

North Tyneside CCG Patient Forum Newsletter

July 2018



I am George Mitchell CBE, which I was awarded for my work with the probation service.

I have been married to Margery for 53 years, and we have been together since we were sixteen and we went to school in Wallsend. We have a son and grand-daughter who live abroad.

I was a Naval Architect for over 50 years and I continue to be a member of staff at Newcastle University.

I am happy to give my time voluntarily as a Member of North Tyneside CCG Patient Forum and also have more than 50 years as a member of the Scout association and I continue to volunteer for Tynemouth District.

I was a magistrate for almost 30 years and presently I am Chairman at Burnside Business and Enterprise College in Wallsend.

What happens locally is very important to me in terms of education, young people and their opportunities and also naturally the NHS services which we all benefit from. As a member of Park Road Medical Practice patient group I became aware of the Patient Forum from my GP and was happy to bring my expertise and life experiences to the group.

Patient Forum members involvement successes

Patient Forum members continue to generously give their time and share their expertise for the benefit of North Tyneside residents. Being involved and knowing you have contributed to making a difference is very rewarding and members' involvement is invaluable.

Members bring patient and public views and expectations to all discussions and have influenced the following:

- **Falls prevention** - the strategy for North Tyneside, an app which is in the production process and an information video which is being shown in GP practices
- **Care Plus** - a multi-disciplinary team working together to support and treat the frailest members of the community
- **Mental Health** - service provision mapping, with the information gathered being published in leaflet form and launched during mental health action week during May. In addition to this, the North Tyneside mental health app is also under construction
- **CCG Patient Forum newsletter** - this is a quarterly publication, highlighting topical health information for residents
- **Self-care back pain workshops** - promoting and supporting these drop-in sessions held in community venues for people newly diagnosed with low level symptoms
- **Future Care** - service developments and change for the benefit of patients
- **End of life** - contributing to leaflets, strategies and information sharing to support patients and families during this difficult time.
- **Shared Decision Making** - this raises the profile of health care professionals and patients working together and jointly agreeing treatment and care

Mental health action week

This took place during the week of 14-20 May in North Tyneside, with a series of events taking place across the borough.

It was a full week of free actions to address key themes that were identified by local service users and survivors as negatively impacting on their mental health. The themes were:

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

Local individuals, groups and organisations were asked to consider what they may be able to offer to meet these needs. The outcome was an interesting range of activities, such as creative spaces, drop in spaces, open days, community walks, peer support groups, mindfulness, free sessions at the gym, a picnic and a wide variety of workshops.

It was a wonderful example of community in action, a great opportunity to try something new and a chance to meet some new people and make a difference.

The mental health leaflet can be found by following this link www.healthwatchnorthtyneside.co.uk/your-issues/mental-health/

Care Navigators Roadshows

Care Navigators are now established in many of the GP practices in North Tyneside. They work with patients to sign-post them to local services and organisations for support and information. Look out for leaflets and on-screen information in your GP surgery.



North Tyneside CCG has hosted a number of locality based care navigation roadshows. The roadshows are an opportunity to promote the role of the care navigators to members of the public and to connect local voluntary, public and private sector organisations with the care navigators working in practices.

Roadshows have so far been held in the North Shields, Wallsend and North West localities and were a great success in terms of supporting partnership working across all sectors and organisations.

Patient Forum members were on hand to provide support at the North Shields event. Local organisations were well represented, focussing on key areas including carers, dementia, loneliness, overcoming physical and mental health issues to get into work, support for families of drug and alcohol users, advice and information services, cancer services support and learning disabilities.

The next roadshow will be held in the Whitley Bay locality on 16 July at the Customer First Centre, York Road, Whitley Bay, 1pm - 5pm. Just pop in any time during the drop-in event.

Urgent Care update

A new urgent care service for North Tyneside has been commissioned by NHS North Tyneside Clinical Commissioning Group and will open at North Tyneside General Hospital (Rake Lane) on 1 October 2018.

The new service, which will be led by Northumbria Healthcare NHS Foundation Trust, will offer GP-led healthcare 24 hours a day, 7 days a week.

Urgent care services deal with minor injuries and minor ailments and are separate from A&E, which provides emergency care for life-threatening conditions.

More information can be found at the NHS North Tyneside CCG website at:

www.northtynesideccg.nhs.uk/new-24-7-urgent-care-service-for-north-tyneside-to-start-in-october/

Care Plus

Care Plus is the Primary Care frailty service for North Tyneside, providing a multi disciplinary team service to people with multiple conditions who are at risk of falling and who are socially isolated.

The service is currently based at Appleby Surgery, in North Shields with a hub in Whitley Bay and others planned for Killingworth and Shiremoor.

The service has received around 600 referrals from local GP practices, which equates to 15 per week, at any one time there are 180 live caseloads.

The frailty index is used as a guide by practices, but it was agreed that referral should often be triggered by what health professionals see in their patient, for example their appearance or how they are walking and talking.

Patients remain registered with their own GP and have the benefit of this service as well. Case studies reflect the holistic and rapid response approach for the benefit of the patient.

Dementia needs are considered and feature many times in caseloads. Age UK input is invaluable and able to address social needs. In addition Age UK has implemented a friendship group scheme in localities and sometimes people are joined up with that.

Members were encouraged to see the service working well for the benefit of patients and importantly enabling people to stay at home longer than they perhaps would have done without the benefit of Care Plus.

GP appointments out of hours

Most people who go for an appointment in the GP surgery have a long-term condition. They still want to come during the day, Monday to Friday. But an increasing number of people work during the day and need an appointment in the evening or at the weekend.

Nurse practitioners, practice pharmacists, and a variety of other healthcare professionals including non-clinical professionals such as primary care navigators are available. This means that appointments can be offered in the evening up to 8pm, as well as Saturdays and Sundays.

To put this in context, member practices in North Tyneside have been making 25,000 clinical consultations (by phone or face-to-face) per week, and we're now offering an additional 1,000 to cover the evenings and weekends.

This means that your practice has more appointments available, so call them or connect online if you need a doctor or nurse.

Young Carers in North Tyneside

The 2011 census identified 22,208 adult carers in North Tyneside and approximately 7,000 young carers. Young carers are children and young people aged 5 –18 who help to look after someone in their family.

Most children and young people help out at home, maybe by washing dishes or keeping their rooms tidy. Young carers have to do a lot more than that - for example, they may help with shopping, cooking, cleaning, personal care, giving medication and taking care of siblings. Young carers are often relied upon to offer emotional support, which can result in them feeling anxious about the people they care for, especially when they are not able to be with them.

An award from Comic Relief enabled North Tyneside Carers' Centre to appoint a Social Action Co-ordinator and, following the success of Project 24: A Day in the Life of a Young Carer, launched at Newcastle's Live Theatre earlier this year.

The Centre is now moving forward with its plans to empower more young carers to take social action across the borough.

You can look forward to reading more about Young Carers in the next edition of our newsletter, but if you require further information in the meantime, please telephone the Centre on 0191 643 2298 or visit: www.ntyoungcarers.com

To refer a young carer to the Young Carers' Team, please visit: www.northtynesidecarers.org.uk

Carers Week 2018

Staff from North Tyneside Carers' Centre have been 'out and about' during Carers' Week 2018, talking to carers in a number of venues across North Tyneside, raising awareness of this year's theme for the annual week-long celebration of carers across the UK:



**11th-17th
June
2018**

'Helping Carers to Stay Healthy and Connected'

The Centre has worked in collaboration with a range of partners to get this message across to carers through a mix of roadshows, information events and Dementia Awareness training sessions, delivered to working carers. Members of staff even took to the water – talking to travellers on the North to South Shields Ferry!

Staff were able to offer information, advice and guidance at venues across the borough to help carers remain healthy and connected in their caring roles. They also handed out healthy snacks and day passes for carers to attend an activity of their choice at selected leisure centres in North Tyneside.

Members of the Young Carers' Team spoke at assemblies and held drop in sessions at schools across the borough.

If you are a carer and you would like to talk to one of our professional Carer Support Workers, or you are part of an organisation interested in discussing your training needs, please contact North Tyneside Carers' Centre on 0191 643 2298.

Did you know?



Vitamin D is essential for healthy bones, and in the UK from around late March/early April to the end of September we get most of our vitamin D from sunlight exposure.

We need vitamin D to help the body absorb calcium and phosphate from our diet. These minerals are important for healthy bones, teeth and muscles.

A lack of vitamin D can cause bones to become soft and weak, which can lead to bone deformities. In children, for example, a lack of vitamin D can lead to rickets. In adults, it can lead to osteomalacia, which causes bone pain and tenderness.

More information can be found by visiting NHS Choices:
www.nhs.uk/Livewell/Summerhealth/Pages/vitamin-D-sunlight.aspx

Eleanor Hayward Chair

I have recently returned from a trip to Scotland and with nothing much to do other than walking and enjoying the scenery, there is time to think and reflect and with no phone signal or Wi-Fi, life slows down. North Tyneside has beautiful parks and beaches and taking the time to get fresh air and just look around gives a feeling of wellbeing both physically and mentally.

Sadly the Health Service is unable to prescribe holidays but we should all allow ourselves time everyday to "stand and stare".

The Forum has supported and promoted initiatives such as healthy walks and mindfulness both at the heart of social prescribing and this can make a difference to daily life which is often stressful and hectic.

Enjoy your summer!

