

**North Tyneside CCG Patient Forum
Working Groups Briefing
Thursday 10 January 2019**

**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 28 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 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 in the process of being produced and will provide all of the key information patients and their families will find useful.
- A high percentage of patients die in the place of their choice demonstrating how important it is to respect patient's wishes.
- The ambitions for services are continually being addressed within multi agency teams, each bringing their area of expertise.
- The work plan for this group will include Electronic Palliative Care Co-ordination System (EPaCCS) as well as Chronic Obstructive Pulmonary Disease (COPD).
- 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. Three focus groups held during June and July will inform the process.

- The meeting scheduled for 30 October will include further discussions on the amended patient leaflet. Feedback from the three focus groups held during the summer will highlight how important and valued member involvement has been. The Adult End of Life and Palliative Care Strategy is now available for members.

Next meeting Tuesday 29 January 2019 9.30am 205 Park Road Wallsend

Future Care Working Group

Membership 12-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 Royal Quays Intermediate Care Rehabilitation Unit based at Akari Care Princes Court is in place. 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 will visit the service at the end of November to hear of further developments since their last visit. Member numbers for this visit are small due to the nature of the service for patients.
- 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. There is a dedicated Falls Service now in North Tyneside and an evaluation will take place in due course.
- Musculoskeletal pathways has been a recent discussion this was to enable members to have an understanding of the process from referral to appointment.
- North Tyneside CCG has three Locality Support Officers working closely with GP Practices in the four localities to develop initiatives specific to each area and members receive updates on these.
- Realistic Medicine, very similar to Shared Decision Making with patients being encouraged to ask questions about treatments, benefits and risks as well as alternatives was also discussed with members.

Next meeting Wednesday 6 February 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 on a monthly basis and future dates for 2019 are being
- Sessions are very informative with lots of opportunity for questions on back problems.
- **Next meeting to be arranged and held at Wellspring Practice Killingworth**

Mental Health Working Group

Membership 6-Quarterly meetings

- The mental health app is almost complete, a lot of work has been undertaken to ensure this is a comprehensive and useful resource for residents.
- The members mapping exercise of mental health services in North Tyneside, was shared with Healthwatch and Launchpad and there is now an information leaflet available for members of the public. This was launched during the mental health action week during May and was a great success with a range of workshops available from hands on art work to involvement in a listening project.
- Members received information from the Memory Clinic during July this was a follow up discussion from members' involvement with the production of a service questionnaire. This discussion also included the work of Age UK North Tyneside and their peer support for people with dementia.
- The aim of the Mental Health Integration Board was an agenda item at the last meeting following its restructure and further feedback will be shared in due course.
- A number of services have been highlighted to attend future meetings to enhance member's knowledge of services in the borough. The October meeting will include a Talking Therapies representative.
- The CCG is to produce a refresh of the Children and Young People's Transformation Plan which is based on the Five Year Forward View. This includes early intervention, eating disorders and emotional well being.

Next meeting Tuesday 22 January 2019 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 Issue 14 is in the 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.

Next meeting-Friday 25 January 2019 10am Linskill Centre North Shields

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

