

NHS North Tyneside CCG Patient Forum
Future Care Working Group
Wednesday, 4 December 2019
11am to 1pm
Linskill Centre
Linskill Terrace
North Shields
NE30 2AY

Notes

Attendees

Sandra Gillings	Priory Medical Group
Susan Dawson	Priory Medical Group
Steve Roberts	Lane End Surgery
Pat Bottrill	49 Marine Avenue
Judy Scott	Whitley Bay Health Centre
Lynn Craig	Clinical Commissioning Group (CCG)
Michele Spencer	Community and Health Care Forum (CHCF)
Carole Reed	CHCF

Apologies

Patrick Mayne	Collingwood Surgery
Ray Calboutin	Park Parade Surgery
Gillian Bennett	Wellspring Health Centre
Heather Carr	Whitley Bay Health Centre
Wally Charlton	CCG
Marc Rice	CCG
Mathew Crowther	CCG

Welcome and Introductions

Notes from last meeting (2 October 2019)

It was agreed that the statistics at the bottom of page one needed correcting as they don't reflect the actual GP referral take up; Lynn will consult with Teresa Ho at the CCG for quality monitoring data and give feedback to members. At the bottom of page three regarding North Tyneside members liaising with Gateshead, Northumberland, South Tyneside and Newcastle CCG patient forum members, Wally has been tasked with this. Steve Roberts suggested this some time ago after attending the NHS Leadership course.

Future Care Update

Frailty Service Event – Lynn Craig

Lynn confirmed the Integrates Frailty Service Event will take place on 22 January 2020 at the Grand Hotel Gosforth Park. This multi-agency event will be facilitated by the CCG and all members are invited to attend; Sandra and Judy were very interested in taking part.

Many staff working in associated services will be present at the event, including North Tyneside Council. It is expected there will be a very large turn-out. The attendees will be separated into small groups and seated on different tables. Steve asked about current service provision and what the CCG expects to get out of the event. Lynn explained that an agenda and supporting documents to give context would be sent out nearer the time via the Transformation Team. The object is to face challenges and to make the service more streamlined and simplified. Attendees will be informed about the next steps for the Frailty Service and what the future pathway will look like.

There will be an initial investment to build capacity within the service and keep existing parts that are working well. One example of duplication and overlap is a story about a patient who had three different visits in one day from the Nurse Practitioner, the Occupational Therapist and the Physiotherapist. If all three visits had been condensed into one meeting it would have saved everyone's time, put less strain on the resources and saved staff mileage as well as being more convenient for the patient and relatives. Pat reminded the members about a previous event held at the Village Hotel where afterwards nothing much came out of it and no action was taken. It is hoped it will be different this time.

Lynn explained this has been an ongoing process and information gathered at that time is still part of ongoing developments. The new Integrated Frailty service will comprise of Care Plus, Care Point, the Jubilee Day Hospital and the Intermediate Care Beds (currently at Howdon Care Centre and Prince's Court, Royal Quays). The aim is to get the service up and running by 30 January 2021. Firstly the CCG need to either identify a building and refurbish it to house the service; or acquire a site and erect a new build. It will be established how staff will work together within the new infrastructure. Lynn agreed the timeline for this is quite tight. The aim is to improve care for patients by removing the need for multiple handovers between different teams and to make better use of the resources available. This may mean changing the way in which the service works. Patients who are injured through falls can be picked up sooner and entered into the combined Integrated Frailty Service.

Lynn talked through her North Tyneside Integrated Community Frailty Service hand-out. There are lots of different services and teams involved in the provision for frail elderly patients but the system is fragmented and can be confusing and patient outcomes and experiences could be better.

Lynn showed another example where a patient aged 84 was very frail and in remission from cancer. The patient also had a knee replacement. She lives independently but was not ready to go home and so she was referred for assessment to Care Point. She was taken to Intermediate Care until she was ready for discharge. Patients can still be medically stable but not equipped to go home.

Lynn was asked to clarify how North Tyneside Council is involved; she explained that the Executive Strategic Group brings together different organisations and groups to work together to improve quality of life for people living in North Tyneside. This is achieved by building strong and inclusive communities, improving the environment and joining up services for residents to make them better co-ordinated and work together on issues in a more effective way. The Project Team meets weekly.

There is a huge amount of work going on with communications at NECS (North East Commissioning Support) and how things go forward will include the support of this group. Following a recent visit, members pointed out that staff at Care Plus have some concerns about their jobs, but Lynn assured the members their worry is unfounded.

The CCG aims to make services function better.

Lynn said there will be future events regarding the Frailty Service engaging with service users. There are different co-assessment tools, for example nutritional and geriatric which are the bedrock of the assessment in the social care input. It will be interesting to see how things are in two to three years' time; there is an action plan chart which includes a procurement notification. If action is taken on the process early on the finer details can be adjusted later.

Matters Arising

Michele will cascade the invitation to members again for the 22 January as the date and venue have changed. The Village Hotel did not have the capacity to hold the event. She will list all members who are interested in attending and it was agreed members are all patients and the event would benefit from their expertise.

Pat was unsure what Care Point actually does and it is easy to confuse it with Care Plus who only take community referrals. Also, service venues have been changed and as long as the teams work together it doesn't matter where they are based.

Working together is the system formula and if the right proposition is set up; staff could work in different locations. This is a valid point to make at the event. Michele has been tasked with putting together four patient experiences to showcase at the event, it was agreed that it would be even better to collect more, therefore all members agreed they would do their homework and produce a story each. They all agreed to share email addresses and liaise each other's stories before the 22

January, Michele said they could include areas on the border with Newcastle including the Freeman Hospital and the RVI.

Podiatry and Dentistry Services

The members agreed that patients gave varying different answers regarding their podiatry experience, some waiting a long time and others not, Michele contacted the services; diabetic at Rake Lane and community at Hawkeys Lane it was confirmed you can self-refer to the community service. Pat's husband who is diabetic had his feet checked at Hawkeys Lane but nails cut at the Diabetic Clinic Rake Lane.

Michele has asked for a leaflet and service update. The Innovations Working Group will put relevant information on GP Surgeries in-house screens.

Dentistry is free for people on low incomes but otherwise can prove to be expensive, people do need to check their own local arrangements.

Any other business

In the New Year Michele will set dates for all Working Groups and Patient Forums in conjunction with the CCG Corporate calendar. It was agreed that the next Future Care meeting should be after 30 January as the notes from the Frailty Event will then be available. The Working Groups will also be reviewed, and the way forward will be decided.

Date of Next Meeting

Wednesday 4 March 2020

11am – 1pm

Room B3

Linskill Centre

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North Shields

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