

Commissioning Reference Group
17 July 2014
The Beehive Grays

Present:	Name	Organisation
	Len Green	Chair of the CEG
	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	Thurrock CCG
	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 Horndon Forum
	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	Thurrock CCG
Apologies:		

1. Welcome & Apologies	<p>Len Green 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 presenters having to attend other meetings.</p>
2. POhWER Complaints Advocacy	<p>Two personnel attended on behalf of POhWER and gave a verbal update on the services that are provided by POhWER.</p>

This is an independent voluntary organisation, and their doors are always open.

They are based in Grays George Street where the old post office was.

If they are unable to help any members they will sign post them to the correct team to deal with their issue.

Leaflets circulated to the group.

ACTION Len to circulate information to the group.

ACTION Member of the group had an issue, Sara would liaise outside of the meeting.

3. Everyone Counts 2014/15 – Health Needs Assessment 75+

The Commissioning Manager went through a presentation with the group. The presentation was around the 75 Contractual obligations of the CCG with the GP membership of Thurrock.

Thurrock Council went through the HNA 75 + presentation and presented the key themes.

ACTION Len will circulate both presentations to the group

Questions:

One of the group advised that the Patients are reliant on the GPs informing the patients. I do ask the population of Thurrock and they are not aware of a lot of information.

The Commissioning Team advised that there was still additional work to be done and the Council are doing a project called the Better Care Fund and this will be picked up in this project.

Tilbury Surgery advised that their surgery had indicated that there was a loss to the GP surgeries of over 2/3rds of money.

ACTION Len to investigate and feedback.

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 – 79. This is a national instruction.

The group asked if the vaccine could be supplied privately.

ACTION Sue Matthews will investigate and let the group know.

<p>4.</p>	<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 Len will circulate</p> <p>Kelly was also asked if she could put the Thurrock areas of where they are in the Thurrock Locality.</p> <p>ACTION Kelly to add to the presentation</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. They also work very closely with SEPT.</p>
<p>5.</p>	<p>A.O.B.</p> <p>LJG advised the Group that he had attended the Health and Wellbeing meeting that day and had received agreement on a flowchart Engagement Plan. All information will be shared with the CRG group and also posted on the Thurrock CCG website and Healthwatch website.</p> <p>ACTION Len to circulate</p> <p>29 April Event</p> <p>The group were given a booklet on the outcomes of this event. The group were also advised that the Thurrock CCG would be holding their first AGM at Blackshotts on the 23 September 5 – 7 refreshments would also be served. Thurrock CCG would welcome all to this meeting.</p> <p>Vascular Services update.</p> <p>Healthwatch had yet to receive a letter around this service. They were going to be taking this to their next Board Meeting.</p> <p>LD checks</p> <p>Healthwatch were attending a meeting on the 5 August and would update the group at the next meeting.</p> <p>Diabetes Sharpe boxes</p> <p>It had now been confirmed that the Council were responsible for this service. A meeting is going to be arranged.</p> <p>PPG Insurance and Liabilities for individual meetings held at surgeries</p> <p>LJG I am going to be attending a national meeting and will raise this issue</p>

there.

Complaints – Thurrock CCG

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

Andrew 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) issues. All calls would be signposted whether the CCG could answer or not. The information would be posted on the website by the 1 August 2014.

Andrew was also looking to have a complaints team looking at the Children and Young People of Thurrock.

There would be Clinicians and Safeguarding Teams to support the complaints team.

ACTION LJG to find out for Stephen Andrews – Botox

Next meeting scheduled 18 September 2014