

**North Tyneside CCG Patient Forum
Communications Working Group
Friday 25 January 2019
10.00am-12 noon
Linskill Centre
Linskill Terrace
North Shields**

Notes

Attendees

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

Apologies

Heather Carr	Whitley Bay Health Centre
Wally Charlton	North Tyneside CCG

Notes of last (30 November 2018)

Agreed as a true record.

Matters arising

The mental health and falls app are a work in progress.

Andrew White the new addition to the Transformation Team is working on practice digitisation is to be invited to a future meeting to discuss the progress he is making.

Comms update

The digitisation of EMIS records is underway.

Sensemaker, an online and manual method of collecting patient experience is being explored.

Medicare to enable care home Skype medical consultations out of hours is being explored.

Wallsend Locality is focussing on spirometry clinics and Whitley Bay and North West Localities are focussing on care homes alignment with dedicated nurses making home visits. North Shields Locality is at the heart of development and change in relation to Primary Care Home and a multi agency meeting has taken place to consider issues and workforce planning as well as a work plan which would include super care navigators. North Shields also has a mental health worker post in the development stage

Newsletter Issue 14 - First draft

The draft for discussion was confirmed with layout changes and additions with the next draft to follow in due course.

It was agreed the June issue would include safe alcohol limits and sepsis information.

Northumbria Healthcare Foundation Trust (NHCFT) update

Northumbria is coping with exceptional numbers attending Cramlington. More than was anticipated at Urgent Care Centre also at North Tyneside but staff are coping and the centre is very popular and other processes are to be put in place because of this. Governors received a presentation on workforce and the Trust Patient Experience Team has carried out a staff experience survey and this is gathering interesting results.

Maureen Taylor, Deputy Director Integrated Delivery gave a presentation on making hospital, home and community services knit closer together.

Northumberland Tyne and Wear Mental Health Trust (NTW) update

Deferred until next meeting.

Any other business

None

Dates and times of future meetings 2019

All Fridays at 10am

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY

22 February

29 March

26 April

31 May

28 June

26 July

30 August

27 September

25 October

29 November