

**North Tyneside CCG Patient Forum**  
**Communications Working Group**  
**Friday, 28 June 2019**  
**10.00am – 12-noon**  
**Room B3**  
**Linskill Centre**  
**Linskill Terrace**  
**North Shields**  
**NE30 2AY**

**Attendees**

Anne Baxter	Battle Hill Health Centre
Patrick Mayne	Collingwood Surgery
Susan Dawson	Priory Medical Group
Marc Rice	North Tyneside CCG
Claire Howard	North Shields Wellbeing Facilitator
Michele Spencer	CHCF

**Apologies**

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

**Notes of last meeting**

Agreed as a true record.

**Welcome and introductions**

**Matters Arising**

Members attended a walk through visit to Northumbria Specialist Emergency Care Hospital on Friday, 31 May 2019.

The North Tyneside Recovery College, funded by the CCG and hosted by VODA was launched.

Sandra had proposed a Directory of Services in every locality would be a useful tool and this would be discussed with Locality Support Officers.

Primary Care Networks initiatives may all be different and each area will develop what's best for them. All are working at scale.

## **Claire Howard, North Shields Wellbeing Facilitator**

Claire explained she is now in post, with VODA as the host organisation and it is CCG funded for two years. Dr Dave Tomson the North Shields Locality Director felt this post would benefit patients in the North Shields Primary Care Network. The aim of the project is to link the Voluntary and Community Sector with Health Professionals to strengthen relationships and to enhance Primary Care developments, Claire explained she is currently developing her role and meeting with key partners. Information received by Primary Care from the Voluntary Sector should be timely and appropriate and crucially how it is disseminated needs to be embedded. Claire is in the process of meeting with Practice Managers to explain her role, and information which could be uploaded to practice screens in GP surgeries for the benefit of patients is being explored. It was agreed it is good to share best practice as all surgeries are different also linking in with patient groups to explore self care and what could be promoted is a positive way forward. Information available about key health messages could lead to volunteer led initiatives. Claire will also work with newly appointed Care Navigators in practices.

## **Comments**

AB What about people who don't go to their doctors and won't see the information?

CH Leaflets etc will be produced to raise awareness for them to ensure they are being linked in.

MR The digital strategy is aiming to get patient email addresses and using texts to contact people to share information, the costs can be substantial though.

AB Staff having time to do this is a problem.

CH Putting information through doors for people who don't go to their doctors. Dave Tomson is keen to look at a platform for North Shields only on health and well being. The groups met with so far are desperate to link in with practices.

PM Your role is very important and not something to be sorted overnight. What about the private sector?

CH The focus is the voluntary sector and partnerships but businesses would not be ruled out.

PM Are you interested in sponsorship?

CH Voluntary and community sector grants made available by the CCG and letting groups know is part of what I'm doing now. Lots of voluntary sector groups which would really benefit.

PM Will this all be mapped?

CH Yes this is in development and we will work with all partners to have a good understanding of what is available. The SIGN website is a good tool but websites have to be accessible.

PM I can't get a feel for what is happening in North Tyneside there is so much but it doesn't seem joined up.

SD How will you work with patient groups?

CH Keen to attend PPGs and realise they are all different. SD, PM and AB are happy to help.

MR 80% of practices have screens and we can upload almost anything and needs to be in landscape to ensure it fits on the screen well.

CH Happy to create a template for group's information.

MR Seasonal campaigns do get promoted and keeping information current and relevant is essential.

SD Our practice screen is also the call screen so patients do watch them.

CH If there was the chance to have themes; groups can be encouraged to share. Being dementia friendly is a claim but it doesn't explain what that would mean for patients.

MR Are you managing to get into surgeries?

CH All have been contacted but it is taking time clear now my role is capacity building.

\*PM SD AB happy to share email with Claire\*

SD Meeting with Practice Managers doesn't necessarily mean GPs will get to know.

### **Comms Update**

The CCG has invested 500k for Voluntary Sector grants and this has now been launched.

Primary Care Networks (PCN) were explained as partnership arrangements sharing specialities and developing initiatives to suit local people.

The PCN Medical Directors are in place,

Dr Dave Tomson	North Shields
Dr Kirsten Richardson	Wallsend
Dr James Lunn	North West
Dr Kathryn Murray	Whitley Bay

Each has identified a lead practice and they hold the funds.

Whazin app training is underway; kits are initially in care homes and could be rolled out into individual homes. Pharmacists could also have this as part of the Pharmacy Members had the opportunity to see what was included in the kit.

**Newsletter Issue 16**

The proposed amendments will be made for the next draft.

**Northumbria Healthcare Foundation Trust update**

Deferred.

**Northumberland Tyne & Wear Mental Health Trust update**

Deferred.

**Any other Business**

None.

**Date, time and venue of next meeting**

Friday, 26 July 2019

10.00am

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY