

**North Tyneside CCG Patient Forum
Communications Working Group
Friday 28 September 2018
10.00am-12 noon
Room B6
Linskill Centre
Linskill Terrace
North Shields**

Notes

Attendees

Sandra Gillings	Priory Medical Group
Susan Dawson	Priory Medical Group
Marc Rice	North Tyneside CCG
Michele Spencer	CHCF

Apologies

Anne Carlile	Priory Medical Group
Anne Baxter	Battle Hill Health Centre
Heather Carr	Whitley Bay Health Centre
Wally Charlton	North Tyneside CCG

Notes of last (31 August 2018)

Notes agreed as a true record.

Matters arising

The two apps for Falls and Mental Health are a work in progress and the aim is to have these available by the end of the year.

Practice digitisation is underway with 12 participating practices and a further four to come on stream in due course, external specialist support was deemed necessary to advance this work. Marc Rice and Holly de Luca are the project leads

Comms update

As reported at the recent Patient Forum the CCG is making positive steps in the overall financial recovery. There are some opportunities for IT initiatives to enhance patient care, online triage and GP mobile working are just two examples and exploring a Sensemaker style system to record patient experience is also underway.

Locality Support Officer roles have now been in place for 12 months and members considered the best approach to feed in patient perspective to developments. It was decided this could be thoroughly discussed at the member development session which is now in the planning process.

Newsletter Issue 13 - December 2018

The first draft was circulated for discussion and it was decided the content would be;

- Member introduction Anne Baxter Battle Hill Health Centre
- Future Care
- Urgent Care-reminder of information distributed

- Cancer Plan event feedback
- Working Groups feedback with self care, mental health and comms as separate paragraphs
- Care Navigators
- Young people-mental health information
- Child health app
- Hydration information link to NHS website

The layout will be more magazine style for this issue to keep it fresh and would include some Christmas artwork.

The first 2019 issue would re-visit carers' information.

Northumbria Healthcare Foundation Trust (NHCFT) update
Northumberland Tyne and Wear Mental Health Trust (NTW) update
Feedback deferred until next meeting.

Any other business

None.

Dates and times of future meetings 2018

All Fridays at 10am
Linskill Centre
Linskill Terrace
North Shields
NE30 2AY

26 October-Apologies noted from Sandra Gillings
30 November