

NHS North Tyneside CCG Patient Forum
Future Care Working Group
Wednesday 8 August 2018
11am-1.00pm
Room B6
Linskill Centre
Linskill Terrace
North Shields

Notes

Attendees

Sandra Gillings	Priory Medical Group
Susan Dawson	Priory Medical Group
Anne Carlile	Priory Medical Group
Pat Bottrill	49 Marine Avenue
Judy Scott	Whitley Bay Health Centre
Wally Charlton	North Tyneside CCG
Michele Spencer	CHCF

Apologies

Gillian Bennett	Wellspring Practice
Steve Roberts	Lane End Surgery

Notes from last meeting (6 June 2018)

Notes were agreed as a true record.

Matters arising

Gary Charlton will be leaving the CCG at the end of August to take up his new role in Qatar and the group wished him well.

The Royal Quays Intermediate Care Rehabilitation Unit is running well as a service and also the IT systems in place. The members follow up visit will be arranged for September.

The mock CQC inspections are working well with both GP Practices and in care homes. The purpose of the inspections is to ensure services are prepared and providing the best possible service to patients and residents in both front line services and back office procedures. Members did feel unannounced inspections are the best way to see a true reflection of the services and did see the merit in carrying out the mock inspections which identify staff training needs as well as procedural improvements. A training manual and 10 week training programme will be put in place for practice managers.

At the latest Patient Forum one of the members indicated he thought the CCG commissioned Healthwatch to carry out inspections in care homes and this was separate to their enter and view powers. Wally would seek clarity about this.

Anne Carlile confirmed she had been appointed to the Governors Advisory Commission, a national body, as an adult patient carer representative and this has arisen from being a board member of Northumberland Tyne and Wear Mental Health Foundation Trust (NTW). Anne was elected following an intensive application programme.

Judy Scott had attended a workshop in Gateshead and delegates came from across the North East to discuss a range of issues about frailty and how people are assessed as being frail in relation to the Rockwell index.

Clarity was sought on available data on residential homes resident's rapid readmission to hospital following discharge.

Healthwatch and Manchester University have recently carried out some research on relatives and care home managers impressions of NHS services support and what they valued most. A report will follow in due course.

Future Care Work Programme

The newly formed board has now met and some of the work-streams have been aligned. Mathew Crowther and Dr Alex Kent will be invited to future meetings to update members on progress.

Urgent Care

The new service contractual arrangements come into effect on the 1 October 2018. Battle Hill Health Centre registered patients element is now part of Park Road Surgery as a branch surgery. IT issues are being resolved to ensure the smooth running of the service.

Care Plus feedback

The latest service report will be shared with members in due course and it was confirmed patients remain registered with their own practice.

Any other business

Clarity was sought on the Shiremoor health hub for extended hours and it was confirmed the opening hours covenant issues are not resolved.

Care Home alignment in the North West of the borough is proposed as a three nurse team, Whitley Bay has a similar plan.

Preparatory work is underway on the dementia pathway.

TyneHealth currently has Paul Stanley as acting CEO, Les Miller as chair and the medical director is a GP from Battle Hill Health Centre this follows recent board changes. TyneHealth has some contracts with the CCG including extended hours.

It was confirmed the musculoskeletal (MSK) service is provided by Northumbria Healthcare Foundation NHS Trust (NHCFT). As part of the North Shields locality a pilot MSK service will be available to patients. Members asked for clear patient information to be available to members of the public.

Locality Support Officers are working closely with the new Locality Managers within NHCFT and the aim is to bind the community services alignment work on pathways and service delivery.

Dates and times of future meetings

All Wednesday at 11am in the Linskill Centre

3 October

5 December

