

**Notes of the meeting of the North Tyneside CCG Patient Forum held on 15 November 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 Anne Carlile
Lane End Surgery	Colin Thomson Steve Manchee
Park Parade Surgery Whitley Bay Health Centre	Ray Calboutin Heather Carr Judy Scott
Swarland Avenue Surgery Park Road Medical Practice Wellspring Practice	Steve Cattle George Mitchell CBE Val Telfer Gillian Bennett
Village Green Surgery Beaumont Park Surgery 49 Marine Avenue Marine Avenue Surgery	Bill Critchlow Viki Mayes Hazel Parrack Jon Routledge

**In attendance:**

NHS North Tyneside CCG	Eleanor Hayward Lesley Young Murphy Marc Rice (in attendance from 12 noon) Wally Charlton (in attendance from 12 noon)
NECS Community & Health Care Forum	Neil Frankland (in attendance from 11.30am) Michele Spencer Paula Peart (Note taker)

**Not in attendance:**

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

**Apologies for absence:**

Forest Hall Medical Group	Judith McSwain Anne Lawson
Nelson Medical Group West Farm Surgery 49 Marine Avenue Battle Hill Health Centre Priory Medical Group Monkseaton Medical Centre Collingwood Surgery	Sylvia Hall Andrew Fothergill Pat Bottrill MBE Dean Stewart Sandra Gillings John Tanner Phil Howells Peter Maitland
Battle Hill Health Centre Lane End Surgery	Anne Baxter Steve Roberts

**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 if relevant.

**Notes of the previous meeting dated 13 September 2018:** The notes were agreed as a true record.

### **Matters Arising from Action Log**

Courses are available for those staff who wish to further their career with care providers and in nursing homes. The CCG is working with care providers to ensure good practice.

### **Urgent Care Service**

The Urgent Care Service critical success factors are measured by:

- Patients being seen within 4 hours
- Patient satisfaction is 'good'
- Patient experience of the Urgent Care Service – The CCG is working with Healthwatch North Tyneside to gather these patient views

Q. Should there always be a GP present at the Urgent Care Service?

A. Yes a GP should always be available; this is a specification of the service

Q. Will patients be triaged at the Urgent Care Service?

A. Yes it's the same as NSEC, even though it's minor ailments and injuries

Q. What is being done about patients going to NSEC because they can't get an appointment with their GP?

A. Patients presenting at NSEC when it's not an emergency will be sent to a GP with an appointment made for them. The CCG monitor this very closely

Q. Who delivers the GP Out of Hours Service at the Urgent Care Service?

A. Vocare based at Balliol Business Park are commissioned by Northumbria Healthcare NHS Foundation Trust to provide this service

### **Terms of Reference Review**

There has been one change to the terms of Reference which is highlighted.

### **Pharmacy Update**

#### **Neil Frankland, Medicines Optimisation Pharmacist NECS**

The CCG is now in a buoyant position. £5m has been taken out of the prescribing budget because less money is now needed to provide the same amount of service because the cost of drugs has reduced. The number of items now prescribed per prescribing unit has also reduced resulting in cost per head dropping and therefore efficiencies being made. The CCG is not complacent - people's minds are focused now because of the CCG deficit in the past.

District Nurses now have direct access to dressings so don't have to go through the GP for a prescription which is saving time and money.

Q. Are we stopping all over the counter medicines on prescription? Is the message getting across to patients?

A. For a lot of patients the message works but for a lot of patients it doesn't work e.g. if a large number of paracetamol is needed this would have to be prescribed by a GP

Q. Do Pharmacists only give you the exact amount of drugs prescribed?

A. Yes, no more will be given than prescribed

Q. Is there a lot of medication waste?

A. Yes but we're no more wasteful than anywhere else. We can't use drugs that are returned to the Pharmacy as we don't know how they've been stored, we can only presume that they will be alright but we don't know for sure.

Q. Have in-branch Pharmacists reduced costs?

A. Yes more resources are now available to patients for the same amount of money. The Pharmacists and GPs work well together and complement each other – Pharmacists are more knowledgeable about medicines than GPs

Q. How long is a drug's patent in place?

A. Approximately seven years

Q. Have you got enough medicines for after Brexit?

A. Yes we have things in place

Q. Is the CCG going to commission FreeStyle Libre?

A. Yes but it won't be to everyone. It will be supplied to Type 1 diabetes patients through specialists in hospitals and for patients whose condition is difficult to control.

## **Medical Cannabis**

"Medical cannabis" is a broad term for any sort of cannabis-based medicine used to relieve symptoms.

Very few people in England are likely to get a prescription for medical cannabis.

Currently, it is only likely to be prescribed for the following conditions:

- children and adults with rare, severe forms of epilepsy
- adults with vomiting or nausea caused by chemotherapy

And it would only be considered when other treatments weren't suitable or hadn't helped.

Health stores sell certain types of "pure CBD". However, there's no guarantee these products will be of good quality and they tend to only contain very small amounts of CBD, so it's not clear what effect they would have.

## **CCG Update**

### **Dr Lesley Young-Murphy**

Because of the huge amount of work done by the CCG we've found some areas to invest in GP Practices - turning unused space into treatment rooms and updating the waiting areas

Each GP Practice will be given a sum of money to invest in their staff. The aim of this money is to:

- Improve patient access
- Improve patient care experience
- Improve the experience of staff delivering the care

The Practices will be asked to provide details of the changes in their Practice by undertaking impact studies. Best practice will be shared amongst Practices and also shared with the Patient Forum.

## **North Tyneside CCG Transformation and Change (including Locality Support Officers Update)**

**Wally Charlton**

**Marc Rice**

Wally talked through the presentation and asked for any questions.

The team primarily work in GP Practices but also work with partners and providers, national and regional teams.

A massive piece of work that has begun in GP Practices is the digitisation of GP records. All records are backed up before hard copies are destroyed and destroying these hard copies has left unused space in Practices which is being turned into treatment rooms and improving waiting areas

Q. What are the GP Ten High Impact Actions?

A.

- Active Signposting
- New Consultation Types
- Reduce DNSs
- Develop the Team
- Productive Work Flows
- Personal Productivity
- Partnership Working
- Social Prescribing
- Support Self Care
- Develop QI Expertise

Q. North Shields locality is very innovative – will other localities follow their example?

A. There's a lot of good work going on involving patients across all localities

Michele took the opportunity to thank Wally and Marc for always making themselves available to any members who may need their time and expertise.

Q. Why is a Forest Hall surgery amalgamating with Howdon surgery?

A. There is a clear process for surgeries who wish to amalgamate. Joining forces will provide a bigger team who will be more responsive to patients. This will be back office functions that don't affect patients at all. Practices are small/medium businesses and could be unsustainable so it's in the best interests for the CCG to support Practices to work together. Patients must be consulted first with views and comments collated before bringing a case for change to the CCG. Looking forward, Practices will join together to make bigger Practices, this decision will be supported in the Governing Body meeting on 27 November at Hedley Court

## **Working Groups Briefing**

There was no time for the additional working groups briefing, however the briefing papers are attached

## **Self Care and Wellbeing Working Group**

The next meeting is 21 November at 2.30pm

## **Frailty Conference Feedback**

Deferred until 10 January meeting

## **Urgent Care FAQs**

Following consultation feedback to groups involved in the consultation, a list of frequently asked questions is being written by Michele Spencer and will be shared with members

## **Any Other Business**

### **Healthwatch North Tyneside**

#### **Judy Scott**

Healthwatch North Tyneside is asking people who live in North Tyneside, or use North Tyneside services, to complete this short survey:

Go to

[www.healthwatchnorthtyneside.co.uk/whatmatters](http://www.healthwatchnorthtyneside.co.uk/whatmatters)<<http://www.healthwatchnorthtyneside.co.uk/whatmatters>>

The survey offers the opportunity to tell Healthwatch about local health and social care services, what's good and what could be better.

It will take 5 to 10 mins to complete and you could win £25 of high street vouchers.

All information provided will be stored anonymously.

The survey closes on 6 December

Healthwatch North Tyneside are also carrying out a piece of work at Northumbria Specialist Emergency Care Hospital and results will be fed back in January's meeting

Healthwatch North Tyneside have produced a booklet detailing their plans for 2018-2021 and Judy handed copies out to members.

## **Member information**

David Hall (Northumberland Park) has with regret decided to step down from the Forum and has also decided to relocate to be closer to his daughter and grandson. David sends his best wishes to the members. Eleanor thanked David for his valuable contribution over the last few years and wished him well for the future.

## **Flu jab**

Unfortunately there has been a national supply issue with the over 65s vaccine this year. The manufacturer has now made available 400,000 extra doses nationally and Practices should have their full deliveries by 22 November.

If Practices/District Nurse Teams are still short after that point, the CCG will be allowed to move supplies between practices.

It is understood from NHS England that there is no evidence that flu is circulating yet.

**Date and time of next meeting**

Thursday 10 January 2019

11am – 1pm

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY

**North Tyneside CCG Patient Forum Action Log**

<b>Date</b>	<b>Action No.</b>	<b>Action</b>	<b>Person Responsible</b>	<b>Target Date</b>	<b>Status</b>
13.9.18	1	Liaise with Anne Carlile re mental health. Liaise with Janet Arris	Jon Connolly  Lesley Young Murphy		