

**North Tyneside CCG Patient Forum
Communications Working Group
Friday 27 April 2018
10.00am-12 noon
Room B6
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	North Tyneside CCG
Holly De Luca	North Tyneside CCG
Michele Spencer	CHCF

Apologies

Heather Carr	Whitley Bay Health Centre
Sandra Gillings	Priory Medical Group

Notes of last 23 March 2018

Agreed as a true record

Matters arising

Susan Dawson met with members of the Transformation Team to discuss practice DNA rates and seek ways to improve them. The message around the importance of patients keeping appointments is ongoing and it seems the practices with the Patient Partner option have seen the DNA rates go down.

There is a cash injection needed for the Falls App and this is being explored. The strategy has now been approved and will be shared with members. The CHCF had received some very positive feedback about the falls service and any patient experience data collected will be shared with members.

The Care Navigator Roadshows are going very well. The Wallsend and North West were well attended, North Shields has set their date and Whitley Bay will be finalising theirs in due course. One of the members attended the North Shields Care Navigator locality meeting and five of the six practices attended. One of the issues staff raise was the desire to have dedicated time to carry out this role and it was confirmed that health professionals do some care navigation during appointments. The video prepared by one of the members is to be uploaded to practice screens in waiting rooms.

Referral Management System (RMS) the process to ensure patients are appropriately referred to secondary care (hospital services) is going well and feedback will follow soon.

It was confirmed the CCG has four locality support officers and each locality has a director, Northumbria Healthcare Foundation Trust has recently put in place named locality directors and the details will be shared with members.

Future Care planning is underway and a board has been established, members will be kept informed of developments through the Future Care Working Group.

Members are now aware the Park Road Practice in Wallsend has taken over the running of the registered patients' element of Battle Hill. Future urgent and emergency care provision is yet to be announced and for not the extension arrangements are in place.

Three members visited the Care Plus service during April to receive an update from the multi disciplinary team. Members were very complimentary about the way the service is developing.

The Royal Quays Intermediate Care Rehabilitation Unit visit is to be arranged during the summer months. IT compatibility and interoperability is underway and a work in progress.

Comms update

None

Newsletter Issue 11 - June 2018

The first draft for discussion was shared with members and the following headings along with member taking the lead for the text were agreed

Member introduction	Michele S to edit
Member engagement successes	Michele S to draft a list
Mental Health Action week feedback	Anne C
Care Navigator Roadshows	Susan D and Holly DL
Urgent Care	Inclusion to be decided
Falls app information and link (due to be published)	Marc R
Mental Health app information and link (due for release-photo shoot before 8 May Anne C and Susan D happy to be involved)	Marc R
Care Plus visit	Michele S
Royal Quays visit-may be deferred until September issue	
Young Carers in North Tyneside	Marc to liaise with Donna Sample Michele to liaise with Carers Centre

Did you know...benefits of Vitamin D

Michele S to source

Eleanor closing remarks

Eleanor Hayward

It was agreed Pat Bottrill from 49 Marine Avenue should be approached to be the feature member for the September issue.

Any other business

None

Dates and times of future meetings 2018

All Fridays at 10am

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY

25 May

29 June

27 July

31 August

28 September

26 October

30 November