

CRG Meeting Minutes
Monday 9th January 2017, 4:30pm – 6:00pm
Beehive, 2nd Floor Room

Present:	Mr A Hudson (AH) Chair	CRG Lead / Stifford Clays Medical Centre, PPG
	Ms L Corbishley (LC)	PPI Lay Member
	Ms K James (KJ)	Healthwatch, Thurrock
	Ms R Hepker (RH)	Recovery College Lead
	Ms A Valentine (AV)	Healthwatch
	Ms W Curtis (WC)	Healthwatch / South Ockendon Centre
	Mr J Wakefield	Vice Chair PPG Thurrock Health Centre
	Mr K Brice	Vice Chair PPG Stifford Clays Medical Centre
	Mr T Davis	PPG Chair, Stifford Clays Surgery
	Ms C King	East Tilbury & Corringham PPG
	Ms M Cushing	Chair PPG Hassengate Medical Centre
	Ms L Walpole	Carer Co-Ordinator St Luke's Hospice
	Ms W Aston	Project Manager - Cariads
	Ms C Hamilton	Stroke Co-Ordinator – Stroke Association
	Mr G Tidman	Stroke Project Secretary – Stroke Association
	Ms A Pettit	Together UK
	Ms J Fawsitt	PPG Lead – East Tilbury Medical Centre
In Attendance:	Ms C Celentano	Head of Business Support
	Dr V Raja	Board Member
	Ms S Cleall	Quality & Patient Safety Manager
	Mr M Evans	Business Support Team (minutes)
	Ms L Ollerenshaw	Business Support Team

1.	Welcome & Apologies
	Chair welcomed all to the meeting. The apologies were noted above. AH asked if there were any declarations of interest that were not already on the register.
2.	Minutes of the meeting held on 21st November 2016

	<p>Minutes from November's meeting were agreed as an accurate account.</p>
<p>3.</p>	<p>Commissioning Update Recovery College – Jane Itangata</p> <p>RH employed by Inclusion Thurrock, previously this was Therapy For You. In October 2016 the Recovery College was launched, this caters for anybody from students to carers. Each course is co-facilitated by coordinators, one from a professional background and the other being one with lived experience.</p> <p>This is a virtual college and courses are delivered out in the community. Currently have 6 courses; however a 7th course is to be added in the near future. Understanding Anxiety and Understanding Depression are two of the courses currently being offered. RH stated they are open to ideas/listening to what people would like involved in this moving forward.</p> <p>This work is being conducted in partnership with MIND, RH stated there is an online therapy service also. A 'coach' will liaise regularly with you in order to keep individuals on track with their learning.</p> <p>With regards to face to face assessments, all Individuals will be assessed quite quickly; they will be assessed within 3 days. Once the assessment is done there is an 8 week waiting list for face to face Cognitive Behaviour Therapy.</p> <p>The College aims to get individuals more involved. There are a lot of admin opportunities, and the role of 'Trainers' is also available. AH asked if an individual starts training and stops, will this be followed up as to why they stopped. RH stated classes are quite small so facilitators are able to manage sufficiently, it will be looked into if somebody ceases to attend.</p> <p>The criteria for eligibility are those aged 18 and over and employed within Thurrock. LC stated this is something that could go through the PPG networks. RH will be doing some drop in sessions at the Centres around Thurrock to further promote this service.</p> <p>The Thurrock website has various forum details which RH will also look into as this could also prove a good opportunity for further promotion of the scheme.</p>
<p>4.</p>	<p>PPG Leads Watch – Alan Hudson</p> <p>AH has attended previous Board Meeting, one particular issue raised was Blood Testing problems, these are worse than originally feared and GPs also share these concerns. The winter months are a tough time for these demands to be corrected, it is believed we may have a better idea of any improvements following this period.</p> <p>AV informed group that on 12th and 16th of this month a stand will be in situ in Orsett Hospital, it is hoped that members of the public will attend to explain how they wish Blood Testing to work moving forward. A report will be formulated and brought back to future CRG meeting. AV explained a number of issues have been seen when she attended for bloods recently.</p> <p>Some members of the group stated they had recently attended having booked online and had no issues to report other than a good experience.</p> <p>MC stated communication regarding this was not particularly good, VR agreed with this viewpoint and believes we need to ensure when Healthwatch assess this they need to maintain the same numbers of appointments. It is not believed this will be the case.</p> <p>It was discussed that there are issues with the phone systems which are very time consuming, patients are encouraged to book online if possible as it is a much simpler process, all agreed however that this can be problematic for the more elderly patients.</p> <p>The group agreed that when Healthwatch look into this it would be useful that they investigate the issues around booking online.</p>

Tilbury Centre closure – lessons have been learnt on this issue which will be taken into future.

AH stated on January 23rd PPG will be meeting at Stifford Clays Practice at 12:00pm, all who regularly attend are more than welcome, it is a networking group whereby we help each other. The PPG provides valid input into doctors surgery.

AV stated that work is on-going with Kelly Clark from Public Health and Gemma Curtis from the TCCG Primary Care Team whereby PPG's are promoted to the various Surgeries to further explain the purpose of PPG and also offer Governance Training. It is hoped that practices will be visited on more than one occasion.

AH there is not really a definitive list of PPG's. Interpretation of PPGs is different in different areas.

AV we will hopefully find out who the leads are on this when attending various Practices. It was also noted that CQC inspections are due to take place soon and one recommendation is that they have a PPG in place.

5. Healthwatch Update – Kim James

Young Persons lead is involved with a piece of work and will be attending schools to speak to pupils, more information on this will follow at next CRG.

A list of those that have been placed outside of Thurrock has been provided for her.

Adult care – looking to get into older peoples services and are leading on dignity in care, a report on this is to be formulated.

The CCG has requested a piece of work be done in Orsett regarding Phlebotomy Services, they will also be doing likewise at Basildon.

An event is being hosted here at The Beehive on Monday 6th February, it will be running from 10am – 4pm, regarding Essex Success Regime. Information will be made available with regards to 3 possible changes to services which will affect us here, they are:

- A+E
- Maternity Services
- Stroke Services

Relevant leads on each of these services will be present and it will run as a drop in session with stalls set up for each lead. Individuals can freely ask questions at each stall. Specific meetings can then follow on from this for each service.

This was only put in place on Friday 6th January so promotion of this event is now going to start, all are welcome to attend.

With the timing being 10-4 it was argued that a lot of people will be working therefore unable to attend, KJ stated outcomes of this will be on CCG website aswell as Healthwatch websites, unfortunately a venue could not be located for an evening session, however an evening venue is still being sought for further future events.

KJ informed group that there are 3 options for emergency care, these will be categorised as Red, Orange and Yellow. For all red category patients there will be 24hr access to surgery and consultants. Orange will have 24hr A+E; it will still have consultant availability but will not be as high rated as the red category. Yellow will be for the lower end severity patients.

Basildon, Southend and Broomfield Hospitals are the 3 being looked at for this scheme, it is unclear as yet which cater for which category.

It was agreed that the Ambulance Service needs to be adequately corrected for this to run smoothly.

KJ with huge problems at Basildon on-going, patients are not being discharged into the Hospital so the Ambulance Service is stuck waiting outside caring for the patient.

AH stated that the GPs from CCG will have a huge input for this also.

KJ there is a lot of work on-going to ensure that local and community services improve.

6.	Thurrock CCG PPI Lay Member Update - Chair
	<p>LC informed group that the Health Hubs are open for the next 3 months for 7 days a week, all relevant information regarding this can be found on the TCCG website, it is hoped this will help alleviate the winter pressures, this runs 6:30-8:30 each evening offering eight 15 minute appointments.</p> <p>LC informed the group that Louise Banks has joined TCCG and will take the role of Communications Lead, replacing Richard Stone who has now left the organisation.</p> <p>There was an issue regarding the Minor Ailment Scheme. In short, for all small ailments such as headaches, cuts etc, you can go to your local pharmacist and receive free treatment, freeing up space at GPs and Hospitals. It was highlighted by TD that despite the free consultation all drugs would still need to be paid for. LC explained that no project or business case was developed or put forward to Thurrock CCG. Thurrock has looked at this and will revisit this in the future. LC happy to take any feedback back to the CCG.</p> <p>AH it is important this information gets put out to the community. LC stated this is something that will be looked at again and this is a topic that has come up in various discussions outside of CRG Meeting.</p>
7.	AOB
	<p>AH stated if there is ever an item members wish to see on the Agenda, please do let us know and we will look to get this included.</p> <p>The group asked if there is an update on East Tilbury Centre – LC stated that currently there is no further updates as yet. KJ stated this will be going to Cabinet Meeting on Wednesday 18th January.</p> <p>The ‘For Thurrock in Thurrock’ newsletter is now available on the TCCG website.</p> <p>Group discussed that Ian Wake from Public Health may be a useful member to attend next CRG Meeting on 10th March. CC will invite him to next meeting.</p> <p>It was confirmed that the next meeting will take place on Friday 10th March, hoping to move this to Tuesdays in future, pending venue availability.</p>
	Date of Next Meeting
	Friday 10 th March 2017, 4:30pm – 6:00pm, The Beehive