

North Tyneside CCG Patient Forum

Communications Working Group

Friday, 26 June 2020
11.00am

Due to the present Coronavirus Covid 19 this meeting took place by video call as members are self isolating in their own homes. This will continue until the lockdown is over.

Attendees

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| Sandra Gillings | Priory Medical Group |
| Susan Dawson | Priory Medical Group |
| Patrick Mayne | Collingwood Health Group |
| Michele Spencer | Community and Health Care Forum (CHCF) |
| Carole Reed | Community and Health Care Forum (CHCF) |

Apologies

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|----------------|------------------------------------|
| Marc Rice | Clinical Commissioning Group (CCG) |
| Wally Charlton | CCG |
| Heather Carr | Whitley Bay Health Centre |
| Anne Carlile | Priory Medical Group |

Notes of last meeting 29 May 2020

Agreed as a true record.

Matters Arising

It was confirmed there had been lots of positive and complimentary comments about the last newsletter and members were congratulated for their efforts.

Questions raised at the Patient Forum in May will be answered by the CCG in the fullness of time, members appreciated the pandemic is not over and it is too soon to expect conclusive answers.

Newsletter Guidance

Members discussed the guidance and agreed they adhered to information on the NHS website, so everything published is correct. It was also agreed that pictures taken from other websites and clipart are free and it is permissible to use them if available.

Issue 21 Newsletter September

It was agreed it would be good to get input from other Working Groups about their latest experiences during lockdown. This could be incorporated in the next newsletter Issue 21 in September. Maybe the other groups could nominate a Comms liaison person to ensure their feedback is included in newsletters.

The NHS is beginning to think about winter flu and pneumonia vaccines in view of the Coronavirus. It is feared there maybe another spike of the virus when the colder weather

arrives. Information about winter vaccines will also be put into the next newsletter. Carole will begin work on a draft of Issue 21 and email to members.

There was a brief discussion about LIVI which is being launched in July. This is a whole new concept for all GP Surgeries in North Tyneside and advertising will take place and include text and email. There will be a LIVI demonstration on Monday 29 June at 2pm on Microsoft Teams.

The members would like to get some feedback from service users about what has been happening during the lockdown. It would also be interesting to find out how North Tyneside Life, (Recovery College) has been running and the good neighbour scheme from VODA, ensuring as far as possible people are not socially isolated. It was suggested the group could do a survey about this when everything re-opens. Susan has a link with Ali Donkin at VODA and knows there has been a lot of work with volunteers delivering parcels to self-isolating people. None of the members have heard anything about the 250,000 NHS volunteers that were appointed.

Members discussed previous viruses that have hit the UK and agreed for example during the SARS epidemic there was hardly any fuss. Also, in the past we have endured TB and polio and got through it once a vaccine was found. People are still unsure if you can contract the Coronavirus twice or if once you've had it you are immune.

It was confirmed once again that the Patient Referral System will not be renewed after September 2020.

The Linskill Centre has produced a walk-through video about safety restrictions. This will include Perspex screens, one-way systems throughout the corridors, separate entrance and exits, hand sanitiser stations and toilet restrictions. Everyone will have to maintain social distancing. Percy Hedley who were based at the Linskill have now left as their contract had come to an end. It was confirmed that Café 32 won't open until after September members thought maybe a café could be set up in the big hall with tables and patrons safely separated.

The Zumba class normally has 70 members, and this is likely to be reduced to 40. The Linskill Centre has been a huge miss as a lot of people use the centre as a hub to meet and take part in activities.

To confirm the draft list of topics for inclusion in the next newsletter;

Members experiences during lockdown
Recovery College update
Flu vaccinations
Feedback from the working groups
VODA good neighbour scheme
Update on COVID-19
LIVI

Any other business

Michele informed the members that the NHS will celebrate being 72 years old on 5 July 2020. She will send out an email to everyone asking for their NHS experiences, not just during the lockdown. It would be a happy coincidence to identify someone who is also 72 years old around that date.

Everyone agreed this is a difficult time and we can't predict the changes likely to be in place by September, but it seems we are beginning to see a bit of light at the end of the tunnel.

Date of next meeting

Friday 31 July 2020

10am to 11.30am

If the lock down is still in place a video call will take place.