

Notes of the meeting of the North Tyneside CCG Patient Forum held on 11 January 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
	Anne Carlile
Wellspring Practice	Val Telfer
	Gillian Bennett
	Anne Lawson
Whitley Bay Health Centre	Philip Lowe PhD
Lane End Surgery	Steve Manchee
Park Road Medical Practice	George Mitchell CBE
Park Parade	Ray Calboutin
Swarland Avenue Surgery	Steve Cattle
Collingwood Medical Group	Peter Maitland
Battle Hill Health Centre	Dean Stewart
49 Marine Avenue	Pat Bottrill MBE
Marine Avenue	Jon Routledge

In attendance:

NHS North Tyneside CCG	Anya Paradis
Community & Health Care Forum	Michele Spencer
Community & Health Care Forum	Paula Peart (Note taker)
North Tyneside Carers Centre	Claire Easton
North Tyneside Council	Susan Meins

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
	Andrew Fothergill
Bewicke Medical Centre	Sonia Bradley
	Diane Blackham
Battle Hill Health Centre	Anne Baxter
Northumberland Park	Craig Harold
49 Marine Avenue	Hazel Parrack

Apologies for absence:

NHS North Tyneside CCG	Lesley Young-Murphy
NHS North Tyneside CCG	Wally Charlton
NHS North Tyneside CCG	Donna Sample

Beaumont Park
Earsdon Park Medical Practice
Forest Hall Medical Group
Village Green Surgery
Collingwood Medical Group
Lane End Surgery

Mark Hoggan
Ann Appleby
Judith McSwain
Bill Critchlow
Phil Howells
Steve Roberts
Colin Thomson
Sandra Gillings
David Hall
Heather Carr
Sylvia Hall
Wendy Johnson
John Tanner

Priory Medical Group
Northumberland Park
Whitley Bay Health Centre
Nelson Medical Group
Collingwood Medical Group
Monkseaton Medical Practice

1. **Welcome and introductions:** Mrs Hayward welcomed members to the Patient Forum and thanked everyone for taking the time to attend.
2. **Apologies:** Apologies for absence were received as above.
3. **Confirmation of quoracy:** The meeting was confirmed as quorate.
4. **Declarations of interest:** There were no declarations of interest but everyone was encouraged to declare if relevant.
5. **Notes of the previous meeting dated 16 November 2017:** The notes were agreed as a true record.
6. **Matters Arising**
Actions were discussed, concluded or to follow.
7. **CCG Update – Anya Paradis**
Financial Update
Anya advised members that the 2018/19 Quality, Innovation, Productivity and Prevention (QIPP) programme and the CCG’s Commissioning Priority Areas for 18/19 will be finalised in approximately 4 weeks.

The 2017/18 financial position shows that the CCG is in a good position and we are meeting most of our QIPP targets. The CCG is still in deficit but it is starting to reduce. The CCG has had an assurance meeting with NHS England in December 2017 and the CCG is waiting for their feedback.

Mental Health Pathways

NTW had previously given a presentation to the CCG Patient Forum which described the changes that Mental Health services were undergoing. For North Tyneside, this mainly centred on the Community mental Health Teams and the Crisis Services. This was in recognition that a lot of resource and funding was aimed at in-patient services and also that there was a considerable amount of clinical time taken up with non-clinical activities such as note-taking and travelling etc.

The outcome of the changes is that the Community Mental Health Teams have been re-structured into new specialist teams called Community Treatment Teams.

Community Treatment Teams provide a specialist service for adults aged 18 to 65 years who experience severe complex mental health difficulties and require a period of assessment and treatment. The team is made up of a number of professionals including doctors, nurses, social workers, occupational therapists, psychologists and support workers. Initial appointments with the team are usually at one of the team bases but in some instances may also be arranged within the home.

However, there are concerns about the impact of the changes, particularly on access to services for people who may not be ready to engage in therapy but who may need support until they are able to engage. A new Mental Health Pathways group has been set up with the CCG, NTW, Northumbria Healthcare, the Police, Healthwatch and North Tyneside Council Children's' and Adults' Services to review the mental health pathways. As a group they have followed through the pathways to see how they worked which proved extremely useful.

Healthwatch have started research into mental health services and will gain feedback from people who have used the services, the results will then be discussed at the next Mental Health Pathways Group meeting in March.

Q. There are gaps in the services for those with autism, how is this going to be resolved?

A. The survey that Healthwatch are doing will help in identifying any gaps in the pathway and actions taken to rectify these gaps

Q. When a young person turns 17 ½ do they automatically transfer from CAMHS to Adult Services?

A. There is a transition period because the services are quite different, however it is now understood that the transition should start earlier

Q. Where do children go for support in school? If they had more support they might not go on to have Mental Health issues as adults

A. CAMHS funding hasn't been cut by the CCG but schools funding has been reduced so there are pressures on schools to find funding for educational psychologists. It does need to be recognised that behavioural issues/needs of children and young people do not necessarily mean they have mental health issues therefore CAMHS is not always the right place to meet children and young people's needs. The CCG is working with the Local Authority to improve Mental Health services in schools and we are now beginning to see the results of this. The CCG has agreed with the CAMHS team that the CAMHS team will now accept direct referrals from Head Teachers and SENCOs. Head teachers and SENCOS can also ring CAMHS direct to discuss any issues and receive advice prior to actual referral. The CAMHS service also has available an urgent appointment every day for referral from schools. Also, the Local Authority and key stakeholders have produced a new schools resource pack which contains signposting information, advice, guidance and a toolkit to determine if their school is an "Emotionally Healthy" school. Feedback about this pack from schools has been very positive.

Q. Does the Head Teacher need parental consent before referring to CAMHS?

A. No, a lot of discussions would have taken place before a referral is made

Comment – Schools should be advised if children are accessing CAMHS

Q. Is the old CMHT in Wallsend still open?

A. Anya will find out

Urgent Care

The procurement process for a new urgent care centre is now live. Existing contracts have been extended to the end of September 2018 to provide stability in the urgent care system while the procurement is ongoing. It is expected that the new service will be in place in October this year. Providers bids will be evaluated during February and the contract to the new bidder will be awarded in March.

Battle Hill

The new provider for Battle Hill Health Centre registered patients is Park Road Medical Practice and patients should see no difference during this transition. Patients will have a choice to remain at the Battle Hill Practice or transfer to Park Road Medical Practice if they wish.

Earsdon Park Medical Practice

Unfortunately no other GP Practice wanted to take on Earsdon Park so it will close on 31st March; there are 5 other surgeries within 1½ miles of the practice where patients can register and all of this information has been shared with patients.

8. Working Groups Briefing

Future Care including Caring for Older People and Urgent Care

The Falls Strategy is now in place and the app is nearly ready to be launched.

Self Care and Well Being Working Group

The back pain workshops are ongoing.

End of Life Working Group

Nothing to report – the next meeting is on 30th January.

Mental Health Working Group

Mental Health Awareness Week is supported by the Mental Health Foundation and will be 14th – 20th May this year. The aim of this week is to educate the public about mental health issues and to promote better mental health. However Launchpad is changing this to Mental Health Action Week in North Tyneside and will create a survey monkey to help identify the most popular topics – they ask that all members take this survey to their GP Practices once finalised.

Comms Working Group

The next newsletter is underway and members are reminded to forward any information that they would like to be included to Michele.

Tripartite Primary Care Strategy (3PCS)

The first meeting was very positive and members felt that it had been very worthwhile. The Primary Care Navigators leaflet has been produced and has been distributed

9. Any Other Business (this was brought forward on the agenda)

A small group met with John Connolly, Chief Finance Officer, to discuss money saving ideas. The main subject discussed was DNAs. Eleanor suggested that a one off group could meet to discuss DNAs further and how this can be addressed and then taken to GP Practices

10. North Tyneside Carers Centre – Claire Easton, North Tyneside Carers Centre and Susan Meins, North Tyneside Council

Please see attached presentation

Q. Is there a carers sitting service?

A. No but we support carers to find services and always advise carers that they are entitled to a carer's assessment. A carer's assessment is an opportunity to discuss with the Local Authority what support or services you need. The assessment will look at how caring affects your life, including for example, physical, mental and emotional needs, and whether you are able or willing to carry on caring.

How can Patient Forum Members Help North Tyneside Carers Centre? Carers' Champions

North Tyneside Carers' Centre is looking to recruit Carers' Champions from a range of health and social care organisations to improve the experiences of carers who access services. As a Carers' Champion you will be willing to use your influence to stand up for the interests of carers and ensure they have a voice.

As a Carers' Champion you can use your influence where possible to:

- Provide a point of contact for identifying and promoting carer support in your workplace
- Raise awareness of carers' needs within your own team/service; offering advice to colleagues on carer issues
- Keep up to date on information and issues relating to carers
- Take an interest in the quality and availability of information for carers
- Help and support carers to access carers' assessments, or an assessment of need for the person they look after
- Help and support carers to look after their own physical and emotional health and wellbeing
- Help to safeguard carers and the people they are caring for
- Signpost carers to help lines and other sources of specialist support for themselves and the person they care for, including advocacy
- Ensure that carers are always fully involved in any planning and decision making that affects them or the person they are caring for

Claire Easton asked that members take this information back to their GP Practices in the hope that every Practice will introduce a Carers' Champion

CHCF will help promote the Carers' Champions through their links and also include information in the next Patient Forum newsletter

In April last year Claire delivered purple keys, an eye-catching leaflet, to all GP Practices and asks that all members ask at their PPGs what happened to them, are they still in the Practices?

This will be put on the next Patient Forum agenda to see the results.

Date and time of next meeting

Thursday, 15 March 2018

11.00am to 1.00pm

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		
15.9.17	2	List of efficiencies to be shared with members	Lesley Young-Murphy		
15.9.17	3	Top ten reasons for hospital admissions to be shared with members	Lesley Young-Murphy		
16.11.17	4	Copy of Falls Strategy and Mental Health in Later Life to be shared with members when complete	Michele Spencer		Mental Health in later life has been shared
11.1.18	5	To find out if the CMHT in Wallsend has closed	Anya Paradis		The Community Teams as they are now known are still based at Sir GB Hunter in Wallsend
11.1.18	6	To request notes of cost saving group from Jon Connolly	Michele Spencer		
11.1.18	7	To invite Mark Adams, Chief Officer of Gateshead and Newcastle CCG to the next Patient Forum	Michele Spencer		
11.1.18	8	To set up a one off meeting with members to discuss DNAs	Michele Spencer		
11.01.18	9	To check how many practices use Patient Partner	Michele Spencer		Three practices, Forest Hall, Woodlands Park and Priory