

# NHS North Tyneside CCG Patient Forum Newsletter



## Member introduction

### Anne Baxter

I'm 70, have a son and daughter and a grown-up granddaughter.

I worked at North Tyneside College for 15 years, then Sunderland University for 6 years. Having also worked in Child Protection and the Probation Service has given me a great insight into other people's lives and the problems and difficulties they face.

I retired from secretarial work at North Tyneside Social Services in 2006, but since then been involved in various voluntary roles.

I relish the opportunity to contribute and have a say on local matters, including the NHS, hence my involvement with the Patient Panel Forum (Battle Hill Practice).



The meetings are informal and friendly. Everyone's ideas and/or points of view are listened to and taken on board when possible. Contributing towards the newsletter is especially enjoyable.

As someone without an NHS/medical background (other than as an NHS patient) I can often raise questions/issues which those with such a background might not appreciate!

My particular passions are disability issues, and for patients to be enabled to take responsibility for their own health and well-being (with help and support, of course). To this end I especially value my membership of the CCG Patient Forum.

# Students 11-19 years old

School nurses (sometimes known as public health school nurses) promote and protect the physical health and emotional wellbeing of children and young people who are school age.

## You can expect support and information on:

- Healthy eating
- Immunisations
- Emotional health issues such as anxiety, stress or depression
- Behavioural problems
- Child growth and development
- Continence (bed wetting)
- Sexual health
- Parenting support
- Smoking and substance misuse



Every local authority school or academy has their own school nurse. Many of the high schools also have a drop-in school nurse service.

However you don't have to wait until your school nurse is in your school to see them. They can visit you at home or invite you to see them at another location to suit you.

More information can be found at

[www.northumbria.nhs.uk/our-services/childrens-services/school-nursing-service/](http://www.northumbria.nhs.uk/our-services/childrens-services/school-nursing-service/)

## Kooth

On line mental health counselling and wellbeing service for children and young people in North Tyneside

North Tyneside Council and North Tyneside Clinical Commissioning Group (CCG) have commissioned XenZone's Kooth service, giving local young people aged between 11 and 18 access to free online counselling.

As well as offering timely access to therapy, the 18-month pilot will provide anonymous, confidential and access to self-help materials, articles, moderated online forums and tools such as a mood tracker.

More information can be found at [www.xenzone.com/kooth/](http://www.xenzone.com/kooth/)

## Child health app birth-5 years old

The app was launched during 2016 and is a useful health care guide for parents and carers.

More information can be found at: [www.northtynesideccg.nhs.uk/ccg-launches-new-child-health-app/](http://www.northtynesideccg.nhs.uk/ccg-launches-new-child-health-app/)

# Urgent Care

The new Urgent Treatment Centre for North Tyneside opened 1 October 2018, which is based at North Tyneside General Hospital (Rake Lane).

Residents received information confirming the ability book an appointment 24 hours a day by calling NHS 111. You can walk in and wait between 8am and midnight, 7 days a week.

Urgent care is for minor injuries and minor illnesses like sprains, strains, cuts, abscesses or wound infections. Members have a walk-through of the service planned during December and will feedback in the March newsletter.

# Working Groups

The CCG Patient Forum has a series of groups engaging in locality and service specific issues. In North Tyneside the four localities are North West, North Shields, Wallsend and Whitley Bay and patients benefit from specific services such as North Shields physiotherapy appointments as well as Age UK North Tyneside appointments.

GP Practices across the borough have Care Navigators available to patients and they can signpost to community groups and support to benefit patient's social needs and wellbeing.



## Mental Health



Members of this group attended the North Tyneside World Mental Health Day event, along with 150 others with an interest in mental health services, self help and support. More information can be found by following this link:

[www.launchpadnt.wordpress.com/2018/10/16/photos-north-tyneside-world-mental-health-day-2018/](http://www.launchpadnt.wordpress.com/2018/10/16/photos-north-tyneside-world-mental-health-day-2018/)

## Communications

The group works tirelessly on the production of this quarterly newsletter as well as sharing their valuable experience and expertise during the production of patient information.

# Cancer Plan event feedback

To prepare for the involvement of patients and carers in the North Tyneside Cancer Plan, we held a session at the Langdale Centre, North Shields on 5 October 2018. This session was collaboration between North Tyneside CCG, Northern Cancer Alliance, and Macmillan Cancer Support.

The Patient Forum assisted in the planning and delivery of the day by local colleagues from both NHS and third sector organisations.

Three key questions were discussed and answers were mapped onto flipchart sheets. The core issues can be summarised as follows:

### What makes good engagement?

Feedback – resources, organisational behaviours, respect & honesty

### How do we make this happen?

Feedback – organisational behaviours, data management, partnership working, individual dynamics

### Where do we start?

Feedback – planning, recruitment, attitude & mind set, support

In all, nineteen patients, carers, professionals, and other members of the public were involved in this session and feedback was generally positive.

We have learned that future sessions should have less presentation and more conversation, but one participant also commented that “it actually feels like engagement might really happen this time.”

The next sessions will take place during 2019 and will be planned and promoted according to the feedback and insight from this session.

# Healthy Ageing

NHS England and Age UK have produced a useful guide to healthy ageing. This can be downloaded from NHS England’s website at: [www.england.nhs.uk/wp-content/uploads/2015/09/hlthy-ageing-brochr.pdf](http://www.england.nhs.uk/wp-content/uploads/2015/09/hlthy-ageing-brochr.pdf)

# North Shields Practices

Age UK North Tyneside offer support to patients in North Shields



North Shields GP practices are hosting pre-booked appointments for their patients with coordinators from Age UK North Tyneside.

Once a month, patients aged 50 and over will have the opportunity to find out about the services Age UK have on offer, as well the chance to talk about specific issues in a one-to-one 30 minute appointment, with longer term support where necessary.

Every three months, Age UK's Admiral Nurses will be delivering these clinics to offer support and advice specifically to people who are experiencing problems caring for someone with dementia.

Age UK North Tyneside is a local charity that provides information, advice and support to people aged 50+ and have over 40 years' worth of knowledge and experience of local services.

For more information about when they are next in your surgery or to book an appointment, contact your Care Navigator in your GP Practice.

## North Shields Musculoskeletal Service

Patients of GP surgeries in North Shields with musculoskeletal (MSK) problems, such as neck, back or joint pain, can now access specialist help without seeing their GP first.

A new direct referral system is being piloted and providing the necessary criteria are met, patients can now be offered an appointment with an MSK Practitioner at their GP Surgery instead of a GP, patients can also self-refer.

An MSK Practitioner will assess and treat patients over the age of 16 who have an injury or problem that relates to muscles, bones, or joints. They may also provide advice to help patients manage their condition, liaise with their GP practice and refer them to other services if necessary.

Participating GP practices are:

- Appleby Surgery
- Collingwood Health Group
- Nelson Medical Group
- Priors Medical Group
- Redburn Park Medical Centre
- Spring Terrace Health Centre

# Eleanor Hayward Chair

We have had a very busy year of consultations, engagement and good news regarding further support to GP practices and other providers in the community.

Forum members have contributed to CCG plans and initiatives and continue to give time and thought to the many health care issues which affect all levels of the community. Next year looks set to be equally interesting and challenging as we look to the future of Health Care provision in our Region

North Tyneside CCG is still unique and extremely blessed to have such a group of caring and community minded participants on the Forum. Once again I would like to thank you on behalf of everyone at the CCG for your time and commitment and wish you all a healthy and happy Christmas and New Year.

Eleanor

## Christmas message

Prevention is better than cure!

- Don't forget you may be eligible for a free flu jab at your GP Practice
- Check your surgery and pharmacy opening hours over the holidays
- Don't forget to order your prescription
- Eat and drink in moderation
- Check the issue 12 Newsletter for your medicine cabinet must haves

Have a lovely Christmas and New Year.

## Did you know?

The colour of your urine can tell you if you are properly hydrated. Symptoms of dehydration include feeling thirsty, dizzy, light headed, and tired or have a dry mouth, lips and eyes.

More information can be found by visiting [www.nhs.uk/conditions/dehydration/](http://www.nhs.uk/conditions/dehydration/)

**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.**

