

North Tyneside CCG Patient Forum

Communications Working Group

Friday, 28 February 2020

10.00am

Room B1

**Linskill Centre
Linskill Terrace
North Shields
NE30 2AY**

Attendees

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

Apologies

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

Welcome and Introductions

Notes of last meeting (Tuesday 31 January 2020)

The Frailty Event will take place at the Village Hotel on Thursday, 12 March which is the same day as the next Patient Forum meeting. The forthcoming Development Session is scheduled for 5 March at the Linskill Centre from 1pm to 4pm and will be rounded off with afternoon tea. Four Care Navigator training sessions have been arranged over the next few weeks. The first one has already taken place which Susan attended.

Matters arising

Hear My Voice has now been launched by the CCG, it is a new project which enables patients, residents, family members, carers, and staff to describe their experience of receiving and delivering health care across North Tyneside. Michele is working with Teresa Ho in cascading information to highlight what is happening. The first phase is centred around people's experiences of GP services in North Tyneside; this will be carried out over three months. After that the topic will change to a different health service. There is a live link in the newsletter with an instruction on how to access it.

LIVI is an app that offers a fast, safe, and effective alternative for NHS patients of all ages, whilst helping to support and relieve pressure on our local GP Practices. It enables patients to make appointments from home, work or on the go and get medical advice, referrals, and prescriptions. It is a free service in North Tyneside and is a 12-month pilot. Wally will arrange a LIVI demonstration session in due course at the Linskill Centre for forum members, once the technical and operational procedures are complete.

The Innovations Working Group has quite recently been set up and is ongoing. Their discussions included:

- LIVI update
- GP practice guidance on their website content
- IT knowledge within practices
- North Tyneside being the first area to have successfully digitised patient records
- CCG website links

Marc has compiled two videos for use in GP surgeries: one on general self-care and the other focussing on personal medicine cabinet contents.

Strata is an IT programme which is a capacity and demand system for the frailty pathway tracking, it can be adapted for use with other services.

The group discussed the contents of the newsletter which is still in draft form. Lee Kelly from NECS has looked over the latest draft and decided it was too long, also some topics were not relevant to the Patient Forum. The group members have gone through, made some amendments and taken pieces out which include the Screening Programme, and the poems. Susan will provide Carole with some further information on Shared Decision Making to add into the 3 Questions section. It was agreed that all publications and images would be checked for copyright.

Date of Next Meeting:

Friday, 27 March 2020

10am to 11.30am

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY