

**North Tyneside CCG Patient Forum
Working Groups Briefing
Thursday 12 July 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 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 10-Quarterly meetings

- Members raised and discussed the benefits of a health and care education programme as a joint initiative for staff in relation to end of life and palliative care provision. As a mandatory, jointly resourced training programme the benefits to patients, carers and the multi disciplinary staff team would be extremely valuable if not priceless. Members gave this concept their full support.
- 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 will look at 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.

Next meeting Tuesday 7 August 2018 9.30am Linskill Centre North Shields

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 service is based in Appleby Surgery in North Shields. A meeting with the expanding team took place during April and members were able to hear first- hand the case studies and how the rapid intervention of the team addressed both medical and social needs.
- The Royal Quays Intermediate Care Rehabilitation Unit based at Akari Care Princes Court is now 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 are due to visit the service during the autumn months to hear of further developments since their last visit.
- 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.
- The CCG has introduced an initiative to carry out mock CQC Inspections with care homes this has many advantages in preparing the homes in advance and supports them to address issues.
- This group will see an expansion of agenda items in the coming months.

Next meeting Wednesday 8 August 2018 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 in the White Swan Centre in Killingworth, the Customer First Centre in North Shields and Wallsend Customer First Centres.
- 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 to be arranged and held at Wellspring Practice Killingworth

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 has concluded with local information to be added.
- Members have completed a mapping exercise of mental health services in North Tyneside, all information will be available on the forthcoming app as well as being shared with Healthwatch and

Launchpad and there is now an information leaflet available for members of the public.

- Feedback from the mental health action week will feature in the next issue of the newsletter.
- Members will receive information from the Memory Clinic at the meeting later this month, some time ago a draft questionnaire was shared with the group and their comments were incorporated.
- A number of services have been highlighted to attend future meetings to enhance member's knowledge of services in the borough.
- **Next meeting Tuesday 24 July 2018 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 11th issue June 2018 has recently been circulated. 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.
- In addition to the newsletter members share information from working groups they are members of.

Next meeting-Friday 27 July 2018 10am Linskill Centre North Shields

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