

**North Tyneside CCG Patient Forum  
Working Groups Briefing-AMENDED  
Thursday 12 September 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 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 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 Forum meeting in September
- 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.
- 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. **Future meetings Tuesday's 2019/20  
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 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. Future member involvement is in the planning process, in particular to look at patient assessment tools.
- 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 August meeting focussed on The NHS Long Term Plan and how developments will impact North Tyneside. A copy of the presentation is available on request.
- 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. A further meeting was held during August to discuss some areas arising from the visit; availability of a private space for distressed relatives was available if necessary, volunteers are trained to spend time with patients, staff have little jurisdiction over patients eating and drinking once they have been triaged, patients are generally expected to make their own travel arrangements home once treated

Members had also visited the Rake Lane site some months before and issues raised were also discussed; triage times were explained as within 30 minutes and 98% of patients being seen by a clinician within four hours. It was clarified that minor injuries involving young children would be attended to as soon as possible and if the condition was assessed as more serious they would go to A & E.

## **Next meeting Wednesday 2 October 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 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 attended the Mental Health group July meeting to talk through plans for the service. Publicity material was shared with members about being a student as well as volunteering opportunities.
- 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 29 October 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 almost ready for distribution.
- 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 27September 2019 10am Linskill Centre North  
Shields**

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

