

Notes of the meeting of the North Tyneside CCG Patient Forum held on 11 July 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
49 Marine Avenue	Pat Bottrill
	Hazel Parrack
Lane End Surgery	Colin Thomson
	Steve Roberts
Park Parade Surgery	Ray Calboutin
Northumberland Park	David Hall
Collingwood Medical Group	Phil Howells
	Patrick D Mayne
	Peter Maitland
Marine Avenue Surgery	Jon Routledge
Wellspring Practice	Val Telfer
Whitley Bay Health Centre	Heather Carr
	Judy Scott
Beaumont Park	Viki Mayes

In attendance:

North Tyneside CCG	Eleanor Hayward (Chair)
North Tyneside CCG	Anya Paradis (from 11.30am)
Community & Health Care Forum	Michele Spencer
Community & Health Care Forum	Carole Reed (Note taker)
North Shields Well Being	
Facilitator	Claire Howard
NHCFT	Jo Mackintosh
Macmillan	Liam Ryan
North Tyneside CCG	Donna Sample

Not in attendance:

Portugal Place Health Centre	Tina Trowbridge
West Farm Surgery	Grace Foggin
	Andrew Fothergill
	Patsy Lemin
Beaumont Park	Joe McNeela
	Tina Fry
Forest Hall Medical Group	Judith McSwaine
Battle Hill Health Centre	Anne Baxter
	Dean Stewart

Apologies for absence:

NHS North Tyneside CCG	Dr. Lesley Young Murphy
NHS North Tyneside CCG	Wally Charlton
Macmillan	Karen Stenlund

Swarland Avenue Surgery
Wellspring Practice
Village Green Surgery
Priory Medical Group
Lane End Surgery

Steve Cattle
Gillian Bennett
Bill Critchlow
Anne Carlile
Steve Manchee

Welcome and introductions: Eleanor Hayward welcomed members to the Patient Forum and thanked everyone for taking the time to attend.

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.

Notes of the previous meeting dated 9 May 2019: The notes were agreed as a true record. Peter Maitland and Patrick Mayne who both have the same initials will be known in future as PM and PDM respectively.

Matters Arising

There were no matters arising.

Actions

All actions from 9 May meeting are now completed.

Working Groups Briefing and Feedback

End of Life

No further feedback, the next meeting will take place on Tuesday, 3 September 2019.

Future Care

The members' visit to Cramlington Hospital was very interesting good progress has been made and there appears to be a lot more data technology in use regarding patients and their personal information. Members were also impressed with the new build the ambulatory care unit and how staff have been trained accordingly; the opening of the unit was imminent. Most patient records are IT based and paperwork can be used in IT emergency situations. Patients are given a wrist band on which they can be monitored and staff can record the relevant medication and what tests need to be carried out. There has also been a massive investment into a new nerve centre and improvements updating the IT system.

PB Told the Forum about a series of incidents that she had been involved in regarding a poorly neighbour and the responses from his GP, 111, 999 and Cramlington Hospital.

Action This information to be shared with Lesley Young Murphy.

SG expressed some misgivings about patients' welfare on the wards.

Action SG to contact Lesley Young Murphy directly.

Members found the recent visit to the North Tyneside Care Plus service members really useful. The service which is a new way of working, improving patients' health and wellbeing bringing

clinicians and voluntary services together to ensure the best care is received. The service is now based at the Shiremoor Resource Centre. The staff are really good at collecting evidence to monitor customer satisfaction and improve the service user's experience.

Self Care and Well Being

This is moving in the right direction there was a presentation at Wellspring Surgery and a discussion on the pre-diabetic clinics. There is also a new physio service which is at the research stage. Dr Chattergee was on local radio recently giving advice on having a healthy diet and also keeping active.

North Tyneside Cancer Plan

Presentation Liam Ryan and Jo Mackintosh

Liam and Jo thanked the members for inviting them to the forum to talk about their work over the last 18 months. Unfortunately Karen Stenlund was ill and could not attend. The presentation came together after two Engagement Events which took place in October 2018 and March 2019 where members of the public and community organisations held discussions about improving the service in North Tyneside. The two sessions were attended by 36 people with an age range of 30 to 80 years. 19 people expressed an interest to get more involved. They had a quiz to warm up, then a discussion followed by an hour long evaluation to take on board people's opinions; it was noted that more people attended the afternoon session rather than the evening. The key themes were:

- Communication
- Information
- Family/Carer Support
- Timing
- Holistic Support

Patients are living longer and surviving with cancer as more research is undertaken. The next steps from work-stream Three involve the co-design of a framework for involvement to develop governance processes, training pack inductions and role descriptors for involvement. There will also be a volunteer identified to attend the Locality Group. There was a Deaf Awareness North East event which took place on 3 July 2019. There are plans to deliver future engagement sessions dates and they will be scheduled in due course.

RC Commented that he thought that carers need more GP support and that the information given to patients must be straight forward with no jargon or acronyms to enable people to fully understand what they need to know.

Donna handed out an analysis of the March Event and left copies with Eleanor for members to read.

Claire Howard

North Shields Well Being Facilitator

Claire gave an overview of her role, initially developed by Dr Dave Tomson from Collingwood Surgery and is focused on developing holistic health opportunities for people to get involved and develop relationships with GPs specifically in North Shields. Some members thought this was biased against the other three localities. Claire will be involved with voluntary community projects including the Linskill Community Development Team. She has a lot of experience working with primary care navigators and social prescribing within the voluntary section and will be promoting wellbeing projects to health professionals.

She has so far met with 16 organisations in the area and is keen to get an understanding from GP Practices how primary care navigator roles might work differently in surgeries, she has met with the Practice Manager at Spring Terrace who is clear on identifying the needs of young families who have problems dealing with poverty, or have mental health issues or suffer from deafness and who may need signposting to the relevant organisations. It is a good practice model and beneficial for patients to have useful leaflets. Claire will attend the Comms Working Group and has read through the newsletter, some of the information from that could be put up on GP Surgery screens. There are opportunities for collecting case studies and showcasing their life experience and to link up with patient groups in surgeries to understand how volunteers are recruited. Claire will try to improve and increase information on self care and explore social media practice websites and get them to work together as one group throughout the locality. It was not clear if there are Care Navigators in every surgery in North Tyneside.

PH invited Claire to a PPG meeting at the Collingwood Surgery at 2pm on 23 October and she accepted, she was also asked if her contact details could be recorded in the minutes, they are as follows:

Claire Howard
North Shields Wellbeing Facilitator
(Normal working days: Monday to Thursday)
VODA
Queen Alexandra Campus
Hawkeys Lane
North Shields
NE29 9BZ
Tel: 0191 6432625
Email: claire.howard@voda.org.uk

CCG Update – Anya Paradis

Anya gave apologies from Lesley who could not attend today. The general overview of the CCG is that things going very well quality wise and overall. In the period 2018/19 they received a 'good' rating; they are now waiting for the 2019/ 20 result and are hoping to be rated 'outstanding'. (Note: since the time of this meeting the CCG have actually received the outstanding rating from NHS England and everyone is delighted).

The Integration of the Frailty Services led by Mathew Crowther was approved by the Executive Board, members had received information about this at a previous meeting and regular updates will be available at the Future Care Working Group. The CCG this year has developed new grant funding in recognition of the important role voluntary and community sector groups can play in improving health and wellbeing outcomes for local people. The scheme seeks to fund organisations that have a track record of working in North Tyneside promoting preventative health care, self care and management and to reduce health inequalities. The CCG will be awarding a maximum of £500k per year in large and small grants, adopting a two-tiered approach which will consist of:

- Small grants of up to £20k for projects that will be completed within 12 months
- Large grants of up to £100k per year for projects that will take place over one to three years

The CCG are looking to use efficiencies to make things better in the Borough. The North East and North Cumbria Integrated Care System (ICS) aims to optimise the Health Services Plan at the beginning of November. The timescales are tight and they only have a six week period to do

this. The main areas the ICS will focus on are Mental Health, Learning Disabilities, Urgent Care, Local Basis Cancer Prevention and many others which are listed on a separate spreadsheet. Anya discussed with members opportunities for them to be involved and the next scheduled meeting is the Future Care Working Group next month and the viability of having the Long Term Plan as a single item agenda is being explored.

Action

To send out topic headings to members so everyone can have their say, discuss any changes and bring together any requirements of the final plan.

Any other business

The North Tyneside Recovery College is up and running and workshops and courses are coming soon. There are coffee mornings on Tuesdays and Wednesdays from 2 July to 17 July 2019. Alison Donkin will be based at the Linskill Centre two days each week and has already made voluntary links with Tyne Met College and benefitted from the Shine Fund from Northumberland Tyne and Wear Mental Health Trust (NTW). VODA is working closely with ReCoCo the Newcastle based college and there is talk of developing a regional network.

PM and PH reported that at their last PPG there had been a very interesting discussion about Veterans. They added that there were many support groups and specific services available in the North East for veterans but that there were difficulties having them identified on GP patient lists

Member George Mitchell from Park Road Practice has resigned due to family commitments and Michele will send him best wishes from the Forum.

Actions

Minute No/Action No	Action	Responsible	Target Date	Status
Future Care	PB to email issues to be shared with Lesley Young Murphy.	Michele Spencer	12 Sept 2019	
The Northumbria member visit	SG to contact Lesley Young Murphy directly	Michele Spencer	12 Sept 2019	
ICS	To share information at the next Future Care Working Group	Michele Spencer	7 August 2019	
Social Prescribing	SR requested Care Navigator status update	Michele Spencer	12 Sept 2019	

Date and Time of Next Meeting:

Thursday, 12 September 2019
 11am to 1pm
 Linskill Centre
 Linskill Terrace
 North Shields NE30 2AY

