

NHS North Tyneside CCG Patient Forum
Future Care Working Group
Wednesday, 7 August 2019
11am to 1pm
Linskill Centre
Linskill Terrace
North Shields
NE30 2AY

Notes

Attendees

Wally Charlton	CCG
Marc Rice	CCG
Sandra Gillings	Priory Medical Group
Pat Bottrill	49 Marine Avenue
Judy Scott	Whitley Bay Health Centre
Gillian Bennett	Wellspring Practice
Michele Spencer	Community and Health Care Forum (CHCF)
Carole Reed	CHCF

Apologies

Susan Dawson	Priory Medical Group
Steve Roberts	Lane End Surgery
Ray Calboutin	Park Parade Surgery
Patrick Mayne	Collingwood Health Group

Notes from last meeting (5 June 2019)

Agreed as a true record.

Matters Arising

Care Plus

PB Expressed her thoughts about the two week waiting time for an appointment or referral with Care Plus it is not really very good practice and patients who need immediate care will inevitably ring 999. Wally said he would chase the referral process up with Shaun Lackey, CCG Clinical Director and come back to the members with feedback to show how many patients come through the system and where they end up. Wally will also speak to Mathew Crowther and Lynn Craig; he is quite happy to continue acting as Chair but they both should be invited to this meeting to give their updates.

Wally informed the members he had received an email from Mathew on 5 August 2019 and proceeded to read it out. Mark Adams and the Chief Executives have

approved a proposal to create an integrated community frailty service in North Tyneside which will bring together the clinical teams currently within Care Plus, Care Point, Jubilee Day Hospital and Intermediate Care. Later in the year the CCG and Northumbria will run a joint procurement to help reduce duplication in some areas of the pathway and close the gaps in others. Earlier this year the CCG has also launched its Voluntary Sector Grants Scheme which aims to increase support within the Voluntary Sector and provide health and well being services in North Tyneside. Over 40 different bids have been received and are currently being assessed, with the expectation that this will lead to significant new investment.

Care Plus will be moving all of their workforce to 10 Hedley Court which is next door to the CCG premises.

The CCG has commissioned pieces of work using £200,000 worth of grants for small one year projects and four large appointments which will be interviewed tomorrow including £100,000 over a three year period.

Wally explained how pleased the CCG are with their Outstanding Award rating given by NHS England in an annual review of their performance in 2018/19. Well done to everyone concerned; the CCG has come a long way financially over the past three years.

JS Expressed concerns about the variable groups in Care Plus and how they are recording the frailty scale, there is a lot of work to be done. Some GP practices do refer frailty patients and others don't. There is a lack of social services input and the service needs more social workers to give their input. Wally explained that the whole pathway needs to be reconfigured and some integrated care work will take place in the next six months to implement changes.

Marc informed the members about the latest telehealth computer kit which is called Whzan. It is a device that achieves a substantial amount in resources, which improves patient lives and empowers care workers. The Whzan kit is a relatively new addition to the service and its function is to electronically monitor patients' blood pressure and temperature. Marc has done a phenomenal job with the training. North Tyneside Transformation team has been conducting mock CQC inspections in residential and nursing homes. In turn this helps to solve any issues that may arise. The members showed an interest in meeting Ruth Marshall and Joanna Waggott who is on the Carers Partnership Board and who works closely with Ruth and the Practice Nurses. Maybe they could be invited to this meeting to do a presentation.

Members all agreed that patients get confused when receiving home visits; they can sometimes not know who the different staff are and which department they are from. A good practice would be to leave a note giving those patients their identity and role. In past years there used to be a book that staff filled in at the patient's home, it is not good practice for patients to let strangers into their homes.

The NHS Long Term Plan - a summary

Wally showed the members Steve Rundle's (Head of Commissioning) presentation and informed them that Steve Rundle will be in a position to bring feedback to the meeting. Wally explained the following contents of the Long Term Plan which include:

- the funding commitment from the government
- the Implementation Framework
- the integrated approach to strategic and operational planning
- the structure
- the System Delivery Plan
- the Key planning milestones
- the oversight and assurance
- the Webinars for system and regional leads
- the Resources.

Wally said there could be some alignment collaboration with Newcastle, Northumberland and Gateshead CCGs; the members discussed whether they have a Patient Forum in place similar to North Tyneside.

The Governance Framework will be made more efficient over the coming months and Steve Rundle and Anya Paradis will come to this meeting to present the information and make it clearer for members.

There is a lot happening within the CCG and the vast majority is really positive although there is still a lot of work to be done. Funding has been approved for Practice and Specialist Nurses training James Martin is the Lead on this.

Any Other Business

Steve Roberts has given Michele a note with some questions:

Can a summary sheet on the ICS and the ICP be produced for distribution?

Wally said yes it is possible but not just now, maybe in the next three to four months.

How does the Care Plus fit in with the ICS and the ICP? There is integrated programme government involvement. Steve is not convinced that the community at large are up to speed in relation to the NHS Long Term Plan and invited any comments from members.

JS Asked if chiropody which is linked to diabetes and dentistry could be put on the agenda for the next meeting.

Date of Next Meeting

Wednesday, 2 October 2019

11am – 1pm

Room B3, Linskill Centre

Linskill Terrace, North Shields NE30 2AY

Future Care Working Group 7 August 2019 Actions

Notes no	Action	Responsible	Target Date	Status
Care Plus	Confirm referral process	Wally Charlton	2 October	
Attendance	To invite Mathew Crowther and Lynn Craig from the CCG to future meetings	Michele Spencer		
Care Plus	Member visit	Michele Spencer	After Care Plus premises move	
Nursing	Invite Ruth Marshall Nursing and Care Home lead to the next meeting	Michele Spencer	2 October	
Carers Partnership Board	Invite Joanna Waggott to a future meeting	Michele Spencer	To be decided	
Long Term Plan Governance Framework	Invite Steve Rundle and Anya Paradis to future meeting	Michele Spencer	4 December	
Primary Care Home	Feedback on developments	Wally Charlton	To be decided	
ICS/ICP	Summary sheet requested by members	Wally Charlton	Early 2020	
Podiatry and Dentistry	To be added to October agenda for discussion member request	Michele Spencer	2 October	