

North Tyneside CCG Patient Forum
Communications Working Group
Friday 30 August 2019
10.00am-12 noon
Room B3
Linskill Centre
Linskill Terrace
North Shields

Notes

Present

Sandra Gillings	Priory Medical Group
Susan Dawson	Priory Medical Group
Anne Baxter	Battle Hill Health Centre
Patrick Maine	Collingwood Surgery
Marc Rice	North Tyneside CCG
Michele Spencer	CHCF

Apologies

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

Notes of last (26 July 2019)

Agreed as a true record.

Matters arising

It was agreed practice website developments should be a standing agenda item.

There was a follow up meeting at Rake Lane to discuss issues arising from The Northumbria Hospital at Cramlington visit and Sandra fed back on this. The areas discussed included triage waiting times; young children's minor injuries, privacy for distressed relatives, trained volunteers checking on patients, patients consuming food and drinks before assessment and hospital to home travel arrangements. This will be discussed in more detail at the next Future Care Working Group and will also be included in a future Working Groups Briefing. Members have been invited back to The Northumbria for a walk through of the Ambulatory Care Unit. The visit to VOCARE, the out of hours' service is still to be arranged. In relation to the hospital to home transport members discussed the Daft as a Brush service and whether something similar would be beneficial for patients especially those who had been to Cramlington.

Claire Howard the North Shields Wellbeing Coordinator is working on a pro-forma to enable the community and voluntary sector to share their information in an accessible way for display on practice screens. Claire is also looking to produce an e-bulletin; the North Shields Wellbeing Prescription status is to be followed up it was agreed that good initiatives should ongoing. North Shields Primary Care Network also has Stephanie Wardle working with them on a range of IT initiatives and with the support of the North Shields Locality Support Officer regular meetings are held to keep everyone informed of developments.

Care Navigation is to be reinvigorated by the CCG and more information will follow, it was acknowledged that Practice Managers involvement is crucial to making it work.

The Locality Support Officer roles are going through some change as Primary Care Networks become embedded and more information will follow in due course.

Comms update

The CCG has advertised for an IT lead to work across North East CCGs on collective bids and it was agreed an internal person will be an asset to the CCG, Marc will continue to upload information to practice screens.

It was confirmed a £1.6m investment in IT had been made by the CCG and this was highlighted in the recent News Guardian. The CCG has also been nominated for an IT related award.

Primary Care Network initiatives are underway and members did feel there should be more patient involvement.

Tynehealth the North Tyneside GP Federation is to be CQC (Care Quality Commission) inspected. Tynehealth is in the process of moving premises from Monkseaton Medical Practice to the building adjacent to the CCGs headquarters at Hedley Court.

Through the North East Leadership Academy the CCG will bid next year to offer courses for care homes.

Newsletter Issue 17 December – first draft

We agreed this issue should be in the Christmas format and the contents revised as follows;

Christmas survival tool kit comprising

- Drink awareness information
- Domestic Abuse support
- Medicines during the holiday period
- Support for veterans
- Pharmacy opening times
- Morning after pill

Working Groups feedback to include follow up meeting at Rake Lane about Cramlington
Primary Care Networks explained

Localities feedback
Screening awareness
Digitisation and what practices use the space for now
Did not attend information
Overprescribing

Northumbria Healthcare Foundation Trust (NHCFT) update

Heather informed members that as a Governor she was receiving positive feedback about the Urgent Care Centre in relation to good care and treatment. An internal awards night was due to be held in recognition of front line work. Complaints or concerns received are generally to do with communication. Heather is on the panel to interview for a Non Executive Director at the Trust with a specialist area in IT and will include the interface between hospital and GPs.

Northumberland Tyne and Wear Mental Health Trust (NTW) update-Deferred

Any other business

Members discussed information displayed in GP Practices and whether they should be seen to endorse service providers without the consent of the CCG/NHS. Condition specific information as well as treatment and care is usually printed in the surgery by the healthcare professional at the time of consultation with the patient. The CCG does not generally produce information leaflets and comms falls into four main areas; practice screens, websites, newsletters and leaflets/flyers, this highlights the many ways information can be shared with patients without producing leaflets.

Member Patrick Maine met with Marc and Wally to discuss the idea of an addition Working Group, Innovations, this would mirror the GP Innovations Group and ideas and suggestions can be shared. Two topical issues in particular are IT and websites and expressions of interest will be taken after a discussion at the next Forum.

Practice websites are specific to each practice and at this stage it is not clear if there would be Primary Care Network websites. Ensuring websites are kept up to date and current is crucial and legally practices must have a website with a home page, location and staff details, chargeable services, opening hours and the publication of GP salaries once a year. The CCG allocated £2k to each practice for use on their website. Members discussed the viability of separate websites one for patient use, booking appointments and repeat prescriptions etc and one for general use as legally required. Currently there is a target of 25% of all appointments booked on line by next year. 80% of the population has a mobile phone or laptop so access online should be better with online options easier for patient sign up. This frees up reception time to carry out other tasks such as care navigation. Members did note the CCG website would benefit from a refresh.

A Battle Hill Health Centre member raised the issue of physical access at Park Road Practice, the stairs are very steep and narrow and this makes it very difficult for patients with mobility issues to join their PPG. Also the room was very hot and claustrophobic not really conducive to a good meeting.

Dates and times of future meetings 2019

All Fridays at 10am

Linskill Centre

Linskill Terrace

North Shields

27 September

25 October

29 November