

Clinical Engagement Group
8th September 2015
Ye Olde Plough House

Present:	Dr Raja (Chair)	The Surgery, Horndon-on-the-Hill
	Dr R Ahrin	Aveley Medical Centre
	Dr Bansal	Balfour Medical Centre
	Dr Bellworthy	Sancta Maria Centre
	Dr Chandran	The Health Centre Stifford
	Dr Cheung	Ash Tree Surgery
	Dr Devaraja	Sorrells
	Dr Hamilton	Derry Court Medical Centre
	Dr Joseph	The Grays Surgery
	Dr Masson	Masson Surgery
	Dr Roy	Southend Road Surgery
	Dr Tresidder	Hassengate Medical Centre
	Dr Varghese	Pear Tree Surgery
	Dell Medical Centre	Dr Abeyewardene
	The Surgery Horndon	Dr Raja Chair
	Neera Medical Centre	Dr Sharma
	The Health Centre Tilbury	Dr Singh
	Appledore surgery	Dr Ramachandran
	Christine Celentano	Thurrock CCG
	Alana Stokes	Thurrock CCG
Apologies:	Ms M Ansell	Thurrock CCG
	Dr Grewal	GP Chafford Hundred
	Dr Mohile	GO Chadwell Surgery

<p>1.</p>	<p>Welcome & Apologies</p> <p>Dr Raja welcomed everyone to the meeting. Apologies were noted above. There were no conflicts of interest declared, other than GP and Practice Manager interests.</p>
<p>2.</p>	<p>Minutes of the meeting held on 11th August and Action Log</p> <p>The minutes of the meeting held on the 11th August 2015 were reviewed by the group and agreed as an accurate account.</p> <p>Action Log:</p> <p>Meeting with BTUH assurance received from Nigel Kee re cancer.</p> <p>MSK patients lost in system – still an issue. Given patient leaflet with a hotline number to contact directly with complaints. RC to attend meeting. Raised the delay with patients being seen and waiting too long. Generate a UBRN number if not through choose and book from practices but cannot complete this at the moment so have workstream to call all practices re generating this number. Fax or email referral will be contacted again for the number but not choose and book.</p> <p>RC the system does not allow from practices to onward refer through fax etc. which is a national issue. On-going work stream with MSK and will get easier.</p>
<p>3.</p>	<p>GP IT</p> <p>NEL CSU It presented the specification on IT within GPs Surgeries.</p> <p>There are significant funding cuts. Ade O will explain the workstream.</p> <p>This is an update to ensure all members aware of developments, and certain obligations. This will serve as an update.</p> <p>Les Sweetman and Alan Hicks from the NEL CSU to advise. LS introduced himself.</p> <p>1. Local Service Provider contract coming to an end next year, July 2016. New national contract needed. Will have to market test the system. Will write to PMs for demo if wanted. Under GP systems of choice you will be supported.</p> <p>2. Equipment refresh – desktop refresh. Engineers will be coming to practices. Centralised point for all files through a small server. Ade O asked if some practices have this already. Yes Will practice data storage be in practices? Yes. Want to bring all practices in line with the same set up. Will have shared drives to access data and allow for back up. If using generic accounts to log on, there will now be dedicated accounts. The server will be funded. The only thing to fund is a back-up disk. It takes around three days and will happen as soon as possible. Security permissions will be set up. Backup will be taken offsite by a member of the practice.</p> <p>3. Practice Agreements – will receive two documents, your contract for IT services. Must be completed by end of the year. Document are generic cannot be amended. Can you sign electronically? As to save on paper, I will take this away and will look at this. Hard copies will be sent.</p>

	<p>4. GP systems of choice contract have changed and must go through signing with the CCG.</p> <p>5. IT service desk – over last three or four months the service desk staff have been going to practices with the team to understand the needs of practices, there will also be a dedicated line for GP IT. The people are skill based routing to the staff that understands the needs. Will be distributed after the meeting. Overall improvements to support. Programme will continue with staff going forward.</p> <p>6. NHS Mail – this service we have lost and we are unable to send faxes because it was nationally a low uptake. We are looking at Texting service integration, and re appointment reminders to patients. There will be a plan for a replacement service. In September the old service will end and there will not be any disruption to the surgeries. It has also been proposed to work with a small company to manage appointments through text by patient responding “yes” or “no”. If no it will cancel and record in the patients file. Multilingual application. Options to include a reason will be developed further.</p> <p>7. Toner Cartridges – costing’s reviewed. Further reducing prices where possible. Competing with third parties. Will continue to try to reduce. Third parties that are compatible are available. Circulated a costing sheet to all.</p>
4.	<p>St Luke’s update</p>
	<p>Deb Hickey introduction. Newest services. Described the service that at given by St Luke’s. The presentation is available on the intranet.</p>
5.	<p>EPIC Workforce Development</p>
	<p>Dr Raja noted the recent issues with workforce and the need for improvement of the Essex workforce. Essex Primary Care Integrated Centre for improvement. Kamilla Porter introduced. Presentation can be located on the intranet</p>
6.	<p>Practice Concerns</p>
	<p>Two shared from one practice – asked to send patient info to RC.</p> <p>Comment made that communication from Southend is poor regarding patients.</p> <p>What is happening with LES? AQP is an issue. AD services cannot be continued until you have gone through AQP certification. If you do not pass you cannot continue services. CQC and NHS will not allow continuation of services if you have not bid and satisfied the requirements.</p> <p>Request of a letter to be responded of intention to apply for LES.</p>
7.	<p>AOB</p>
	<p>Thurrock AGM announced and invite extended.</p>
	<p>Date of Next Meeting</p>
	<p>13th October 2015, Orsett Hall</p>