

**Notes of the meeting of the North Tyneside CCG Patient Forum held on 12 September 2019 held at The Linskill Centre, Linskill Terrace, North Shields, 11.00am – 1pm**

**Present:** The meeting was chaired by Eleanor Hayward

**Practice Representatives:**

Priory Medical Group

49 Marine Avenue

Lane End Surgery

Park Parade Surgery

Northumberland Park

Collingwood Medical Group

Wellspring Practice

Whitley Bay Health Centre

Beaumont Park

Swarland Avenue Surgery

Susan Dawson

Sandra Gillings

Pat Bottrill

Hazel Parrack

Steve Roberts

Ray Calboutin

David Hall

Phil Howells

Patrick D Mayne

Gillian Bennett

Judy Scott

Viki Mayes

Steve Cattle

**In attendance:**

North Tyneside CCG

NHS North Tyneside CCG

NHS North Tyneside CCG

North Tyneside CCG

Collingwood Surgery

NHCFT

Community & Health Care Forum

Eleanor Hayward (Chair)

Dr. Lesley Young Murphy

Dr Neela Shabde

Dr Richard Scott (from 12 noon)

Dr Kathryn Hall (from 12 noon)

Pam Ransom (from 12 noon)

Michele Spencer

**Not in attendance:**

Portugal Place Health Centre

West Farm Surgery

Beaumont Park

Forest Hall Medical Group

Battle Hill Health Centre

Tina Trowbridge

Grace Foggin

Andrew Fothergill

Patsy Lemin

Joe McNeela

Tina Fry

Judith McSwaine

Anne Baxter

**Apologies for absence:**

NHS North Tyneside CCG

Lane End Surgery

Collingwood Surgery

Wellspring Practice

Whitley Bay Health Centre

Battle Hill Health Centre

Marine Avenue Surgery

Village Green Surgery

Priory Medical Group

Wally Charlton

Colin Thomson

Peter Maitland

Val Telfer

Heather Carr

Dean Stewart

Jon Routledge

Bill Critchlow

Anne Carlile

**Welcome and introductions:** Eleanor Hayward welcomed members to the Patient Forum and thanked everyone for taking the time to attend. The welcome was extended to Dr Neela Shabde, a paediatrician by background and worked as consultant paediatrician in the NHS for a number of years. She joined North Tyneside CCG in January 2018 as Secondary Care Doctor.

**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 11 July 2019:** The notes were agreed as a true record.

### **Actions**

All actions from 11 July meeting are now completed.

### **Matters Arising**

Members discussed their experience of the Northumbria hospital at Cramlington and it was agreed some areas need to be improved. Who is responsible for organising additional tests seemed unclear with the patient assuming the hospital staff would do it then realising the patient had to go back to their GP.

Transport issues do still arise for patients who are taken to Cramlington for treatment and then expected to make their own arrangements to travel home. This is deemed acceptable but agreed there will be occasions when the patient doesn't quite feel well enough to travel home alone or maybe doesn't have the funds to afford public transport and a system should be in place to support patients with this. It was understood there used to be a fund available for such circumstances with the agreement that patients would pay this back. It was confirmed the Daft as a Brush transport arrangement is for patients receiving treatment for cancer.

Inappropriately using the 999 and 111 services is still an issue known to one of the members and this will be shared with the CCG.

Confirmation was sought on prescription delivery charges for patients.

An update on the Social Prescribing service was requested.

### **Working Groups Briefing and Feedback**

More information can be found in the briefing available with the papers.

### **End of Life**

The group met earlier in the month and were informed and discussed palliative care services in North Tyneside as well as bereavement policies, the Rapid Response Service and the new patient and carer information leaflet.

### **Future Care**

Due to meet in October the group has a diverse range of agenda items including, falls, frailty and urgent and emergency care. As part of their remit members have the opportunity to take a guided walk through of services at North Tyneside General Hospital, The Northumbria Hospital

at Cramlington, the Care Plus service and the Royal Quays Rehabilitation Unit in North Shields. An additional meeting was held with the service manager from Northumbria Healthcare NHS Foundation Trust to enable members to ask additional questions arising from their visit. Future visits are in the planning stage for the newly opened ambulatory care unit at Cramlington and VOCARE the out of hour's service based in Benton.

### **Self Care and Well Being**

Members confirmed a meeting had been arranged for 17 October and it is the intention of this group to widen the scope from back pain workshops. It was acknowledged the healthy walks initiative is ongoing and occurs every Thursday morning in Tynemouth.

### **Mental Health**

The next meeting is in October and when the group met in July they received a service update from the North Tyneside Recovery College which aims to deliver skills and confidence for people to manage their own self care and recovery journey. This has now been renamed NT LIFE Recovery College (North Tyneside, Learning Insights from Everyone). The service is based at the Linskill Centre in North Shields and their prospectus September-December has been published.

### **Comms**

Members meet monthly and compile and edit the quarterly newsletter. The group also receives and comments on CCG developments.

### **Innovations**

The need for this arose from a member discussion with the CCG and it is envisaged the group would focus and support the CCG with IT. It was agreed that IT will continue to play a substantial part of patient access and experience however traditional access methods will always be there for those without internet access or smart phones. The NHS App is envisaged to be a gateway to services, accessing records and all round contact with patients' local NHS services and is seen as part of the modernisation of the NHS. Members agreed they would be happy to give feedback on apps and other IT projects. Dates and times will be arranged and expressions of interest sought from members.

The CCG would welcome this new group it would prove a good opportunity to have a sounding board for Information Management and Technology (IM&T).

### **CCG Update –Dr Lesley Young Murphy**

Small grants of up to £20k for projects that will be completed within 12 months and large grants of up to £100k per year for projects that will take place over one to three years was discussed at the last meeting and the selection process is underway and successful bidders will be notified in the near future.

Practices received both recurrent and non recurrent funding from the CCG and the non recurrent element was specifically to improve patient and staff access and experience. Impact case studies on how this was achieved with the funding will be submitted to the CCG in the coming weeks and shared with members. The CCG will be looking at sustainability.

A & E attendance, cancer waiting times and ambulance response times are a particular focus for the CCG at the moment.

Hear my Voice the online tool enabling patients to share their NHS experiences is in the piloting stage, the first subject area will be GP access and experience. Hear my Voice differs from other surveys as it gives the opportunity for patients to tell their whole story. The data gathered

will be used to improve and develop the specific service area. Future topics will be in line with CCG commissioning intentions and there will be an ongoing generic option for continuous experience gathering.

Primary Care Networks (PCNs) are a national requirement and Directed Enhanced Service (DES). North Tyneside is in the fortunate position of working by locality making alignment to PCNs easier. Although in their infancy PCNs are given some freedom to develop initiatives specifically to benefit their patient population. Members asked for a list of which practice was aligned to which network.

The IPSOS/MORI 360% survey seeks views on CCGs in relation to leadership, sharing information and engaging with the community. The latest survey findings will be shared with members.

### **North Tyneside Palliative Care Project**

Dr Kathryn Hall is a GP in North Shields and is the CCG lead for palliative and end of life care. Dr Hall also chairs the Patient Forum End of Life Working Group. The full presentation was distributed at the meeting and will also be an attachment with the next papers.

In summary North Tyneside is exceeding national targets and the statistical information shared highlighted in North Tyneside 30% of patients were dying at home and 58% were dying in hospital, the average number of patients on a GP Palliative Care Register was <0.3% with large variance. Patients on the register are likely to die within one year.

The national framework for local action puts the patient at the centre of coordinated care; maximising comfort and wellbeing. The documents enabling patients to be in control are; Do not attempt Cardio-Pulmonary resuscitation (DNACPR), Emergency Health Care Plan (EHCP) and Advance Decision to Refuse Treatment (ADRT).

The palliative care register supports patients because it helps practices to monitor them appropriately with patients being looked after in the right way in the right place. In principle patients should know they are on the register and an ongoing dialogue between patients and GPs is essential, the aim is to have 60% of end of life patients on the register.

There is a local End of Life Strategy and this encompasses patients in nursing and residential homes as well as those in the community. Ultimately who oversees patient care depends on the setting although all of the services work together for the benefit of the patient.

The North Tyneside Palliative Care Services are, Macmillan Team, Rapid Response Team, Palliative Care, Care- Home Team, Specialist Palliative Care Team, Hospital Liaison Service, Macmillan Support Services and Macmillan Social Workers.

IT naturally plays an important part in record keeping and currently there are 150 shared records. Shared- care summaries help close the gap between the teams. It was confirmed there is significant investment in specialist care not only for those on the register.

A local booklet has been printed; Care and support living with a life-limiting illness and members of the End of Life Working Group had the opportunity to help inform the contents. The booklet describes the services available and gives valuable contact information. This was circulated at the meeting.

## Any other business

The Idiopathic Pulmonary Fibrosis leaflet was shared with members for information.

### Actions

Minute No/Action No	Action	Responsible	Target Date	Status
<b>Prescription delivery costs</b>	Confirm costs attached to delivery from the pharmacies in North Tyneside.	Lesley Young Murphy	14 Nov 2019	
<b>Social Prescribing update</b>	To invite First Contact Clinical to a future Forum meeting	Michele Spencer	14 Nov 2019 or 9 Jan 2020 depending on availability	
<b>PCN practice alignment list</b>	To confirm which practice is part of each Primary Care Network	Lesley Young Murphy	14 Nov 2019	
<b>Link to 360% survey</b>	Share this with members	Lesley Young Murphy Michele Spencer	14 Nov 2019	

### Date and Time of Next Meeting:

Thursday, 14 November 2019  
11am to 1pm  
Linskill Centre  
Linskill Terrace  
North Shields NE30 2AY