

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

Notes

Attendees

Sandra Gillings	Priory Medical Group
Anne Carlile	Priory Medical Group
Anne Baxter	Battle Hill Health Centre
Susan Dawson	Priory Medical Group

Apologies

Heather Carr	Whitley Bay Health Centre
Patrick Mayne	Collingwood Surgery

Marc and the members welcomed Anne Carlile back to the meetings.

Notes of last (25 October 2019)

Agreed as a true record.

Matters arising

Once the successful bidders of the community grants scheme are up and running updates will be provided to the Forum and members felt they could be highlighted in future newsletters.

Members had a very productive visit to Care Plus.

The CQC inspection at Mallard practice is complete and Northumberland Park is ongoing.

SMS text messaging for practices will be discussed at a future Innovations Working Group meeting.

North Shields Primary Care Network is holding an event with stakeholders to influence the future direction of their work. Susan Dawson will highlight the Wellbeing prescription initiative.

The apprenticeship scheme led by Anne Timmins from the CCG is ongoing and will include care homes, an update will follow in due course.

Two Link Workers have been appointed and the other two posts will be filled soon.

There will be four training sessions for practice Care Navigators.

Northumbria University will use the RITA programme, discussed last time, in their nurse training.

We are awaiting the patient leaflet from Newcastle Gateshead CCG to proof-read and feedback.

Comms update

As we are now in the state of purdah, the pre-election period following the announcement of a general election and the election of a new government, purdah prohibits the promotion of new initiatives, there is nothing to report.

In the new year a 12-month pilot to trial patient/doctor video consultations will take place.

Practice websites

This will also be a topic for the Innovations Working Group.

Newsletter Issue 17 December Christmas Issue – latest draft

Minor amendments were agreed, and this would then be forwarded to NECS to upload to the CCG website, to confirm this also is cascaded to GP practices and the wider community networks.

Newsletter Issue 18 March

Items considered for inclusion are;

- Ambulatory Care patient journey
- Tynehealth Care Plus leaflet
- Organ Donation
- Overprescribing
- Digitised patient records
- Obesity
- Ovarian Cancer
- Prostate Cancer
- Screening programme
- Ask 3 questions-4 questions in secondary care
- Poem received from fellow member Ray Calboutin
- Community grant schemes

Northumbria Healthcare Foundation Trust (NHCFT) update

Deferred.

Northumberland Tyne and Wear Mental Health Trust (NTW) update

The governor meeting feedback will follow in due course and it was noted the merged arrangements with Cumbria are going well with a lot of goodwill to work together for the benefit of patients.

Primary Care Home

Re-branding, names to be considered by members.

Primary Care Home is a methodology for developing integrated community and primary care services at a locality level. It brings healthcare professionals together to co-design and deliver services on behalf of their local population making the best possible use of the resources that are collectively available.

Primary Care Home embraces the widest possible definition of primary care and includes community services, community mental health services, social care and the voluntary and third sector organisations alongside GP practices.

The aims are to:

- Improve health outcomes at a population level by ensuring that patients receive equitable access to services
- Empower healthcare professionals to agree on how their respective skills are best utilised to meet patient needs
- Improve relationships between clinical teams and lead to more joined up and co-ordinated care
- Provide transparency to guide further investment in community services and primary care
- Develop sustainable services that can be delivered with the funding, workforce and estates available

The term Primary Care Home does not necessarily define what it is, and members are asked to consider the following as alternatives;

- Health Communities Network 2nd choice
Was considered by members but if chosen should be Healthy Communities Network.
- Living Well Locally 1st choice
Thought to be the best alternative with the word services added, otherwise this doesn't capture what it is. Living Well-Local Services was a group suggestion.
- North Tyneside Home First 3rd choice
Dismissed as an option.
- Neighbourhood Care Networks 5th choice
The term neighbourhood indicates a small geographical area and sounds more like a domiciliary care company.
- Neighbourhood Health Networks 4th choice
Dismissed as an option.

Any other business

There will be a Patient Forum development session during February and the date will follow in due course.

Members considered if the newly formed Innovations Working Group needs to have two tiers, IT specific and generic services focus.

Dates and times of future meetings 2020 to be decided

All Fridays at 10am

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY