

North Tyneside CCG Patient Forum
Communications Working Group
Friday 27 September 2019
10.00am-12 noon
Room B3
Linskill Centre
Linskill Terrace
North Shields

Notes

Present

Sandra Gillings	Priory Medical Group
Patrick Mayne	Collingwood Surgery
Susan Dawson	Priory Medical Group
Anne Baxter	Battle Hill Health Centre
Marc Rice	North Tyneside CCG
Michele Spencer	CHCF

Apologies

Heather Carr	Whitley Bay Health Centre
Anne Carlile	Priory Medical Group

Notes of last (30 August 2019)

Correction, page 3 last paragraph...The room was very hot and claustrophobic, not really conducive to a good meeting, but the weather was hot, humid and stormy that day.

Matters arising

It was confirmed the member visits to VOCARE, the out of hours service, Care Plus and Ambulatory Care service at the Northumbria at Cramlington were in the process of being arranged.

CQC inspections in GP Practices and care homes will now take place every five years with more use of video conferencing. The CCG along with the Council will have more regular contact with care homes this is anticipated to be annually.

The new IT lead officer for the CCG will take up post in December.

The new voluntary sector grants scheme is in the final phase of selection and successful bidders will be announced in due course.

The CCGs SMS text messaging service bid for use in practices was successful.

The Locality Support Officer (LSO) roles are in the process of change and it was confirmed there are also four link worker posts in line with the PCNs.

The date of the first Innovations Group has been set for 31 October, Claire Howard the North Shields Wellbeing Co-ordinator and Ruth Batty North Tyneside Council are to be invited to a future meeting. The purpose of this group was explained as exploring ways to enhance primary care this would include IT ideas as well as other issues members considered important.

Claire Howard has produced a proforma for the community and voluntary sector to standardise the information they wish to share with practices. The loop length for material being displayed on practices screens depends on the amount of content being displayed. It was agreed this should be current with key messages for patients and staff members at the practices should be aware of what's on to enable patient signposting.

Delivery of Care Navigation in practices is mixed and depends on how much time staff are allowed and when private space is available. The training is seen as good but not particularly well attended. Some members were keen to be involved with the training to give a patient perspective.

The Self Care Working Group meeting has also been arranged to discuss the way forward, 17 October 1.30pm here at Linskill. David Mercier the lead physiotherapist for the back-pain workshops has been invited to attend.

Comms update

Practice websites will be an agenda item for the Innovations Working Group, it was agreed the Newsletter should go onto screens. Practices have been allocated a budget for website updating and details can be shared with members at a future meeting. It was agreed one central person controlling the content would be beneficial as well as an IT champion within each practice, this could be problematic for smaller practices where the kind of expertise needed wouldn't necessarily exist. General sponsorship would be difficult to manage, it was understood North Shields has a sponsored apprentice role.

Newsletter Issue 17 December Christmas Issue

The layout and content were discussed with the following agreement,

- Organ donation law to be placed in March issue
- Eleanor's remarks to go in as introduction
- Add Christmas volunteering opportunities
- Include link to bus timetable to hospitals
- Explain what a unit of alcohol is
- Add Hear my Voice
- Add Safe Places link to domestic abuse section
- Add digitisation of patient records and how practices have used the extra space created
- Add Pharmacy First information
- More detail to medicine cupboard content
- Add patient transport eligibility criteria

Northumbria Healthcare Foundation Trust (NHCFT) update, deferred.

Northumberland Tyne and Wear Mental Health Trust (NTW) update, deferred.

Any other business

Actions

Sandra Gillings to be added to the Innovations Working Group and Patrick Mayne to the Self Care Working Group.

Michele and Marc to map out Primary Care Networks (PCN); who the Directors are, and which practices are aligned to which PCN.

Ruth Batty and Claire Howard to be invited to future Innovations Working Group meetings.

Dates and times of future meetings 2019

All Fridays at 10am

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY

25 October

29 November