

North Tyneside CCG Patient Forum Newsletter



December 2017



Members Introduction

Anne Carlile – Patient Forum Member

Representing Priory Medical Group, I decided to become involved in the Clinical Commissioning Group (CCG) Patient Forum after joining Priory Patient Participation Group.

My background before retiring six years ago was working in family support in the Mental Health, Drug and Alcohol field with health professionals in both the community and in Her Majesty's Prisons (HMP). I have spoken at national conferences on a range of carer related topics.

I am also a carer and recognise the value of the contribution that unpaid carers provide. Owing to the stress of providing such support, the carer may face their own practical and emotional problems.

Being involved with the CCG patient forum and its working groups, I feel that I can make a contribution enabling patients, agencies and the community to develop processes in order to provide a better and more effective, efficient health service for the population of North Tyneside.



Mental Health Update

During September, the Mental Health Integration Board met to discuss the 2017 – 2021 Action Plan. It is hoped that providers and service users will contribute to the plan. The next meeting is scheduled for November.

A CCG patient member has agreed to be involved in a new HealthWatch steering group exploring mental health crisis support in North Tyneside.

On Friday 6 October a World Mental Health event was held at Cullercoats Crescent Club. This event promoted the support available across North Tyneside; it was opened by Alan Campbell MP. There were speakers from North Tyneside Recovery College, Tyneside Cyrenians, Rape Crisis, Age UK and Key Enterprise.

The event was well attended with representatives from the community, the local authority, mental health professionals, CCG Patient Forum and users and carers.

Care Navigator profile

The aim of Care Navigators is to signpost patients to organisations who can help and support them.

Following a further phase of training, most of the GP practices in North Tyneside now have a Care Navigator in their teams. Care Navigators have specialist knowledge of the various providers of services and support in the area and use this to signpost patients who may be in need of help and guidance.

Forest Hall Medical Group has been holding drop-in sessions to bring patients and service providers together. So far, the Carers Centre, Age UK and Safe and Healthy Homes have taken part, these sessions have been really successful with positive outcomes for patients in attendance, a new central heating boiler in one case.

In addition, both the Carers Centre and Safe and Healthy Homes were invited to the surgery for the walk-in flu vaccination clinic for the over 65s. This proved very successful and patients were able to familiarise themselves with the services on offer and speak to representatives from both organisations. The Practice has also devised a Patient quick reference sheet with contact numbers and all the types of help that each service can offer.

Ask at your Practice if you would like some further information about Care Navigator.

Service visits

Care Plus

Members visited the service based at Appleby Surgery in North Shields and met some of the team, including a consultant, GPs and a pharmacist. Care Plus provides specialist care to patients living with a range of health conditions which make them eligible for the service. Currently this benefits around 200 patients within North Shields and Whitley Bay. The aim is to treat patients holistically and improve their quality of life.

Royal Quays Intermediate Care Rehabilitation Unit

During October a second visit was arranged to demonstrate how improvements had been made.

The 20 bed unit accepts patients who have been in North Tyneside General Hospital and are well enough to be discharged but not fully well enough to go home. Day to day care is provided by a multi disciplinary team, physiotherapy, for example, is available at least once a day during the week with community rehabilitation support at the weekend for ongoing exercises.

Members felt both of these services are of great benefit to patients and since their inception have developed in very positive ways. Each of the services is very highly praised by patients.

Waiting rooms

North Tyneside GP practices are now rolling out digital signage in waiting rooms. Fifteen out of twenty nine practices are now live and showing NHS Campaigns and self-care advice for patients in waiting areas. The digital screens also act as a patient calling screen which have now begun to replace the existing call system screens previously used.

Three more practices are expected to be installed before Christmas.

Prescriptions

Wallsend locality GP practices have decided to no longer support managed prescriptions.

Managed prescriptions are when a pharmacy places an order for medications on your behalf, GPs do not know which medications their patients have ordered and do not know when it is time to review the patient's medication.

The GP practices have decided it would be safer for patients to collect their prescriptions through repeat dispensing. This mean their GP will sign a prescription off for a period of time before reviewing the medication and changing the dosage when it is safe to do so.

Patients should notice very little to no difference in the way this works from their end and managed prescriptions are still supported in rare circumstances. Your GP surgery should contact you if you are required to make any changes.

Stay well this winter

The top five things you should do

- Have your flu jab
- Keep warm
- Visit your pharmacist if you start to feel unwell
- Stock up your medicine cupboard
- Collect prescriptions before the Christmas break

More information can be found on the NHS Choices website
<https://www.nhs.uk/Conditions/Pages/BodyMap.aspx?Index=A>

Christmas can be a very stressful time and useful coping
Information can be found at www.ntw.nhs.uk/resource-library

Winter request-please use your NHS services wisely
<http://www.northtynesideccg.nhs.uk/plea-temperatures-drop-pressure-nhs-increases/>



Apps

Work has now begun on designing and developing two mobile applications with students at University College London (UCL).

The Mental Health application is looking to tackle an international issue relating to mental health support and guidance. The falls application will be a little more regional specific and users/families and carers will be able to assess a falls risk and book a follow up appointment if they match the criteria.

The two applications both have patient representatives within the working groups and leading on some major issues.

Falls

- FIT FOR PURPOSE**
 - REPLACE WORN OUT SLIPPERS WITH SOFT SHOES
 - WALKING AIDS - DO YOU NEED ONE?
 - CHECK YOUR FERRULE
- AROUND THE HOUSE**
 - CLEAR CLUTTER, LOOSE WIRES AND RUGS
 - ENSURE GOOD LIGHTING AND HANDRAILS
 - REQUEST A HOME HAZARD ASSESSMENT
- LONG TERM CONDITIONS**
 - SEE GP FOR REVIEW OF LONG TERM CONDITIONS (STROKE, BLOOD PRESSURE, HEART ATTACK, PARKINSON'S DISEASE)
 - SEE PHARMACIST FOR A MEDICATION REVIEW
- LIFESTYLE**
 - STAY HYDRATED, EAT A HEALTHY BALANCED DIET AND AVOID EXCESSIVE ALCOHOL
 - SEE OPTICIAN FOR EYE TEST
- SEDENTARY LIFESTYLE**
 - STAY ACTIVE WITH REGULAR EXERCISE
 - BE AWARE OF PAVEMENTS AND KERB

Falls week was held 22-28 September. Practices with digital signage were able to advertise this to patients, and posters should have been visible in practice during this time frame.

For those who may have missed this, please find link to the campaign

<https://www.youtube.com/watch?v=UJh4x6G-A2w>



Did you know?

The rubber stopper on the end of walking sticks is called a ferrule. If you, friends or family use a walking stick please check this on a regular basis, it can help with falls prevention.



Eleanor Hayward Chair

I think we are all aware that the percentage of people over 65 in the UK is rising every year. At the moment that figure stands at 18% percent of the population and is predicted to rise to 25% in 2046.

This is really good news, as people are living longer mainly due to better health care but this news has to be tempered by the extra pressures placed on the NHS.

It is wonderful that more people can look forward to a longer life, but it means we all need to work harder at staying fit and healthy in body and mind to ensure a happy and healthy older age.

The Patient Forum members work together with officers from the CCG to support health services which are suitable for all the changes we face in the future, and to encourage individuals to take more responsibility for their own health.

Just looking at this Newsletter shows how hard members work and the high level of participation. Thank you all.

If you are interested in becoming a Patient Forum member, please speak to the practice manager at your surgery and ask about their Patient Participation Group. By joining that group you may then become eligible to be part of the Patient Forum.

Merry Christmas from the Patient Forum

