

North Tyneside CCG Patient Forum Working Groups Briefing Thursday 23 July 2020

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 NHS England outstanding rated 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 25 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 six 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

- Dr Hall considered the latest meeting as a catch up with members and shared her experiences as a GP in North Tyneside and how this has changed during COVID -19.
- It was explained where palliative care patients had additional symptoms the appropriate measures were put in place to ensure a high level of patient care. There was an evolving picture and links with the Northumbria Macmillan team, the Rapid Response team and the regional and national End of Life services were as strong as ever.
- A network bereavement survey will be taken forward to provide further information similar to the survey carried out during the Sars virus outbreak in 2011.

**Next meeting Tuesday 22 or 29 September 2020 to be confirmed
10.00am venue to be confirmed**

Future Care Working Group

Membership 12-Bi-monthly meetings

- The next visit for members is at the out of hours VOCARE service in Benton and was due to take place 25 March 2020. This will be re-scheduled when safe to do so.
- Members who attended the first Integrated Frailty Service event on 22 January 2020 at The Grand Hotel, Gosforth Park were invited to attend the second event 12 March 2020 at the Village Hotel. There will be an update at the July Forum.
- Members were invited to the Strata presentation Friday 10 July on MS Teams; Strata is a capacity and demand system for the frailty pathway which tracks patients and the services they receive through the system.
- **Next meeting Wednesday 26 August 2020 11am venue to be confirmed**

Self Care and Wellbeing Working Group

Membership 11-Quarterly meetings

- The focus of this working group was decided as being task and finish to enable time limited topics to have member input.
- Due to COVID-19 the opportunity to take forward agenda items is significantly hampered therefore the meetings planned for March, May and July were cancelled

Next meeting Thursday 24 September 2020 1.00pm venue to be confirmed

Mental Health Working Group

Membership 6-Quarterly meetings

- During COVID-19 all mental health and learning disability services have continued to accept referrals apart from the memory clinic. The majority of appointments are being undertaken via video link or by telephone unless there is a clinical need to have a face to face appointment and this is to minimise infection risk.
- The CCG has invested additional resources into bereavement services for children and adults.
- A 24/7 all age crisis service is now in place.
- Talking Therapies are offering a COVID-19 specific intervention and the service is currently offering anyone registered with a North Tyneside GP who may be struggling with anxiety, panic, OCD, stress as a direct result of the virus, 12 months free access to Silvercloud a computerised cognitive behavioural therapy. A future meeting will include a Talking Therapies update.
- Based on learning from other major disasters and evidence from Italy and China, there is expected to be a surge in referrals in the longer term due to trauma and post traumatic stress for both patients and staff. Therefore, work has begun both locally and across the ICS (Integrated Care System)
- Members are keen to carry on with service visits when it is safe to do so.

Next meeting-Tuesday 1 September 2020 10.30am venue to be confirmed

Communications Working Group

Membership 9-Monthly meetings

- North Tyneside CCG website has a dedicated section for the Patient Forum newsletter and Issue 20, June has been produced despite COVID -19 members have continued to draft and produce newsletters on time. Issue 21 is in draft form.
- 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.

Next meeting-Friday 31 July 2020 10am venue to be confirmed

Innovations Working Group

Membership 7-Frequency of meetings to be decided

- LIVI, the online GP appointments system is progressing well, and members benefitted from a demonstration on 29 June. 2020 Members felt there should also be digital buddies in surgeries and libraries to encourage patients to use technology and increase their confidence. There will be a move towards having Digital Champions in each practice and also access to a well-being website.
- Members have discussed the viability of having two subgroups within this working group one with an IT focus and the second for other initiatives, on balance members now feel it would be difficult to separate the two areas as each will be dependent on each other.
- Practice websites and their content is something members are still keen to explore.
- Most members agreed that the new technology in surgeries is a good thing, lots of members have had positive experiences during the lockdown, with video consultations and appointments.

Next meeting Thursday 13 August 2020 10.30am venue to be confirmed

The Development Session was held 5 March at the Linskill Centre, and a number of recommendations were made for the Forum and all of the Working Groups these were circulated 12 March and will be discussed and finalised when we are able to meet face to face.

NORTH TYNESIDE'S CANCER PATIENT EXPERIENCE SURVEY 2019

Some additional information

On 30th June Michele provided you with a copy of the above Survey which was carried out in 2019 and the results were published last month (June 2020). The Survey was carried out independently by Picker on behalf of NHS England and NHS Improvement.

My association with the illness of Cancer in North Tyneside is that I represent our Forum on the North Tyneside Cancer Plan Group. This Group of sufferers, carer's and others (like myself) provide the CCG and Macmillan Cancer Care with information/feedback/advice/comments to assist with the provision of a better Cancer experience, for all those associated with the illness, including Clinicians. The Plan is not a fixed document as such – it is constantly evolving guide based upon the latest feedback received from all those involved with the Plan and the illness.

As a result of receiving my copy of the Survey last week I responded back to the CCG with the following Comments and one Question relating to the Survey:

Comment 1: *Yes, the Survey contains loads of statistics and after a while I felt I was losing the will to live! I'm sure though that all the questions and results are relevant.*

Comment 2: *The results shown in the Executive Summary on Page 2 were very good and very heartening. The results outside the 'Expected Range' were all above the National Score too.*

Question 1: *What now happens now with the Survey and the results? Does some **one person** in the CCG take full ownership of it to ensure that the results next year are at least as good, if not bettered? Could someone explain to me/our Group please how that 'follow on' process is structured and managed?*

The CCG's answer to my question is as follows:

The CCG take the outcomes of the Cancer Patient Survey very seriously in providing an indicator on the quality of care patients receive in front line services. This survey is shared at our Governing Body and our partners in primary and acute services as well as for general publication.

In addition, the CCG has a senior manager who is responsible for ensuring all partners work together in delivering high quality care for cancer patients. This includes oversight of the North Tyneside Locality group where the outcomes of the survey are considered as part of the planning and improvement work undertaken by this group.

The above answer was provided by Teresa Ho, the CCG's Performance and Monitoring Manager.

Steve Roberts

Patient Forum Member 1st July 2020

Notes of all meetings, presentations and service visits are available on request and new members to the Working Groups are welcome.