

CRG Minutes
Date of Meeting
16th May 2017
Location of Meeting

Present:	Mr A Hudson (AH) Chair	CRG Chair / Stifford Clays Medical Centre, PGG
	Ms G Booth	Head of Com Service St Luke's Hospice
	Ms L Corbishley (LC)	PPI Lay Member
	Ms G Curtis	Primary Care Locality Manager
	Ms M Cushing	PPG Chair Hassengate Medical Centre
	Mr T Davis (TD)	Ward Coordinator Neighbourhood Watch
	Ms Jennie Deeks	Head of Patient Experience BTUH
	Ms K James	COO Healthwatch Thurrock
	Ms C King	Inclusion
	Ms M Lockwood	STEPS
	Mr R Sweeting	Pear Tree Surgery
In Attendance	Ms G Curtis	TCCG – Primary Care Locality Manager
	Ms D Rabbette	TCCG – Head of Medicine Optimisation
	Ms L Hilkene	TCCG – Business Support
	Penny Knight	TCCG (minutes) – Business Support
	Ms K Samuel – Smith (KSS)	Contractor Development Manager Essex LPC
Apologies	Mr K North	

1.	Welcome & Apologies AH welcomed all to the meeting. AH asked if there were any declarations of interest that were not already on the register, none were declared.
2.	Minutes of the meeting held on 10th March The minutes of the previous meeting were agreed, except for the following amendments <ul style="list-style-type: none"> • Under item 4 - change Kevin Brice to read Kevin North • Under item 6 - DNA Implications, action points, LC still to complete. • Under item 6 - Cancelled appointments (DNA's) action points, LC still to complete.

3. Pathology First

AH introduced Gemma Curtis (GC) Primary Care Locality Manager at TCCG. GC presented a slide presentation to show what has been happening in the last year. Pathology First continues to provide a walk in service on a first come first serve basis which provides 20% of appointments with the rest being booked online, this provides up to 80 appointments per day. GC can confirm that there is now a pilot being rolled out whereby GP's can now book emergency blood test appointments. At the moment the following practices are able to provide phlebotomy services, these are:

- Tilbury Health Centre
- Shehadeh Medical Centre
- Thurrock Health Centre
- East Tilbury Medical Centre

GC explained that ways to save time are being looked into by providing longer clinics in different locations to reduce travelling time.

Healthwatch are asking of views on the services provided both online and face to face. Full report can be found on the Healthwatch website.

Concern was raised that booking and cancelling online can be confusing if you are not good at using a computer. GC would feed this back.

GC explained that more training needs to be given to staff booking appointments over the phone to help explain how the system works and other options.

GC advised that the online booking service will soon show other options available to book in different areas for the times requested.

AH thanked GC for her informative presentation.

4. Waste Not Wont Not – Campaign Update

AH introduced Denise Rabbette (DR) Head of Medicine Optimisation. DR explained that a campaign was started in February 2016 to identify why we have waste in both GP's and Surgeries. The main causes were identified as:

1. Patient side effects causing patient to stop using.
2. Over subscription

Since the campaign has been started, evaluations have shown reduction of 1.6%

Leaflets were circulated showing what has been sent out to patients via social media along with promotions on the TCCG website, articles in newspapers and booklets. The key messages were:

1. To encourage patients not to turn up at their GP and expect antibiotics
2. Do not stockpile medicine
3. Check cupboards for left over medicine
4. Use Pharmacies to get more out of your medicine
5. Book a medicine use review to look at how you are using your medicine
6. Buy everyday medicines such as paracetamol over the counter rather than going to the GP for a prescription.

During Q&A, JD explained that ambulance crews carry a green bag for patients to put all their medicines in before arriving at the hospital to speed up time and accuracy. BTUH explained that they are working on patients arriving with and leaving with all the correct medicines as a result.

	<p>A question was asked of what happens to medicines that are not needed when collected from the pharmacy. DR explained that provided the patient checks their prescription at the Pharmacy, they can hand them back if not needed. These can then be re-labelled and used again.</p> <p>AH thanked DR for her talk.</p>
5.	<p>Pharmacy Update</p> <p>AH introduced KSS from the LPC. KS gave a talk on what the LPC does and explained that by working with both the GP's and Pharmacy's to bring relationships together.</p> <p>Before Xmas 2016 a letter was sent explaining that there would be a 4% cut forcing Pharmacies to either close or reduce hours. This will reduce services down to a minimum and not stock as much to help save money.</p> <p>The PTC works with Pharmacies to help them work over and above just dispensing. This can be achieved by working with other organisations such as Dementia Friends, Safeguarding Adults and Children and also have digital training in order to access patient medical history. This enables Pharmacies to show that they are more than just for medicine and can provide a first point of contact to help patients manage their own health.</p> <p>During Q&A it was asked if electronic prescriptions will happen. KSS confirmed that this would be going ahead in 2017.</p> <p>TD asked KSS if her department was with the NHS. KSS advised they were a separate entity with each pharmacy in the area paying a levy. For each £100 prescribed, they will take 11p.</p>
6.	<p>PGG Update</p> <p>AH explained that as he has been on holiday there wasn't very much to report back.</p> <p>AH & TD will be attending a meeting tomorrow at Broomfield Ambulance Service under the SDP regarding the travelling distance (blue light) between hospitals.</p> <p>AH reiterated that all ambulance paramedics are fully trained with 30 to start their training.</p> <p>MC advised that there is now a bus service from Southend Hospital to Basildon Hospital.</p>
7.	<p>PPI Update</p> <p>LC asked the group to please share any good news stories from their GP Practice or good service they have received. LC would feed these back to the Communications Department in TCCG.</p> <p>A leaflet was handed out about Living Well in Thurrock Show on 14th June.</p> <p>LC also advised that For Thurrock in Thurrock brand has joined with Thurrock Council to enable stronger links with the Public Health Department and the CCG.</p> <p>The Meeting ended at 5.55pm</p>
8.	<p>AOB None</p>
Date of Next Meeting – TBC	