

North Tyneside CCG Patient Forum

Newsletter

March 2016

Introduction

Welcome to the second edition of the Patient Forum Newsletter.

We have had a very busy winter with various activities including planning for the year ahead. The forum works hard to ensure that all the issues we deal with, in the main forum and in working groups are aligned to the CCG work programme and are adding value.

I am delighted and proud to report that the CCG Patients Forum was 'Highly Commended' at the Age takes Centre Stage Awards event in November. This was in recognition of the amount of time energy and dedication of members at the main Forum and working groups. An Award that was well earned.



Thank you.

Eleanor Hayward, Chair.

Working group update

Self-care group

Our Back Pain Education sessions have continued, with a further event held in February at Shiremoor.

The events are run by physiotherapists, and give advice on exercise, pain relief and self-management to newly diagnosed patients.

Patients attending previous events have been very positive in their feedback.

Older people's group

New Models of Care (Care Plus North Tyneside)

This pilot began in January with patients benefitting from the service. Led by two local GPs and based at North Tyneside General Hospital it is accessible through the old A & E entrance

There are 12 people in the team. The staff are multidisciplinary and will work in collaboration for the benefit of patients. It was confirmed that patients still remain registered with their own GP and have been chosen based on their frailty.

Patient Forum members with a special interest in this area will become involved in the patient experience element.

End of life group



The first End of Life Conference in North Tyneside was held in October. This was organised by Dr. Kathryn Hall, Palliative Care lead in North Tyneside and was put together in order to celebrate the significant developments which have taken place over recent months in the area of palliative care.

Many meetings took place during the year in order to make the conference a success, and two members from the CCG Patient Forum were also part of the planning process.

The conference was focused at professional staff in order that they were aware of the developments within their area of employment and also to offer an educative role to GPs.

The conference gave presentations on the Deciding Rights document, Home-to-Hospital-Rapid Response Team, and the Palliative Care Register.

Northumbria Specialist Emergency Care Hospital

Members of the Patient Forum have been involved in a variety of health care changes and innovations. As a group we as residents and patients are committed to representing the wider community during these processes.

The new hospital has been open for a relatively short period of time (eight months) and there have been some teething problems. Mainly these are attributed to non-serious emergencies presenting for care.

These could have been seen as a planned admission via the patient's GP (non urgent) or if it was decided that the patient required additional care, they could be seen at an urgent 24hr walk in care centre. An awareness of these problems will help this group to monitor progress over the next few months and we will keep you informed of the results.

On a more positive note 96% of patients who were surveyed who were admitted liked the speed of investigations, same day specialist input and single room privacy. Maternity care is reported as excellent.

Mental health group

Marcia Ash, Development Worker with North Tyneside Launchpad, met with us and discussed how our group could become more involved with mental health issues across the borough. As a result, two of our members attended a Service User and Carers Forum meeting during February.

Members are also working closely with Healthwatch and their mental health working group.



Communications group

Members of the Communications Working Group work on the production of this newsletter, raising issues that are important to you. Distribution is underway across the borough, and includes GP practices.



Social media training

Members recently underwent social media training and hope to make use of this as a means of communication in the future.

Other news

Patient Forum member development session

As part of our continuous development programme, twenty of our members took part in a development session. This gave us a great chance to look at what we have achieved as a forum, share best practices and look at opportunities for improvement.



Shared decision making

Two of our members have been given the chance to bring a patient viewpoint to the CCG's participation in the Health Foundation's MAGIC (Making Good Decisions in Collaboration) improvement programme.

Run in conjunction with Newcastle University, and also known as Shared Decision Making or Ask Three Questions, the programme aims to help patients become involved in their own healthcare decisions. It will help patients explore their options for treatment jointly with their healthcare professional, and to get support to make decisions about their health and care which are right for them.

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.
