

# North Tyneside CCG Patient Forum Newsletter

September 2016



## North Tyneside Council Award for members



Forum members' hard work has been recognised in the Chairman of North Tyneside Council's Commendation Awards Scheme.

Five members represented the forum at an awards presentation evening. The forum has been rewarded with a commendation award for their work in improving local health care provision, by offering their wealth of experience and time to problem-solve and input to North Tyneside health care services.

Members received the award on behalf of the Patient Forum from Councillor Dave McGarr, Chairman of North Tyneside Council (third from left) and Mary Coyle, Deputy Lieutenant for Tyne and Wear (second from right).

NHS North Tyneside CCG Director of Transformation and Change and Executive Nurse Lesley Young Murphy said "this award is well deserved for the invaluable, continuous involvement of the hardworking and 'dedicated members.'"

# Working groups update

The CCG Patient Forum has a series of working groups: self-care, mental health, communications, end of life care, self-care, shared decision making, older people and health and wellbeing. Members with a special interest in these subjects work on specific tasks throughout the year.

## Self-care

Members are considering a Health Pledge Scheme as their theme for Self-Care Week in November. The scheme will encourage people to make a pledge to make small lifestyle changes, which could lead to big improvements in health and wellbeing.

Some suggestions are:

- Drink more water
- Use the stairs instead of the lift
- Eat more fruit & vegetables

The pledge should be personal to the individual and be something which is achievable and which will benefit their health and wellbeing.

Members are conducting a feasibility study and will issue updates in coming weeks.

## Older people

The service Care Plus continues to develop, evolve and to be evaluated so that frail patients can be cared for in the most appropriate environment. Initial results are positive; patients are being referred appropriately and access correct intensive care from a multi-disciplinary team for as long as is needed.

Initial information suggests that improvement in health and quality of care is very good. To sustain this service and provide opportunities for other GP practices, the service has now started to accept referrals from North Shields practices.

A total of 14 practices are now involved. Another addition to this service is the appointment of a Care Plus manager, who will coordinate changes and innovations. Two members of the CCG Patient Forum continue to be part of this process meeting with a member of the team on a monthly basis.

## Shared decision making

Members of this group continue to monitor developments and the project has been extended until March 2017. The evaluation process is being explored.

## Health and Wellbeing

Eddy's Haven Health Walk continues to take place every Thursday morning and now has three qualified leaders. Walk numbers vary between three and 24 and often include new members who have seen the recent publicity.



North Tyneside Council

There are many walking for health opportunities in North Tyneside and more information can be found on North Tyneside Council's website by following this link

<http://my.northtyneside.gov.uk/category/144/walking>

The next initiative is aimed at increasing the number of individuals accessing preventative services across North Tyneside. Dawn Phillips is leading a promotional campaign in partnership with Active North Tyneside, North Tyneside CCG and the CCG Patient Forum.

A small card has been produced which health professionals can give to patients. The card has details of Active North Tyneside's website [www.activenorthtyneside.org.uk](http://www.activenorthtyneside.org.uk) and the telephone number 0191 6437171, so that patients can get details of the wide range of services available.

Members of the Patient Forum will be able to help with this promotion by raising awareness within their Patient Participation Groups and delivering the materials.

The Social Prescribing Service a partnership between Age UK North Tyneside, the Percy Hedley Foundation and Tyneside MIND and is designed to support individuals by linking people up to social or physical activities in their community, to improve their overall health and wellbeing. More information on social prescribing can be found at [www.socialprescribing.org.uk](http://www.socialprescribing.org.uk).

The service is also running a Comfy Cuppa Club. The aim of the club is to promote the benefits of social and physical activity in a friendly and fun environment. Everyone is welcome and for more information just follow the link below.

<http://www.ageuk.org.uk/brandpartnerglobal/northtynesidevpp/documents/comfycuppaclub.pdf?epslanguage=en-gb>

## Communications

CCG Patient Forum members are encouraged to share information from their practice groups to be included in the newsletter, which is produced by a small number of members from this group.

## Other news

### Self-Care Application

Collaboration work is underway to develop a self-care mobile application (app) for North Tyneside residents. Working with self-care groups, Patient Forum members, commissioning managers, local authority teams and local schools, the CCG is developing a signposting and guidance app on all major platforms (iOS, Android and Windows). This will help residents of North Tyneside decide on what course of action to take following an episode of ill health.



The app will offer advice and information on ailments, signpost patients to services that are local, direct patients to services with built-in maps, allow patients to contact services directly and watch educational videos supporting self-care at home and do-it-yourself treatments, if safe and NHS approved.

Self-care is one of the most fundamental and practical bits of advice we offer our patients during any conversations or consultations however the advice and guidance given varies between each individual and relies on individuals to have access to the right information to pass on.

# Priory Medical Group helping patients with Social Isolation and Anxiety

Priory Medical Patient Group has devised a leaflet aimed at helping patients who may be socially isolated, suffering from anxiety or are depressed. The group has researched services and support in their local area which they hope may help patients to improve their health and wellbeing.

There is a poster display in each of the three surgeries, and patient representatives have been in the waiting rooms to talk to patients and raise awareness of what is available in the local area. The leaflet can be accessed via the practice website and app. The link to the leaflet placed in the Support and Advice section is <http://www.priorymedical.org.uk/info.aspx?p=18>

The practice has been ably supported by the Social Prescribing Service.

## Healthwatch Patient Feedback Centre



Healthwatch North Tyneside launched their new Feedback Centre in July. This gives local people the opportunity to have their say on health and social care services in North Tyneside.

It gives people the chance to answer a 'friends and family' test question and the opportunity to 'star' rate a range of categories, for example: quality of care, cleanliness, waiting times and staff attitude. It also gives reviewers the chance to give feedback, in their own words, about their experiences.

Reviews will appear on the Healthwatch website together with Care Quality Commission ratings, and service providers have the opportunity to respond.

Check out the feedback centre here: [www.healthwatchnorthtyneside.co.uk](http://www.healthwatchnorthtyneside.co.uk)

## How to get involved

All members of the CCG Patient Forum are members of their own individual GP Practice Patient Groups and represent their practice at CCG forum meetings.

If you would like to share your valuable patient experience, why not join your practice Patient Group. Contact your practice manager for information on your group and how to join.