

**North Tyneside CCG Patient Forum
Working Groups Briefing
Thursday 10 May 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.

**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.

Next meeting Tuesday 3 July 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 now based in Appleby Surgery in North Shields. A meeting with the entire 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 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 are due to visit the service during the summer 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.
- 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 6 June 2018 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 a new poster confirming dates will be available at the Forum
- 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.
- From May 14 there will be a mental health action week with a diverse range of workshops taking place across the borough and the calendar of events can be found by visiting the following website <https://launchpadnt.wordpress.com/mhaction2018//>
Members of the working group have taken an active role during the planning of the action week.
- **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 is in draft form and will be published during June 2018. 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 25 May 2018 10am Linskill Centre North Shields

Tripartite Primary Care Strategy (3PCS)

- The purpose of this time limited group was to be involved with primary care developments at the earliest stage
- Members received information about the strategy, the work programme and initiatives currently underway
- Future agenda items will be covered within the Future Care Working Group and interested members have transferred

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

