

**NHS North Tyneside CCG Patient Forum
Future Care Working Group
Wednesday, 3 April 2019
11am to 1pm
Linskill Centre
Linskill Terrace
North Shields
NE30 2AY**

Notes

Attendees

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| Sandra Gillings | Priory Medical Group |
| Susan Dawson | Priory Medical Group |
| Pat Bottrill | 49 Marine Avenue |
| Judy Scott | Whitley Bay Health Centre |
| Judith Stonebridge | Northumbria Healthcare NHS Foundation Trust |
| Lucy Thomson | Northumbria Healthcare NHS Foundation Trust |
| Michele Spencer | Community and Health Care Forum (CHCF) |
| Carole Reed | CHCF |

Apologies

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| Wally Charlton | CCG |
| Marc Rice | CCG |
| Anne Carlile | Priory Medical Group |
| Gillian Bennett | Wellspring Practice |

Notes from last meeting (6 February 2019)

Agreed as a true record.

Matters Arising

No matters arising.

Realistic Medicine

Judith Stonebridge who is a Consultant in Public Health gave her presentation on Realistic Medicine and explained about the six main areas which are:

- Shared Decision Making
- Becoming improvers and innovators
- Building a personalised approach to care
- Reducing harm and waste
- Managing risk better
- Reducing any unnecessary variations in practice and outcomes

She explained about the abnormalities found on scans in asymptomatic people which in turn literally means the absence of symptoms. She also asked what would happen if 100 people aged over 60 years took sleeping pills for more than a week and the possible outcomes. Seven people slept better and woke up fewer times through the night, 76 said the tablets did nothing good or bad and 17 had side effects. Judith talked about how doctors choose end of life diagnosis in the last three months and whether they would decide not to be put the patient on life support, and if the patient would want to be resuscitated. Some people are now living longer without cancer treatment and have a better quality of life without chemotherapy. There are many difficult issues to discuss when a patient is coming to the end of life, talking to the relatives about final care arrangements and funeral instructions.

20% of NHS appointments are related to social rather than health related issues. Loneliness can cause health problems which can be just as detrimental than physical illness. A fifth of adults in the UK report feeling lonely for some of most of the time.

From patient feedback it is clear people are worried about talking to clinicians; they get flustered and forget to ask things, often they prefer to self-manage their problems. They also find that sometimes they don't understand their test results. Two leaflets have been developed, one urging people to think about things they would like to discuss ahead of their appointment and secondly making decisions that are right for you. Sometimes people get conflicting advice between GP and the hospital which can undermine their confidence. Patients will be encouraged to ask 4 questions which are:

- What are my options?
- What are the possible benefits and risks?
- What would happen if I choose to do nothing?
- How can we make a plan together that's right for me?

Hospitals might consider having a hub to help patients with their health questions which could maybe involve the Citizens Advice Bureau and Age UK who will look at people's problems and how to help them. A shared plan with their GP would be useful as there is nothing more powerful than patients asking GP questions. Young people tend to be more assertive when seeing their GP.

Nowadays people are use search engines such as Google for health advice but not everyone has the capacity to do this as they may have mental health problems or may not even own a computer. Healthwatch have been funded to make a film sometime this year to explain and help those people who are struggling with communication problems, or people who are asylum seekers where English is not their first language. There is a shortage of interpreters and translators.

Patients have agreed that sometimes doctors cut you off and don't listen properly, in the past GPs were classed as always being right but now that has all changed as the NHS has changed. Dr Jeremy Rushmer, Executive Medical Director at Northumbria Healthcare NHS Foundation Trust is a passionate advocate of the concept of Realistic Medicine.

Families find end of life issues difficult to discuss, the process should be less formalised to give carers and families more confidence at knowing what the patient wants and making the process much easier. We need to change the culture of talking about terminal illness and death which is a taboo subject. There can be a situation where the patient doesn't want to tell their partner or carer that they are dying or the family are reluctant to talk about it. There should be more open discussion to prevent difficulties when discussing issues such as emergency healthcare plans as these sometimes fall down. Out of Hours and ambulance IT systems should have shared patient records to make the process more simple and straightforward.

Frailty Services

Lucy Thomson talked about her Care Pathway work which integrates neighbourhood care and frailty in the community as a system integrate. It is about capturing people's conditions between mild and moderate frailty stages before they become severe. The home care system used to have care assistants who visited the same people each week and would then get to know the person; this has now changed and the system is not so personal. Clients can become unsettled when they don't have continuity and are more likely to avoid loneliness if they can confide in a carer that they have got to know and trust. Lucy is currently visiting outpatients gathering feedback and looking at patients at their various stages. It was suggested that as well as circulating leaflets, information could go on the GP Practice screens, most surgeries have them.

Any Other Business

Judith said she is more than happy to keep the group informed and will come back to the meeting at some future point.

Mathew Crowther is the Commissioning Manager for Frailty Services and has produced a Briefing to be shared at the next Patient Forum.

Susan commented on the Back Pain leaflet.

Date of Next Meeting

Wednesday, 5 June 2019

11am – 1pm

Room B3, Linskill Centre

Linskill Terrace, North Shields

NE30 2AY