

**North Tyneside CCG Patient Forum  
Communications Working Group  
Friday 23 March 2018  
10.00am-12 noon  
Room B6  
Linskill Centre  
Linskill Terrace  
North Shields**

## **Notes**

### **Attendees**

Sandra Gillings	Priory Medical Group
Anne Carlile	Priory Medical Group
Anne Baxter	Battle Hill Health Centre
Susan Dawson	Priory Medical Group
Marc Rice	North Tyneside CCG
Michele Spencer	CHCF

### **Apologies**

Heather Carr	Whitley Bay Health Centre
John Tanner	Monkseaton Medical Centre
Wally Charlton	North Tyneside CCG

### **Notes of last 23 February 2018**

Agreed as a true record.

### **Matters arising**

Mark Adams will be attending the Patient Forum in May.

DNA (did not attend) meeting with Wally to look at processes and their viability, specific data is needed to understand the root causes and trend however only the individual practices can explore the reasons with their patients.

The Falls App does not need a little cash injection to proceed to the next stage and this should happen in the coming weeks.

The Care Navigator road shows that have taken place so far have been well attended and the purpose is to raise the profile of the service. Unfortunately some of the internal comms for social media were incorrect.

RMS (referral management system) the systems and processes are to be reviewed and the contract is to be re-procured and aligned. Marc will provide current arrangement details to members in due course.

The NHS will aim to be paperless by 2020.

### **Comms update**

Richard Scott a Whitley Bay GP will take up the role of CCG Chair and will be invited to the wider Patient Forum in due course.

Members expressed their enthusiasm for supporting the Locality Support Officers care navigator road-shows in their PPG area.

It was confirmed the winter pressures were the worst on record and as we go into spring this should improve.

Two funding bids were successful one in relation to digitisation of patient records and the second for mobile working, mainly sim card laptops for GPs home visits and care home visits.

Park Road Practice has taken over the registered patient element of Battle Hill Health Centre and the walk in service is still on extension.

### **Newsletter Issue 10 March 2018**

The final draft was discussed and agreed with some minor edits and additions.

### **Newsletter Issue 11 June 2018**

Topic suggestions;

George Mitchell to have the opening slot

Reflection of Patient Forum member's involvement successes

Mental Health Action week feedback

Care Navigators road-shows feedback

Falls App

Urgent Care decision

Intermediate Care

Care Plus

Young Carers

Did you know....vitamin D benefits

Eleanor – closing remarks

### **Any other business**

It was confirmed the member follow up visits to Care Plus and the Royal Quays Intermediate Care Rehabilitation Unit are due to be arranged. Members did feel from feedback of the last visit that the on-site physiotherapist at Royal Quays would benefit from the sim card lap top bid. As they are Northumbria Health Care NHS Trust staff it has to be resolved by the employing organisation.

### **Dates and times of future meetings 2018**

All Fridays at 10am

Linskill Centre

North Shields

27 April

25 May

29 June

27 July

31 August

28 September

26 October

30 November

