

Commissioning Reference Group
17 July 2014
The Beehive Grays

Present:	Name	Organisation
	Len Green (LJG)	Chair of the CRG Lay Member PPI
	Christine Frances	POhWER
	Sara Carew	POhWER
	Chris S	Sorrells
	Martin Trevillion	L.A.C. Purfleet Thurrock Council
	Ben Dubois	LAC Grays Thurrock Council
	Lita Walpole	Cariads
	Mike Riley	Prime Care / Healthwatch
	Graham Carey	Adult Safeguarding
	Cllr Yash Gupta	Thurrock Council
	Alan Hudson	Stifford Clays PPG
	Terry Brown	TORR Tilbury Community Forum
	Kevin Brice	SCHC PPG
	Terry Bradford	Chadwell Medical Centre
	Kelly Redston	Thurrock CCG
	Philip Clark	Thurrock CCG
	Laura Davis	Thurrock CCG
	Sue Cleall	Thurrock CCG
	Trevor Hitchcock	Lay Member TCCG
	Sue Matthews	Thurrock Council
	Olga Benson	PPG Aveley Medical Centre/TOFF
	Jean Patnell	TOFF
	Len Orpin	Stifford Forum

	Maureen Cushing	PPG Hassengate Medical Centre
	William Little	PPG Stifford Clays Health Centre
	Stephen Andrews	Stroke
	June Chapman	Chadwell Forum
	Roger Passfield	West Thurrock & Sth Stifford
	Tony Davis	PPG East Tilbury
	Jenny Deeks	BTUH Patient Experience Manager
	Joy Joses	Thurrock CCG
	Reginald Sweeting	Pear Tree Surgery PPG
	Joyce Sweeney	Healthwatch Thurrock
	Christine Celentano Kerry Coker	Thurrock CCG Therapy For You SEPT
Apologies:		
	Dr Bose	
	Dr Grewal	
	Brian Vandeppeer	
	Ray Munro-Crump	
	Graham Tidman	
	Christine Hamilton Ceri Armstrong Tracy Bridger Kristina Jackson Gerry Calder Kim James	

1.	Welcome & Apologies
	<p>LJG introduced himself to the group as Lay Member and Deputy Chair of Thurrock CCG. Introductions were also made around the room.</p> <p>Conflicts of interests – LJG asked if there were any conflicts of interest none were declared.</p>

	<p>Minutes from previous minutes were previously circulated and no amendments were made.</p> <p>LJG advised the group that the agenda was being changed due to the POHWER presenters having to attend another emergency meetings at short notice.</p>
2.	<p>POhWER Complaints Advocacy</p> <p>Christine Frances and Sara Carew who attended on behalf of POhWER gave a verbal update on the services that are provided by POhWER.</p> <p>They explained that they were an independent voluntary advocacy organisation, and their doors are always open.</p> <p>They are based in Grays George Street where the old post office was.</p> <p>If they are unable to help any members they will sign post them to the correct team to deal with their issue.</p> <p>Leaflets were circulated to the group explaining their services.</p> <p>ACTION LJG to circulate information to the group electronically on receipt.</p> <p>ACTION Member of the group had an issue regarding previous contact with Pohwer, Sara Carew would liaise outside of the meeting to discuss and resolve the issue..</p>
3.	<p>Everyone Counts 2014/15 – Health Needs Assessment 75+</p> <p>The Commissioning Manager Phillip Clark went through a presentation with the group. The presentation was around the 75+ Contractual obligations of the CCG with the GP membership of Thurrock.</p> <p>Sue Matthews of Public Health Thurrock explained the Health Needs Assessment that had been prepared for 75 + people presenting the key themes.</p> <p>ACTION LJG to circulate both presentations to the group</p> <p>Questions:</p> <p>One of the group said that the Patients are reliant on the GPs informing them of the patients’ needs and services available when you speak to some of the population of Thurrock they are not all aware of a lot of the information.</p> <p>The Commissioning Team advised that there was still additional work to be done and the Council and CCG have prepared a draft plan called the Better</p>

	<p>Care Fund which had been presented to the CRG, and communication and engagement forms part of this plan.</p> <p>LJG said that he would explain more on this subject under AOB.</p> <p>Tilbury Surgery advised that their surgery had indicated that there was a loss to the GP surgeries of over 2/3rds of money.</p> <p>LJG said he could not answer this but it appeared very high the 75+ project would however bring in additional funding for the practices.</p> <p>A member of the group raised an issue regarding the Shingles vaccine and the age criteria.</p> <p>The Group were advised that the shingles vaccine was only for the 70 or 79 year olds as there was not enough vaccine and money to do the whole population between 70 and 79. This is a national plan/ instruction and not a local CCG decision.</p> <p>The group asked if the vaccine could be supplied privately like the flu vaccine..</p> <p>ACTION Sue Matthews will investigate and let the group know.</p>
4.	<p>SEPT services available in Thurrock</p> <p>Due to IT difficulties the group were unable to have sight of the presentation.</p> <p>ACTION LJG will circulate once received from SEPT.</p> <p>Kerry Coker was also asked if she could put the sites where services are provided in the Thurrock Locality.</p> <p>ACTION Kerry Coker to forward a copy of the presentation and site locations.</p> <p>The group were advised that this service is open to all Thurrock residents. The hours offered are very flexible. The team will accept any form of referral from the public of Thurrock..</p>
5.	<p>A.O.B.</p> <p>LJG advised the Group that he had attended the Health and Wellbeing Board meeting that day and had received agreement on the Engagement and Co-Production Process all information will be shared with the CRG group and also posted on the Thurrock CCG website and Healthwatch website. A copy of the flowchart process and explanation was presented to the group by LJG.</p> <p>ACTIOB LJG to circulate</p>

29 April Event at Orsett Hall Working Together

The group were given a booklet on the feedback outcomes of this event and had it explained to them how the feedback would be included in the future planning cycle. The group were also advised that Thurrock CCG would be holding their first AGM at Blackshotts on the 23 September at 5pm till 7pm refreshments would also be served. Thurrock CCG would welcome all to this meeting.

Vascular Services update.

Healthwatch had still yet to receive a response letter around this service. They were going to be taking this to their next Board Meeting in order to decide what further action to take...

LD checks

A meeting had been arranged by Healthwatch on the 5th August to discuss the current position and future way forward.

Diabetes Sharpe boxes

It had now been confirmed that the Council are responsible for this service. A meeting is going to be arranged with council officials to discuss the current position before any decision on further action is taken...

PPG Legal status and Insurance Liability/Cover

LJG explained that he had not been able to get an answer that is acceptable on this issue and will be attending a national event week commencing 21st July and will raise the issue there.

Complaints – Thurrock CCG New Process

LJG asked Andrew Stride _ Head of Governance to advise the Group of the new procedure.

Andrew Stride advised the group that the complaints procedure was changing and going to be dealt with in house by Christine Celentano's Business Support Team.

This would not be for any Primary Care (GP/Surgery/Dentists/Opticians/Pharmacies) issues. All calls would be signposted whether the CCG were able or not to answer... The information would be posted on the website by the 1 August 2014.

	<p>Andrew was also looking to have a complaints team looking at the Children and Young People of Thurrock.</p> <p>There would be Clinicians and Safeguarding Teams to support the complaints team.</p> <p>A member of the group asked why Botox injections for stroke victims were not provided.</p> <p>ACTION LJG to find out for Stephen Andrews – The situation on Botox for stroke patients</p>
	Next meeting scheduled 18 September 2014