

**NHS North Tyneside CCG Patient Forum**  
**Future Care Working Group**  
**Wednesday 6 June 2018**  
**11am-1.00pm**  
**Room B6**  
**Linskill Centre**  
**Linskill Terrace**  
**North Shields**

## **Notes**

### **Attendees**

|                 |                           |
|-----------------|---------------------------|
| Sandra Gillings | Priory Medical Group      |
| Gillian Bennett | Wellspring Practice       |
| Pat Bottrill    | 49 Marine Avenue          |
| Anne Carlile    | Priory Medical Group      |
| Susan Dawson    | Priory Medical Group      |
| Judy Scott      | Whitley Bay Health Centre |
| Wally Charlton  | North Tyneside CCG        |
| Hugo Minney     | TyneHealth                |
| Michele Spencer | CHCF                      |

### **Apologies**

|                 |                           |
|-----------------|---------------------------|
| Heather Carr    | Whitley Bay Health Centre |
| David Hall      | Northumberland Park       |
| Steve Roberts   | Lane End Surgery          |
| Judith McSwaine | Forest Hall Surgery       |
| Gary Charlton   | North Tyneside CCG        |

### **Notes from last meeting (7 Feb 2018)**

Agreed as true record.

### **Matters arising**

As agenda.

### **Future Care Work Programme**

The multi agency Programme Board membership has been set and agreement with partners has been reached for staff across the disciplines to work inclusively. Northumbria Healthcare Trust has appointed four locality managers. A series of working groups will be arranged and members input to these will be sought in due course. All governance arrangements are in place.

### **Urgent Care**

The procurement has been concluded and the contract awarded to Northumbria Healthcare NHS Foundation Trust, this service will begin on 1 October 2018. At the same time the Battle Hill Walk In service will cease to exist however the registered patient element of Battle Hill will remain as a branch surgery of Park Road Medical Practice in Wallsend, work is underway to ensure IT systems are compatible. It was confirmed both Park Road and Battle Hill will retain their own PPG. Patients presenting to The Northumbria at Cramlington will be triaged and sign posted to the correct service. Shiremoor Health Centre still has two GP Practices, the Falls Service and there is a lot of

support from partner agencies for the planning application for the building to become a health hub. Members overwhelmingly felt the public messages about the changes as well as the appropriate place to access NHS services should be very clear.

### **Care Plus feedback**

Details of the members visit were shared with the group and it was agreed the service has developed in a very positive way, the multi disciplinary team has increased and being based at Appleby Surgery with community hubs is very positive for patients. The team clearly works very closely together and the Age UK element addressing social needs as well as isolation is invaluable. (A copy of the visit notes is available on request).

### **Royal Quays Intermediate Care Rehabilitation Unit update**

The next member visit will take place during the autumn months, there have been some personnel changes and pathway and process work has been carried out by the Transformation team. It was agreed that IT solutions had mainly been found or are underway for example, blood tests, results and the necessary coding to ensure the right clinical staff receive the information. During the last visit some concerns were raised about hand written notes in books used as part of staff team handovers, this has now been changed.

### **Any other business**

Wally informed members that Gary Charlton would be taking a sabbatical from the beginning of September and would be taking up a post in Qatar, the post would be filled internally. Members wished Gary well for the future.

Digitisation funding applications have been successful, £920k to scan paper patient records and store electronically and work is underway to do this, members appreciated this was a time consuming task. In addition further funding was successful to enable remote working of GPs visiting care home and patient's homes to use lap tops and access patient records.

The CCG mock CQC inspections in care homes are proving to be very worthwhile and support improvements in the environment.

Hugo shared the current TyneHealth newsletter and the banner has signposting messages indicating where patient should go depending on their ailment or illness, the logos will be shared with Wally to be uploaded onto the practice waiting room patient information screens.

Some time ago members spend a great deal of time to proof read and comment on the content of a TyneHealth publication entitled, your career in North Tyneside. The final version was shared with members and its purpose is to demonstrate to health professional that North Tyneside is a good place to work and live; currently 70% of graduates do not choose to stay in the North East. Members were thanked for their input.

Members discussed GP recruitment from overseas and it was confirmed North Tyneside had applied for six full time posts, some of the challenges include immigration issues as well as qualifications and training as well as housing and schools. Members agreed that workforce planning in all clinical areas was essential for the future of services and work is underway at three practices to trial how best to collect and analyse data.

**Dates and times of future meetings**

All Wednesday at 11am in the Linskill Centre

8 August

3 October

5 December