

Notes of the meeting of the North Tyneside CCG Patient Forum held on 12 July 2018 held at The Linskill Centre, Linskill Terrace, North Shields, 6pm – 8pm

Present: The meeting was chaired by Michele Spencer and Eleanor Hayward

Practice Representatives:

Beaumont Park	Victoria Mayes
Priory Medical Group	Susan Dawson
	Sandra Gillings
49 Marine Avenue	Pat Bottrill MBE
	Hazel Parrack
Nelson Medical Group	Sylvia Hall
Collingwood Medical Group	Peter Maitland
Lane End Surgery	Colin Thomson
	Steve Roberts
	Steve Manchee
Park Parade Surgery	Ray Calboutin
Whitley Bay Health Centre	Heather Carr
	Judy Scott
Battle Hill Health Centre	Dean Stewart
Village Green Surgery	Bill Critchlow
Monkseaton Medical Centre	John Tanner

In attendance:

NHS North Tyneside CCG	Eleanor Hayward (attended part of meeting)
NHS North Tyneside CCG	Donna Sample
Northern Cancer Alliance	Jo MacIntosh
Community & Health Care Forum	Michele Spencer
Community & Health Care Forum	Paula Peart (Note taker)

Not in attendance:

West Farm Surgery	Patsy Lemin
	Andrew Fothergill
	Diane Blackham
Nelson Health Group	Linda Scott
Portugal Place Health Centre	Tina Trowbridge
	Lesley Rycroft
Spring Terrace	Gillian Rayne
Northumberland Park	Craig Harold
Bewicke Medical Centre	Sonia Bradley
Beaumont Park	Mark Hoggan
Collingwood Medical Group	Wendy Johnson

Apologies for absence:

NHS North Tyneside CCG
NHS North Tyneside CCG
Macmillan
Forest Hall Medical Group
Priory Medical Group
Northumberland Park
Collingwood Medical Group
Battle Hill Health Centre
Wellspring Practice

Dr. Lesley Young Murphy
Wally Charlton
Liam Ryan
Judith McSwain
Anne Carlile
David Hall
Phil Howells
Anne Baxter
Gillian Bennett
Anne Lawson
Val Telfer
Steve Cattle
George Mitchell CBE
Grace Foggin
Jon Routledge

Swarland Avenue Surgery
Park Road Medical Practice
West Farm Surgery
Marine Avenue Surgery

Welcome and introductions: Michele Spencer 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 if relevant.

Notes of the previous meeting dated 10 May: The notes were agreed as a true record

Matters Arising

Confusion over the opening hours of Battle Hill Surgery after the closure of Battle Hill Walk-In Centre in October

Action – Michele Spencer to confirm new opening hours

NHS 111 – Patient Briefing

Provided by Mathew Crowther

Background

NHS 111 is a telephone-based service which operates 24 hours a day, 365 days a year. Its purpose is to assess the clinical needs of callers and direct them to the most appropriate service.

A 111 call-handler will use a clinical algorithm to guide callers through a series of questions. The algorithm then generates a referral recommendation and a disposition time (e.g. 'attend primary care within 6 hours') and the patient will be advised to act accordingly. In some instances, such as when patients require the GP Out of Hours Service, NHS 111 can book the patient directly into the service.

The NHS 111 service in the North East has been delivered by the North East Ambulance Service (NEAS) since 2014.

NHS 111 facts and figures

Use of NHS 111 has increased significantly since its inception

Year	Number of calls to NHS 111 from North Tyneside
2015/16	39,554
2016/17	41,069
2017/18	47,735
2018/19 (projected)	49,934

- 75% of all calls to NHS 111 occur on weekday evenings and at weekends.
- 75% of patients who call NHS 111 are advised that they require some form of primary care or community-based service. The majority of these will be directly transferred to the GP Out of Hours Service.
- Only around 8% of calls to NHS 111 result in patients being advised to attend A&E or an Urgent Care Centre. However, 17% of patients who are advised that they require primary care will still attend an A&E department within 24 hours of the call.
- The three most common reasons for North Tyneside residents calling NHS 111 are:
 - To obtain general advice and guidance about a minor ailment
 - Chest and upper back pain
 - Toothache
- 90% of calls to NHS 111 are resolved in under 15 minutes

The Future of NHS 111 in the North East

The North East NHS 111 service is changing. In the coming months, the service will undergo a significant change behind the scenes.

The Clinical Advisory Service

From 1st October 2018, NHS 111 will include a Clinical Advisory Service (CAS) which will transform 111 from a signposting service to a major provider of clinical care.

The CAS is a group of clinicians, including GPs, Nurse Practitioners, Nurses and Pharmacists, who will sit alongside call-handlers to provide direct clinical advice to patients who can be safely and appropriately dealt with over the telephone. This element of the service will operate 24/7.

In instances where a patient cannot be dealt with over the phone and requires a face-to-face appointment with a clinician, NHS 111 will have the capacity to directly book an appointment with the new North Tyneside Urgent Treatment Centre at Rake Lane Hospital, North Tyneside extended access primary care hubs, and some GP practices.

NHS 111 Online

NHS 111 Online is an online app which members of the public can download for free. It allows them to run through a modified version of the NHS 111 triage themselves to produce a

recommended disposition. NHS England hopes that the app will eventually be modified to allow patients to book appointments themselves online.

The app has been developed to reduce pressure on NHS 111 services and to support people to proactively manage their own health needs more effectively.

It will be implemented from July 2018 onwards.

Any questions to be sent to Michele Spencer to forward to Mathew for a written response

Working Groups Briefing

End of Life Working Group

The Palliative Care Project focus groups are still ongoing; the last one is on 17th July at The Linskill Centre.

Future Care Working Group

Members continue to be involved in discussions on the development of Care Plus, a multi disciplinary team model for the care of the frailest patients with complex long term conditions. The service is working well, members were very impressed with the Age UK staff and the fact that all staff were working well together as a team.

It is good to see that the Falls Strategy publicity is advertised in GP surgeries. Dr. Alex Kent is currently working on the Falls Strategy app.

The CCG initiative to carry out internal CQC inspections in care homes is working very well. The inspections are carried out by very senior CCG staff, are well structured and offer support and recommendations. These inspections enable higher grade care homes to share good practice and allow lower grade care homes to increase their standards.

Healthwatch volunteers can enter and view premises providing health and adult social care services to observe and report on services and service delivery. They look at the nature and quality of services, hear the views of people using those services, check evidence already collected and gather information from staff, service users and carers.

Q Has the Diploma course for staff in care homes been implemented yet?

Action – Dr. Lesley Young-Murphy to clarify

Self Care and Wellbeing Working Group

The last back pain workshop was well attended having 6/7 patients present.

The road shows for the Care Navigators were well attended by the voluntary and community sector but sadly not by the public. The events needed to be more widely advertised which will be taken on board for any future road shows. The Care Navigators are working well in GP Practices but more publicity needs to be undertaken to ensure that all patients know about them and what their role is.

Action – Could all members check their Practice website to see if Care Navigators are included in Practice services

Comms Working Group

This group continues to work hard to raise the profile of the Forum and share NHS initiatives within the newsletter. Members to forward any items they would like to be included in the next newsletter to the Comms working group.

Comment

One member raised concerns over the timing of the publicity for Battle Hill Walk-In closure and the subsequent Battle Hill Surgery new opening hours

Eleanor Hayward joins the meeting

Eleanor Hayward

CCG Update

Urgent Care

Eleanor 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.

Eleanor 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.

A full advertising exercise will commence at the end of August to ensure all residents will be aware of the changes to Urgent Care in North Tyneside.

Q. Could the Patient Forum be supplied with the list of critical success factors for the new Urgent Care Service?

Action – Dr Lesley Lesley-Young Murphy to supply

Financial Update

The financial situation is doing well and although still in deficit it is improving considerably.

Donna Sample, North Tyneside CCG

Jo MacIntosh, Northern Cancer Alliance

North Tyneside Cancer Plan

Donna Sample advised members that North Tyneside now have a Cancer Steering Group with a paper plan in place in draft form.

The Northern Cancer Alliance is a collaborative through which health, social care and third sector stakeholders can work together to develop and deliver new models of care to achieve the collective ambition to deliver the ambitions identified by the Cancer Taskforce. The Northern Cancer Alliance covers the North East and North Cumbria geography and is aligned to three Sustainability and Transformation Plan (STP) footprints.

Jo MacIntosh asked members if they (or anyone they know) would like to be involved in any of the work streams and in particular Priority 3 'Establish Patient Experience on Par With Clinical Effectiveness and Patient Safety'. It is extremely important to involve patients and carers from the very beginning to inform how the pathway can be improved. Anyone can be part of the team, not only people who have had cancer

For more information or to be involved please contact Donna sample on donnasample@nhs.net

Donna will write an executive summary containing aims and objectives which will be forwarded to members.

Q. Do you work with Patient Experience Team?

A. Jo will contact Northumbria Healthcare NHS Foundation Trust to enable this to happen

Q. A lot of information is already available, are you going to use it?

A. Yes, the CCG always takes into account previous work

Q. Could The North Tyneside Cancer Plan be presented to Patient Participation Groups?

A. Yes, Donna agreed to be the contact person for any presentations to PPGs

Comments

- Options to join the work streams need to be kept open as members may wish to contribute at a later date.
- The two week turnaround for cancer screening is sometimes too fast, patients are bombarded with Doctors, Consultants etc and paperwork does not keep up with the appointments.
- All age groups need to be involved in the North Tyneside Cancer Plan, especially children and young adults.

Any Other Business

None

Date and time of next meeting

Thursday 13 September

11am – 1pm

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	
12.7.18	3	Confirm new opening hours for Battle Hill Surgery	Michele Spencer	13.9.18	
12.7.18	4	Clarify whether the Diploma course for staff in care homes has been implemented	Lesley Young Murphy	13.9.18	
12.7.18	5	Check Practice website to see if Care Navigators are included in Practice services	All members	13.9.18	
12.07.18	6	Provide list of critical success factors for the new Urgent Care Service	Lesley Young Murphy		