

Notes of the meeting of the North Tyneside CCG Patient Forum held on 10 May 2018 held at The Linskill Centre, Linskill Terrace, North Shields, 11am – 1pm

Present: The meeting was chaired by Eleanor Hayward

Practice Representatives:

Beaumont Park	Victoria Mayes
Priory Medical Group	Susan Dawson
Park Road Medical Practice	George Mitchell CBE
49 Marine Avenue	Pat Bottrill MBE
	Hazel Parrack
Village Green Surgery	Bill Critchlow
West Farm Surgery	Andrew Fothergill
Nelson Medical Group	Sylvia Hall
Collingwood Medical Group	Phil Howells
	Peter Maitland
Wellspring Practice	Anne Lawson
Lane End Surgery	Colin Thomson

In attendance:

NHS North Tyneside CCG	Lesley Young Murphy
NHS North Tyneside CCG	Mark Adams
Community & Health Care Forum	Michele Spencer
Community & Health Care Forum	Carole Reed (Note taker)

Not in attendance:

West Farm Surgery	Patsy Lemin
Nelson Health Group	Linda Scott
Portugal Place Health Centre	Tina Trowbridge
Spring Terrace	Gillian Rayne
West Farm Surgery	Grace Foggin
	Diane Blackham
Northumberland Park	Craig Harold

Apologies for absence:

NHS North Tyneside CCG	Wally Charlton
Beaumont Park	Mark Hoggan
Forest Hall Medical Group	Judith McSwain
Lane End Surgery	Steve Roberts
	Steve Manchee
Priory Medical Group	Sandra Gillings
	Anne Carlile
Northumberland Park	David Hall
Collingwood Medical Group	Wendy Johnson
Battle Hill Health Centre	Anne Baxter
Bewicke Medical Centre	Sonia Bradley

Marine Avenue Surgery
Park Parade Surgery
Whitley Bay Health Centre

Jon Routledge
Ray Calboutin
Heather Carr
Judy Scott
Dean Stewart
John Tanner
Val Telfer

Battle Hill Health Centre
Monkseaton Medical Centre
Wellspring Practice

Welcome and introductions: Mrs Hayward welcomed members to the Patient Forum and thanked everyone for taking the time to attend. She also introduced guest speaker from the CCG Mark Adams.

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 if relevant.

Notes of the previous meeting dated 15 March: There was a small amendment to the third paragraph on page 4 Referral Management System.

Matters Arising

Actions were discussed, concluded or to follow.

Mark Adams, CCG

Sustainable Transformation Plans (STPs)

Mark informed the members that two years ago the focus was on Sustainable Transformation Partnerships but now NHS England has changed the format to Sustainable Transformation Plans as a specific document. All statutory organisations are involved in a health plan of which the key focus is on finance as they are all facing the effects of austerity but still need to provide a quality of service. The CCG within the north east area is working closely with the NHS Foundation Trust in line with other CCGs around the country to value, process and help NHS organisations come together and work more effectively. Services cannot exist in isolation and it is important that commissioners and service providers work together to ensure the best way of marshalling the system. Most company funding is spent on the service workforce and their digital systems it is difficult recruiting GPs, consultants and hospital staff. There are three STPs in North of England, traditionally from 1947 the health service areas were North Cumbria, South Tees and Northumberland these were the hospital areas that patients attended. Depending on services available they would also attend hospitals in Gateshead, Newcastle, Durham, and Sunderland.

More information can be found by following this link to the CCG website
<https://www.northtynesideccg.nhs.uk/get-involved/your-views/stp/>

Comments

It is common sense that one thing is for certain, medical and nursing training are the most important issues.

There is a large medical school in Newcastle it makes sense to use it properly.

Medical staff and their salaries are always going to be a complex set of issues. Medical research doubles every 72 days which makes it very difficult to keep up to date.

It is important that the service provided is correct and patients are guided to the right hospital or clinician for specialist treatment.

Choose and Book is still used in the mainstream, providers have the opportunity to offer engagement and consultation within 18 weeks.

The records system in place at present works relatively well.

People have an over reliance on hospitals which clogs up the system.

The Local Authority are very much involved with the CCG.

There is no reluctance between clinicians and surgeons from different areas to work together as they are all part of the same NHS and want to do what is best for the patients.

Sometimes a person can be seen quicker if they are willing to go to a different out of the area hospital such as Hexham.

James Cook Hospital in South Tees has a specialist maternity unit for premature babies and also a spinal and neurology facility.

There are still some general surgeons in post who don't necessarily specialise in one area of treatment.

Data protection is a key concern new rules come into force on 25 May 2018.

Lesley Young Murphy CCG Update

Lesley updated the members on the progress of the procurement of a new Urgent Care Service in North Tyneside. A press release informed the public that the Walk-in Centre at Battle Hill will close on 1 October 2018 and be replaced by a GP-led healthcare service 24 hours a day, seven days a week based at North Tyneside General Hospital (Rake Lane) in line with the overall preference expressed by patients during the consultation. This will be a separate service to A & E and will focus on minor injuries and ailments. In addition the NHS 111 service will have more clinicians available within the team to give advice to patients and/or book GP appointments. Anyone with a medical emergency should dial 999 or attend A & E at the Northumbria Specialist Emergency Care Hospital (NSECH) in Cramlington or the Royal Victoria Infirmary in Newcastle. Lesley confirmed she will invite Matthew Crowther, Commissioning Manager back to this meeting for a further update.

Lesley confirmed that there will be extended access for GPs at Battle Hill Surgery once the walk-in centre is closed to use as a hub working with Newcastle NHS Trust who own the building, although there are no plans to expand the GP surgery. They will make good use of the diagnostics including the x-ray facility. Posters will be produced and displayed to inform patients about the closure. An x-ray unit will be available at the new urgent care centre at Rake Lane but not 24/7.

Q Are the current problems within the NHS due to the population explosion?

- A** It is due to increasing expectations of the public who on occasions will go straight to A & E without consulting their GP.
- Q** With the introduction of the 1000 extra appointments being available have they all been taken?
- A** There were 900 not filled in the first three months including Did Not Attend (DNAs) even though the practices have promoted this.
- Q** By October 2018 will GP records be available to view?
- A** Yes, they are available now through extended access to surgeries.
- Q** What is happening at the Shiremoor hub?
- A** The Shiremoor hub is not currently working as envisaged as there is a covenant which stops the building owners opening beyond 7pm; however there are various others in the borough with the same number of appointments.
- Q** Is it true people from all areas attend NSECH because they take advantage of the £1 per day parking fee?
- A** It is a walk-in emergency hospital therefore anyone is entitled to use it.

Lesley confirmed the ongoing cost improvement plan was going well and this was reflected in the focus on the right service provision.

Lesley concluded that the CCG Annual General Meeting will take place in July 2018 and she will bring the Annual Report to the next Patient Forum meeting for members to read.

Working Groups Briefing

End of Life Working Group

This group met last week and raised and discussed the benefits of a health care education programme as a joint initiative for staff in relation to end of life and palliative care provision. As a mandatory, jointly resourced training programme the benefits to patients, carers and the multi disciplinary staff team would be extremely valuable if not priceless. Members gave this concept their full support. Michele will liaise with Wally Charlton and has also arranged a meeting next week with the Locality Support Officers.

Mental Health Working Group

Mental Health Action Week will take place next week beginning on Monday, 14 May through to Sunday 20 May 2018 and is open to everyone across the Borough. 100 questionnaires identifying different themes people feel are significantly impacting their mental health are the basis of the events during the week. There is a link on the CCG website.

Tripartite Primary Care Strategy (3PCS)

This Working Group has now disbanded, the rationale being that all agenda items are covered at the Future Care Working Group.

Back Pain Workshop

This is still ongoing but is not as well attended as it previously has been. It could be that the back problems addressed are muscle related rather than chronic or nerve conditions. In certain

cases patients may be prescribed antispasmodics or they may be referred to the Musculoskeletal pathway to be assessed by a physiotherapist. They may be offered a CT Scan if necessary; an MRI Scan would only be offered if referred by a consultant.

Comms Working Group

This group continues to work hard to raise the profile of the Forum and share NHS initiatives; within the newsletter the next meeting is on Friday, 25 May 2018.

Any Other Business

There was a brief discussion about Patient Participation Groups in GPs surgeries within the borough. Members agreed that some practices have a really good PPG but others aren't very well attended. Some practices simply don't appear to have one.

Date and time of next meeting

Note: evening time

Thursday, 12 July 2018

6pm to 8pm

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY

North Tyneside CCG Patient Forum Action Log

Date	Action No.	Action	Person Responsible	Target Date	Status
13.7.17	1	Liaise with Dr Alex Kent re Falls Presentations for the Parkinson's Group	Michele Spencer	Work in progress	Lesley to liaise with Dr Kent
10.5.18	2	Liaise with Philip Horsefield regarding the status of PPGs and put on next meeting's agenda	Lesley Young Murphy	12.7.18	