

# NHS North Tyneside CCG Patient Forum Newsletter

## Member introduction

### Pat Bottrill

I qualified as a Nurse in 1963 and believe good nursing care requires training, education and teamwork.

Having always worked in Secondary Care settings, I found it refreshing to look at Primary Care through my GP practice group in Whitley Bay and the CCG Patient Forum. I have always believed that the way to get things done is via groups and official channels, and my background of years of nursing practice helps me to understand some of the current issues and acronyms used in the commissioning arena and the challenging healthcare setting we face.



I retired from full time nursing in 2001 and wanted nothing else to do with health, but this was the time when patient and public involvement was brought in. I was persuaded to join a Patient Forum and served on quality and patient safety groups as well as Healthwatch, and I believe in the value of teamwork to get the best out of people and get things done.

In 1995 I was elected to represent Northern Region Royal College of Nursing (RCN) members on the RCN Governing Council, serving eight years including one year as Chair. I was awarded the MBE in 1997 for services to nursing, and in 2004 received an RCN Fellowship for my work in the field of gastro-intestinal nursing.

## Shared decision making

When patients visit their GP surgery there are often decisions to be made about treatment and care. Good quality information about the options available, together with support and guidance, means decisions made together can bring the best possible outcome.

Don't forget ask three questions:

- What are my options?
- What are the possible benefits and risks?
- How can we make a decision together that is right for me?

# Mental health working group

Following a visit to the memory clinic last year, members have continued to maintain links with the service and receive regular updates. Recently, Dr Sarah Mitchell, clinical psychologist, came to meet members and gather feedback to help the service review their patient satisfaction survey.

Members were also updated on cognitive stimulation therapy, a non-medical treatment offered by the memory clinic for people with mild to moderate dementia as part of their care. The therapy uses a range of techniques to promote learning and build new connections through different activities.

Feedback from group members has been positive, with many people saying they feel more confident, happy and have a better awareness of how to live well in spite of having dementia. It was also felt that the groups are a good opportunity for people to develop new friendships and to find out about other activities they can benefit from in North Tyneside.

Useful information arising from the successful mental health action week in May can be found online at:

- [www.launchpadnt.wordpress.com/2018/07/18/mental-health-action-week/](http://www.launchpadnt.wordpress.com/2018/07/18/mental-health-action-week/)
- [www.healthwatchnorthtyneside.co.uk/your-issues/mental-health/](http://www.healthwatchnorthtyneside.co.uk/your-issues/mental-health/)

# Veterans service

Forward Assist is a multi-award winning charity that facilitates 'post traumatic growth' for military veterans with combat experience and unresolved trauma issues. The charity also provides support and guidance to former servicemen and women experiencing difficulties in adjusting to a new life as a civilian.

Forward Assist specialises in working with unemployed veterans and those with direct experience of homelessness, involvement with the criminal justice system, family breakdown and/or chronic social exclusion. A large percentage of referrals are socially isolated and disenfranchised from mainstream services.

Forward Assist use community benefit projects to give military veterans a sense of purpose, belonging, identity and direction. These projects provide veterans with an opportunity to utilise their transferable skills and benefit the communities in which they live.

The weekly drop in and associated activities include fishing, archery, gym sessions, photography and model making. The activities promote mental and physical well-being, but also facilitate an opportunity to consult with Forward Assist staff and other veterans to develop needs led services and interventions.

A veterans drop in is held every Tuesday morning and there is a welfare benefits adviser who can give veterans a full benefits check. Forward Assist also has a gender specific group aimed at addressing the needs of women.

More information can be found at their website [www.forward-assist.com](http://www.forward-assist.com)

## Future Care

This working group has an overview and involvement in a diverse range of community services including urgent care, care plus and the intermediate care rehabilitation service.

Members share their views on behalf of residents in relation to service developments. Most recently in preparation for the North Tyneside Falls Service members took an active role in the production of publicity material and an awareness video which was shown in local GP practices.

## End of life working group

Palliative care services in North Tyneside are an area members of this group feel passionate about.

A factsheet is being produced that will provide all of the key information that patients and their families will find useful.

A high percentage of patients die in the place of their choice, demonstrating how important it is to respect patients' wishes. The ambitions for services are continually being addressed within multi agency teams, each bringing their area of expertise.

During July some members took part in discussion groups about palliative care, to inform how communications between services for patients living with a long term condition or life limiting illness or disability could be improved. This work is led by a local GP and members' involvement was greatly appreciated.

## North Tyneside Cancer Plan event

Date: Friday 5 October 2018  
Time: 12.30-4.30pm  
Location: Langdale Centre  
Langdale Gardens  
Wallsend NE28 0HG

This event is aimed at all members of the community including patients, carers and the wider public. It is designed to encourage participation in the further development of a North Tyneside Cancer Plan which has been developed specifically for the people of North Tyneside.

**To book a place contact Donna Sample on 0191 293 1144 or email [donnasample@nhs.net](mailto:donnasample@nhs.net)**

The North Tyneside Cancer Plan is designed around the six key priority areas outlined within NHS England's Cancer Strategy Implementation Plan. However, it has been developed specifically for the people of North Tyneside and aims to increase prevention, speed up diagnosis, improve the experience of patients and help people living with and beyond the disease.

The North Tyneside Cancer Steering Group understands that it is essential that the North Tyneside Cancer Plan reflects what matters most to the people of North Tyneside in relation to cancer prevention, diagnosis and treatment. To ensure that the cancer plan is focused on the

issues that matter most to people, the steering group would like to invite members of the public to become involved and influence this very important piece of work.

This invitation is open to all members of the public including people who have had a direct experience of cancer or those people who may not have had a direct experience but feel passionate about improving cancer outcomes for people living in North Tyneside.

If you are interested in becoming involved please contact Donna Sample at [donnasample@nhs.net](mailto:donnasample@nhs.net) or Jo Mackintosh at [joannemackintosh@nhs.net](mailto:joannemackintosh@nhs.net). Donna and Jo will be very happy to answer any questions you may have and provide you with further information about this valuable role.

## Look after yourself this winter

Be prepared for common ailments this winter by keeping a well-stocked medicine cabinet at home. There is also an app specifically for under 5s child health. For more information, visit [www.northtynesideccg.nhs.uk/ccg-launches-new-child-health-app/](http://www.northtynesideccg.nhs.uk/ccg-launches-new-child-health-app/)

### How your pharmacist can help you

Don't forget your local pharmacist can help with many ailments, such as coughs, colds, sore throats and asthma. They can give advice or, where appropriate, medicines that can help clear up the problem. Instead of booking an appointment with your GP, you can see your local pharmacist any time – just walk in.

Some community pharmacies are part of the Think Pharmacy First scheme and are identifiable by a window sticker. The scheme is available to eligible adults and children, over 60s and 16-18 year olds in full time education.

The scheme offers a range of free treatments for specific illnesses and ailments and more information can be found at pharmacies or by following this link [www.northtynesideccg.nhs.uk/your-health/health-campaigns/health-campaign-2/](http://www.northtynesideccg.nhs.uk/your-health/health-campaigns/health-campaign-2/)

North Tyneside pharmacies are listed and shown on a map by following this link: [www.northtynesideccg.nhs.uk/wp-content/uploads/2017/09/Pharmacies.jpg](http://www.northtynesideccg.nhs.uk/wp-content/uploads/2017/09/Pharmacies.jpg)

## Stock your medicine cabinet

### Pain relief

Painkillers like aspirin, paracetamol and ibuprofen are highly effective at relieving most minor aches and pains.

### Anti-diarrhoea tablets

Diarrhoea is caused by a range of things, such as food poisoning or a stomach virus, and can happen without warning. It's a good idea to keep an anti-diarrhoea medicine at home.

Anti-diarrhoea remedies can quickly control the symptoms of diarrhoea, although they don't deal with the underlying cause. It works by slowing down the action of your gut.

## Indigestion treatment

If you have stomach ache or heartburn, a simple antacid will reduce stomach acidity and bring relief. Antacids come as chewable tablets, tablets that dissolve in water, or in liquid form.

## Your first aid kit

A well-prepared first aid kit can help treat minor cuts, sprains and bruises, and reduce the risk of cuts becoming infected. It should contain the following items:

- **Bandages** – these can support injured limbs, such as a sprained wrist, and also apply direct pressure to larger cuts before being treated in hospital
- **Plasters** – a range of sizes, waterproof if possible
- **Thermometer** – digital thermometers that you put in your mouth produce very accurate readings; an under-arm thermometer or an ear thermometer are good ways to read a baby or young child's temperature
- **Antiseptic** – this can be used to clean cuts before they're bandaged, and most can treat a range of conditions, including insect stings, ulcers and pimples; alcohol-free antiseptic wipes are useful to clean cuts
- **Eyewash solution** – this will help wash out grit or dirt in the eyes
- **Sterile dressings** – larger injuries should be covered with a sterile dressing to prevent infection until treatment can be given by a health professional
- **Medical tape** – this is used to stick dressings on the skin and can also be used to tape an injured finger to an uninjured one, creating a makeshift splint
- **Tweezers** – for taking out splinters; if splinters are left in, they can cause discomfort and become infected

## Medicine safety

When keeping medicines at home, remember:

- Always follow the directions on medicine packets and information leaflets, and never take more than the stated dose
- Always keep medicines out of the sight and reach of children – a high, lockable cupboard in a cool, dry place is ideal
- Regularly check the expiry dates on a medicine – if a medicine is past its use-by date, don't use it or throw it away: take it to your pharmacy, where it can be disposed of safely

# Sepsis

This is a serious complication of an infection. There are around 123,000 cases of sepsis a year in England. Around 37,000 people die every year as a result of the condition, 30.08% of all cases in England.

Anyone can develop sepsis after an injury or minor infection, although some people are more vulnerable.

People most at risk of sepsis include those:

- With a medical condition or receiving medical treatment that weakens their immune system
- Who are already in hospital with a serious illness
- Who are very young or very old
- Who have just had surgery or who have wounds or injuries as a result of an accident

Although sepsis is often referred to as blood poisoning or septicaemia, these terms refer to the invasion of bacteria into the bloodstream. Sepsis can affect multiple organs or the entire body, even without blood poisoning or septicaemia. Sepsis can also be caused by viral or fungal infections, although bacterial infections are by far the most common cause.

The adults and older children signs to look out for are; high temperature (fever) or low body temperature, chills and shivering, a fast heartbeat, fast breathing.

Children under 5 signs are; looks mottled, bluish or pale, is very lethargic or difficult to wake, feels abnormally cold to touch, is breathing very fast, has a rash that does not fade when you press it, has a fit or convulsion.

More information can be found on the NHS website at [www.nhs.uk/conditions/sepsis/](http://www.nhs.uk/conditions/sepsis/)

## Golden Guide 2018 - available now



Cheerful, bright and practical - the 2018 Golden Guide is here!

Refreshed with more contacts than ever, it will help you enjoy life in Newcastle and North Tyneside.

Find social groups, activities and clubs to keep you fit and in touch. Find support when you're not so fit and need health or care advice.

Get help with concerns including home security, consumer issues, pensions, money and legal matters. 10,000 copies have gone out across Newcastle and North Tyneside.

You can download a free copy of the Golden Guide from [www.goldenguide.org.uk](http://www.goldenguide.org.uk)

## Did you know?

Washing your hands while singing Happy Birthday To You all the way through and twice over is a good way to ensure your hands are clean and for good hand washing techniques.

For more information visit [www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/](http://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/)

# Eleanor Hayward Chair

After a wonderful summer we are rapidly heading into autumn and everything it brings. Soon we will be having flu injections and gearing up for the season of colds and viruses.

Most people know what we need to do to keep ourselves well but we are only human and sometimes the nutrition and exercise regimes get forgotten about and we slide back into less healthy habits.

Our self-care working group has run various campaigns to support people and give guidance on self-care, especially over the autumn and winter months.

The group is always looking for new members to broaden the knowledge and spread the information about how we can help ourselves and try to avoid getting ill. It's a very active and hands on group, so if you wish to get involved with the Patient Forum and its working groups please contact Michele Spencer on 0191 2954233 or email [michele.chcf@btinternet.com](mailto:michele.chcf@btinternet.com)

Thanks again for everyone's time and support.

We know that not everyone has access to a computer, so if you would like an easier way to access any of the information in this newsletter please ring the Community and Health Care Forum on 0191 295 4233.