

**North Tyneside CCG Patient Forum  
Communications Working Group  
Friday 29 March 2019  
10.00am-12 noon  
Room B3  
Linskill Centre  
Linskill Terrace  
North Shields**

## **Notes**

### **Attendees**

Sandra Gillings	Priory Medical Group
Susan Dawson	Priory Medical Group
Heather Carr	Whitley Bay Health Centre
Marc Rice	North Tyneside CCG
Teresa Ho	North Tyneside CCG
Michele Spencer	CHCF

### **Apologies**

Anne Carlile	Priory Medical Group
Anne Baxter	Battle Hill Health Centre
Wally Charlton	North Tyneside CCG

### **Introductions**

Members introduced themselves and Teresa explained her Performance and Monitoring role. Teresa gave an overview of the Improvement and Assessment Framework; the six Clinical Priority areas, Leadership Assessment as well as Engagement Indicators and this will result in information to share with the members.

Members raised the importance of CCG representation at the Forum and Working Groups.

### **Notes of last (22 February 2019)**

Agreed as a true record.

### **Matters arising**

The Falls App will be in conjunction with Whazn App a recording system for blood pressure etc and tests and trial runs will be in care homes.

The Mental Health App will be redone.

Launchpad has been approached to provide mental health first aiders training within the CCG.

It was confirmed there is a crisis mental health support team at The Northumbria Hospital in Cramlington and understood there is additional support at Rake Lane.

Heather Carr sought members' permission to send her letter about the Patient Forum to Matt Hancock, Secretary of State for Health and Social Care, following Lesley's agreement.

The Sensemaker tool will be known as Hear Your Voice and will be used to gather patient experience stories and is in the process of being acquired by the CCG. Heather confirmed the patient experience lead at NHCFT is Jan Hutchinson. Members felt the use of and side effects of the painkiller Gabapentin could be a focus of Hear Your Voice in the future.

All practices have now agreed to the digitisation of patient records and this work is almost complete.

Members confirmed Priory Medical Group is using a remote pharmacy source based at Gateshead's Team Valley Trading Estate.

Some care homes have had medication reviews and this is working well.

Locality working is going well with the North Shields Wellbeing Facilitator post going out to advert. The Wellbeing on prescription is ready to be uploaded.

Care home alignment is underway as is the dressing's clinic and where there are plans to have an ENT facility for ear syringing members agreed staff should be well trained.

### **Comms update**

There are now 100 mobile working lap tops in the clinical system. There are ongoing practice website updates with some monitors in place. IT systems overall have greatly improved.

There may be a period of purdah soon, the pre-election period between the time an election is announced and the date the election is held and this may result in the cessation of information being produced.

### **Newsletter Issue 14 - Latest draft**

With some minor layout adjustments this was agreed to be forwarded to Lee Kelly.

Future issue ideas include;  
Pain management self care  
Libraries wellbeing sections  
Ski problems

### **Northumbria Healthcare Foundation Trust (NHCFT) update**

The Trust is due to be CQC inspected in June. The new hospital planned for Berwick has been confirmed. Paul Paes has been confirmed as the Director of Community and Palliative Care. The Director of Performance has overseen the electronic system for arrivals of ambulances etc. Huddle boards are being used to share messages and this keeps staff informed about all patients on wards. There is ongoing refurbishment throughout the Trust.

## **Northumberland Tyne and Wear Mental Health Trust (NTW) update**

Deferred.

### **Any other business**

Susan Dawson highlighted the Parliamentary Awards volunteers section.

### **Actions**

Michele would contact local MPs to seek nomination for the Parliamentary Awards.

Michele to invite: Dr Richard Scott to the next Patient Forum in May.

Michele to arrange the walk through of The Northumbria at Cramlington

### **Dates and times of future meetings 2019**

All Fridays at 10am

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY

26 April

31 May

28 June

26 July

30 August

27 September

25 October

29 November