

NHS North Tyneside CCG Patient Forum newsletter

Member mini spotlight

North West of the borough members

The reason I became a member of the Patient Forum is because I worked closely with the NHS for about 33 years in my professional career as a chartered quantity surveyor. During that time I encountered many aspects and sectors of the NHS. Having gained that knowledge and experience I felt that could be put to good use by me representing the general patient.

Steve Roberts

I have worked in the NHS for 34 years, my partner Lynne also does. Fortunately I've not spent too much time in it as a patient! A colleague who had joined the CCG patient forum told me about their work. I feel it is important for patients to have a voice, and the forum is an excellent way to contribute our views and experiences. I have great admiration for those on the working groups, they make a real difference.

Steve Cattle

Member Development Session

North Tyneside CCG Patient Forum Achievements 2018

Locality news

North West

North West locality is aligning GP practices to care homes.

North Shields

North Shields locality is looking to improve how community services are delivered across North Tyneside by trialling a number of new clinics which are in development. These will be in addition to existing services and nothing is being lost from a patient perspective.

North Shields is currently looking to recruit a number of Mental Health posts to work with GP Practices.

Wallsend

Wallsend locality is in the process of evaluating a spirometry trial. Two mental health nurses have been seconded to work within GP practices to improve access to clinicians.

Wallsend is also rolling out a new tissue viability training package to practices to improve care of patients in care homes with leg oedemas. Pharmacists have been seconded into the locality to review medications.

Whitley Bay

Whitley Bay locality are aligning GP practices to care homes and have recruited four Nursing staff to work between care homes and GP practices to provide better care.

Good news - patient story

I care for my 80 year old husband who has Type 2 diabetes and some right sided weakness following a stroke four years ago. One Saturday in December, he felt, and looked unwell. On trying to get up from the settee he fell or slid to the floor, injuring his right shoulder and was unable to get up. Two hours later we managed to get him off the floor and up to bed.

After a sleepless night with him in a lot of pain I rang 111 for advice at 7am on Sunday morning. The call handler needed to speak to the patient, and after several questions and responses, informed us that an ambulance would be with us within 18 minutes and indeed it was!

The ambulance crew assessed the patient and suggested further assessment was needed at the Northumbria Specialist Emergency Care Hospital in Cramlington. My husband was greeted immediately at the hospital, put in to a holding cubicle and observations were taken. He was moved through to a side ward, seen by doctor and an x-ray was ordered and performed revealing soft tissue injury but no fracture.

Strong painkillers were prescribed and administered, and he was told his discharge home was being planned following a physiotherapy and occupational therapist assessment and advice. I was pleasantly surprised that the two therapists arrived in the department really quickly, even though it was Sunday lunchtime!

The therapists conducted a full mobility assessment, including watching my husband managing a flight of stairs and getting on and off a bed. They explained exercises to mobilise his shoulder and they offered additional mobility aids.

They gave us a leaflet from Northumbria Healthcare Foundation Trust regarding access to North Tyneside Council's Gateway service, as well as detailing some useful contact numbers. A sandwich and coffee were provided for my husband, who being diabetic needed to eat. We were discharged at 2.30pm travelling home in my car.

I cannot fault the service we were given from the 111 service and the hospital staff on this occasion.

Urgent Care

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

Residents received information confirming they can book an appointment 24 hours a day by calling NHS 111 or 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 had a walk-through of the service during December.

The centre is very well attended and the first two months data (Oct/Nov) shows a total of 8967 attendances. 80% have been walk-ins. with 20% booked appointments either via 111 or the A&E streaming service.

NHS North Tyneside Clinical Commissioning Group (CCG) is working with the NHS 111 service and Northumbria Healthcare Foundation NHS Trust to improve the uptake of booked appointments. Patients who are prior booked should be seen within 30 minutes of arrival and walk in patients will be assessed within 15 minutes of arrival but will have to wait longer to be treated.

Walk-in patients are also offered appointments later in the day e.g. patients walk in without an appointment and are told that they may have to wait two hours or may be offered an appointment later in the day, which means they can leave, go about their business and return at an agreed time.

Data in the first two months shows that the service is seeing all patients within four hours of arrival, and 64% of those patients with a booked appointment are seen within 30 minutes.

The Out of Hours Service is accessible via NHS 111 Clinical Advisory Service, who will assume responsibility for carrying out the initial patient assessment and triage. Patients assessed as requiring primary care within a one, two or six hour timeframe will be offered either a home visit or a booked appointment with a healthcare professional in the Urgent Treatment Centre at North Tyneside General Hospital at Rake Lane in North Shields.

The CCG continues to work with the providers to ensure the service continues to meet the urgent care needs of the North Tyneside population. This includes increasing the percentage of booked appointments and increasing the percentage of booked appointments being seen within 30 minutes.

Working Groups feedback

Self care

Back pain workshops are available to patients with newly diagnosed low level back pain, the workshops are run by a physiotherapist and the dates are as follows and they start at 5.45pm.

8 April and 10 June

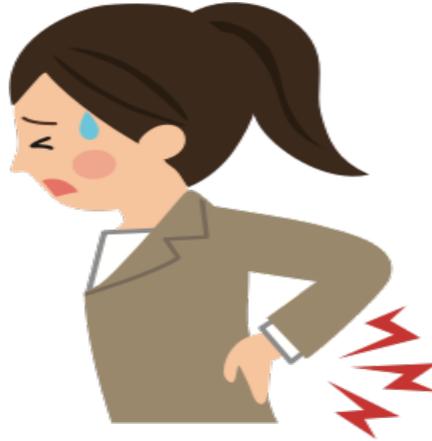
Room B7 Linskill Centre
Linskill Terrace
North Shields NE30 2AY.

30 April and 2nd July

Bewicke Medical Centre,
51 Tynemouth Rd,
Wallsend NE28 0AD

23 May

Wellspring Medical Practice
Killingworth Health Centre
Citadel East
Newcastle upon Tyne NE12 6HS



Mental health

Members will meet to discuss what a Recovery College in North Tyneside might look like.

Future Care

Realistic Medicine - personalised and patient centred this process puts people at the heart of decisions about their treatment and care.

End of life

A new service information leaflet for patients and carers will be available soon and this group considered what residents would like to see in the leaflet.

Communications

Working on the current newsletter members left to right Susan, Sandra, Anne and Heather.



Cervical screening - smear test

In the UK if you are registered as female with a GP practice you are invited for a smear test every three years between the ages of 25-49, and every 5 years between the ages of 50-64. Women over 65 who have recently had an abnormal test will also be contacted.

Transgender men who still have a cervix and are still registered as female with a GP will also be invited for screening. Transgender men who are registered as male should contact their practice to organise a test.

You will receive a letter from your GP practice asking you to make an appointment and the test only takes a few minutes. The screening isn't a test for cancer it's a test to check the health of the cells of the cervix.

More information can be found online at: www.nhs.uk/conditions/cervical-screening/

Parental support – mental health

Young Minds Parent to Parent is a new telephone listening service providing emotional support to parents and carers with concerns about their child's mental health and behaviour. It provides a vital opportunity for your voice to be heard, share your current difficulties, or simply offload.

The volunteers you speak to are all people who have 'been there'. They might not have walked exactly in your shoes, but their own personal experiences and the training they have received mean they will understand your worries, your feelings and frustrations. They can support you to feel more resilient.

Parents who can most benefit from this kind of talking support might typically: feel isolated or are lonely and uncertain and struggling to cope.

It is free, confidential, anonymous, non-judgmental and available throughout the UK. The volunteers will call you from wherever they live in the UK. You might live in Wales and receive your personal call from a volunteer in Kent. The call will appear as a 'withheld number' on your phone.

Please note: Parent to Parent is not an advice giving or crisis service. If you are in need of advice, you can visit the Young Minds website at: www.youngminds.org.uk/find-help/get-urgent-help/

If you are in a crisis, visit: www.youngminds.org.uk/find-help/for-parents/parents-helpline/

Carer Mental Health Forum

Launchpad North Tyneside is an independent user-led group by, and for, people who currently use mental health services, or who have done in the past. They also provide opportunities for service users and survivors in North Tyneside to work together to develop a collective voice, share opinions and insights in safe, friendly spaces.

Launchpad North Tyneside coordinates a lively and successful Service User and Survivor Forum that has been running for a few years. In partnership with North Tyneside Carers Centre, Launchpad has developed a new forum for people who care for someone with mental health

difficulties. This will be an informal space to bring together friends, family and carers of people with mental health difficulties to meet each other, find out about what support is available (for both yourselves and your loved ones) and to have your say. You do not have to already be accessing support or advice from Launchpad or North Tyneside Carer's Centre to attend.

For more information, please visit www.launchpadnt.wordpress.com/contact/

Did you know?

Top Tips

Northumberland Tyne and Wear NHS Foundation Trust has a range of general information on their top tips page with lots of interesting information from concessionary bus travel to Tyneside Cinema offers.

For more information, you can visit: www.ntw.nhs.uk/resource-library/top-tips/

Eleanor Hayward Chair

The clocks have gone forward and I hope that all the winter ailments are behind us.

The Forum has always been passionate about 'Keeping Healthy' and as we are all aware, that is at the heart of the CCG's strategic priorities. With that in mind we agreed at the last Forum that we should now build on what we have already achieved and look for new ways of supporting people to stay healthy within our communities and enjoy life to the full.

I look forward to working with you all through the spring and summer months and thank you again for the difference you make and the continued support and commitment to health services in North Tyneside.

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 at the Linskill Centre on 0191 2578000.