

**North Tyneside CCG Patient Forum
Communications Working Group
Friday 25 October 2019
10.00am-12 noon
Room B3
Linskill Centre
Linskill Terrace
North Shields**

Notes

Attendees

Susan Dawson	Priory Medical Group
Sandra Gillings	Priory Medical Group
Patrick Mayne	Collingwood Surgery
Marc Rice	North Tyneside CCG
Michele Spencer	CHCF

Apologies

Heather Carr	Whitley Bay Health Centre
Anne Carlile	Priory Medical Group
Anne Baxter	Battle Hill Health Centre
Wally Charlton	North Tyneside CCG

Notes of last (27 September 2019)

Agreed as a true record.

Matters arising

The list of successful applicants for the CCGs Voluntary Sector Grant Awards was discussed and agreed it should get a mention in the latest newsletter.

Members requested a list of which practices were aligned to which Primary Care Network and this was shared at the meeting.

Some members had attended the local World Mental Health Day and it seemed the Recovery College wasn't represented.

The Care Plus visit is now confirmed as 25 November 2019, the ambulatory care visit is likely to be 19 November 2019, and this would be confirmed in due course. No further information was received from VOCARE the out of hours service, despite three requests.

The CCG is supporting Mallard and Northumberland Park practices in advance of their CQC inspections.

SMS text messaging for practices options are being explored with suppliers.

Locality Support Officers, it was confirmed Wallsend has been decided and the other three Primary Care Networks are in the process of discussing their needs.

Locality Link Workers are thought to be in relation to Social Prescribing and clarity would be sought.

The newly formed Innovations Working Group will meet 31 October to discuss their aims and objectives and the membership may be fluid depending on agenda items, for example Claire Howard the North Shields Wellbeing Co-ordinator is likely to be involved at times. The Voluntary Sector pro-forma to enable information to be uploaded to practice screens is going well and Claire has met with the SIGN Network local authority lead (Signposting Information and Guidance Network) to discuss changes to their website in relation to accessibility.

There will be additional training on Care Navigation for practices and this would be rolled out to the Voluntary sector to enable them to raise awareness of their work, this would give care navigators a clearer understanding of what they are signposting to.

The North Shields Wellbeing on Prescription initiative has stalled since the Locality Support Worker has not been in the post. Susan will send the original template to Marc. This could link to the Self Care Working Group and Tom Dunkerton from the CCG will be invited to a future meeting to ensure agenda items and initiatives are aligned to work streams.

The apprenticeship scheme which could benefit practices is in development and Anne Timmins is the CCG lead.

Care Homes have received a demonstration of the on-line tool RITA (Reminiscence Interactive Therapy Activity) specifically for people living with dementia. All homes are keen to use this with their residents.

Comms update

Practice websites-new guidance has been received from NHS England and Marc will circulate to members ahead of the Innovations Working Group.

Newsletter Issue 17 December Christmas Issue – next draft

Layout and text changes were agreed.

Issue 18 content was discussed, and this is likely to include;

- Organ Donation
- Overprescribing
- Digitised records
- Obesity
- Ovarian cancer
- Prostate cancer
- Screening
- Ask 3 questions-4 questions in secondary care

- Poem received from fellow member Ray Calboutin

Northumbria Healthcare Foundation Trust (NHCFT) update

This item was deferred but it was noted Northumbria Healthcare NHS Foundation Trust received an outstanding rating from their recent CQC inspection.

Cumbria, Northumberland Tyne and Wear Mental Health Trust (CNTW) update

This item was deferred.

Any other business

An email was received from Lesley Bainbridge at Newcastle Gateshead CCG about the Comms Working Group members reviewing one of their patient and carer leaflets. Members are happy to do this when received.

Members of the Forum usually have a development session towards the end of each year to look at the direction and viability of the working groups, this is likely to take place before Christmas. Michele will be meeting with Marc and Wally to put the framework for this together.

Dates and time of next meeting 2019

All Fridays at 10am

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY

29 November