

**North Tyneside CCG Patient Forum  
Communications Working Group  
Friday 22 February 2019  
10.00am-12 noon  
Room B3  
Linskill Centre  
Linskill Terrace  
North Shields**

## **Notes**

### **Attendees**

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

### **Apologies**

No apologies received.

### **Notes of last (25 January 2019)**

Agreed as a true record.

### **Matters arising**

Mathew Crowther and Lynne Craig have taken up some of the Future Care work while Dr Alex Kent is on maternity leave.

Andrew White from the CCG will be invited to a future meeting.

The Falls App is being explored with additional features to be used in care home and the mental health app is almost concluded.

Members asked if Lesley had the opportunity to write to health minister Matt Hancock about the Patient Forum and Working Groups.

Medicare to enable care home Skype consultations out of hours is deemed too expensive to put in place.

### **Comms update**

The CCG will soon have mental health first aiders in place for their staff team.

The CCG has recently approached Steve O'Driscoll at Launchpad about self harm training.

With a mild winter the expected winter pressures have not put additional strain on services.

Sensemaker, an online tool to gather patient experience is in the process of being acquired by the CCG.

Most practices have agreed to the digitisation of patient records and this work is underway.

Locality initiatives news, seconding pharmacists to GP Practices to carry out medication reviews enables GPs to have more time for patient appointments and concentrate on more complex cases. It was noted that Patient Forum members would appreciate being involved in locality time out sessions, as recent member attendance highlighted it was focussed and productive.

**Whitley Bay**- Support Officer Michelle Douthwaite, Locality Director Dr Ruth Evans  
Care Home alignment.

**North Shields**- Support Officer Andrea Ormond, Locality Director Dr Dave Tomson  
Mental Health worker posts comprising three nurses and one co-ordinator seconded from NTW, Primary Care Home, dressings, urology, ENT and the Working up stream post.

**Wallsend**- Support Officer Collette Horner, Locality Director Dr Kirsten Richardson  
Two mental health nurses for practices by secondment, spirometry clinic is being evaluated, leg oedema/ulcer clinic under way.

**North West**- Support Officer Tracy Charlton, Locality Director Dr Sean Lackey  
Aligning GP Practices to care homes.

#### **Newsletter Issue 14 - Latest draft**

Amendments and additions were suggested and these would be updated and circulated.

It was agreed that Michael Barlow should be asked if he is able to attend the next Patient Forum to take updated photographs of members for future use in the newsletters.

#### **Northumbria Healthcare Foundation Trust (NHCFT) update (HC)**

Members asked for clarity at the next Patient Forum about the three mental health wards at Rake Lane it was understood there are now only two wards in operation.

Regarding wards at North Tyneside, to clarify no wards are closing, Northumbria Healthcare Foundation Trust (NHCFT) is moving wards to consolidate all the medical care more centrally and to the west end of the hospital which is nearer to diagnostic centres etc. So this is good and not to be interpreted as closing but the general public of course may see this as closures and we get the comments "North Tyneside hospital is starting to close down" nothing could be further from the Truth.

Future agenda items for the Board includes; sepsis, strategic update and ambulatory care.

The nutrition steering group is working on a urinary tract infections app in relation to keeping patients hydrated and this also reduces delirium.

**Northumberland Tyne and Wear Mental Health Trust (NTW) update (AC)**

Crisis, A&E work seems to be joined up now and this was raised at a recent user and carer meeting. The carer/user strategy has been devised with service user input highlighting the differences between Trusts. The clinical management process was discussed by a family in receipt of this at a recent conference at the Lancastrian Suite in Gateshead.

London East is an outstanding Trust and governors visited in recent weeks and it was noted there are patient and family reps on every group, people from this Trust will be visiting NTW Governing Body to share good practice.

The Governing Body has a new Company Secretary and she sees the benefits of user and carer involvement.

**Any other business**

None.

**Dates and times of future meetings 2019**

All Fridays at 10am

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY

29 March

26 April

31 May

28 June

26 July

30 August

27 September

25 October

29 November