

**North Tyneside CCG Patient Forum
Working Groups Briefing
Thursday 11 July 2019**

Members-Influence and Impact

CCG Patient Forum and Working Groups

- NHS North Tyneside Clinical Commissioning Group's Patient Forum is strong, robust and acts as a critical friend to the CCG and its Governing Body. Members are encouraged to challenge and debate throughout all engagement processes.
- As a constituted group the strength of the Forum is the dedication and commitment within the membership as well as their passion for local health services.
- All Working Groups and related topics were decided by Forum Members and are compatible with NTCCG Strategic Plan and Priorities.

The aim of the Patient Forum is to have membership from each of the 27 GP Practices in North Tyneside and come from practices own patient groups. Most Practices have active patient groups with scheduled meetings throughout the year and others run virtual groups to engage with their patient population. Agenda items for the Forum are a mixture of CCG areas for discussion and member led issues for meetings. As a result of members areas of special interests identified within development sessions and inductions, these are matched with CCG priorities and a series of smaller Working Groups are established to enable more in depth discussion and influence. There are five Working Groups, these are special interest groups and membership has formed as a result of members' experiences or work related background. All working Groups are chaired by Clinicians or senior CCG personnel.

End of Life Working Group

Membership 8-Quarterly meetings

- Palliative Care Services in North Tyneside are an area members of this group feel passionate about. A combined service information leaflet has now been approved and is being printed for distribution and will provide all of the key information patients and their families will find useful.
- The Rapid Response Service, Primary Care Registers and work being undertaken in Nursing Homes in North Tyneside are three of the areas for discussion at the next Forum meeting in September
- Around half of GP Practices have Bereavement Policies and a group has been established to create a standard policy.
- The Palliative Care Project in conjunction with Northumbria University is ongoing and explores improving patient and carer experiences and how information is shared between families and health professionals, members have had the opportunity to inform the publicity material to be used during the research.

**Next meeting Tuesday 3 September 2019 10.00am Linskill Centre
North Shields**

Future Care Working Group

Membership 12-Bi-monthly meetings

- Members had a visit to walk-through The Northumbria Hospital in Cramlington on Friday 31 May and had the opportunity to find out more about patient flow, waiting times and demand for the service. At the time of the visit the new ambulatory care building was in the process of construction.
- The Care Plus service now based at the Shiremoor Resource Centre visit took place on Monday 8 July, the service, available to the frailest patients, includes nurses, support workers, hospital consultants, therapists, social care and volunteers. The team works closely with patients to understand their health and wellbeing needs so they receive the best possible care.
- Members will receive information and asked for input on the Future Care Programme Board Work streams and currently these are Children's Services, Primary Care Home, Planned Care and Long Term Conditions and Urgent and Emergency Care.
- The most recent meeting was to inform members about Primary Care Networks, explained as general practice playing a leading role interacting with hospitals, mental health trusts, local authorities and community providers to plan and deliver integrated care. In North Tyneside there will be four PCNs each with a neighbourhood of around 50k people and are broadly in line with the current localities. There is additional investment and the opportunity to increase the range of health professionals working in primary care. It also gives the opportunity to pilot new initiatives in primary care for the benefit of patients in North Tyneside.

Next meeting Wednesday 7 August 2019 11am Linskill Centre North Shields

Self Care and Wellbeing Working Group

Membership 11-Quarterly meetings

- The back pain workshops supported by members continue to be held at a range of venues; the recent workshop was held on Tuesday 2 July 5.45pm at Bewicke Medical Centre in Wallsend and it is anticipated additional dates will be agreed.
- Members plan to explore other areas of self care in the coming months.

The latest meeting was held at 1.30pm 4 July 2019 at Wellspring Practice Killingworth and future meetings are to be arranged

Mental Health Working Group

Membership 6-Quarterly meetings

- VODA hosts the North Tyneside Recovery College which offers a range of courses and workshops related to mental health and well-being. These are free and open to anyone, but are aimed particularly at people who are interested in mental health and recovery. The Recovery College is also keen to involve people with experience of mental health problems in the design and delivery of courses. The

vacancy has been filled and Alison Donkin will be attending the Mental Health group July meeting to talk through plans for the service.

- Future agenda items include feedback from the Mental Well Being in later Life Board, update on the Memory Clinic and an update from the Community Treatment Team.
- The Social Prescribing in North Tyneside contract has been awarded to First Contact Clinical, a North East based organisation describing themselves as a provider of ways to wellbeing. More information is available on request.

**Next meeting Tuesday 30 July 2019 10.30am Linskill Centre
North Shields**

**Communications Working Group
Membership 9-Monthly meetings**

- North Tyneside CCG website has a dedicated section for the Patient Forum newsletter and Issue 16, September is in the draft stage.
- Newsletters are cascaded to GP practices and they are encouraged to laminate a copy for their waiting rooms and include it on their own website.
- The Newsletter will also be distributed to CHCFs wider contact list of voluntary and community sector organisations and community buildings.
- The group continues to work hard on this to bring all of the elements together with the aim of raising the profile of the Forum and sharing current NHS initiatives.
- All ideas for inclusion in the newsletter are appreciated and members are encouraged to share it with their wider networks.
- In addition members receive a CCG Comms update.
- At the June meeting members had the opportunity to talk to Claire Howard the North Shields Locality Wellbeing Facilitator.

Next meeting-Friday 26 July 2019 10am Linskill Centre North Shields

**Notes of all meetings are available on request and
new members to the Working Groups are welcome.**