

# North Tyneside CCG Patient Forum Newsletter

September 2017

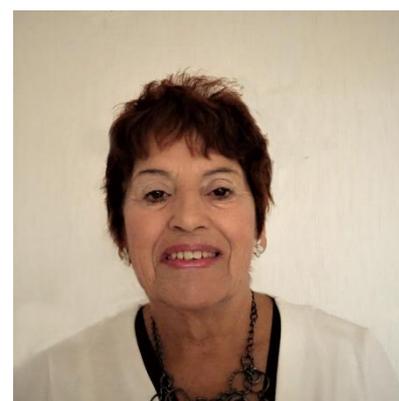


## Members Introduction

### Sandra Gillings – Patient Forum Member

Representing Priory Medical Group, I decided to become involved with the Clinical Commissioning Group (CCG) for a number of reasons including my passion for good patient care and to learn more about the NHS locally.

Having worked in the nursing profession from 1964 until retirement in 2007, I have always been committed to the care of patients, colleagues and students. Starting as a cadet, pre-nursing student, student nurse then staff nurse at Shotley Bridge Hospital when learning on the wards was the norm. Subsequently my career has been varied, taking me down many paths with lots of twists and turns along the way, each bringing new experiences, challenges, opportunities and promotion.



In those days becoming a ward sister was the ultimate achievement. During the next two decades I worked in Acute, Critical and Continuing Care situations in many roles, moving around, studying and gaining more qualifications.

This led to another change in direction and the beginning of my teaching career as a clinical nurse teacher. I worked on the wards then as a nurse tutor in a school of nursing, ending my career as a Senior Lecturer in nursing at Northumbria University.

Joining the CCG Patient Forum and working with other members, particularly in the caring for older people sub group, has been very rewarding. Everyone is supportive and hopefully in some small way I have continued to share my knowledge and experience for the benefit of patients in North Tyneside.

## Care Navigators in GP Practices

Following introduction of the Care Navigator role in North Tyneside, we have an update on how things are progressing from Care Navigators working at Priory Medical Group.

Priory Medical Group has trained three members from their reception team in the role, one for each of their three surgeries in North Shields, Tynemouth and Hadrian Park. They have all taken to the role with enthusiasm and are committed to signposting patients to agencies who can help them find solutions to their issues and concerns. They have found it both rewarding and informative and patient feedback has been good.

The Care Navigators see themselves as a valuable part of the practice team and they are able to use their personal knowledge of patients to good effect.

They are building up a network of support and information sharing with both outside agencies in the borough, such as Age UK, the Voluntary Organisations Development Agency (VODA) and Anxious Minds and also with Care Navigators from neighbouring GP practices.

They have been able to successfully signpost patients to help them resolve a variety of issues, for example: housing, support for stroke patients and their Carers, improving fitness, and help with anxiety issues.

The aim of Care Navigators is not to fix the problems themselves but to signpost patients in need of help to those who can help and support them. The results to date from Priory Medical Group are positive and hopefully we will see the role expand in North Tyneside in the coming months.

## Urgent Care

At the start of the year, North Tyneside CCG set out to procure a new integrated urgent care service which would bring walk-in services and out of hours provision together onto a single site from 1st October 2017. Unfortunately the CCG was unable to identify a provider capable of delivering the required service and as a consequence was also unable to award a contract for the new service.

The CCG has therefore decided to temporarily extend the existing contracts for urgent care services at North Tyneside General Hospital (Rake Lane), Battle Hill Health Centre, and the GP Out of Hours Service, while we consider our next steps. The CCG remains resolutely committed to the principles set out in the Right Care, Time & Place strategy which was published towards the end of last year, and to the creation of a more efficient, sustainable, local urgent care system.

Patients and members of the public may also be aware that a legal challenge was received from Northumbria Healthcare NHS Foundation Trust during the procurement process. This situation has now been resolved without prejudice to either party and the matter has been brought to a close.

The CCG is currently revising its plans for urgent care and will make further announcements in the coming weeks once a new strategy has been agreed upon.

# Battle Hill Health Centre Questionnaire

The CCG Patient Forum members representing Battle Hill Health Centre would like to thank patients who recently took the time to complete the walk in service questionnaire.

## Self Care and Wellbeing Working Group Back Pain Workshops

This is available through self-referral as well as a GP referral. Please ask at your practice for more details.

Future dates and venues for the workshops are below. The workshops start at 5.45pm and will last around one hour.

- 26 September – Wallsend Library
- 19 October – Killingworth Library
- 23 November - North Shields Library

## Patient Partner

Patient feedback experience with the Patient Partner automated service at Forest Hall Medical Group recently proved to be a success.

This service cuts out the process of phoning the surgery at 8am and not being able to get through, then later finding there are no available appointments. This is an easy access process which includes options for booking, cancelling, changing or checking appointments with doctors or nurse practitioners for minor ailments.

You are also offered another set of options - male or female clinician and date and time required for your appointment. Repeat prescriptions can also be ordered on this line. You will need to continue to speak with a receptionist to book urgent appointments, routine health care and test results.

This service is also being trialed at other practices.

## GP Extended Hours

North Tyneside GP services will be offering extended hours services starting in September 2017. The service will be provided by TyneHealth, which is the GP federation representing all 29 North Tyneside GP Practices.

Extended hours services will be offered in each of the four North Tyneside localities - North Shields, North West, Wallsend, and Whitley Bay. The extended hours are being offered in addition to existing working times so more appointments will be made available. Patients may not necessarily be seen in their own practice or by their own GP, but should find it easier to book GP appointments at suitable times.

## Falls Strategy

A small group of CCG Patient Forum members have been working alongside GPs, other Health Care Clinicians, Social Workers, Fire personnel and the Academic Health Science Network to develop a regional digital falls campaign which will be launched the week commencing 18 September as part of falls week. This is a key component within North Tyneside's Falls Strategy.

## North East Ambulance Service

Members of the Patient Forum attended a presentation and discussion session with representatives from NEAS and were clearer and reassured about how it works.

The service operates the 999 emergency service as well as the 111 less urgent service. They are both based in the same location, with more experienced staff dealing with the emergency calls.

57,000 calls were received between April 2016 and February 2017. NEAS uses the NHS Pathway, which calculates the risk to provide a safe outcome for the patient. This system was developed by a group of senior clinicians. The 111 service is an assessment and referral system foremost and is not a replacement for GPs or pharmacies.

More information can be found at [www.neas.nhs.uk](http://www.neas.nhs.uk)

## Shared Decision Making (SDM) Evaluation

Shared Decision Making is a patient and clinician working together to decide the next stage of treatment together.

Thank you to all participants for their time and feedback during the evaluation survey. The positive results have been shared with the practices involved.

It has been decided that we will concentrate on raising patient awareness in the coming months by:

- Continuing to encourage practices to have posters and leaflets displayed. The possibility of funding further production of the business cards is being explored
- Practices will be supported by the CCG to have SDM information and the 'So Just Ask' video on their websites and the video also displayed in waiting rooms where the necessary equipment is in place
- SDM will continue to be promoted at Patient Forum meetings and in future editions of both the Patient Forum Newsletter and the GP Bulletin

## Flu Jab

The Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications. The pneumonia vaccination may also be available to you.

Flu can be unpleasant but if you are otherwise healthy it will usually clear up on its own within a week. However, flu can be more severe in certain people, such as:

- Anyone aged 65 and over
- Pregnant women
- Children and adults with an underlying health condition (such as long-term heart or respiratory disease)
- Children and adults with weakened immune systems

You can have your NHS flu jab at:

- Your GP surgery
- A local pharmacy offering the service
- Your midwifery service if they offer it for pregnant women

## Eleanor Hayward Chair

Once again we are heading into the winter months which as we all know can mean further pressures on NHS services. North Tyneside CCG have been working hard throughout the year to ensure that services remain consistent and patients receive appropriate and timely care, whatever the weather or circumstances.

The Patient Forum has played an important role in trying to make this happen through practical involvement, publicity and challenge to the CCG. We continue to welcome new members to our working groups, the only requirements are that they have an interest in health services and are able to attend occasional meetings. You really can make a difference!

I would like to thank each and every member for their hard work and support in making the health service in North Tyneside amongst the best in the country, many thanks!

## Did you know...

**The NHS in North Tyneside spent £457,000 last year on paracetamol, a product easily bought in pharmacies, high street shops and supermarkets.**