

**North Tyneside CCG Patient Forum
Working Groups Briefing
Thursday 11 January 2018**

Members-Influence and Impact

CCG Patient Forum and Working Groups

- 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 29 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 personnel.

Future Care

(This group to include Caring for Older People and Urgent Care)

Membership 8-Bi-monthly meetings

- Members continue to be involved in discussions on the development of Care Plus, a multi disciplinary team model for the care of the frailest patients with complex long term conditions. The service is now based in Appleby Surgery in North Shields. A meeting with the team took place in September. There is now a dedicated geriatrician for the service, following significant investment there is a reduction in hospital admissions, visits to A & E and outpatient appointments. The service now produces a newsletter.
- The Royal Quays Intermediate Care Rehabilitation Unit based at Akari Care Princes Court is now in place following the closure of The Cedars. The service aims to provide intensive multi disciplinary care to patients recently discharged from hospital who are well enough for discharge but need additional support before they go home. Members visited the service during October to hear of the developments since their first visit. Notes of the visit are available on request and a follow up visit will take place in six months time.

- NHS North Tyneside CCG has produced a Falls Strategy with member involvement from the start of the process. In addition members were instrumental in the creation of publicity material to be used in a regional campaign; a promotional video is also in circulation.

Meetings during 2018 are to be arranged and will be held on Wednesdays 11am Linskill Centre North Shields

Self Care and Wellbeing Working Group

Membership 11-Quarterly meetings

- The back pain workshops continue to be held on a monthly basis in the White Swan Centre in Killingworth, the Customer First Centre in North Shields and Wallsend Library and updated information will be published in future newsletters
- Sessions are very informative with lots of opportunity for questions on back problems.
- North Tyneside CCG Transformation Team and Patient Forum members developed a Self Care App and this has recently won an international award.

Next meeting Tuesday 16 January 2018, 2.30pm Wellspring Practice Killingworth

End of Life Working Group

Membership 10-Quarterly meetings

- Future involvement of members will include discussing the need of processes, protocols and systems within bereavement care.
- The work plan for this group will include Electronic Palliative Care Co-ordination System (EPaCCS) as well as Chronic Obstructive Pulmonary Disease (COPD).
- There is a time limited Palliative Care Project in conjunction with Newcastle University looking at patient and carer experiences and how information is shared, members will be involved at the next meeting.

Next meeting-Tuesday 30 January 2018 9.30am 205 Park Road Wallsend

Mental Health Working Group

Membership 6-Quarterly meetings

- Members suggested the creation of an app to publicise advice and guidance on mental health and this has been agreed by NHS Digital Code4Health and the work on this by students from UCL is underway.
- Members received a presentation from Ian Dougall about North Tyneside's Recovery College.
- Dr Chris Davison from the memory clinic visited members again to seek their opinions on a patient and carer questionnaire.
- Members have completed a mapping exercise of mental health services and this is currently being checked, all information will be available on the forthcoming app.

Meetings during 2018 are to be arranged and will be held on Tuesdays 10.30am 205 Park Road Wallsend

Communications Working Group

Membership 9-Monthly meetings

- North Tyneside CCG website has a dedicated section for the Patient Forum newsletter and the ninth issue was published during December. 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.
- The CCG now has a locality support officer post for each of the four localities in the borough and members have met them to discuss their role supporting primary care.

Next meeting-Friday 19 January 2018 10am Linskill Centre North Shields

Tripartite Primary Care Strategy (3PCS)

Membership 8-Frequency every two months

- The purpose of this new group is to be involved with primary care developments at the earliest stage
- Members received information about the strategy, the work programme and initiatives currently underway

Next meeting-Wednesday 10 January 2018 10am Linskill Centre North Shields

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