media. KJ stated that general public are giving negative feedback surrounding the Tilbury Hub, patients are not happy with appointments and access. A lot of patients have stated they will go to A+E as opposed to the Hub. RC stated that the roles and responsibility of clinicians is to highlight what the hubs can and can't do. KJ stated that it feels like they have informed the public incorrectly and are getting the negative feedback as a result. RC will take this into clinicians meeting. LB asked how this will be corrected, can a pathway/protocol be put in place. RC suggested that the communications and directions can be done now. The FAQ criteria needs to be worked on. Leaflets could be produced and handed out to patients in order to re-educate them. A pilot was carried out whereby hubs opened weekdays and at weekends, this has now stopped. The learning and experience from these pilots will help build a new set up for opening/closing times. This will be communicated to practices and patients. LB is there any evidence in the uptake of hubs and A+E attenders, RC agreed this is something that should be done. IT have stated NHS 111 appointments will be going live on 1st August, this will enable patients to be booked into all of the hubs. It was also highlighted that any untaken slots after 6:30pm on a Friday evening will also be available to book meaning they will be fully utilised. A+E can also book appointments into the hubs. FO raised query, what effect will this have on NHS 111 Contract, RC informed group this will have no effect whatsoever.</p>
6.	<p>Shehadeh Medical Centre Update</p> <p>RC updated group, College Health has moved into Tilbury and Grays Medical Centre, they are contracted as a care organisation for one year. Both buildings have been taken on by Assura. Over next couple of months RC to Try and maximise utilisation of void space in Tilbury & Grays.</p> <p>GC liaised with Sharon Hogarth on 22nd July, representatives will be present at CEG.</p>
7.	<p>NHS E Update</p>
	<p>No update received, RC to flag this to NHS E. (ACTION)</p>
8.	<p>AOB</p>
	<p>KJ raised issue at quality surveillance group last week surrounding blood test forms being used. New forms have been issued to GP Practices from Basildon, however some practices are still using the old forms, and BTUH therefore turn them away. RC informed group this has been raised. Lisa Allen Chief Nurse has taken this up with BBCCG and this is being challenged as no consultation process took place. RC has also asked if a Quality Impact Assessment has taken place. Added to that, the previous service has been requested until this is rectified.</p> <p>KJ has received email from Tom Abell regarding this, KJ to forward this to FO and Chief Finance Officer so this can be reviewed at various meetings. (ACTION)</p> <p>RV stated that new forms are only sent out in packs of 50 at a time, therefore old forms have to be used as practice has in excess of 13,000 patients.</p>

RC stated that issues regarding new forms will be brought up at CEG.

RV raised Pathology issue, on-going issue with duplicate results coming back, and what is being done regarding INR.

GC informed group that Kate Woolterton discussed this yesterday and is hoping to get information back late today or tomorrow.

RV informed group that patient records is now becoming a real problem, Practice Managers across Essex are planning on writing to NHS E to serve months' notice on not sending records for future management. RC stated this has been flagged up to NHS E. They have raised this issue with provider and is being raised to a contractual level.

Date of Next Meeting

Tuesday 30th August 2016, 12:30pm – 2:30pm, Civic Offices