

North Tyneside CCG Patient Forum Newsletter

March 2017



Introduction - Eleanor Hayward, Patient Forum Chair

Over the past few months, the forum and the working groups have concentrated on the many changes and issues faced by the CCG, and the NHS in general. Senior managers from Northumbria Healthcare Trust visited the forum and spoke to us about our many concerns regarding urgent and emergency care.

Members were given the opportunity to ask questions about the current service provision at Rake Lane and NSEC and gained a better understanding. The forum will continue to keep up to date with the urgent and emergency services and challenges.

I am delighted to report that North Tyneside CCG is the first CCG in the country to be taken out of financial special measures. This is an important step forward, and has been achieved through many developments and changes, but above all, through the hard work of the staff at North Tyneside CCG and the continued commitment of our forum members. We can now look forward with confidence to the improvements this year will bring to Health Services in North Tyneside.

I hope that you find the information in the newsletter interesting and informative and once again thank you to all the members for your continued hard work and commitment.

Regional mental health app gets the green light from Code4Health

The NHS Digital Code4Health group have been given a mental health app for development by students from UCL.

The mental health app was suggested by NTCCG's patient forum members to offer advice and guidance on a range of mental health issues, making things easier for patients.

The application coding will be released to NHS organisations nationwide later this year.



Working groups update

Caring for Older People

Care Plus

The pilot study for Care Plus continues, and progress reports are shared with the Caring for Older People Working Group. This includes an overview of the service, numbers of patients, staff involved and Age UK input.

The report is extremely comprehensive and well documented, covering all aspects of the service. Members are able to question, discuss and debate issues raised.

The Care Plus Model was also presented by the CCG at the North East Frailty Conference in December 2016. A member of the group attended and shared their experience.

The interesting points picked up from Care Plus were as follows:

- There is a software programme which can produce a frailty index, which will determine a person's frailty level
- Integrated frailty care is paramount. North Tyneside CCG's Care Plus formula works well with one primary point of contact being compliant with this aim
- There is an aim to encourage patients and carers to manage their own goals
- Information sharing is essential for good patient care
- Delegates liked the novel input of Age UK in the Care Plus system

This link takes you to the video shown at the conference.

<https://www.youtube.com/watch?v=44Tv4VZo41>

Royal Quays Intermediate Care Rehabilitation Unit

The criteria for this service have been agreed, and from mid-December 2016 the shift from The Cedars to the Royal Quays Intermediate Care Rehabilitation Unit within Akari Care Princes Court began.

The process has been mapped and Care Point - a single point of contact for admission avoidance, hospital to home, reablement and social care support in North Tyneside - is in place.

Discharge medication and paperwork pathways have been designed with an initial three months trial period as a manual process prior to the planned electronic system. The service has moved from being geriatrician-led to a GP-led model, and patients will be under the temporary care of Collingwood Surgery, North Shields.

In December, two members of the group met with the person responsible for this service and were able to discuss and clarify how this service will work. This was very helpful and enabled a clearer picture of how patients will be assessed and helped towards independence.

In the near future we will be following patients from the beginning of their journey through to discharge. This will test how the system is working from a patient's perspective.

Shared decision making

'Ask 3 questions' posters and leaflets have now been delivered to all GP practices in North Tyneside to help promote shared decision making (SDM) to patients. We would ask forum members to check that they are being displayed in their waiting rooms.

The group is currently planning how best to evaluate how SDM is working at practice level. We have recruited two practices, Wellspring Medical Practice and Lane End Surgery, to help us with this. We are looking forward to collaborating with them to come up with a workable evaluation process, and to pilot it before hopefully rolling out to all practices.

It is envisaged that the evaluation will be on three levels:

- Level 1:** Environmental, to explore the visibility of SDM in the practice e.g. posters, leaflets, website information
- Level 2:** Organisational, to understand how clinicians use SDM in their work
- Level 3:** Patient experience, to understand what patients know about SDM and to what extent SDM is used in consultations

Additionally, the MAGIC project has agreed to provide a training resource in the form of a workshop to enable patient group members to learn more about SDM, and to enable them to engage effectively with their own practices. This will take place on 26 April at the Linskill Centre. We hope that each practice will be able to send a representative from their Patient Group.

Mental health

Members of the mental health working group have visited the recently opened Mental Health Service for Older People Unit at North Tyneside General Hospital. This unit is dedicated to supporting people over 65 with dementia and other mental health issues such as depression and anxiety.

The new unit replaces the former Psychiatry of Old Age Unit, Ash Court and Tynemouth Court, to bring all services under one roof.

Escorted by Sam Allan, matron of the service, members were shown round the unit, which is comprised of three wards - 19, 20 and 21, the unit has been designed with patients in mind and is bright and welcoming.

Members were impressed with the patient-friendly atmosphere and the amount of thought which has gone into designing somewhere that can ensure both patient comfort and safety.

Public Wi-Fi funding secured



The NHS Wi-Fi programme is rolling out Wi-Fi access for staff and patients across NHS providers.

All GP practices will have their new Wi-Fi service by December 2017, with hospitals and secondary care following in 2018.

This initiative aligns with the commitment set out in the General Practice Forward View (NHS England, 2016).

North Tyneside CCG has been selected to be an early adopter and will roll this out to all practices and base sites by April 2017.

North Tyneside self-care app wins international award

The self-care app developed by the CCGs Transformation Team and Patient Forum has been awarded one of the best 12 apps from across the globe in 2016, and represents the UK internationally.

The awarding body, Thinkable, is founded by developers from Massachusetts Institute of Technology (MIT) and has over 500,000 developers from 175 countries.

The app is now available on the Android and Apple app stores.



Did you know?

Medical Interoperability Gateway (MIG) rolls out in North Tyneside and Northumberland

The MIG is a new shared healthcare record initiative between GP practices in North Tyneside & Northumberland and other providers of health care.

Currently other providers of NHS health care can, with patient consent, see the Summary Care Record (SCR), showing details of medication and allergies but no other information.

The shared healthcare record initiative is for GP practices to share information with:

- Northumbria Health Care Foundation Trust (secondary care)
- Northern Doctors (GP out of hours services)
- Northumberland, Tyne and Wear NHS Foundation Trust (mental health)
- North East Ambulance Service

Clinicians from these organisations will only be able to view the shared healthcare record if consent is given at the time by the patient at the point of care. The GP practice will be notified

electronically every time a record is viewed (the name of the clinician and organisation they work for are recorded).

You are free to opt-out of the initiative at any stage.

North Shields Time Swap

North Shields Time Swap was launched in February and allows its members to use their talents and experiences to help those in their local community, while helping themselves at the same time.

The project is a Time Bank, and has been created to improve wellbeing and increase community capacity in the local area. This is a joint partnership between Age UK North Tyneside and Collingwood Health Group based in North Shields.

This project is for anyone aged 18 or above, from any background or ability in the local area. Everyone's hours are worth the same. For every hour of time given to someone, they get an hour back for something they need in return. This could be absolutely anything, but some examples of activities other Time Bank's members have done include gardening, DIY, computing skills, phone befriending, music skills and much more.

The Time Swap are currently looking for members from across the local area to get involved. The Time-Banking Co-ordinator Emily is available to visit at Collingwood Surgery on Monday mornings and Wednesday afternoons and is available to speak to on 0191 2808480 or email hello@time-swap.co.uk

Healthwatch Carers Project

Are you a carer? Do you know where to get the information and support you need? Have you had a Carers' Wellbeing Assessment?

Many people who look after a family member or friend do not realise that they are a carer and that they are entitled to information and advice, and possibly additional support. Healthwatch want to find out whether unpaid carers know about, and have access to, information, advice and support to maintain their wellbeing.

Healthwatch will feed back your comments to help services improve. They can also signpost you to organisations to discuss your situation or concerns further.

To discuss your experiences, get a paper copy of the carers' survey or get support to do the survey over the telephone, call 0191 263 5321

An electronic version of the survey is also available on the Healthwatch website at: www.healthwatchnorthtyneside.co.uk



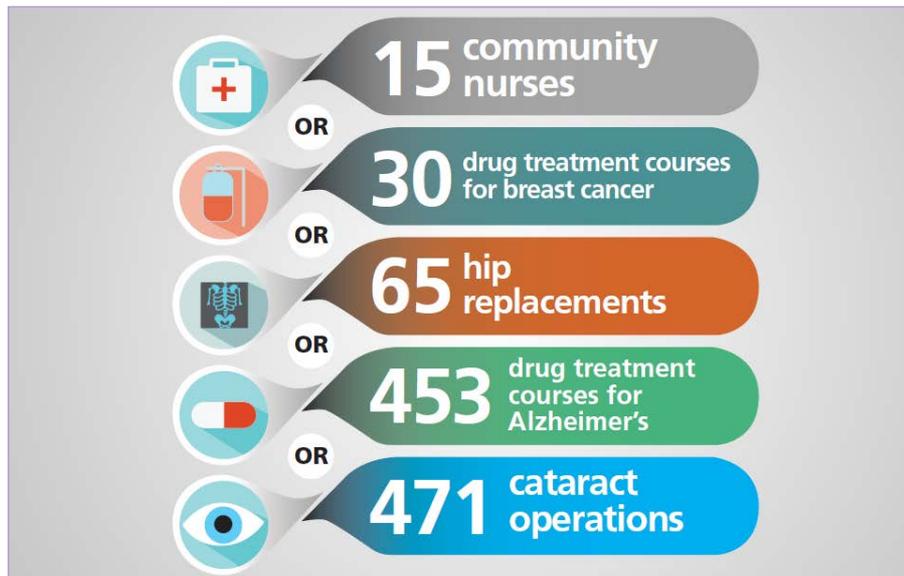
Collingwood Surgery

The surgery is working together with local care homes on an innovative new idea to improve the lives of care home patients and is looking for enthusiastic volunteers to get involved.

For more information, call 01924 316395 or email altogether.better@swyt.nhs.uk

Paracetamol on prescription

The NHS in North Tyneside spent £457,000 last year on this product, which can be easily bought in pharmacies, high street shops and supermarkets. This is the equivalent of:



What's open this Easter?

If you're not feeling well this Easter, please take some time to consider where you should go to find some help. That could mean getting advice from your local pharmacy, or dialing NHS 111 for more urgent (but not life threatening) matters.

Pharmacists offer expert, confidential advice and treatment for many minor health problems. Using pharmacies also takes the pressure off A&E departments, freeing up staff for real emergencies.