

Notes of the meeting of the North Tyneside CCG Patient Forum held on 10 January 2019 held at The Linskill Centre, Linskill Terrace, North Shields, 11am – 1pm

Present: The meeting was chaired by Eleanor Hayward

Practice Representatives:

Priory Medical Group	Susan Dawson Sandra Gillings Anne Carlile
49 Marine Avenue Lane End Surgery	Pat Bottrill MBE Colin Thomson Steve Roberts Steve Manchee
Park Parade Surgery Whitley Bay Health Centre	Ray Calboutin Heather Carr Judy Scott
Collingwood Medical Group	Phil Howells Peter Maitland
Wellspring Medical Practice Village Green Surgery Beaumont Park	Gillian Bennett Bill Critchlow Viki Mayes

In attendance:

NHS North Tyneside CCG	Eleanor Hayward
Alasdair Cameron	ReCoCo
Beth Williams	Launch Pad
Community & Health Care Forum	Michele Spencer
Community & Health Care Forum	Carole Reed (Note taker)

Not in attendance:

West Farm Surgery	Patsy Lemin
Portugal Place Health Centre	Tina Trowbridge
West Farm Surgery	Grace Foggin
West Farm Surgery	Andrew Fothergill
Park Road Medical Practice	George Mitchell CBE

Apologies for absence:

NHS North Tyneside CCG	Dr. Lesley Young Murphy
NHS North Tyneside CCG	Wally Charlton
49 Marine Avenue	Hazel Parrack
Swarland Avenue Surgery	Steve Cattle
Forest Hall Medical Group	Judith McSwain
Wellspring Practice	Anne Lawson Val Telfer
Marine Avenue Surgery	Jon Routledge
Nelson Medical Group	Sylvia Hall
Battle Hill Health Centre	Dean Stewart
Monkseaton Medical Centre	John Tanner

Welcome and introductions: Eleanor Hayward welcomed members to the Patient Forum and thanked everyone for taking the time to attend. She also introduced today's guest speakers Alasdair Cameron from ReCoCo and Beth Williams from Launch Pad.

Apologies: Apologies for absence were received as above.

Confirmation of quoracy: The meeting was confirmed as quorate.

Declarations of interest: There were no declarations of interest but everyone was encouraged to declare any if relevant. It was agreed some issues may arise at some stage from Future Care.

Notes of the previous meeting dated 15 November 2018: The notes were agreed as a true record.

Matters Arising

There were no matters arising.

ReCoCo – Alisdair Cameron

Alisdair gave a brief explanation about the history and context of what ReCoCo do as well as the links in North Tyneside to Launch Pad. He outlined some of the problems people who attend suffer from which range from learning disabilities, alcohol abuse, autism, dysfunctional families, etc: mental health is broadly at the heart of these multiple problems. There is an enormous amount of involvement and engagement as there are gaps in the general system. Around five or six years ago there was national diktat that every mental health trust should have a "Recovery College", through the Implementing Recovery through Organisational Change (ImROC) framework. . Elsewhere in the country they had large budgets but ended up essentially setting up things resembling further education colleges and sixth forms just with a service user to help co-present the courses. NTW in this area were tasked to set up the Recovery College using the Voluntary Sector user groups for exploratory work, and together they decided that with Tyne Met College, Newcastle College and Gateshead College existing creating something else along those lines was not what was most needed. The first Recovery College was set up in a small space at St Nicholas Hospital where Launch Pad, North Tyneside Art Studio and other groups were involved. This was quite successful but being based in a psychiatric hospital was a backward step. Discussions were held with Newcastle and Gateshead CCGs and they agreed to invest some money into the project and at this point ReCoCo moved into premises at Broadacre House in Newcastle which also housed 30 other charity and voluntary groups which was very beneficial to crossover working and the formation of a collective.

The Recovery College is a collective which has progressed and has now moved on to an alternative base in Market Street, Newcastle. ReCoCo is very flexible and doesn't mind when and how often people attend groups; visits are open ended and people may return at any time. There are three types of courses or groups: those relating to problems eg anger management, low mood, grief, unusual experiences (psychosis) etc et; those relating to specific demographics eg LGBT, Women's Groups and Trans and lots of other organisations including MESMAC; and those relating to interest and, passions and hobbies/activities, such as music, streetwise opera, song writing, comedy, theatre, walking group, horticulture, IT/computer games and writing. In all cases particularly in the last four years ReCoCo don't like to say no to anyone the answer will always be yes. There is a very wide prospectus which can be accessed on the website or in the Recovery College magazine.

For someone experiencing mental health difficulties the input from secondary mental health services is often very limited (if they get any help at all: those services are very stretched) amounts to only maybe an hour a week, if that, so ReCoCo fills in the rest of the week building support systems and focussing away from people's problems. We like to find out what people like doing and what they are good at. Although funded through Newcastle and Gateshead CCG many residents from North Tyneside attend the college.

There are currently ongoing discussions with North Tyneside CCG on reopening a Recovery College in the area. This all depends on what funding is available and what model should be used. Whether it be a copy of ReCoCo, an offshoot, or something wholly different, the main focus is to help people who have ongoing mental health problems or maybe have housing or benefit problems, or have a dysfunctional family, or any combination. The Patient Forum Mental Health Working Group is ideally placed to raise awareness of the need for a Recovery College in North Tyneside to the CCG who have recognised there is some funding available. The next Mental Health Working Group meeting is on Tuesday, 22 January 10.30am at 205 Park Road and all members are welcome to come and discuss possible ReCoCo investment. Janet Arris is the CCG Commissioner who Chairs this group. Voda have expressed strong interest and are holding the pot of money earmarked to develop a North Tyneside college. All parties are keen and willing to work together to produce a viable and sustainable solution.

At ReCoCo referrals can come from GPs, secondary care, tertiary care, social care or other agencies, or a person may self refer: both options are acceptable and there are no fees to pay. ReCoCo has approaching 2,000 people on its books and through the collective. They monitor everyone's involvement progress and diligently measure the outcomes using a strong evidence base. People are asked about their terms of self worth and confidence. All of the staff have used mental health services themselves. There are also peer support workers, employed by NTW, who work sessions at ReCoCo. NTW provides support through staff like them and contribute substantially in kind, while the CCG underwrite the whole set-up. Now is a good time to set up a North Tyneside Recovery College if the funding is available maybe a hub and spoke model which would relieve pressure on the NHS. The previous attempts at a college in North Tyneside both folded, for differing reasons, but a lack of ongoing resources featured both times.

Q Do people just turn up or do they have to have an appointment?

A Some people do just turn up but on the whole people will ring up to schedule an appointment or access the website and contact us by email. The website address is in the magazine. Those who turn up on spec will be welcomed but also asked to schedule an appointment

Q Are all GPs and Care Navigators aware of the Recovery College?

A Not all of them but we do send out some publicity depending on the geographical boundaries.

Q Could a North Tyneside College be absorbed in the Newcastle and Gateshead one?

A Yes with the appropriate funding it depends on which way is the most cost effective to merge or have a totally separate college.

Q Has a minimum spend been already been produced?

A It depends on which model is expressed to wish for. A satellite system had also been considered.

The success at ReCoCo incorporates their model is to have no model, just learning to look at what works in broad terms and be happy to work together as long as it expresses what people wish for.

Actions

Monday, 14 January 2019 Anne will inform the Mental Health Integration Board, about the possibility of having a Recovery College provision in North Tyneside.

Alisdair to liaise with VODA, NTW, Beth Williams- Launch Pad and Janet Arris from the CCG.

Working Groups Briefing and Feedback Development Session

The Development Session went very well with good attendance, there was a reflection of some of the members' successes during the year. There was also a discussion about Patient Participation Groups (PPGs) it was confirmed that it is not compulsory to have one. Michele thanked the members for their hard work and achievements and confirmed all information was cascaded by email to all 29 GP surgeries. The members gave feedback on the ongoing activities that have been accomplished within the Working Groups.

Nb: It was noted that on the Development Session notes page 2 should read South Tyneside not Teesside.

Members visited the Royal Quays Rehabilitation Unit and agreed things were ticking along nicely and the computer systems were better.

Care Plus have a meeting to be arranged based at Appleby Surgery, Hawkeys Lane, North Shields.

There was a visit to the Urgent Care department at Rake Lane Hospital which was very interesting. They have 130 patients on average per day. Their system is pretty straight forward where medicines are computerised and automatically renewed. The service is available 8am to 12 midnight; anyone needing treatment from 12 to 8am would be re-directed to Vocare Ltd on Benton Industrial Estate. Ideally patients are encouraged to ring NHS 111 to seek advice about appointments. Also people with ill children aged under two should go to Cramlington Hospital. The members were confident that this new unit would stop clogging up the system at NSECH. A visit to Cramlington Hospital is in the pipeline for around March 2019, all members will be invited.

Comms Working Group

Judy Scott has now attended two Regional Discussion Days which come under the 'Care closer to home' initiative and go under the tag line 'ICARE'. There is an electronic frailty index recording instrument which is used by many GPs across the region and shows the graduations of frailty are fit, mild, moderate and severe. There was talk of a local meeting of a Community of Practice possibly on 4 September. Judy would be interested to know if there is a role for this subject within the Patient Forum or could an expert on frailty be invited onto the agenda.

Self Care and Well Being

Liz Brittlebank, Practice Manager at Wellspring Medical Practice is still running the Back Pain Workshop which has no specific control from this Forum. It was suggested that a separate group could be set up with a different name to examine other aspects of self care and well being

this could possibly link into an Innovations Group 'Keeping fit for longer' or Future Care. It was agreed Liz should be consulted first.

Any other business

North Shields Locality are in the process of introducing a well being on prescriptions initiative. Care Navigators will be part of that process. A proposal is in draft form and will be shared with members when agreed.

The Cancer Plan which was started six to seven months ago by Donna Sample aims to be completed by the end of March beginning of April 2019. Joan Macintosh has focussed on a specific piece of work to comply with NHS guidelines and will bring feedback to the Patient Forum meeting in May 2019.

Date and Time of Next Meeting:

Thursday, 14 March 2019

11am to 1pm

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY