

Notes of the meeting of the North Tyneside CCG Patient Forum held on 13 September 2018 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
	Anne Carlile
49 Marine Avenue	Pat Bottrill MBE
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	Anne Baxter
Swarland Avenue Surgery	Steve Cattle
Collingwood Medical Group	Phil Howells
Park Road Medical Practice	George Mitchell CBE
Wellspring Practice	Val Telfer

In attendance:

NHS North Tyneside CCG	Eleanor Hayward
Community & Health Care Forum	Michele Spencer
Community & Health Care Forum	Carole Reed (Note taker)
Jon Connolly	North Tyneside CCG

Not in attendance:

West Farm Surgery	Patsy Lemin
Portugal Place Health Centre	Tina Trowbridge
West Farm Surgery	Grace Foggin

Apologies for absence:

NHS North Tyneside CCG	Dr. Lesley Young Murphy
NHS North Tyneside CCG	Wally Charlton
Forest Hall Medical Group	Judith McSwain
Northumberland Park	David Hall
Wellspring Practice	Gillian Bennett
	Anne Lawson
Marine Avenue Surgery	Jon Routledge
Village Green Surgery	Bill Critchlow
Nelson Medical Group	Sylvia Hall
West Farm Surgery	Andrew Fothergill
Beaumont Park Surgery	Viki Mayes
Collingwood Surgery	Peter Maitland
49 Marine Avenue	Hazel Parrack
Battle Hill Health Centre	Dean Stewart
Monkseaton Medical Centre	John Tanner

Welcome and introductions: Eleanor Hayward welcomed members to the Patient Forum and thanked everyone for taking the time to attend. She also introduced Anne Baxter to her first Forum meeting.

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 12 July 2018: The notes were agreed as a true record.

Matters Arising

The members were asked to draw their attention to the North Tyneside Cancer Plan flyer which outlines the introductory session at the Langdale Centre on 5 October 2018 members were encouraged to attend.

Steve Roberts complimented the forum note takers on their skill and accuracy.

Jon Connolly, North Tyneside CCG

Finance

Jon explained that the North Tyneside CCG was £19.3million in deficit at its peak two years ago. Now through hard work and determination the deficit will be down to £8.7million by the end of the year, this is unusual as it is not typical for CCGs to repay deficits.

At month four of this year financial performance was ahead of the plan by around £1million. This year we have seen a reduction in the cost to the CCG of people attending A & E and of hospital admissions when comparing costs with our plan. This reduces the cost for the CCG but potentially creates a financial pressure for Northumbria. It has however improved A&E performance at Northumbria Specialist Emergency Care Hospital (NSEC) in part by having senior clinicians on the door.

Newcastle Hospital's activity is also lower than expected but spread out over more service areas. There is more focus nationally on preventing waiting lists growing and we need to ensure activity is sufficient.

Jon outlined a number of areas that have contributed to the CCG's financial recovery.

These included keeping prescribing down to what is clinically appropriate and not giving out unnecessary medication. There is also a trend lately to reduce outpatient follow ups which frees up time to enable resources to be utilised elsewhere.

Q Has this deficit incurred extra charges?

A There has been no interest paid within the timescale of the deficit.

The Referrals Management System is unpopular with some GPs but we have seen a big decrease in referrals. The triage service is in the process of being re-procured. Northumbria Healthcare NHS Trust is the current service provider. As a commissioning organisation the CCG is dedicated to be a more preventative service trying to give help for people stop people

smoking, cut down on alcohol abuse and tackle obesity. By patients choosing healthier options the system will be less in demand which makes for a better future.

It was commented that it was hoped the NHS would not take the decision to recommend E Cigs on prescription, Jon said that as far as he knew there has been no discussion on this at present.

It was agreed that to come from being in 'special measures' which was sanctioned in July 2016 to this current point has been a massive accomplishment and therefore more money is available to invest in local services.

Although the financial side of the service is looking excellent and health care providers rate highly, the health of people in North East England is not good; In North Tyneside, it is worse than the national average even though the North Tyneside area is less deprived than in previous years.

Members of the Mental Health Working Group felt there should be more investment in mental health. There is currently no funding for the Recovery College in North Tyneside. VODA were working with the college but this is now on hold. Newcastle and Gateshead both have funding from their CCGS for their areas. Jon said NTCCG is complying with Mental Health Investment guidance and it is at the top of the agenda. There is a potential investment in mental health support to schools. Anne Carlile informed the members that she has been elected to the Government Advisory Committee as an Adult Patient Carer Representative.

Jon was given congratulations and commended for his role in the financial recovery as well as all CCG staff.

Urgent Care Update

Jon informed the members that the new Urgent Treatment Centre for North Tyneside is set to open on Monday, 1 October 2018. The Urgent Care information leaflet is being delivered to all households in the borough. This will arrive in a NHS envelope with a covering letter so will not be mixed up with junk mail. There will also be additional information in the News Guardian, on the radio, on various websites and on social media as well as posters displayed in public venues. A small card similar to a credit card will also be issued in due course.

Q Will there be an increase in NHS 111 staff?

A Capacity in NHS 111 has been improved there are more clinicians now to give advice.

Jon confirmed the Urgent Treatment Centre will offer appointments day and night as well as the option to just walk in during the day up to midnight. The service is urging people to 'talk before you walk' by phoning NHS 111 to access a correct referral.

One member pointed out that there is no bus from Battle Hill to Rake Lane Hospital, Jon said that transport is very much a part of the overall plan but there will always be difficulties. It was suggested that transport information should be printed on the leaflets.

Working Groups Briefing

Future Care Working Group

Gary Charlton has now left and Mathew Crowther is more involved with the group. Wally Charlton will be the new Chair. Some members have been working closely with the North Shields Locality Manager Andrea Ormand they admitted they would rather be doing things rather than just listening to what is going on.

Self Care and Wellbeing Working Group

The back pain workshop has only averaged around five to six attendees in recent meetings but it will still continue into next year. It was agreed that work is ongoing to try and get more people to attend.

Mental Health Working Group

The World Mental Health Day flyer has been circulated and Anne Carlile confirmed she will continue to attend the Mental Health Integration Board as a representative this in turn feeds into the Health and Well Being Board within North Tyneside Council. Janet Arris is the CCG rep. Marc Rice has a meeting tomorrow to discuss the possible formation of an Innovations Working Group. He is also still working on the mental health app. It was confirmed that notes from this working group are available to all members on request.

Any Other Business

It was agreed that some information required by the Care Navigators was too personal to be repeated in the surgery although it is now necessary to disclose these details at reception for them to make the right decision about treatment. It was suggested that a Locality Officer Support update be provided to the Patient Forum meeting to give members feedback on Care Navigators and other developments.

It was suggested that some information about NHS 111 could be put in the next newsletter in November. Also if members have anything they wish to share that would be suitable for inclusion in the newsletter please contact Michele. Eleanor complimented the Comms Working Group on their efforts.

Some members were concerned that PPGs in North Tyneside either don't exist or have very few attendees. For example one Whitley Bay PPG hasn't met for some considerable time. On the other hand Lane End Surgery meets every three months and the minutes are always circulated. Michele will support a rolling programme to support PPGS.

A member commented that Monkseaton Medical Practice does not appear to have Practice Nurses to take bloods and do smear tests.

An annual Development Session will be on the horizon probably before Christmas; this could be linked in and made into a social event.

It was agreed that it would be useful for someone, maybe Neil Frankland to come and talk about prescribing.

Judy Scott said she would liaise with Michele about Conferences on Frailty, this is a massive issue and a lot of NHS money goes into it.

Date and time of next meeting

Thursday 15 November 2018

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	Ongoing
12.7.18	3	Clarify whether the Diploma course for staff in care homes has been implemented	Lesley Young Murphy	13.9.18	Ongoing
12.7.18	4	Check Practice website to see if Care Navigators are included in Practice services	All members	13.9.18	Ongoing
12.7.18	5	Provide list of critical success factors for the new Urgent Care Service	Lesley Young Murphy		
13.9.18	6	Clarify details about the MSK Service and waiting times for treatment	Michele Spencer		
13.9.18	7	Liaise with Anne Carlile re mental health.	Jon Connolly		
13.9.18	8	Look into transport links to Rake Lane Hospital	Michele Spencer		