

Notes of the meeting of the North Tyneside CCG Patient Forum held on 15 March 2018 held at The Linskill Centre, Linskill Terrace, North Shields, 11am – 1pm

Present: The meeting was chaired by Eleanor Hayward

Practice Representatives:

Beaumont Park	Victoria Mayes
Priory Medical Group	Susan Dawson
	Anne Carlile
Wellspring Practice	Val Telfer
	Gillian Bennett
Whitley Bay Health Centre	Judy Scott
	Heather Carr
Lane End Surgery	Steve Manchee
Park Road Medical Practice	George Mitchell CBE
Park Parade	Ray Calboutin
Battle Hill Health Centre	Dean Stewart
49 Marine Avenue	Pat Bottrill MBE
	Hazel Parrack
Earsdon Park Medical Practice	Ann Appleby
Village Green Surgery	Bill Critchlow
West Farm Surgery	Andrew Fothergill
Monkseaton Medical Practice	John Tanner

In attendance:

NHS North Tyneside CCG	Lesley Young Murphy
NHS North Tyneside CCG	Anya Paradis
Community & Health Care Forum	Michele Spencer
Community & Health Care Forum	Carole Reed(Note taker)

Not in attendance:

West Farm Surgery	Patsy Lemin
Nelson Health Group	Linda Scott
Portugal Place Health Centre	Tina Trowbridge
Spring Terrace	Gillian Rayne
West Farm Surgery	Grace Foggin
	Diane Blackham
Northumberland Park	Craig Harold

Apologies for absence:

NHS North Tyneside CCG	Wally Charlton
Beaumont Park	Mark Hoggan
Forest Hall Medical Group	Judith McSwain
Collingwood Medical Group	Phil Howells

Lane End Surgery	Peter Maitland
	Steve Roberts
	Colin Thomson
Priory Medical Group	Sandra Gillings
Northumberland Park	David Hall
Nelson Medical Group	Sylvia Hall
Collingwood Medical Group	Wendy Johnson
Battle Hill Health Centre	Anne Baxter
Bewicke Medical Centre	Sonia Bradley
Swarland Avenue Surgery	Steve Cattle
Wellspring Practice	Anne Lawson
Whitley Bay Health Centre	Philip Lowe
Marine Avenue Surgery	Jon Routledge

Welcome and introductions: Mrs Hayward welcomed members to the Patient Forum and thanked everyone for taking the time to attend. She also introduced new member Judy Scott from Whitley Bay Health Centre.

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 11 January : There was an amendment to the second question and answer on page three. The transition period for young people with autism now has a facility in Ashington.

Matters Arising

Actions were discussed, concluded or to follow.

Anya Paradis

CCG Commissioning Priority Areas 2018/19

Anya showcased her presentation on Commissioning Priority Areas 2018/19 (please see attached). She explained that the subjects typed in bold throughout were a national priority.

- Priority Areas (2) to gain better support the CCG are working closely with Northumberland Tyne and Wear NHS Foundation Trust (NTW) to achieve requirements and the Transform and Care Programme is very important.
- Priority Areas (3) the Maternity Services are to undertake a national review but it is not expected to bring up any major changes.
- Priority (4) the diabetes structured education included the Diabetes Prevention Programme and Resource Centre. They have also commissioned a new provider. Tom Dunkerton is presently working on a cancer pathways Survivors and Care Plan and he may come back to this meeting with a further discussion. Anya confirmed that cardiac rehabilitation is part of the ongoing Long Term Conditions.
- Anya asked the members to email any feedback to steve.rundle@mnhs.net by Friday, 23 March 2018.
- It was agreed that almost all areas in the presentation are covered by the Patient Forum Working Groups.

Anya informed the members that the CCG had won the Better Health at Work silver award.

Lesley Young Murphy

CCG Update

Lesley shared a list of efficiencies with the members. She explained that Princes Court Care Home at Royal Quays in North Shields has 20 beds; the staff in the home are very professional, committed and caring, and work hard to forge close relationships with residents, getting to know as much as possible the residents' individual needs, their likes and dislikes – to really know and understand them. They do the same with their families and friends, who they encourage to visit and get involved in activities, as much as possible. Most of the staff were previously employed at The Cedars. Lesley also discussed Shared Care, Continuing Health Care and the top ten reasons for hospital admissions which vary depending on the time of year. They include falls, flu, chest infections, urinary tract and abdominal problems. Lesley confirmed she would have a more complete analysis at the next meeting.

Q Do you get involved with incidents where the wrong drugs have been prescribed?

A We do if the occurrence is brought to our attention, the Prescribing Team will check with the pharmacy and the GP would be informed. Sometimes the mistake can be due to problems on the system as many drugs are similarly named.

Q Do you agree that studies by the NHS prove how much money is wasted on drugs?

A Most GPs and pharmacies have changed the way prescriptions are produced, repeats now mainly go straight to the pharmacy for collection by the patient which in turn saves money.

Q Some unemployed people have their benefits reviewed and keep receipts for the DWP they hoard medication and worry about it and can sometimes end up ill again.

A This is indicative of the system.

Q Are pharmacies monitored by the commissioners?

A Yes there are meetings between the providers, pharmacists and commissioners, we have to remember that pharmacists are highly skilled professionals. We have a vibrant, active system in North Tyneside.

Q Are E-cigs about to be available on prescription?

A Research is being carried out by Public Health but there is no policy in place at present.

Q Are prescriptions now only prescribed on a monthly basis?

A Not that I am aware of.

Q Do GP surgeries seem emptier during the afternoons and therefore the practice gets paid more for seeing a less amount of patients, has the system changed?

A GPs get a certain amount of money for each of their patients it is called a global sum but they may also get additional payments for enhanced services. At present a GP will see four to five patients per hour each allotted a ten minute slot, however there are some cases where a double slot is booked for more complex reasons for example they may need an interpreter. In my experience with the national contract the GP surgeries' efficiency has improved.

- Q** Is there any progress on reducing Did Not Attends (DNAs)?
- A** Forum members met with Wally Charlton to discuss DNAs. There is a new system which has reduced them considerably but the numbers are still high. This is always going to be a problem, some cases are genuine but some patients just don't bother to turn up or ring to cancel their appointment. Research shows the worst offenders are aged 16 to 30. Some surgeries display the numbers of DNAs and wasted costs that occurred in any particular week.
- Q** What happens to patients who repeatedly DNA?
- A** Each surgery will have a different procedure. Some have three strikes and they're out, but may discuss the issue with the patient first. Others may send out a letter to the patient - it can vary.
- Q** Will the Reference Management System stop now the CCG is out of Special Measures?
- A** No, inappropriate referrals do need to be managed, individuals are referred on very clear guidelines of evidence based practices. This has reduced the postcode lottery. Diagnostics formed the base of an educational programme. Written feedback from the clinician who triaged it. People are referred automatically where necessary and the numbers are gradually coming down.
- Q** Triaging people costs a lot more than the price of an inappropriate appointment at hospital, why didn't they just target the practices that needed it?
- A** There are always better practices than others but none are perfect; we are continually reviewing this.
- Q** Are you aware of any corruption within the NHS?
- A** No, not that I am aware of but if so the Counter Fraud Authority would be brought in. I am also confident most NHS staff would agree, the CCG and the Local Authority have a duty of care and there are Safeguarding Policies in place. Anyone wanting to discuss this further can ring me personally or Jacquie Old at North Tyneside Council. Please see Counter Fraud Authority details at the end of the notes.

At present we are working with North Tyneside Council on the independent sector joint contract being consistent with high quality outcomes to improve recruitment. Priorities are planning for April 2018 and the new financial year and producing the annual report.

Working Groups Briefing

Future Care including Caring for Older People and Urgent Care

The Falls Strategy App has now been completed and this will enable people to be directed into the Falls Service.

Self Care and Well Being Working Group

The back pain workshops are ongoing and dates were shared with the members.

End of Life Working Group

A draft Patient Information Leaflet was handed out to members at the last meeting in January it was thought to be very long. It was agreed that the group owed a lot to Dr Kathryn Hall as she Chairs the group to a very high standard. The next meeting is Tuesday, 1 May 2018.

Mental Health Working Group

Mental Health Action Week will take place for seven days in May beginning on Monday, 14 May through to Sunday 20 May 2018 and is open to everyone across the Borough. The Working Group has received over 200 questionnaires identifying different themes people feel are significantly impacting their mental health. As a result the themes will be;

Themes for mental health action week

Difficult Life Events

Physical Health

Access to Quality and Appropriate Services

Benefits and Work

Relationships and Social Isolation

Thirty responses were received from organisations and individuals offering to support the campaign including Meadow Well Connected who have kindly provided space for the planning meetings. The timetable is currently being finalised and there are activities taking place every day. Anne is acting as a Patient Forum representative on the steering group and is working closely with Beth Williams from Launchpad North Tyneside who is coordinating the week. Michele agreed to print off leaflets and posters to generate publicity within GP surgeries, Anne asked Forum Members if they could check their surgeries for evidence of these being displayed.

Comms Working Group

The next newsletter issue 10 is nearly completed.

Tripartite Primary Care Strategy (3PCS)

The CCG Care Navigation Roadshow will take place at Wallsend Customer First Centre on 20 March and at Westmoor Community Centre on 9 April 2018.

Any Other Business

Members are reminded of the CCG Patient Forum Terms of Reference and in particular... Key Principles 2.5 Forum Members should not raise issues in relation to their treatment and care, however general experiences of services would be welcome in the areas of special interest sub groups. If members would like another copy of the document please let Michele Spencer know.

Members agreed that Lesley Young Murphy is open, honest and this ensures members are well informed Lesley deserves a thank you from the Patient Forum Members.

If you have any suspicions of fraud or bribery we need to know about, the CCG's Counter Fraud Specialist can be contacted in confidence:

By phone on 0191 4415936

By email at counterfraud@audit-one.co.uk

Or contact the NHS Counter Fraud Authority on 0800 0284060 or

<https://cfa.nhs.uk/reportfraud>

Your support in keeping our resources safe is much appreciated.

Date and time of next meeting

Thursday, 10 May 2018

11.00am to 1.00pm

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		Lesley to liaise with Dr Kent
16.11.17	2	Copy of Falls Strategy and Mental Health in Later Life to be shared with members when complete	Michele Spencer	Work in Progress	Mental Health in later life has been shared