

# North Tyneside CCG Patient Forum Newsletter

December 2016



The CCG is currently going through a very busy and challenging period. The Interim Chief Officer, Janet Soo-Chung and Dr Lesley Young- Murphy, Executive Director of Nursing and Transformation have attended our meetings and kept the Patients Forum up to date with the events.

The CCG was placed in 'Special Measures' in September, largely due to its financial situation, and the CCG is being closely monitored by NHS England. The full details were outlined at the Patients Forum meeting in September and it was greatly appreciated by the CCG that all members present at that meeting gave their full support and continued to participate in the recovery process.

I am pleased to report that the CCG is making good progress towards a more stable future through the delivery of its improvement action plan. The Patients Forum is helping support this through the many activities undertaken in the Working Groups, as well as participation in the various levels of consultation and engagement.

The situation regarding urgent care has been well publicised, as well as the decision to have one base site to provide urgent care. A small group from the forum was invited to discuss the outcome of the consultation with the Chairman of the CCG, Dr John Matthews, before the final decision was taken by the CCGs governing body.

The Patients Forum is making a tangible difference to health services in North Tyneside. Your support and hard work is never taken for granted, and I thank you sincerely for your involvement and understanding through these challenging times.

**Eleanor Hayward**  
**Chair of Patient Forum**

**Merry Christmas**



# Working Groups

The Patient Forum also has a number of special interest working groups and they continue to be very active.

## Shared Decision Making

Shared Decision Making continues to be on the agenda for discussion in practice groups.

The MAGIC project is delighted with the level of patient-led activity in North Tyneside in promoting SDM. The profile will be raised further soon, when "Ask 3 Questions" posters and leaflets, funded by the CCG, together with a video "So Just Ask", are available in surgeries to help raise patient awareness. The link to this video is [personcentredcare.health.org/resources/so-just-ask](http://personcentredcare.health.org/resources/so-just-ask)

The working group is now looking at how best to measure and evaluate the process, starting with monitoring availability of posters and leaflets in surgeries and collecting patient feedback. Ultimately the group aims to move on to monitor patient experience.

## Self-Care and Wellbeing

The self-care and wellbeing group are actively promoting self-care information, including planned back pain sessions on 23 January at the White Swan Centre, Killingworth, and 23 March 2017 at North Shields Library. Both begin at 5:45pm.

## Older People and Care Plus

The service has currently accepted 153 referrals across 15 practices in the Whitley Bay and North Shields localities. The patient feedback for the service has been very positive, as evidenced within the Age UK case study.

The service is also starting to have a positive impact on the local health economy with reductions in hospital admissions and length of stay accounting for savings of circa. £70k.

A decision with regards to roll out and investment across the whole of North Tyneside is due in December.

## Mental Health

North Tyneside has a Social Prescribing Service and a voluntary sector partnership arrangement. This gives patients presenting to their GP with low mood or anxiety issues the opportunity to be prescribed well being activities as an intervention, rather than medication as a solution in the first instance. More information can be found here: <http://www.socialprescribing.org.uk/>.

The North Tyneside Mental Health Strategy is in draft form and has been shared with members.

# New child health app launch

Parents and carers can now find NHS advice at their fingertips to help them look after their children's health.

The app gives easy to understand guidance on childhood illnesses, recognising when their child is unwell, and advice on when and where to seek further treatment.

The app, which is also available as a 115-page booklet, has been created by healthcare professionals across the region as part of the North East Urgent and Emergency Care Network.

The booklet and app contains everything from oral health, upset tummies and diarrhoea to advice on bumps and bruises. Download the app now, available on Google Play and the App Store by searching for NHS child health or view the booklet online at <http://www.necsu.nhs.uk/wp-content/uploads/2016/09/NHS-LAYCH-ONLINE.compressed-1.pdf>



# Winter campaign launched - are you ready for winter?

A family of "plasticine people" are heading an NHS advertising campaign this winter. The campaign will highlight the benefits of good self-care, raise awareness of the expert advice available at local pharmacies and promote the new NHS childcare app which helps parents of under 5s look after their children's health.

If you are normally fit and healthy, most winter illnesses can be treated at home with medicines bought from the supermarket or pharmacy. If necessary, further expert advice can be provided by your pharmacist without an appointment. Advice is also available on-line by visiting NHS Choices [www.nhs.uk](http://www.nhs.uk)

It is also a good idea to keep a well-stocked medicine cabinet at this time of year and ensure that you have adequate supplies of any prescribed medicines for the holiday period together with a note of opening hours of your GP and local pharmacy. If you do need to see a GP when the practice is closed, contact the NHS 111 service.

Find out more at <http://www.urgentoremergency.co.uk/>



# Community resources

This information may support residents to seek help.

## Care and Connect

Care and Connect is a new service for adults in North Tyneside that helps you find ways to stay independent.

Care and Connect can help you with:

- Managing your home
- Participating in your community
- Meeting new people
- Finding voluntary work, helping others, training or learning
- Advice regarding equipment to help you stay safe in your home
- Help to plan for your future care needs
- Getting the best out of your direct payment
- Information about adult social care



For more information:

- Telephone (0191) 6437474
- Email: [care&connect@northtyneside.gov.uk](mailto:care&connect@northtyneside.gov.uk)
- Or drop in at: Wallsend Customer First Centre, 16 The Forum, Wallsend NE28 8JR  
Opening hours: 9am – 5pm Monday to Friday

A free service for any adult – providing information, advice and help with planning care and support needs.

## SIGN North Tyneside

A network providing free, impartial and confidential information for adults on health and wellbeing services in North Tyneside.

SIGN-NT connects you to the right organisation that can help with:

- Services and support to help you continue living at home
- Advice on benefits, housing or heating
- Debt and consumer advice
- Equipment and aids to help you stay independent
- Activities and hobby groups
- Work, education or volunteering opportunities



Download the free app to your mobile or tablet and keep our network at your fingertips! Search 'SIGN.NT' on your device store. [www.sign-nt.co.uk](http://www.sign-nt.co.uk)

If you need help with information on finding services or support to continue to live at home or equipment and small aids to help you stay independent; activities you might like to take part in.

## Safe Places

### What is a Safe Place?

A Safe Place is a building like a shop, a bank, a community centre or a church that displays the Safe Place sticker in the window. The staff in these buildings know how to help members of the Safe Places scheme.

### Is the Safe Place scheme for me?

The Safe Place scheme is for you if you feel unsafe or vulnerable when you are out and about in North Tyneside. You may have a learning disability, be living with dementia or feeling nervous and need support because something has happened to you which make you feel unsafe.

### Why would I use a Safe Place?

You would use a Safe Place if you:

- Feel lost, upset or afraid
- Feel bullied or threatened
- Have lost your belongings
- Have lost your friends



For more information about the Safe Place scheme please contact Anthony Howe on (0191) 6437057 or email [Anthony.howe@northtyneside.gov.uk](mailto:Anthony.howe@northtyneside.gov.uk)

## Every Visit Counts

1.3 million older people spend two months a year alone new poll finds. A OnePoll/Bluebird Care survey of 1,000 over 65-year-olds, found 11% said they spent five days or more a month without seeing anyone. The poll was commissioned by homecare company Bluebird Care to mark the start of the Every Visit Counts campaign, launched on 4 July to tackle loneliness.

For more information on Every Visit Counts go to [www.everyvisit.co.uk](http://www.everyvisit.co.uk)