

North Tyneside CCG Patient Forum

Newsletter

October 2015

Introduction

Welcome to the first edition of the North Tyneside CCG Patient Forum News. My name is Eleanor Hayward and I act as chair of the group.

The aim of the Patient Forum is to have members from the patient groups of each of the 29 GP practices in North Tyneside. Most Practices have active patient groups with meetings throughout the year, and others run virtual groups to engage with their patients.

Agenda items for the Forum are a mixture of CCG topics, as well as issues that have been raised by members.

Forum meetings are always well attended, and members are very generous in giving up their time. Forum members are passionate about their health services and can see that their involvement is making a difference locally.

I'm proud to Chair the Patients Forum on behalf of the CCG, and I am sure that it will continue to grow in strength and have even greater influence on commissioning decisions in the future.



Our aims and objectives

By working together and understanding the needs of the surgeries and the patients, we aim to:

- Learn more about our patients' experiences
- Make sure services are designed and adapted to respond better to our patients' needs
- Tap into the enthusiasm and energy of our patients to make long-term improvements



In order to reconcile these aims we will:

- Develop and encourage closer working relationships between all staff and patients
- Promote targeted patient education
- Improve the quality of care provided in all areas
- Identify ways of meeting patients' needs more appropriately
- Be able to use information provided by patients to help make improvements
- Make sure changes make sense to those that are affected by them

Make sure that processes are monitored efficiently and are transparent

How do we work?

The Patient Forum is strong, robust and acts as a critical friend to the CCG and its Governing Body. Members are encouraged to challenge and debate throughout all engagement processes.

In addition, members' areas of special interest have been identified, these are matched with CCG priorities and a series of smaller Working Groups have been established to enable more in depth discussion and influence.



Currently there are Working Groups on the following issues:

- Older People
 - Self-Care
 - Health and Wellbeing
 - End of Life Care
 - Mental Health
 - Communications
 - Maternity, Baby Friendly Group and Breastfeeding.
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What have the Groups achieved?

Older People

- Took part in two Older People's Services Pathway events
- Commented on the CCG draft Continuing Health Care documentation
- Contributed to the New Models of Care four day event in February
- During 2014 Members were actively involved in the Sensemaker® questionnaire

Self-Care

- Instrumental in the Keep Calm Winter Campaign.
- Facilitated 'skincare for children with eczema' drop in sessions
- Hosted back pain drop in sessions at North Shields and Wallsend library for local patients in conjunction with NHS Physiotherapists and Pharmacists
- Further sessions in the Borough are planned

Health and Wellbeing

- Piloting a Health Walk scheme. The benefits of physical activity are members' key goals. Members took part in Health Walk leader training provided free of charge by North Tyneside Council
- Exploring Mindfulness and other wellbeing subjects

End of Life Care

- Made a valuable contribution to the information given to patients and carers regarding 'Do Not Attempt Cardiopulmonary Resuscitation' (DNACPR), 'Emergency Health Care Plan' (EHCP) and 'Advance Decision to Refuse Treatment' (ADRT)
- Involved with the Northumbria Healthcare NHS Foundation Trust and Marie Curie Cancer Care Palliative Care partnership. Aiming to reach more people with palliative care in their home setting
- Contributed to the Macmillan Specialist Social Work Service, members are currently considering a range of patient information as well as patient and carer questions to continually improve the service

Mental Health

- Members receive and discuss service information and give feedback regarding Mental Health Services in North Tyneside in particular Talking Therapies and Social Prescribing.
- Northumberland, Tyne & Wear (NTW) Transformation Programme is shared with members on a regular basis with opportunities to be involved

Communications

- Working with North Tyneside CCG website to have a dedicated section for Patient Forum news
- Exploring the viability of a user friendly newsletter and video message

Maternity, Baby Friendly Group and Breastfeeding

- Supported the national breastfeeding campaign and endorsed a North Tyneside directory of breastfeeding support services
- Contributed to the North Tyneside plans to promote breastfeeding during the World Breastfeeding week in 2015

How to get involved

All members of the CCG Patient Forum are members of their own individual GP Patient Groups and represent their Practice at CCG Forum meetings.

If you would like to share your valuable patient experience, why not join your practice Patient Group. Contact your Practice Manager for information on your group and how to join.