

CRG
11th July 2017
Beehive

Present:	Mr A Hudson (AH) Chair	CRG Chair/Stifford Clays Medical Centre, PGG
	Mrs R Adekoya (RA)	NHS England Implementation Lead for Essex and parts of London
	Mr T Brown	Tilbury Community Park
	Mrs M Cushing	PPG Chair Hassengate medical Centre
	Ms L Corbishley	PPI Lay Member
	Mrs J Deeks	Head of Experience BTUH
	Mrs K Dobson	Local Area Coordinator
	Mrs K James	COO Healthwatch Thurrock
	Mr A Harmen	East Thurrock MED
	Miss D Horn	Member of public
	Mrs J Roles	Community Organiser
	Mr G.F Tioman	Thurrock Stroke Project
In Attendance:	Mrs K Adeniji	TCCG – Commissioning
	Dr A Bose	TCCG – GP Balfour Medical Centre
	Penny Knight (Minute Taker)	TCCG – Business Support
	Francesca Tomlinson (Minute Taker)	TCCG – Business Support
Apologies:	Kevin Brice	
	Ann Hendry	

1.	Welcome & Apologies AH welcomed all to the meeting. Apologies as seen above.
2.	Minutes of the meeting held on 9th May and Action Log The minutes for the previous meeting were agreed. There were no actions.
3.	Demand Management AH introduced Kehinde Adeniji (KA) Commissioning Team TCCG, who presented a slide show on 'Thurrock CCG Demand Management Plan' KA outlined that they had been tasked by the

	<p>NHSE on how to manage demand whilst ensuring patients receive access to treatment and also providing alternative services to allow for a reduction in hospital waiting times.</p> <p>KA explained that the purpose of the presentation was to show that by looking at the gaps in the services, alternative services in the community can be provided in order to take the pressure off the hospitals.</p> <p>Dr Bose advised attendees that The Hubs are available in the community for people to use instead of going to their local hospital.</p> <p>Kim James (KJ) COO Healthwatch Thurrock spoke about the Choose & Book system available. Patients choosing this service should be made aware that they will need to fund their travel expenses and are fit and able to make the journey.</p>
<p>4.</p>	<p>Hypertension & AF Detection Programme/Self-Test</p> <p>Due to unforeseen circumstances, this presentation did not go ahead and will be added onto the next agenda.</p>
<p>5.</p>	<p>GP Communication</p> <p>AH welcomed Ruth Adekoya (RA), NHS Implementation Lead for Essex and parts of London, who presented a slide show update about online services and the benefits this offers to patients.</p> <ul style="list-style-type: none"> • Helps reduce DNA (Do Not Attend) rates • Gives patients access to their D.O.B, age, prescriptions and appointments • Time effective <p>A question arose regarding training for Practice Managers, as some attendees said they have not been made aware of the online services through their practices.</p> <p>RA explained that Allison Springett and Nick Hammond Primary Care Team at TCCG are currently putting a plan in place to help support local practices promote the service.</p> <p>KJ advised that Community Hubs have access to the online service and it may be a good idea to train volunteers who could then train the local community.</p> <p>AH thanked RA for her presentation and attendance.</p>
<p>6.</p>	<p>End of Life Care</p> <p>AH introduces Sharon Quinn (SQ) Assistant Director Of Care and Clinical Development at St Luke's Hospice, who presented a slide show 'End Of Life Care Pathways' and the importance of supporting not only the patients but also their families.</p> <p>SQ explained that the Hospice is there for the community and offers support by working alongside the One Response Team. This has proven to be a great success with the public and feedback from service users has been positive.</p> <p>SQ also made everyone aware that not only are St Luke's Hospice working with the One Response Team they are also working in partnership with other organisations to help support and educate the community with end of life care. These organisation are:</p> <ul style="list-style-type: none"> • Macmillan • Marie Cure • Basildon & Brentwood CCG • Thurrock CCG • Saint Francis Hospice <p>Q&A session followed.</p>

A question arose regarding how travellers in the community are being made aware of this service and support. SQ advised that they have dedicated staff who are able to communicate within the traveller community, who able to advise and educate about end of life care.

AH thanked SQ for her informative presentation.

10. AOB

AH briefly outlined the presentation that would have been made on Hypertension, by explaining that this was a walk in service being piloted and if successful would be rolled out further. AH advised that this would be put on the Agenda for next meeting for discussion.

A question arose regarding the closure of Orsett Hospital, AH advised that he had no further news on this.

AH explained that the building requires a considerable amount of work to be done and will be an expensive project. The public have been made aware of this news.

Date of Next Meeting

12th September 2017

DRAFT