

## **North Tyneside CCG Patient Forum Working Groups Briefing Thursday 14 May 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 26 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**

- Palliative Care Services in North Tyneside are an area members of this group feel passionate about. The combined service information leaflet is now available and will provide all the key information patients and their families will find useful.
- The Rapid Response services currently runs from 9am-10pm and there are plans to cut this by three hours partly because Marie Curie are short of band 5 nurses and this has put additional pressure on the Palliative Care Team. There will however be a 24-hour hospice advice line service.
- The bereavement policy is now in place to ensure services are keeping to the agreed standard. Members were thanked for their input to the bereavement video which is in the process of co-production. It was agreed bereavement is often a forgotten symptom and it is important to embed similar processes across the services. Health professionals learn so much from bereaved families and this is fed back to primary care.
- The palliative care unit at Redesdale Court is moving to Ward 5 in North Tyneside General Hospital, the ground floor facility has its own entrance, garden and car park.

**Next meeting Tuesday 9 June 2020 10.00am Linskill Centre North Shields \*Please note this is a date change**

### **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 this will take place 25 March 2020.
- 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 Performance update for this Board was shared and discussed at the last meeting 4 March 2020.
- 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.
- **Next meeting Wednesday 3 June 2020 (the scheduled meeting 8 April 2020 was cancelled) 11am Linskill Centre North Shields**

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

#### **Membership 11-Quarterly meetings**

- The back-pain workshops by mutual agreement have stopped running and the deciding factor was that attendance was low. Members were thanked for the time and effort they put in to support these was greatly appreciated.
- At the November meeting members discussed their ideas for future themes and they include; lifestyle prescribing, frailty, healthy living and signposting to community support.
- Future meetings will determine how subjects fit with the CCGs objectives.
- Members contributed to the Self Care video produced by Marc Rice at the CCG and for use display on practice screens.
- The next video on medicine cabinet content has also been produced by Marc.
- Members were invited to attend Care navigator training during February and March.
- The focus of this working group was decided as being task and finish to enable time limited topics to have member input.

**Next meeting Thursday 16 July 2020 ( the scheduled meetings 26 March and 21 May 2020 were cancelled) 1.00pm Linskill Centre North Shields**

### **Mental Health Working Group**

#### **Membership 6-Quarterly meetings**

- The Social Prescribing in North Tyneside contract was awarded to First Contact Clinical, a North East based organisation describing themselves as a provider of ways to wellbeing. Emily Robertson will provide a written service update for the May Forum.
- A future meeting will include a Talking Therapies update.
- Members are keen to carry on with service visits.

**Next meeting-Tuesday 2 June 2020 (the scheduled meeting 28 April 2020 was cancelled) 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 18, March is being produced.
- 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.
- Most recently Newcastle Gateshead CCG has asked the group to review a patient and carer information leaflet and this is still to be received.

**Next meeting-Friday 26 June 2020 (the scheduled meetings 27 March and 24 April 2020 were cancelled and it is anticipated the 29 May 2020 meeting will also be cancelled) 10am Linskill Centre North Shields**  
**Members did have regular WhatsApp meetings to determine the content of the next newsletter.**

### **Innovations Working Group**

#### **Membership 7-Frequency of meetings to be decided**

- Members requested and received a copy of the CCG staffing structure to enable them to see who was responsible for what.
- An in-depth scoping exercise was undertaken to establish a focus for future agenda items, and this is in the process of being prioritised.
- Members were invited to a presentation at the CCG about GP video consultations, there is a requirement for practices to offer this to their patients in 2021. Representatives from the provider organisation, LIVI were in attendance to talk through the service and answer member questions before a pilot stage is arranged. Members will also have a demonstration of the app in due course. This pilot will be optional for practices and through Primary Care Networks they may make their own arrangements. From the start of the pilot envisaged to be the beginning of April it will take around six months to gather significant data.
- Members have discussed the viability of having two subgroups within this working group one with an IT focus and the second for other initiatives, this is still to be decided.
- Practice websites and their content is an area members are keen to explore.

- It was confirmed North Tyneside is the first area to complete digitisation of patient records, naturally this has freed up space in practices and how this is now being used will be shared with members in due course. For some practices it has meant more clinical space and other have been able to create a meeting area.
- Currently the viability of using tablet devices for the benefit of patients in practices is being explored.

**Next meeting Thursday 11 June 2020 (the scheduled meeting 23 April 2020 was cancelled) Linskill Centre North Shields.**

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 at future meetings.

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