

North Tyneside CCG Patient Forum

Communications Working Group

Friday, 28 August 2020

10.00am

MS Teams

Attendees

Sandra Gillings	Priory Medical Group
Susan Dawson	Priory Medical Group
Heather Carr	Whitley Bay Medical Centre (part meeting)
Marc Rice	Clinical Commissioning Group (CCG)
Wally Charlton	CCG
Michele Spencer	Community and Health Care Forum (CHCF)
Carole Reed	CHCF

Apologies

Anne Carlile	Priory Medical Group
Patrick Mayne	Collingwood Health Group

Welcome and Introductions

Brief Discussion on BBC LIVI Broadcast

There has been a news item on television in the past two evenings on BBC's Look North news programme about LIVI. Wally talked the members through the interviews and the members had a brief discussion. They agreed that the editing of the articles was disappointing and misleading for what is agreed a good news story about patient choice. There was some confusion about LIVI being a 12-month pilot. Wally has always maintained this is the case and that the CCG have always been up front and honest regarding this.

Michele will go back through the Comms and Innovations Working Group notes to check what was actually said about LIVI during these meetings regarding the 12-month pilot and Wally will do an evaluation. Wally will also forward the LIVI statement of clarity to Michele. It was confirmed members had been involved throughout the setting up of LIVI and notes from other meetings will demonstrate this.

Notes of last meeting (31 July 2020)

Matters Arising

The members asked if Teresa Ho is taking over as Comms Chair, Marc confirmed she will be a part of this working group, but he will still be the chair. Within the CCG

Teresa is more active on monitoring updates on the website and social media, keeping information up to date and other quality monitoring. Members reiterated the subject of the editing of the newsletter. Maybe this will change when meetings get back to normal face to face meetings. Michele confirmed future changes sent back to the group would be as tracked changes.

There has been very little response to the request for members from other Working Groups to become Comms reps. This is disappointing and will be discussed further at the next Patient Forum.

Newsletter

- **GP Responses** – Marc thought this article was very good but not particularly clear. He will write a piece to clarify about Total Triage and how it uses a combination of systems. He will forward this to Susan.
- **Influenza Vaccinations** – Marc confirmed Gary Charlton is happy with this item, he had been intending to add relevant dates but has been unable to due to timing issues being too soon. The vaccines for all over 65s have now sold out, there will be a new target for over 50s but the guidelines for this will not be published until mid-September. They are expecting an influx of patients taking this up. Susan confirmed she had taken the newsletter information from the NHS website.
- **VODA and COVID 19** – Susan agreed that VODA has done a very good job delivering food parcels and helping vulnerable people throughout the pandemic.
- **Death Cafes** – Marc agreed this article is very interesting, Michele and Lesley Young Murphy attended a virtual Death Café meeting and found it to be reflective and quite funny at times in the way it was presented. The facilitator was very good at keeping things up-beat.,
- **Patient Referrals** – This piece is looking good explaining that advice and guidance is now part of the new model. Michele will seek approval of the final text with Steve Rundle.
- **Forum Members' Stories** – Members agreed it was good to include this story from Sandra, as it shows what is actually being done within services and to share people's positive experiences.
- **Patient Forum and Working Groups** – The next Patient Forum will take place on Thursday, 10 September at the Linskill Centre. Those who do not wish to attend in person can take part through Teams as there will be a big screen available in the room on the day. Michele has had responses from 12 members wishing to attend and five who don't. The Working Groups are ongoing on teams for the moment and each will be decided nearer the time.
- **Did you know?** – Members agreed this item would be taken out. There was concern that the newsletter is becoming too long up to six or seven pages. The content could be moved up as there are various unnecessary spaces. Michele is waiting for Eleanor's comments, she will contact her again.

Any Other Business

It was agreed that the subject of obesity could be put into the next newsletter this was suggested by Patrick Mayne. It could incorporate information on nutrition and exercise.

Heather informed the members that Cramlington Hospital has received planning permission to build a new £25m hub. This will be a purpose-built facility to house nursing staff training.

Rake Lane Hospital has restrictions on patient visiting, this is by appointment only in conjunction with the relevant ward as long as it is the same visitor each time.

Michele briefly mentioned the new Hear My Voice logos, there are three options to choose from and she would appreciate feedback from members on their preferred option.

The next Patient Forum will for some members be held at the Linskill Centre and everyone agreed it should be a light-hearted session. Members will need to wear masks in the corridors and toilets which can be removed whilst in the meeting room, as long as social distancing is practiced.

Date of next meeting:

Friday, 25 September 2020

10am to 11.30am

Venue to be confirmed