

Notes of the meeting of the North Tyneside CCG Patient Forum held on 14 November 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 Anne Carlile
Lane End Surgery	Colin Thomson Steve Roberts Steve Manchee
Northumberland Park Collingwood Medical Group	David Hall Phil Howells Peter Maitland
Marine Avenue Surgery Wellspring Practice	Jon Routledge Val Telfer Gillian Bennett
Whitley Bay Health Centre Beaumont Park Village Green Surgery Swarland Avenue Surgery	Judy Scott Viki Mayes Bill Critchlow Steve Cattle

In attendance:

North Tyneside CCG	Eleanor Hayward (Chair)
North Tyneside CCG	Irene Walker
North Tyneside CCG	Jon Connolly
North Tyneside CCG	Dr Ruth Evans
North Shields Wellbeing Facilitator	Claire Howard
Community & Health Care Forum	Michele Spencer
Community & Health Care Forum	Carole Reed (Note taker)

Not in attendance:

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

Apologies for absence:

NHS North Tyneside CCG	Dr. Lesley Young Murphy
NHS North Tyneside CCG	Wally Charlton

NHS North Tyneside CCG
Mallard Medical Practice
Priory Medical Group
49 Marine Avenue

Collingwood Surgery
Whitley Bay Health Centre
Park Parade Surgery

Dr Richard Scott
Michelle Weldon
Sandra Gillings
Pat Bottrill
Hazel Parrack
Patrick Mayne
Heather Carr
Ray Calboutin

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 12 September 2019: The notes were agreed as a true record.

Matters Arising

There were no matters arising.

Irene Walker, Head of Governance NHS NT CCG

Irene thanked the members for inviting her to the meeting and explained her role in the CCG which includes keeping the member register updated and monitoring the conflict of interest, terms of reference lists and annual reviews by liaising with Michele. Irene gave the members some information handouts. She agreed that the Patient Forum is unique within CCGs and its work is very useful and relevant to the CCG. It is important that outside interests are kept transparent and open, all CCG staff and Patient Forum members are obliged to sign the Terms of Reference and Declaration of Interest forms and be aware that conflicts are managed and recommendations are made to the Governing Body through the Chair.

Each GP practice is allowed to have three members of their PPG at the Forum one of which is allowed to vote. Quoracy is met if there are seven voting members within the Forum, confidentiality is important within the Forum. It was pointed out however that some information discussed with members is also shared with GP Surgeries. Irene agreed with this but stressed that common sense in this case is key. It was agreed there had not been a vote during the existence of the Forum.

The CCG supports GP practices having a Patient Participation Group (PPG) but not all practices have them as it is sometimes difficult to get patients to join. However, Michele has recently had four surgeries showing an interest in developing a PPG. The PPG meetings usually take place every three to six months. Some practices in the borough have recently been merging together Park Road, Wallsend with Battle Hill and Stephenson Park formerly Forest Hall and Garden Park; it was unclear if West Farm had also merged. When the CCQ regulates a GP surgery they get a box ticked if they have a PPG.

Irene concluded that if any members have any comments or questions, they can contact her via Michele. Eleanor said the Forum would invite Irene back in about 18 months to update everyone

Claire Howard

North Shields Well Being Facilitator

Claire has been in post since June 2019 and has previously attended the Forum. She is based at VODA with the North Tyneside Council for Voluntary Service (CVS). She explained to the members that she has visited a couple of PPGs in North Shields and is involved with North Shields Primary Care Network working with Dr Dave Tomson looking at relationships between the voluntary sector and GP Surgeries involving NHS plans, social prescribing and how they could be better developed. There are Care Navigators in all GP Surgeries in the Borough although some of them may operate differently and may have received more training than others. Some have produced posters and lanyards to identify themselves with patients and others may have set up key times to liaise and meet with them. The members were interested in hearing more examples of how the Care Navigators operate. Claire gave a couple of instances where they have improved someone's life, for example a Care Navigator got in touch with a carer who was looking after a parent and had got into difficulty; she was given information and support and put in touch with the Carers Centre. Another person was caring for someone with social isolation and was given a host of organisations' details that could help and signposted to activities taking place at the Linskill Centre.

VODA are presently looking at animation work and Robin Fry has produced a film about health management and Care and Connect; it is being edited at present and will be ready by 10 December. It will be accompanied by a round of confidence workshops. The Comms Working Group are keen to have Care Navigators visit voluntary organisations to give them a better understanding and have them more involved with GP Surgeries. Health jargon is often a problem and work is being done with SIGN on the North Tyneside Council website; this is a Directory of Services managed by North Tyneside Council but isn't very user friendly or particularly interesting. VODA are running a winter support network to help the most vulnerable people keep warm in their homes. Beth from Launchpad is running a User Survivor Forum for people with mental health difficulties and members have produced a guide for practices to support people with mental health problems through their appointments with health care professionals.

It was agreed that some people in the Borough do not know about North Tyneside Carers Centre and the work it does; there should be more information and sign posting available.

A Veterans Presentation about mental health was held last week and it was amazing, more people should receive this kind of training. It was explained that anyone who has been in Military Service even if it was for one day, is classed as a veteran and this should be identified in GP Surgeries when people register with practices.

Working Groups Briefing and Feedback

End of Life

The next End of Life Working Group is in February.

Future Care

Things are going really well at the Future Care Working Group.

Self-Care and Well Being

Liz Brittlebank has now withdrawn from the Self Care Working Group and Tom Dunkerton from the CCG will attend the next meeting on 21 November to discuss future themes. The Back-Pain Workshop is still running but does not attract many people. Although the group has been low key it is still alive and well and enthusiastic.

Viki Mayes confirmed that the Healthy Walks are still ongoing, and it was confirmed Lane End Surgery has a pamphlet that informs patients about walks and other activity groups to make them aware of what is going on.

Mental Health

The group has discussed the focus for next year which will be set around dementia and will include more involvement with learning disabilities. World Mental Health day took place last month and of course we now have the Recovery College.

Comms

The members continue to work hard on the production of the quarterly newsletter.

Innovations

This is a new Working Group which covers IT and new practice initiatives the members can learn about websites in GP practices and find out what training is available to patients. Marc Rice is the Chair and the first meeting was well attended. The next meeting will be held on 28 November at the Linskill Centre; there may be two sub-groups one IT led and one not.

CCG Update

Jon Connolly

Jon apologised on behalf of Lesley as she had a previous engagement. It has been quite a while since he has attended this meeting but is happy to attend today. Things have moved on in a positive way, the deficit which peaked at 19 million has now been reduced and it is now business as usual for the CCG who can think about investment in primary care and supporting the voluntary care sector through its community grant initiative. They have also recently achieved an outstanding rating from NHS England. The Recovery College has now re-opened in North Tyneside which is brilliant as it will have such a positive impact within the Borough.

Lesley wanted John to mention the Hear My Voice campaign that is up and coming and will collect feedback from residents in North Tyneside to find out about their health care experiences both good and bad. It will inspire people to speak up and help shape the future of health provision. A soft launch will take place in the New Year.

The Northumbria Emergency hospital is maintaining its four-hour waiting target and is the only one to do so throughout the ten hospitals in the north east. The CCG is working hard with all their partners, but one big problem remains a challenge, the workforce deficit is very limited so although the money is available it's no good without the staff. We have got the demand, but we need to create the supply. The waiting times for operations are getting longer and there are less consultants than there used to be. Across the area for example Gateshead has a lot of theatre capacity which is good, whereas Newcastle has less theatre space and plenty of consultants, so this is a good opportunity to work collaboratively. The Long-Term Plan is to set CCG financial targets for the next four years.

NHS England, now called NHS Improvement is collaborating with care partnerships and statutory bodies which can sometimes prove inflexible however it is working well overall.

Reflecting on waiting times for patients in hospitals are judged on their urgency which means people with less threatening conditions have to wait longer. The incentive will be to prioritise on emergencies. A & E continues to work on communicating with the population and ensuring they are signposted to the right place because if their condition is not serious, they shouldn't really be there. They are under tremendous pressure as the demand rises as sometimes people don't know whether to go to their GP, or Urgent Care Centre instead of A & E where they may place undue demand on the system. Urgent Care Centres can offer many services including supplying antibiotics and giving x-rays, there are also other useful services such as Out of Hours and NHS 111.

Primary Care Networks (PCNs) – Dr Ruth Evans, NT CCG

Ruth thanked the members for inviting her and explained that PCNs are now a huge topic of Future Care in North Tyneside. The Long-Term Plan was published in January 2019 setting out key ambitions for the service over the next ten years. The plan confirms a £.4.5 billion uplift to primary medical and community health services. The PCNs are groups of practices commissioned to provide primary care services to 30 – 50,000 patients and each locality has a network contract DES (Direct Enhanced Service). This is delivered and funded via a contract and is offered to all practices as an extension of their core GP contract which went live on 1 July 2019.

This year three provisions have been put in place they are:

- Extended hours
- Clinical pharmacists
- Social prescribing

In 2020 a further five headings will be added:

- In depth medication review
- Enhanced help in care homes
- Anticipatory care
- Personalised care
- Early cancer diagnosis

In 2021 another two headings will also be added:

- Cardio-vascular disease
- Tackling health and equalities

This is hugely exciting for the Borough.

Members asked if they could have an explanation of these terms in the fullness of time.

Patients don't always need to see a GP for a less serious problem they can see the Nurse Practitioner. For example, a specialist Parkinson's Disease Nurse will have more expertise than a GP as that is their particular skill just as a Dietician would know more about nutrition and diet.

It was agreed the NHS app is really very good and is so easy to download, even for those not computer literate. The key is to have confidence.

There has recently been some money approved to pilot LIVI (this stands for well-being in Swedish) which is an app to enable patients to see a GP by video to get medical advice, referrals and prescriptions. This allows patients to have their consultation in a more convenient way seven days a week. LIVI is a service that is partnered with our local NHS GP Practices.

Eleanor thanked Ruth and acknowledged the role she played in the formation of the Patient Forum back in 2013.

Actions

Subject	Action	Responsible	Target Date	Status
Prescription delivery costs	Confirm costs attached to delivery from the pharmacies in North Tyneside	Lesley Young Murphy	14 November 2019	Completed
Social Prescribing update	To invite First Contact Clinical to a future Forum meeting	Michele Spencer	9 January 2020	
PCN practice alignment list	To confirm which practice is part of each Primary Care Network	Lesley Young Murphy	9 January 2020	Completed
Link to 360% survey	Share this with members	Lesley Young Murphy Michele Spencer	9 January 2020	

Date and Time of Next Meeting:

Thursday, 9 January 2020

11am to 1pm

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY