

## North Tyneside CCG Patient Forum

### Communications Working Group

**Friday, 31 January 2020**

**10.00am**

**Room B7**

**Linskill Centre  
Linskill Terrace  
North Shields  
NE30 2AY**

#### **Attendees**

Sandra Gillings	Priory Medical Group
Susan Dawson	Priory Medical Group
Marc Rice	North Tyneside Clinical Commissioning Group (NT CCG)
Carole Reed	Community and Health Care Forum (CHCF)

#### **Apologies**

Patrick Mayne	Collingwood Health Group
Heather Carr	Whitley Bay Health Centre
Anne Carlile	Priory Medical Group

#### **Welcome and Introductions**

The members discussed the possibility of inviting other Patient Forum members to this group. The working groups briefing paper always includes an open invitation to members.

#### **Notes of last meeting (Tuesday 29 November 2019)**

Marc went through the notes of last meeting and the following were discussed.

There were no further updates regarding the Community Grants Scheme, but any forthcoming information will be highlighted in future newsletters.

Members had a very productive visit to Care Plus and we now know they have produced a newsletter and service leaflet.

The Frailty Event took place on 22 January at the Grand Hotel, Gosforth Park. It was well attended, and the agenda focused on the proposed North Tyneside Community Frailty Service in which a new model will bring together Care Point, Care Plus and the Jubilee Day Hospital. The model aims to identify new ways of working to improve care and reduce duplication. This will continue to include a single point of access, urgent response to avoid admission to hospital, identifying frail residents in the community at the earliest opportunity, intermediate care beds and care and rehabilitation at home. The plan is to start the model in January 2021 and the new community intermediate care facility will be operational by Summer 2021. A follow-up event has been scheduled to take place at The Village Hotel on 12 March this will be facilitated by Mathew Crowther, Lynn Craig and Dr Alex Kent.

Marc confirmed there will be a Development Session on 5 March at the Linskill Centre; this will include a review of the Working Groups. Marc and Wally chair all groups with the exception of End of Life and Mental Health.

A CQC inspection at the Mallard Medical Practice was reviewed and passed; Northumberland Park's inspection is still ongoing.

Kingfisher House Care Home in North Shields has been refurbished and opened recently. Marc has had a look around and confirmed the building is very nice and it houses 40+ beds.

SMS text messaging for GP Practices will be discussed with Andrew White at a future Innovations Group. It will involve patients being able to receive reminders and book and cancel appointments. There will be an app which will be linked to the NHS website.

The apprenticeship scheme led by Anne Timmins from the CCG is ongoing, there is nothing further to report. Marc will update the members in due course.

There will be four training sessions for GP Practice Care Navigators. They will be held at the The Village Hotel, sessions are morning and afternoon and lunch will be provided. Susan Dawson and Val Telfer will attend.

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

The members are still awaiting the patient leaflet from Newcastle and Gateshead to proof-read and feedback

The notes were agreed as a true record.

### **Matters arising**

Hear My Voice has now been launched by the CCG, it is a new project which enables patients, residents, family members, carers and staff to describe their experience of receiving and delivering health care across North Tyneside. Michele is working with Teresa Ho and Marc Rice to analyse the findings.

### **Comms Update**

We are no longer in a state of purdah. All GP Practices will be invited to take part in a new 12-month pilot to trial patient and doctor video consultations, LIVI is a Swedish model and it is intended to go live on 1 April. In 2021 the new GP contract will require practices to make this appointment option available to patients.

### **Practice Websites**

This will also be a topic to be discussed at the Innovation Working Group.

### **Newsletter Issue 18 March Spring Issue – first draft**

#### **Carole Reed**

The draft was discussed, and amendments agreed, the next draft will be forwarded to members.

### **Primary care home**

This will be re-branded, and names have been considered by Forum Members. 'Living Well Locally' was the preferred choice and members were thanked for their input.

**Northumbria Healthcare Foundation Trust (NHCFT) Update**  
**Northumberland Tyne and Wear Mental Health Trust (NTW) Update**

No updates.

**Any other business**

The newly formed Innovations Working Group has two tiers one IT specific and one generic. People who are not technically minded still need to give their input, maybe the group can offer support by teaching how to access the internet.

It is envisaged that prescriptions will be phased out and the system will be totally electronic. Pharmacists may opt to use a form that is printed off with a bar code. There will be more information available on the NHS app but there are definitely major changes ahead.

Marc has been making a Self-Care video about the contents of a medicine cabinet which will be made available to members for comment when completed.

**Date and time of next meeting**

**Friday, 28 February 2020**

**10.00am to 11.30am**

**Linskill Centre**

**Linskill Terrace**

**North Shields**

**NE30 2AY**