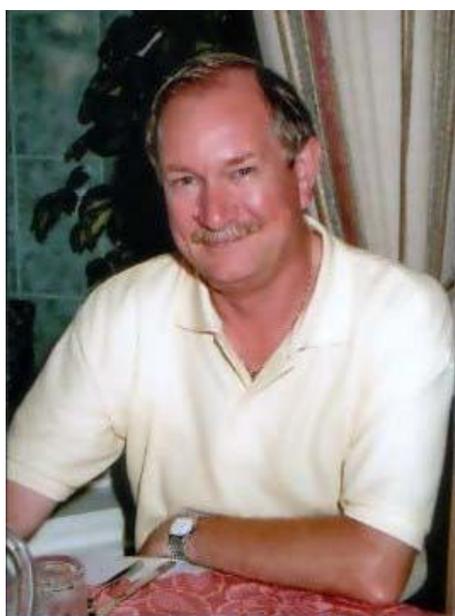


North Tyneside CCG Patient Forum Newsletter

March 2018



Ray Calboutin – Patient Forum member

I was born in Wallsend and went to St Columba's school, and my working life in local engineering firms ranged from service engineer to area service manager.

At the age of 47 I went to Sunderland University (night school) for five years to gain my B.A. Hons in IT.

During my younger years I was a member of the Scouting movement then the Air Training Corps where I passed my Solo flying Gliders licence. My main interests in life are Computers and Dancing.

One thing that is common throughout my life is education. My heartfelt comment is: "If you stop your education you do not stand still, you move backward relative to everyone else that does not stop theirs."

I joined Park Parade Surgery Patient Participation Group after I retired to see if there was anything I could contribute to the group. Later, when our representative on the CCG gave up his position I was asked if I would like to volunteer to take over the role on behalf of the practice by the practice manager.

All I can say about the CCG Patient Forum is that it is amazing how much work is put in by the members, especially those who have joined one or more of the working groups. They are all working to improve the health awareness of everyone in North Tyneside and I consider myself very privileged to be one of them. I hope to continue being a member for many years in the future.

Mental Health Action Week

This will take place for seven days in May, beginning on Monday 14 through to Sunday 20, and is open to everyone across the Borough.

The Working Group has received over 200 questionnaires identifying different topics that people feel are significant to their mental health.

The results from the questionnaire have dictated the themes for mental health action week:

- Difficult life events
- Physical health
- Access to quality and appropriate services
- Benefits and work
- Relationships and social isolation

Thirty responses were received from organisations offering to help with the campaign, including one from Meadow Well Community Centre who have offered a rent free room.

A team of nine people have devised the timetable and there are activities taking place every day. There will also be a picnic held at Northumberland Park on Saturday 19 May, hosted by Supporting Stars.

A Patient Forum representative is working closely with local mental health organisations and providers. Leaflets and posters to generate publicity will be available to GP surgeries for display and a timetable of events will be available soon and publicised within the community.

Falls service

The new Community Falls Service will offer advice and assessments for people who have recently fallen, or who are at risk of falling.

It has been commissioned by NHS North Tyneside Clinical Commissioning Group and is being launched by partners from The Newcastle upon Tyne Hospitals Foundation Trust, TyneHealth Ltd, North Tyneside Council, Age UK North Tyneside, North East Ambulance Service NHS Foundation Trust and the Tyne and Wear Fire Service.

Falls and related injuries are a significant problem for older people. 30% of people over 65 and 50% of people over 80 have at least one fall in a year, with one fall in twenty leading to hospital admission and one in ten causing significant injury.

Members of the Patient Forum formed a working group and were instrumental in devising an App, bookmark and poster.

More information can be found online at: www.northyntsideccg.nhs.uk



Partner representatives pictured.

Self-Care Working Group

Back pain workshops

The group continues to support the physiotherapist-led back pain workshops held in venues in North Tyneside.

Workshops are free and include a range of topics to help patients self manage their back condition with time for questions.

Patients can self-refer, as well as by GP referral. Please ask at your practice for more details. The workshops have become increasingly popular and patients attending have given good feedback.

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



Killingworth White Swan Centre

Thursday 3rd May
Thursday 28th June

North Shields Library

Thursday 24th May

Wallsend Library

Tuesday 10th April
Tuesday 12th June

Pharmacists in practices

Although the best way to treat illness is to keep people healthy, and if they get sick, to get them well again before it gets any worse (which is what Primary Care does), there aren't enough GPs for everything that's being asked of them.

After consultation involving Patient Forum members, a bid was submitted to NHS England.

A team of pharmacists will work in GP practices across North Tyneside, reviewing medication and acting on hospital discharge letters.



We've just been given the news that we were successful, and we're starting recruitment now. The pharmacist will be a tremendous help in practices (some practices already have them) and free up GP time for the most complex patients.

Some Patient Forum members have personal experience and endorse this initiative and look forward to seeing them soon.

Caring for Older People

The Caring for Older People Working Group has been in existence for some time, and has worked very well both in supporting CCG initiatives and providing knowledge and experience to past and existing projects.

At the November 2017 meeting, the name and purpose of the working group was discussed in an effort to combine other important and current aspects of care. The suggested name of the group was: Future Care Working Group and after some discussion this was agreed at the February 2018 meeting.

The following are the areas that will be under the umbrella of Future Care: Caring for older people, future care and urgent care. Within each of these are a number of projects which the group will be involved with, and as these evolve they will be shared with other patient forums including the CCG patient forum. Examples include fall awareness, Care Plus and Royal Quays Intermediate Care and Rehabilitation Unit.

Members of the group felt this is an exciting time, although some of the suggested projects still need to be finalised. We look forward to being involved with these as well as maintaining support to existing innovations.

Future Care Working Group



Opportunities to get involved

The engAGE programme, based at the Linskill Centre in North Shields, offers activities and social events for the over 55's.



engage
Opportunities for People 55+

Running for the last 12 months, the programme of events has included a visit to the Yorkshire Sculpture Park, film screenings, craft workshops and art appreciation talks.

With the emphasis on making new friends and developing and sharing new skills, over 200 people have already enjoyed the engAGE experience.

Regular weekly and monthly groups include: creative writing, weekly 'cuppa' club, reading group, nature walks, chess and sessions for help with using your phone or tablet. More new events and activities are planned for the coming year, including dance sessions, tai chi and gardener's question time.

To find out more or to take part in the programme, you can contact Charly Mulvaney on 0191 2578000, email charlotte@linskill.org, or visit the programme's Facebook page at: www.facebook.com/LinskillEngage. You can also visit the Linskill Centre's website at: www.linskillcentre.co.uk/copy-of-activities



The Elders Council

The Elders Council is a voluntary organisation run by and for older people. Although it is based in Newcastle, the council welcomes everyone from neighbouring boroughs.

The Elders Council's aim is to make sure the views of the over 50s are taken into account by decision makers, and to influence policy and organize events and projects that raise issues affecting older people.

More information can be found online at: www.elderscouncil.org.uk/

Caring for Carers in North Tyneside

North Tyneside Carers' Centre aims to improve the health and wellbeing of all carers living in North Tyneside and support them to have a life outside of caring.

Services include information and advice, carer support, one to one specialist support for mental health carers, training for carers, peer support groups, counselling and the Young Carers' Project.

The 2011 census identified 22,208 adult carers in North Tyneside and approximately 7,000 young carers. The Care Act 2014 places carers on an equal footing with the person they care for and are entitled to an assessment in their own right.



North Tyneside
Carers' Centre

North Tyneside Carers' Centre is looking to recruit Carers' Champions to improve the experiences of carers who access services.

The Role of Carers' Champions:

- Improve the quality of life for carers in North Tyneside
- Support carers to have a voice
- Stand up for the interests of carers
- Ensure carers have access to information about services and support

If you would like to be involved, please contact Claire Easton, CEO North Tyneside Carers' Centre Tel: 0191 6432298 Email: claire.easton@ntcarers.co.uk

Care and Connect

This service connects people to activities and care services and is based at Wallsend Customer First Centre, The Forum, Wallsend. The opening hours are Monday-Friday 9.00am-1.00pm.

Did you know ...?

New figures show prostate cancer is a bigger killer than breast cancer. Please encourage the men in your family and friendship groups to be aware and visit the NHS Choices website – often people have no obvious symptoms www.nhs.uk/conditions/prostate.cancer/

Chairs closing remarks

It is wonderful to see the newsletter filled with so much interesting and helpful information from our own working groups and partner organisations.

One organisation in particular that has captured the forum's attention recently is the North Tyneside Carers Centre. Their representatives came along to our last meeting to describe their work and to ask us to circulate this information within our networks and GP practices.

The centre works tirelessly to provide all types of support to people who provide care, mainly to family members, often at a cost to the carers' health and wellbeing.

Carers are the unsung heroes of our community and it is important that they are recognised and given the support they so deserve. The forum wishes the Carers Centre every success and will continue to spread and champion their work.

Forum members are still working with great enthusiasm and commitment to improve the Health Service provision in North Tyneside. The CCG appreciates all this hard work and looks forward to working together to continuously shape the future of our services.

If you wish to be involved through our working groups or GP practices patient groups, please contact Michele Spencer by telephone 0191 2954233 or by email: michele.chcf@btinternet.com

Eleanor Hayward. Chair of Patient Forum, NHS North Tyneside CCG