

Minutes
Commissioning Reference Group
Tuesday 15 May 2018 at 4pm
The Beehive, Grays

Present:	Alan Hudson (AH) – Chair	CRG Chair / Stifford Clays Medical Centre, PGG
	Dr A Deshpande (AD)	TCCG – Chair
	Gillian Ross (GR)	Lay Member (PPI Member)
	Mike Riley (MR)	Healthwatch, Thurrock
In Attendance:	Claire Willers (CW) – Minutes	TCCG – Business Support
	Eve Dymond (ED)	Toffs. B.U.G. (Bug Users Group)
	Gemma Curtis (GC)	TCCG – Locality & Hub Manager
	Gerry Caulder (GC)	Future East - Chair
	Hayley Gallagher (HG)	TCCG – Locality Manager
	Julie Evans (JE)	Healthwatch
	Kristina Jackson (KJ)	CVS, Thurrock
	Louise Banks (LB)	TCCG – Head of Communications & Engagement
	Mark Sharp (MS)	Balfour Medical Centre
	Maxine Lockwood (ML)	Steps – Chair Person
	Mike Kelly (MK)	Open Door
	Nick Hammond (NH)	TCCG – Locality & Project Manager
	Pam Finn (PF)	Public
	Rahul Chaudhari (RC)	TCCG – Director of Primary Care
	Reginald Sweeting (RS)	P.R.G
	Sharon Hogarth (SH)	Operations Director – College Health
	Tracey Adams (TA)	Practice Manager - College Health
	Andrea Valentine (AV)	Healthwatch, Thurrock
Apologies:	Carol Saunders	
	Graham Tidman (GT)	Thurrock Stroke Project
	Kevin Brice (KB)	Stifford Clays Medical Practice PPG
	Kim James (KJ)	Healthwatch, Thurrock
	Maureen Cushing (MC)	Chair Hassengate Medical Centre, PGG

	Tony Davis (TD)	TCRC
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1. Welcome & Apologies	AH welcomed all to the meeting and also welcomed Gillian Ross as the new PPI member.
2. Conflict of Interest	AH asked if there were any declarations of interest that were not already on the register, none were declared.
3. Minutes of the Previous Meeting	The minutes of the previous meeting held on 16 January 2018 were agreed to be a true record.
4. Overview of Primary Care	<p>AH introduced RC, who gave a presentation on the overview of Primary Care.</p> <p>RC presented the structure of the Primary Care Team and the role each member has within it.</p> <p>The team works with GP members and practices. Altogether there are 31 GP surgeries which the Primary Care team support. The team also work with the medical Hubs which were formed when the Chair of the CCG, Dr Deshpande, successfully put in a bid to fund the Hubs which are designed to relieve pressure off the local hospitals, surgeries and A&E. Some of the practices in the area were closed down as they were clinically not safe and not fit for purpose.</p> <p>The practices in Thurrock have been divided into 4 localities which are Chadwell & Tilbury, South Ockendon and Purfleet, Corringham & Stanford and Grays. Primary Care support these practices when they have CQC visits. Out of the 31 practices, 21 are rated as 'good' and the other 10 are yet to be inspected. None of them are considered to be special measures.</p> <p>The managers of the practices identify any problems and the Primary Care team try to help and support them as well as help with the day to day running.</p>
5. Hubs	<p>GC presented information and graphs on the Thurrock Health Hubs.</p> <p>The Hubs have been running for over three years and have offered extra GP and nurse appointments to help relieve pressure from the local hospitals and A&E in the area.</p> <p>GC is looking into the Did Not Attend (DNA) rates and trying to find ways to reduce them so the appointments are utilised better.</p> <p>Patients in Thurrock all have access to Hub appointments to see a GP or a Nurse. In time, some of these sessions will be changed to provide other service clinics i.e. Diabetes, COPD and Asthma.</p> <p>The five Hubs are now open seven days a week on evenings and weekends; previously these were only open at the weekends. The NHS 111 number now has access to book patients directly into the Hubs.</p> <p>Feedback from the public was they were not aware of the Hubs being open and some Practices do not always use or mention the Hubs for the extended hours appointments. GC explained that the profile of the Hubs is trying to be raised and only so many appointments are allocated per practice, per session. It was suggested to visit the residential homes in the area to spread the</p>

	<p>news of the Hubs.</p> <p>Members of the public who do have knowledge of the Hubs have mentioned how much they are appreciated for the out of hours appointments and for the extension of GP and Nurse appointments.</p> <p>There is still some confusion amongst the public regarding the Tilbury Hub. On April 30th the Hub moved to the Sai Medical Centre and the team are doing their best to create awareness of this change.</p> <p>The Minor Injuries Unit (MIU) at Orsett has been extremely busy and was put in place as a pilot to help relieve winter pressure from A&E. Due to the success of the MIU, this pilot will continue to run for another six months and will be funded by the CCG. Thurrock residents have used 90% of the MIU service.</p> <p>RC mentioned that there are statistics being taken regarding the use of the Hubs. This information will eventually be processed to calculate if there is a direct correlation between the appointments increasing for the Hubs and a decrease from A&E.</p> <p>Action: Primary Care Team to visit the residential homes for the elderly in the area and explain how the Hubs work.</p>
<p>6.</p>	<p>Learning Disability (LD) Health Checks</p> <p>GC presented a slide on Learning Disability Health Checks.</p> <p>Thurrock CCG has co-commissioned LD health checks for the community for the past two years. The checks take place in the Hubs on behalf of the GP Practices who do not wish to carry out this service. There has now been a 77% increase in checks carried out amongst adults for the Thurrock community. Patients have already been identified on this list and have the freedom to decide if they want to complete any further tests. Children are not included on these statistics as they are on a different list.</p>
<p>7.</p>	<p>IMCs/Practice Developments</p> <p>NH presented his slides regarding Integrated Medical Centres (IMCs). These are four new Medical Centres which are a proposed project for the Thurrock area to be built in order to bring accessible care and community services back into the local community. Therefore all the medical needs of the area will try to be collaborated together so they are on the doorstep of the patient for their convenience.</p> <p>At present it is hoped to have an IMC in Tilbury, Purfleet, Corringham and Grays following a needs assessment to determine which type and level of services are required for each area.</p> <p>It is difficult to give completion dates for these projects but at the moment the guideline is towards the end of 2020.</p> <p>Parking has been studied in detail for the centres and public transport will also be looked at as obviously this is a very important aspect for the patients.</p> <p>RC explained that Thurrock will have a needs analysis carried out to figure out what the top conditions for patient complaints are and this information will be used to determine what kind of services are offered within the IMCs. These services will be changeable over time depending on what the changing needs of the community are.</p> <p>RC informed everyone that the politicians have said the centres need to be called Medical</p>

	<p>Centres and not Health Centres so as not to cause any confusion. These IMCs will differ from the Hubs because the Hubs are an extended, out of hours GP services. The IMCs will have specific clinics held within the IMCs like COPD etc which can be interchangeable.</p> <p>A member of the public enquired why the Ockendon Health Centre only offers 50 blood tests at a time in the morning using a first come, first served basis? GC replied that she has already been looking into this by talking to Healthwatch and should have some answers by the next CRG meeting. RC explained it was very difficult to engage with Pathology First who have a contract with the CCG and Basildon for blood testing. This is a situation which has tried to be dealt with for the last two years but has only left the GPs and commissioners frustrated.</p> <p>It was mentioned that the blood testing in Orsett is very good and it is appointment based. Grays could also take more patients for blood testing at their practice.</p> <p>Action: GC to look into waiting times of blood tests for the Ockendon Health Centre.</p>
<p>8. Patient Online</p>	<p>NH presented information on the screen. All patients registered with a GP can use this service to book or cancel appointments online and can even order repeat prescriptions amongst other uses.</p> <p>All practices should be aiming towards having 20% of their patients online. This is not to say that those not confident with computers will be at a disadvantage. This just provides an extra service to those who are able to use it. For those patients who would like to learn more about how to use this online service, six of the Hubs are now offering support and guidance of how to log onto and navigate the website.</p> <p>A question from the public was asking if there can be a leaflet or flyer with all the medical information for the Thurrock area. LB suggested looking at the 'Where to Go to Care' leaflet which is already out detailing the medical centres and providing updates.</p> <p>Action: LB to provide some medical information leaflets at the next CRG meeting.</p>
<p>9. GP Wi-Fi</p>	<p>NH gave a presentation concerning GP Wi-Fi. This free internet for patients can be accessed through logging into this system through the website, nhs.uk, by using your name and an email address. This personal information will not be passed on to any other companies.</p> <p>GP Wi-Fi service can be used via a mobile phone or device in one of the 35 out of 38 doctors' surgeries in the Thurrock area where the service is live. However, this is not designed to encourage patients to use their phones in the waiting rooms unnecessarily for chats and social media.</p>
<p>10. Online Consultations</p>	<p>NH presented the Online Consultation system which is being piloted at the moment by a handful of GPs in the Thurrock area with the potential for it to be rolled out across the whole of Essex.</p> <p>This system is designed to relieve pressure from the GPs as there is a self-diagnosis consultation page. Using the results from this, the patient may have symptoms which can be treated by using alternative methods instead of booking an appointment with their GP.</p> <p>It is understood that not all patients will be able to use this service. They can still benefit however, as the e-consult service helps to save or free up about 10-15 GP and nurse appointments per week.</p>

11.	Tilbury Chadwell Transformation Model
	<p>RC presented the slide for information. The main idea for this project is to bridge the gap between actual GP appointments and the demand of those needing an appointment.</p> <p>The population of Thurrock is growing and there are not enough GP and Nurse appointment spaces to meet demands. Thurrock is the fourth most under-doctored Borough where there are 2500 patients per GP as opposed to a ratio of one GP to every 1750 patients.</p> <p>Tilbury Chadwell is having money invested into recruiting extra staff to work in the practices. If this model is successful, it will roll out into the other three localities in Thurrock. To begin with, these extra practices are expected to be open by October 2018.</p>
12.	Items to Escalate
	<ul style="list-style-type: none"> i. Board Assurance Framework – none ii. To other Committees and Board – none iii. From other Committees and Board – none
13.	AOB
	<p>AH thanked the Primary Care for all the work they have been continuing to do in the background.</p> <p>AD spoke about how all the population of Thurrock benefit from the support given to the practices and services within them. The community projects are good and distribution will be essential.</p> <p>LB informed everyone about a Type 2 Diabetes clinic coming up in June 2018. LB had some leaflets to hand out and further information will be emailed to those who attended this meeting.</p> <p>TA, a representative from College Health, invited all to attend their Open Day being held next Thursday 24 May. She will circulate the information.</p> <p>The meeting closed at 5.45pm and AH thanked all for attendance.</p>
Date of Next Meeting: 17 July 2018	