

**North Tyneside Clinical Commissioning Group (CCG)
Development Session**

**Wednesday, 12 December 2018
10.00am to 12-noon**

**Linskill Centre
Linskill Terrace
North Shields
NE29 2AY**

Present:

Pat Bottrill, MBE, 49 Marine Avenue
Hazel Parrack, 49 Marine Avenue
Heather Carr, Whitley Bay Health Centre
Judith Scott, Whitley Bay Health Centre
Viki Mayes, Beaumont Park Medical Group
Steve Roberts, Lane End Surgery
Ray Calboutin, Park Parade Surgery
Sandra Gillings, Priory Medical Group
Susan Dawson, Priory Medical Group
Eleanor Hayward, Chair Patient Forum
Marc Rice, Service Improvement and Development Officer, CCG
Anne Timmins, CCG
Tracy Charlton, Locality Support Officer, CCG
Colette Horner, Locality Support Officer, CCG
Michele Spencer, Community and Health Care Forum (CHCF)
Carole Reed, CHCF

1. Refreshments

2. Welcome and Introductions

Michele welcomed the members and everyone present introduced themselves.

3. Successes of the Forum

There was a discussion about Patient Participation Groups (PPG) in GP surgeries; it was confirmed that it is not compulsory to have one and some GPs don't approve of them. It was agreed that the Care Quality Commission (CQC) would mark down any GP practice that doesn't have one. It was concluded that it is very difficult to get patients to join the PPGs within surgeries only certain people get involved more patient awareness of the groups is needed.

Michele thanked the members for their hard work and influence and stressed it was a huge compliment to them that all the positive efforts have been achieved. She

confirmed that all information was cascaded by email to all the 29 GP surgeries including the CCG newsletter.

It was suggested to Eleanor that a letter should be sent to Mat Hancock, MP Secretary of State for Health and Social Care and Simon Stevens, Chief Executive of NHS England to make them aware about the work and progress that has been achieved by the CCG Patient Forum members. It was agreed that this would be better coming from Dr Lesley Young Murphy.

A reflection of some of your successes include:

Mental Health App

Self Care App

CCG Patient Forum newsletters

Continued support and dedication to the CCG and Patient Forum

Time spent attending Working Groups

Supporting the CCG as a critical friend

Support for the development of the Care Plus Service

The Falls video and publicity material

Support for the development of the Royal Quays Intermediate Care Rehabilitation Unit

Sharing health campaign information

Urgent Care service walk through and engagement

Involvement with the back pain workshops – the group are currently looking for suitable free locations to meet with disabled access and parking - the Fire Station was suggested but because the physiotherapists are paid workers that venue is unavailable. Other venues put forward were local clinics, libraries and GP surgeries. North Shields locality is proving difficult but the YMCA Building, Church Way could be an option.

Continuation of Eddy's Haven Walk – This is still ongoing and is run by Viki Mayes every Thursday morning. Eddy's son and cousin still also attend.

Mental Health Awareness Day – This is a national event which involves the community and voluntary sectors. In North Tyneside there was some collaborative work done with Healthwatch.

Palliative Care initiatives involvement

Community Nursing Review – This was carried out by Alex Kent with input from Patient Forum members the feedback will be available at the turn of the year.

Feeding back to your PPGs

Pat explained about the Area Prescribing Committee which has merged between North Tyneside, South Teesside and Gateshead has implemented a new scheme with 30 local pharmacies headed by David Campbell, Chief Pharmacist of the NHS Trust. to save millions on the price of medication. The drug companies are not happy about this.

Pat thanked the CHCF facilitating team for a very efficient service and it was also confirmed that the North Tyneside Patient Forum is unique as no other similar one exists. The CCG sought special permission from NHS England to create the Forum which is quite significant and really important.

4. Working Groups

End of Life Working Group

Hazel commented that Dr Kathryn Hall who is the Chair of this group is brilliant and very enthusiastic. Her work with the Rapid Response System is growing and being serviced beautifully. This group meets every three months. Also Newcastle University have taken an interest in the Emergency Health Care Plan. Dr Hall also has strong connections with Marie Curie and the Macmillan Nurses.

Mental Health Working Group

This group have collated strong information on mental health services and have visited the Memory Clinic in North Shields and Rake Lane Hospital Mental Health Services for Older People on wards 19, 20 and 21. The group are involved with Talking Therapies and contributed to World Mental Health Day. The meetings are chaired by Janet Arris, Commissioning Manager from the CCG. The group would like to involve more members, everyone is welcome.

Self Care Working Group

This working group delivers the back pain workshops, attendance varies but there two physiotherapists who give their advice. They have placed posters in GPs surgeries to gain publicity. The group have learnt about back related problems and the 'motion is lotion' theory, also about arm chair exercises and relevant medication.

Comms Working Group

This is an excellent group who produce the CCG Newsletter which puts out lots of relevant information on health and social care. The newsletter is circulated to all Forum Members, GP surgeries and cascaded by email to 3,600 individuals. Hard copies are available to anyone on request. Topics vary and they are always looking to widen information that is included. It was agreed that updates about the Care Navigators should be included in the Newsletter.

Future Care Working Group

This is a work in progress which Wally Charlton currently Chairs. Unfortunately the winter meeting was cancelled but the next one will take place on 19 February 2019. They have consulted about Urgent Care and have been working with Alex Kent who is involved with the Cancer Plan. This group was originally called the Older People's Working Group but it has since evolved into Future Care. Some members thought the name of the group should be changed and would welcome feedback from members.

Members agreed it would be a good idea to invite GP Surgery Practice Managers to attend Working Group and Patient Forum meetings.

On a good point Pat informed the members about an incident where her husband took ill and rang 111 at 7am on a Sunday morning who then sent an ambulance within 18 minutes who took him to Cramlington Hospital. He then was given excellent treatment and then discharged home. He was offered the services of a physiotherapist and an occupational therapist and given an information leaflet about the Gateway Team. Seamless care and only £1 to park!

Michele topped up reflections on the Working Groups and will produce new information for any members wanting to join. She will update information on RSO in conjunction with Steve Rundell. It was agreed the Self Care Working Group should take on other conditions rather than just back pain. It was thought publicity could be gained by contacting the News Guardian – they are more likely to be interested if they receive photographs along with relevant information.

Actions

Michele to send out information regarding the Gateway Team.

Michele to send out list of activities to Hazel.