

North Tyneside CCG Patient Forum Working Groups Briefing Thursday 14 November 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 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. A combined service information leaflet is now available and will provide all 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 were discussed at the Forum meeting in September. The Rapid Response Team currently runs from 9am-10pm and a review is underway to establish if this needs to be extended.
- Around half of GP Practices have Bereavement Policies and a group has been established to create a standard policy. Members received a presentation on this subject at the meeting 3 September focussing on care standards. A copy of the presentation is available on request.
- In North Tyneside; the palliative care register shows 0.67% of recognised patients and the national average of the adult population is 0.49%, 65% of deaths occur at the patients' home with the national average of 46.4% and 87% of nursing home residents die at home.

Next meeting Tuesday 4 February 2020 10.00am Linskill Centre North Shields to be arranged

Future Care Working Group

Membership 12-Bi-monthly meetings

- The Care Plus service now based at the Shiremoor Resource Centre visit will take place on Monday 25 November, 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. Patient experiences are very positive, and feedback received is used to develop and strengthen the service
- 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.
- 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, this is now complete, and a member visit is arranged for Tuesday 19 November.

Next meeting Wednesday 4 December 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 and the next dates are 14 November at Wellspring Practice and 3 December at Bewicke Medical Centre.
- At the October meeting members explored other areas of self-care they would like to explore, and they included; lifestyle prescribing, frailty, healthy living and signposting to community support.
- Future meetings will determine how subjects fit with the CCGs objectives.

Next meeting Thursday 21 November 2019 2.00pm Linskill Centre North Shields to be arranged

Mental Health Working Group

Membership 6-Quarterly meetings

- 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. Sue Gill the organisational lead attended the October meeting to give feedback on how the service is being delivered.
- Staff work with the patients to support them within their community by providing a link worker within the borough. Local hospitals provide a community service by introducing out-patients sessions, and Social

Workers will liaise with Care Navigators to sign post patients who will then make an offer of social intervention.

- There is Steering Group which includes CCG and Primary Care staff working together with the Local Authority to complement each other and to avoid any duplication within the process.
- There is also a sub-set of the Steering Group which looks to standardise evaluation and pick up other issues.
- 180 patients have transitioned over from the previous providers, the service is for people aged 18 and over.

Future meetings Tuesday's 2020 10.30am Linskill Centre North Shields to be arranged

Communications Working Group

Membership 9-Monthly meetings

- North Tyneside CCG website has a dedicated section for the Patient Forum newsletter and Issue 17, December is in the final 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.
- Most recently Newcastle Gateshead CCG has asked the group to review a patient and carer information leaflet.

Next meeting-Friday 29 November 2019 10am Linskill Centre North Shields

Innovations Working Group

Membership 7-Frequency of meetings to be decided

- Members met on 31 October to discuss the purpose of the group and it was agreed IT and service developments for the benefit of patients was the aim.
- An in-depth scoping exercise was undertaken to establish a focus for future agenda items, and this is in the process of being prioritised.

Next meeting Thursday 28 November 2019 2pm Linskill Centre North Shields

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

