

North Tyneside CCG Patient Forum

Communications Working Group

Friday, 31 July 2020

11.00am

Teams

Attendees

Sandra Gillings	Priory Medical Group
Susan Dawson	Priory Medical Group
Patrick Mayne	Collingwood Health Group
Heather Carr	Whitley Bay Medical Centre
Marc Rice	North Tyneside CCG
Michele Spencer	Community and Health Care Forum (CHCF)
Carole Reed	Community and Health Care Forum (CHCF)

Apologies

Anne Carlile	Priory Medical Group
Wally Carlton	North Tyneside CCC

Welcome and Introductions

Notes of last meeting (26 June 2020)

Agreed as a true record. Page one congratulating members on the newsletter, page two discussion about LIVI, page three dates of future meetings.

Patrick has kindly given his NHS at 72 story to the CCG and it can be seen on their website. It was a lovely life story about Patrick living abroad and experiencing different types of health care and then on his return to the UK NHS services were much appreciated.

Matters Arising

It was agreed that the lockdown situation due to COVID 19 is very slowly returning to normal at the CCG. Marc explained that within the CCG there are now three new directors' posts. Wally will become Deputy Director of Transformation, Gary Charlton has been offered the Deputy Director of Commissioning and Corporate Development post and will be working more closely with the Working Groups. Janet Arris will become Deputy Director of Commissioning and Performance. Teresa Ho will be more involved with the Comms Working Group. This is due to changes within the CCG infrastructure. Sandra suggested that when the changes are finalised a chart of CCG staff names and their new titles could be produced; Marc agreed but not at this present time.

Newsletter Guidance

Michele explained that Helen Fox from NECS was part of the Comms Working Group and then it was Lee Kelly however for the timing of the newsletter the drafts were prepared by CHCF. It was agreed that Lee Kelly could attend some of the meetings to ensure minimal changes to the final draft. The members all agreed that the hints and tips guidance was beneficial. The point of the newsletter is to celebrate the Patient Forum and its achievements in local health initiatives and also to highlight current campaigns. Members also agreed they need to be informed by Lee

on the changes he has made and would be asked to provide tracked changes Although Lee is the CCG expert, capital letters and full stop changes are not necessarily deemed important to members. Marc agreed this can be frustrating and the newsletter will be put on the Patient Forum agenda.

Newsletter

The next newsletter for September is Issue 20 and it is now in draft form. It was explained that Susan also produces a shorter bulletin which is intended to be given to Practice Managers and their PPGs. The next newsletter will include up to date Coronavirus news and information on the winter flu vaccinations, this will be produced nearer the time so that the information is current. Patrick agreed that the up and coming flu vaccines were going to be a massive job for the NHS as the patients benefitting would increase. He asked if the tenants in nursing, residential and care homes could be vaccinated all in one go rather than individuals visiting their GPs. Marc confirmed that this procedure is already in place but with the current COVID 19 situation it may be different this year. It was confirmed that the pneumonia jabs are only available to people aged 65 and over. Heather said there will be a lot of confusion between influenza and coronavirus. Sandra thought it would be a good idea to produce a table of updated information; Marc said there will be an increase in publicity in the autumn. Carole will take out the Shared Decision Making item in the draft newsletter as this featured in the last issue.

LIVI Update

Marc gave a LIVI update and explained it is now live in all GP Surgeries with a gentle lead in. LIVI information is not currently available on the website. He confirmed the LIVI leaflet drop will be in place by 10 August 2020 and all households in North Tyneside will receive one. There will also be publicity articles in local newspapers. Susan asked if she could help to get the live LIVI link to be included in the bulletin, Marc agreed this was a good idea. Michele thought that the names of LIVI staff in the newsletter should be removed. Members were concerned that the LIVI leaflet hadn't been sent out earlier, but Marc said it had been delayed because of COVID 19 and it was crucial that the correct information was sent out. GP practices are promoting LIVI and patients need to know before downloading the App that they will need photographic ID and a pin number. When asked what LIVI stands for Marc replied it is not an acronym in particular it comes from Sweden and broadly represents good health.

Susan has liaised with Claire Howard from VODA and the Recovery College which has been helping people during the coronavirus in North Tyneside. They will write a piece for the newsletter describing what help has been given to residents, including the Good Neighbours Scheme. Claire agreed it was permissible to use photos from the VODA website. Susan has yet to speak to Ali Donkin from the Recovery College but will provide feedback as received.

Patrick is keen to put something in the newsletter about the telephone consultation triage system but is also concerned that maybe too much information is being included. He also said he would prefer to go through LIVI first before contacting a GP for a practice appointment, this is his preference and he finds it more convenient. Susan said it will be interesting to find out what GP video consultations will look like when the current situation is resolved; they are probably here to stay. This is convenient for people who do not drive or have potential mobility problems.

Michele is hoping the next Patient Forum meeting can take place at the Linskill Centre with a virtual screening for those members who are not yet comfortable attending in person. Everyone agreed the videocall Comms Working Group meetings have worked really well over the last few months. The last Self Care meeting was cancelled as there was no platform to base information on.

The Mental Health Working Group did meet with a small group of members but Janet Arris, Chair was unavailable but did provide a written service update

Heather asked Marc how GPs are feeling about LIVI, they are quite happy about this as an additional service and it does not affect their funding. Marc was also asked if practice screens were advertising LIVI; this hasn't been done yet as few patients have been attending the surgeries.

Members were willing to share their personal stories to be shared in the newsletter Sandra will also write one, she would like to praise NHS staff who are the unsung heroes during this difficult time. Sandra also informed the members she virtually attending the recent frailty meeting. Wally will discuss this with Lynn Craig at their next meeting. Gary Charlton is now involved with the frailty meetings. Also, Dr Alex Kent is in charge of the Falls Service and Lynn Craig is the Chair, Tracy Charlton is responsible for sending out the papers.

Marc also touched on the Strata project which is integrated with the referral pathway. Sandra would like members to be more involved and to know more about how the computer systems work, Marc will take this back to the CCG.

Susan is keen to put an article in the newsletter about the Cancer Plan and also to tackle choosing a Comms rep from each of the working groups to co-ordinate member stories. There are quite a few meetings before the September edition of the newsletter is published, which will give an opportunity to share more up to date information.

Michele confirmed that she and Lesley had visited a virtual Death Café meeting and found it to be very liberating and a chance for people to share their life and death wishes and experiences. It was very different to their preconceived ideas and thought it was a good platform to reflect on life's achievements. They will meet to discuss this further at the September Forum.

Michele explained to the members that Steve Rundle has confirmed the Rapid Specialist Opinion service was suspended due to COVID-19.

Instead there is now an Advice & Guidance service available from all specialties in our local hospitals for GPs to check if a patient should be referred or if they want a bit of support with primary care management.

Any Other Business

Claire Howard had suggested it would be good to look into how the newsletter could be distributed to GP Surgeries and individual patients making it much more widespread, although accepted she could not have any influence in this.

Marc said the Primary Care Networks are planning to get involved with the SIGN network and are aiming to make meetings less Council driven and with more GP practice involvement. They have pooled an amount of money to improve the service. Members agreed the PCNs could have a better line of communication with the Patient Forum and this would be raised in due course.

Michele is part of the CCG Primary Care Strategy and Assurance Group and receives some selected information, but it does not give a comprehensive picture.

Heather will forward a Northumbria Healthcare Trust update to Michele which can be shared with members.

It was agreed to contact members to establish a Comms rep from each of the Working Groups to ensure feedback is included in the newsletter.

Date of next meeting:

Friday, 28 August 2020

10am to 11.30am

Linskill Centre, Linskill Terrace

North Shields NE30 2AY

If the lock down is still in place, a Microsoft Teams video call will take place.

