

North Tyneside CCG Patient Forum Newsletter

June 2017



Eleanor Hayward – Forum Chair

The North Tyneside Clinical Commissioning Group Patient Forum took part in a Development Session during May to shape the way the Forum and working groups operate.

Members are congratulated on their involvement with the development of a mental health and self-care app, involvement in back pain workshops for patients, healthy walks and palliative care initiatives. These are just a few areas where the Forum and Working Groups have made a difference to patient care. Thanks also goes to patients and NHS staff in North Tyneside for their efforts during the recent cyber-attack ensuring patient services were disrupted as little as possible.



Future Care

Future Care is a programme aimed at joining up schemes (end of life, older people including care plus, community services, primary care, quality improvement, urgent and emergency care inc. locality access) that mitigate the risk to patient care by strengthening and enhancing primary and community services management of demand.

Each scheme will be managed in isolation, but there are inter – dependencies, which means that there is added value in considering the schemes together as one programme, so that there are joined up communications, a coordinated Quality Improvement and education offer, a planned approach to implementation, an understanding of financial implications, coherent monitoring and reporting and an understanding of contract management implications.

The first future care event took place during June, where stakeholders were asked to develop a blueprint with regards to how the future of integrated primary and community services should look.

Patient Forum members look forward to being involved in the next stage of this programme.

Care Plus update



Care Plus has been re-launched during June at Appleby Surgery in North Shields, and continues to work for elderly and frail people living across Whitley Bay and North Shields.

The new-look Care Plus brings together health care professionals, social care and voluntary services, so that people are able to enjoy a better quality of life.

Patients registered with one of the participating surgeries may be referred into the scheme to help them maintain their independence so they can stay in their home. One of the service's doctors, community matrons or pharmacists then works with the patient, their family and carers, to create a care plan and make it happen by coordinating all of the relevant services, including the NHS, Age UK and many other services. There is now also a dedicated geriatrician for the service.

The previous version of Care Plus was launched in July 2016. Data obtained from the service showed that there were fewer visits to A&E, fewer admissions, and shorter stays in hospital because the service provided the right support at home. Building on this success, the re-launched Care Plus scheme will work to support approximately 1,500 elderly people across Whitley Bay and North Shields initially, working side-by-side with key partners, such as Age UK North Tyneside.

Royal Quays Intermediate Care Rehabilitation Unit

Two members took part in a walk-through of the service during April. This is a 20 bed unit within Akari Care's Princes Court residential home on the Royal Quays, North Shields.

The service is a GP-led model under the temporary care of Collingwood Surgery. The unit is managed by a Registered Nurse and a multi-disciplinary care team, and the length of stay for patients can be from two to six weeks.



In recent weeks 14 people were discharged to their home address with support from the Community Rehabilitation Team, six were discharged to their home with their previous home care package, four were discharged home with no further care, two were discharged home with reablement and three were readmitted to hospital.

Members observed the standard of accommodation is very good and meets the needs of both people in residence and the service providers. Some minor building adaptations are planned to further enhance service provision. There is good provision of equipment and people have their own rooms.

In addition, there is a highly motivated and cohesive management team with first class interaction between disciplines. High quality person centred care is provided to enhance rehabilitation. The Carers training and development needs are actively supported.

The unit will undertake a further review of their service provision after six months of the unit's operation and members will have another visit in the coming weeks.

Patient Partner

Patient Partner is a system that enables patients to book, cancel, check or change appointments at any time, night or day using their telephone. The system is a PC/Server based solution, which connects to the GP Practice telephone system. It also integrates with the electronic appointment book, ensuring that it can operate in 'real time'.

Patient Partner helps our practices to extend reception opening hours, manage, improve and ease telephone access and promote and administer appointments for seasonal/specific clinics.

Four practices are involved in the pilot at different stages of delivery. After initial teething problems, results where the full system has been installed (appointments and prescribing as opposed to prescribing module only) have, at this stage, been very positive with more patients using the system effectively and therefore increasing access to appointments and enabling the practices to become more efficient.

Care Navigators

People call and visit their GP practice for all sorts of reasons, because the GP practice is often the centre of the community. Not all of these calls are medical, and yet your GP practice may still be the right place to call. Practice staff are being trained to be "Care Navigators".

Reception staff within GP practices are highly trained and highly professional. They are examined every year and know how to assist in medical emergencies, keeping medical records secure, and also sharing the right information with those involved in delivering care. Many of the reception staff will have a particular interest in a certain area so they all work together as a close team, referring to the expert in that area if they aren't sure.



There are over 900 local groups in North Tyneside to help people if they are feeling lonely, low or in need of a new activity/exercise or interest with a further opportunity to improve their own health. Care Navigator Practices and the SIGN Network have access to this list and be able to talk to patients about what suits their interests. In some practices, Care Navigators will also help people choose which hospital appointment they want, which gives more time to make an informed choice.

For more information on the SIGN network, you can visit: <http://www.sign-nt.co.uk/>

Shared Decision Making (SDM) evaluation

Patient representatives from the two pilot practices are in the process of undertaking a three stage evaluation to ascertain how well their practices are doing at involving patients in choices and decisions about their care. They are looking at three areas:

Environmental - checking waiting areas and the practice website, not only for Shared Decision Making literature but for evidence that there is good access to a wide range of patient information.

Organisational - Five minute interviews with clinicians, using preset questions, to ascertain the extent of their knowledge and usage of Shared Decision Making in consultations with patients.

Patient experience - completion of an exit survey using preset questions either by face-to-face discussions with patients or providing a survey to the patient for them to complete.

The results will be analysed and shared with each participating practice. Feedback will also be collected from anyone from the Practice who participated in the evaluation. Results from both will help shape what happens next, as the hope is to extend the evaluation to all practices in North Tyneside.

The evaluation format has been devised by NTCCG Forum members, with the assistance of the MAGIC (Making Good Decisions in Collaboration) project at Newcastle University.



Self Care and Wellbeing Working Group

Local GPs recently attended a musculoskeletal education event, where they were updated on the nature and purpose of the back pain workshops, which are facilitated by the Self Care working group and physiotherapists from Northumbria Healthcare. Dr Ruth Evans, who is the lead GP for referrals, is keen to promote the workshops as a first step in the treatment pathway for back pain.

There is good evidence of the benefits of attending a workshop. Follow-ups from a sample of attendees of the original round of workshops showed that no one in the sample had re-consulted with their GP.

Consequently, the Self Care group has agreed to increase the frequency of the workshops to monthly with effect from June. Workshops will continue to be held at North Shields Library and Killingworth, White Swan Centre and will also be extended to Wallsend Library to give patients a wider choice of venue. All three venues have good transport links.

Dates, and venues for the Self Care back pain workshops are as follows and they will also be advertised by poster and on GPTeamNet (the practices' intranet system). Workshops will commence at 5.45pm and last approximately an hour:

- 27 July - Killingworth White Swan Centre
- 24 August - North Shields Library
- 26 September - Wallsend Library
- 19 October - Killingworth White Swan Cer
- 23 November - North Shields Library



Self-Care – hay fever

Hay fever is a common allergic condition that affects up to one in five people at some point in their life. Patient Forum members who suffer from hay fever worked with a local pharmacist to promote the following advice:

Symptoms of hay fever include:

- sneezing
- a runny nose
- itchy eyes

You'll experience hay fever symptoms if you have an allergic reaction to pollen. You can have an allergy to:

- tree pollen, released during spring
- grass pollen, released during the end of spring and beginning of summer
- weed pollen, released late autumn

Self-help tips

It's sometimes possible to prevent the symptoms of hay fever by taking some basic precautions, such as:

- wearing wraparound sunglasses to stop pollen getting in your eyes when you're outdoors
- taking a shower and changing your clothes after being outdoors to remove the pollen on your body
- staying indoors when the pollen count is high (over 50 grains per cubic metre of air)
- applying a small amount of petroleum gel to the nasal openings to trap pollen grains

More information can be found on the NHS Choices website www.nhs.uk/conditions/hayfever/pages/introduction.aspx

