

Helping us to help you

Tell us what you think about local health services

NHS Thurrock CCG is your local NHS organisation which plans and buys health services for Thurrock people.

We want to make sure we make the right decisions and buy the best health services and so we need your help. Please read on to learn how to keep up to date with what's happening in the CCG and how to share your views....

www.thurrockccg.nhs.uk



How are health services designed and planned?

NHS Thurrock CCG works with Thurrock Council, Public Health, health and social care providers and together with feedback from users of services, develops a Joint Strategic Needs Assessment (JSNA) that helps us to know what health areas to focus on.

In Thurrock, our current priorities are:

- ◆ Reduce the prevalence of smoking
- ◆ Reduce the prevalence of both adult and childhood obesity.

What happens next?

The information helps us to know what health services to 'commission' or buy for the local population. Some of these services include hospital care, mental health services and community services. CCGs are not responsible for GPs, dentists, pharmacists and opticians.

How can you help?

We want to make sure that patients are at the heart of health service planning and so we would like to share the very many different ways that local people can help shape and improve the quality of health services that the CCG commissions.

There is also a responsibility on people to use the correct services and to think carefully about how they use them. Your GP surgery is there for you, or alternatively you can call NHS 111 if you are not sure about the service you need. Always remember to cancel an appointment if you can't make it. Wasted appointments make it even harder for you to see your GP when you really need it.

How can you get involved?

Share your experiences of health services in Thurrock

GP practice: Have you thought about joining your GP Patient and Participation Group (PPG)? Ask the receptionist or practice manager for details

Hospitals: through the hospital's Patient Advice and Liaison Service (PALS). Contact Basildon and Thurrock University Hospital NHS Foundation Trust Patient Experience Team on: 01268 524900 ext 3222, 9am-5pm weekdays; or email: pet@btuh.nhs.uk

Following a stay at a local hospital: through the friends and family test which asks patients whether they would recommend the hospital wards and A&E departments to friends and family.

Healthwatch Thurrock

Tell Healthwatch Thurrock about the quality of local health services.

Healthwatch Thurrock is a new independent voice for the people of Thurrock that collects and articulates people's lived experience of health and social care to positively influence how services are designed and delivered, putting patients at the heart of their own care. Healthwatch Thurrock also has powers in law to hold services to account.

The CCG has excellent links with Healthwatch Thurrock and meet regularly to hear about local people's views.

How?

Call Healthwatch Thurrock on: 01375 389883, or visit their website: www.healthwatchthurrock.org

Join the CCG mailing list

Why not join our mailing list to receive regular news updates, our newsletter and other useful health related information? Joining the mailing list means that you will get advance

feedback on consultations, events and generally be kept informed of important updates.

How?

Visit www.thurrockccg.nhs.uk and go to the Contact Us page to fill in the 'mailing list' application form. You can also email: thurrock.ccg@nhs.net with a request to be added to the mailing list. If you prefer, we can also send hard copies of information to those who do not have email.

Patient Story

We feel it's important to keep the 'patient voice' front of mind when we commission services so we want your stories and experiences of using the health services that we commission. We also want your views about how you feel these services can be improved. We will share these stories, anonymously if preferred, at our Governing Body meetings.

How?

Email thurrock.ccg@nhs.net or call 01375 365 810 with your story or if you would prefer to talk to someone about it instead please let us know.

Other ways to get involved

There are many other ways to get involved with Thurrock CCG; either by making a suggestion via our website, giving your feedback on a public consultation exercise in your community or attending your local Patient Participation Group (PPG) meeting. PPGs are part of the CCG's Commissioning Reference Group (CRG), where representatives can influence, raise concerns and ideas which are shared directly with the CCG Governing Body.

How?

Visit the Get Involved page on the Thurrock CCG website:
www.thurrockccg.nhs.uk/get-involved

Contact Us

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