

**North Tyneside CCG Patient Forum
Communications Working Group
Friday 26 October 2018
10.00am-12 noon
Linskill Centre
Linskill Terrace
North Shields**

Notes

Attendees

Anne Carlile	Priory Medical Group
Susan Dawson	Priory Medical Group
Anne Baxter	Battle Hill Health Centre
Marc Rice	NHS North Tyneside CCG
Michele Spencer	CHCF

Apologies

Sandra Gillings	Priory Medical Group
Heather Carr	Whitley Bay Health Centre
Wally Charlton	NHS North Tyneside CCG

Notes of last (28 September 2018)

Agreed as a true record.

Matters arising

It was noted and appreciated that the newsletter banner had been removed making the appearance easier to read for those with a visual impairment or sight issues.

The Falls and Mental Health Apps are a work in progress.

Comms update

Marc gave an update on Super Care Navigators by locality with social prescribing as part of their role.

Newsletter Issue 13 - December 2018

The current content was agreed and for future issues it was decided instead of members profile it could be members other interests which would highlight other groups and associations in the borough.

Northumberland Tyne and Wear Mental Health Trust (NTW) update

This was deferred as the North Tyneside Integrated Mental Health Group has not yet met.

Northumbria Healthcare Foundation Trust (NHCFT) update

(Received by email)

An excellent presentation from the three Public Health Directors – Northumberland Elizabeth Morgan, Wendy Burke from North Tyneside and the Trust's Judith Stonebridge took place and it was confirmed the Trust is Smoke Free.

Also the Trust are in a good position in the region with A&E target running at 96.8% for this last quarter with an all England average of 89.3%

The Trust has an in-depth plan for winter explained in an earlier meeting by Helen Ray (she has come across from Cumbria and is our new Chief Operating Officer).

Northumbria is very busy but we now have the Nerve Centre, this is a computer system in Cramlington which tells everyone, every minute on boards of bed occupancy, where a patient is etc.

For anyone who has been to the Northumbria and seen the area where the ambulance check in the patients, there is a very large TV screen and it was there at the beginning now it is populated with all this nerve centre information. The system has gone in well and performing.

A Patient Perspective Survey shows 80% satisfaction this year, as opposed to 74% last year at the Northumbria.

Any other business

Members were informed that Dr Alex Kent and Mathew Crowther would be inviting members to two meetings to discuss a review of community nursing.

Michele is to arrange a walk- through of the Urgent Care service, for interested members.

Dates and times of future meetings 2018

All Fridays at 10am
Linskill Centre
Linskill Terrace
North Shields
NE30 2AY

30 November