

**NHS North Tyneside CCG Patient Forum
Future Care Working Group
Wednesday, 6 February 2019
11am to 1pm
Linskill Centre
Linskill Terrace
North Shields
NE30 2AY**

Notes

Attendees

Sandra Gillings	Priory Medical Group
Susan Dawson	Priory Medical Group
Anne Carlile	Priory Medical Group
Pat Bottrill	49 Marine Avenue
Judy Scott	Whitley Bay Health Centre
Gillian Bennett	Wellspring Practice
Steve Roberts	Lane End Surgery
Marc Rice	Clinical Commissioning Group (CCG)
Alex Punton	North East Commissioning Support (NECS)
Mark Carroll	NECS
Michele Spencer	Community and Health Care Forum (CHCF)
Carole Reed	CHCF

Apologies

Wally Charlton	CCG
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Notes from last meeting (3 October 2018)

Agreed as a true record apart from an amendment of page 2 paragraph 2 the Referral Management System has been changed to the Rapid Specialist Opinion Service.

Matters Arising

It was agreed that the Locality Support Officers should be invited to this group meeting. Marc explained that their role is different to the Locality Directors who are Dr Ruth Evans, Whitley Bay, Dr Sean Lackey, North West, Dr Dave Thompson, North Shields and Dr Kirsten Richardson, Wallsend. In addition Northumbria Healthcare Foundation Trust have appointed Locality Managers. Spirometry is a project being undertaken in North Shields Locality and is now fully up and running.

Frailty Event

Judy went to both of the Frailty Event Meetings along with staff from Age UK and Care Plus who are based at Appleby Surgery and an Area Manager from a private

care home. As yet there is no feedback but some information was collected about levels of frailty from mild, moderate to severe. GPs use a Frailty Index Assessment Tool. Judy thought it would be useful to invite a person from Care Plus to this meeting. Marc said Mathew Crowther and Dr Alex Kent had also produced a piece of work on frailty.

The Community Falls Service

The Community Falls Service has been given an 18 month extension; Dr Kent is now on maternity leave and has been temporarily replaced by Lynn Craig.

Realistic Medicine

Feedback from Anne showed that information has been received from Newcastle University and she will send this to Michele. The lead consultant for Realistic Medicine is Jeremy Rushmer, Northumbria Healthcare Foundation Trust Executive Medical Director.

Q What is the difference between Realistic Medicine and Shared Decision Making.

A There is a subtle difference but ultimately they are both aimed at patients being at the centre of treatment and care plans.

Transformation

Digitisation is up and running and all 27 practices except two have now signed up. There are issues concerning the technical side in surgeries some are using the EMIS package and some SystmOne there is around a 50/50 split.

Remote Working

There are some IT software problems throughout North Tyneside, Northumberland and Newcastle other than that the Remote Working Project is progressing well.

NECS

Mark Carroll explained that NECS are working in conjunction with the CCG. Long term strategic change or transformation and short-term high-impact activity on managing services by NECS can design and deliver cost-effective, innovative and high quality solutions to complex healthcare challenges.

Mark explained they will visit ten of the 27 GP practices which include three in Whitley Bay, three in Wallsend as well as Appleby, Swarland and Wellspring Surgeries to talk to GPs and Admin Staff and look at potential solutions to find out what patients want from practice websites. This will be carried out by 31 March 2019 and could be a catalyst for change. The following step after the visits and surveys will produce a landscape analysis on how the 27 practices operate and in turn this will influence the CCG strategy and identify gaps in the service. Being able to book appointments and request repeat prescriptions reduces the time GPs have to spend

on face to face consultations saving their valuable time. It was agreed that not all patients have access to the internet and it is to their disadvantage if they have to ring the surgery at 8am and then can't get through. Mark and Alex will attend the next Future Care meeting to give members any relevant feedback.

The Great North Care Record is a new way of sharing medical information across the North East and Cumbria which can be accessed by health practitioners. Key information such as diagnosis, medication and other healthcare provisions can be shared between the relevant hospitals, out of hours and ambulance services. Currently information about patients isn't easily shared between the different organisations so the care record will make it much easier to access electronic patient information. Currently health services can only access a read-only version of the patient's GP record with their permission. Not all patients are comfortable with their information being shared in this way but it is relatively easy to opt out.

Primary Care Home

Primary Care Home is an innovative approach to strengthening and redesigning primary care. The model brings together a range of health and social care professionals to work together to provide enhanced personalised and preventative care for their local community. Staff come together as a complete care community – drawn from GP surgeries, community, mental health and acute trusts, social care and the voluntary sector – to focus on local population needs and provide care closer to patients' homes. North Shields Locality, Northumberland Tyne and Wear NHS Foundation Trust, and North Tyneside Council are all working together to monitor developments.

Any Other Business

Cramlington Hospital has now cleared a section in which ambulances have greater access for patients. Sandra informed the members that a visit to the Emergency Unit at Cramlington Hospital is to be arranged and it was noted that the parking charges there have increased.

There does not seem to be any complaints about Urgent Care at Rake Lane Hospital which opened on 1 October 2018 and the NHS 111 system is working very well.

*Please note this additional meeting is being held to enable NECS to feedback on their work.

Date of Next Meeting

Wednesday, 27 March 2019

Room B3

Linskill Centre

Linskill Terrace

North Shields

NE30 2Y