

NORTH STAFFORDSHIRE CCG PATIENT CONGRESS

Summary of meeting on Thursday 11th December 2014
The Churnet Room, Moorlands House, Stockwell Street, Leek

Two New Congress Members

Two new congress members have been appointed to represent the youth patient voice of North Staffordshire. Lucy Salt attended her first meeting this month and Jessica Handley is expected to attend the next meeting in February 2015.

Podiatry Service

Victoria Graham from the Clinical Commissioning Group provided members with an update on the podiatry service.

The new podiatry referral process has gone live. It categorises referrals into one of the following:

- Emergency Appointment – to be seen within 24 hours
- Intermediate Appointment – to be seen within 2 weeks
- Routine Appointment – to be seen within 6 weeks

Intelligence received so far about the performance of the new service has been positive, with results indicating that the bio-mechanics backlog has been halved since the go-live date. Furthermore, by the end of January 2015, 95% of all podiatry patients are expected to be seen within the clinical referral triage timeframes. The meeting was reassured that vulnerable patients with a lower level of clinical need will continue to be seen, whilst those with only nail cutting needs will be advised about alternative sources of help, as podiatry is a predominantly specialist limb-saving service.

Emergency Care Intensive Support Team Report [ECIST]

Congress members received the ECIST report and were particularly interested in the evidence presented on the effects of inpatient stays on the frail and elderly.

Congress will invite Marcus Warnes, Chief Operating Officer to discuss the report and the CCG's work to increase care in the community.

Summary of news, views and perspectives from patient participation and locality groups and third sector organisation

Members gave an update on their PPGs [in full] and news. Main highlights included:

- A report was received on NHS 111. The 111 service continues to develop well and is performing to a good standard.
- Higherland GP surgery is holding a dementia week and a week to promote the use of the ambulance service.
- There was a discussion about the Department of Health's consultation process on the proposal to return commissioning responsibility of renal dialysis services to local CCGs. The congress members thought the timeframe to make this decision was too short.
- A report was tabled on the work of the CCG Quality Committee. This report explained the purpose and role of the committee, stating the frequency of the committee and the content discussed.

Date & Time of the Next Meeting

- Tuesday 17th February, 6.00 – 8.00pm, Kildsgrove Community Fire Station - Lower Ash Road, Kildsgrove, ST7 1DG

