

Patient Forum Newsletter

Outstanding

NHS North Tyneside Clinical Commissioning Group (CCG) was delighted to receive a rating of “outstanding” by NHS England in an annual review of the CCG’s performance for 2018/19.

The review is very important as it assesses how well the CCG has performed in key service and clinical areas, how well it has managed its finances, and the quality of its leadership. The achievement of outstanding status, the highest possible rating, is a significant milestone as it means that residents in the borough are receiving some of the very best treatment outcomes in the country.

Patient Forum members send their congratulations to the CCG.

More information can be found on the CCG’s website at:

www.northyntsideccg.nhs.uk/north-tyneside-ccg-rated-outstanding/

Member feedback

The Patient Forum meets every two months and agenda items have recently included an update on North Tyneside’s Cancer Plan, Frailty Services in the borough and commissioning intentions, all for the benefit of patients.

Northumbria Specialist Emergency Care Hospital

Members had a recent visit to The Northumbria Hospital at Cramlington, including a walk-through of the service and seeing firsthand how IT aids patient flow.

Care Plus Service

The Care Plus service is based in Shiremoor, and comprises a multi-disciplinary team of physiotherapists, pharmacists, community matrons and Age UK North Tyneside, who together focus on the health and social needs of patients recommended to the service by their GP.

The service is aimed at patients with many health needs. Members visit the service every six months or so to discuss the latest developments and have found the staff they have met were passionate and caring about their patients.

North Shields Wellbeing Facilitator

Members of the Patient Forum welcomes Claire Howard into her new post of North Shields Wellbeing Facilitator

Claire is a North Tyneside resident and knows the borough well. She aims to connect the voluntary and community sector with the local NHS. Sharing information between services will be key, ensuring residents are informed about services, events and volunteering opportunities.

Flu jabs

Flu is an unpredictable virus that can be unpleasant, but if you are otherwise unhealthy it will usually clear up on its own within a week.

Certain people are more likely to develop potentially serious complications of flu, and these people are advised to have a flu vaccine each year.

The flu vaccination is available free of charge every year to people who are at risk. This is to help protect them from catching flu and to prevent them from developing serious complications.

You should have a flu vaccine if:

- You are aged 65 and over
- Are pregnant
- Are a child or adult with an underlying health condition (such as long-term heart or respiratory disease)
- You are living in a long-stay residential care home or long-stay care facility
- You are the main carer (paid or unpaid) for an elderly or disabled person whose welfare may be at risk if you fall ill

Check with your surgery to see when the vaccination is available.

For more information on flu and the flu vaccine, you can visit: www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine/

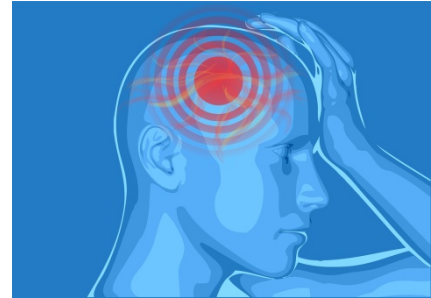
10 types of headaches

The NHS estimates that 10 million people in the UK suffer regularly from headaches. Most headaches are mild, short lived and harmless but some can be a signal to an underlying condition or medical emergency.

Tension headache - feels like a vice squeezing your head and can be caused by a range of factors such as stress, mild dehydration, tiredness and eye strain. Most are mild and last no longer than a few hours and can be easily treated with over the counter painkillers.

Sinus headache – caused by inflamed sinuses from cold, flu or allergens. Presents as a dull throbbing headache at the front of the face. Painkillers can reduce the inflammation and discomfort. See your GP if the pain is severe.

Migraine headache – intense pulsating on one side of the head, sensitivity to light and nausea. 15% of the UK population suffer from them and the exact cause is unknown. See your GP if you are experiencing migraine headaches and if they persist for longer than three days.



Hangover headache – combination of dilated blood vessels, dehydration and hunger causes this type of headache. Take ibuprofen but avoid paracetamol as it is metabolised by the liver so it can put extra strain on the organ.

Cluster headache – fairly uncommon and affects around 1 in 500-1,000. Usually described as a sharp, stabbing pain around the eye. It can strike in groups or clusters up to 8 times a day lasting from 15 minutes to three hours. See your GP if you experience this type of headache.

Medication headache – may mimic a tension or migraine headache and can be caused by taking too many painkillers. People who take them more than twice a week over a three month period or longer are more susceptible. Your GP can help you to wean off the painkillers or suggest an alternative treatment course

Hormonal headache – as many as five million women in the UK experience this due to hormonal changes. Symptoms tend to be similar to migraines. Your GP may suggest hormone replacement therapy if the symptoms are triggered by the perimenopause or menopause

Alarm clock headache – almost always affects people over 50, develops at the same time each night usually between 1am and 3am. The pain is described as dull and throbbing. The condition is benign but could be linked to REM sleep disorders. Your GP will assess you to rule out any other secondary causes of headaches that start at night.

Giant cell arteritis headache – affects 1 in 4,500 people in the UK, most of whom are over 50. It is a severe headache that comes on suddenly accompanied by a

sore, tender scalp, jaw pain when eating and vision problems that is the red flag symptom. This arises when the lining of the arteries (particularly in the face) become severely inflamed. Seek immediate medical attention as it can be managed with steroids but can lead to blindness if it isn't treated in time

Thunderclap headache – sudden excruciating explosive headache that is likened to being hit hard. Pain usually peaks within 60 seconds but can last for days, accompanied by nausea, vomiting and even loss of consciousness. Can be a sign of bleeding in the brain, stroke, aneurysm or a brain tumour. Dial 999 and ask for an ambulance.

Breast screening

Breast screening is an x-ray examination of the breasts, also called a mammogram, which is a method of finding breast cancer at a very early stage.

Some facts about breast screening:

- The visit may take around 30 minutes but screening should take no longer than around five minutes
- Women aged between 50 and 70 years old are invited for breast screening every three years
- Women over 70 can self refer if they wish to continue screening but they won't routinely be invited
- Men presenting to their GP with symptoms would also undergo screening, breast cancer in men usually affects people over 60 although occasionally younger men are affected.
- You should make sure you examine your breasts regularly and look for any changes such as a change in size or shape, changes in appearance such as rashes or swelling and also and lumps or thickenings that is new for you

For more information, visit: www.newcastle-hospitals.org.uk/services/breast-screening-assessmentbreast-awareness.aspx

North Tyneside Golden Guide

Find new social and leisure activities and expert help with your health, your home and your finances.

[You can also download or read the guide online](#)



North Tyneside Recovery College



The project aims to enable people to become experts in their own mental health self-care by developing the skills and confidence to manage their own journey of recovery and regeneration.

Drop in sessions were held during the summer to encourage people to share their ideas, to develop and create courses as well as seeking to recruit volunteers to facilitate courses.

Courses will be free of charge and open to all North Tyneside residents 18 years old and above.

As part of the commitment to recovery and well-being, a volunteering programme is being developed with such benefits as: gaining confidence, making a difference, meeting new people and making friends as well as being part of a community.

You can register your interest by contacting Alison Donkin, ali.donkin@voda.org.uk

Northumbria Cancer Patient & Carer Support Group

The objective of the group is to improve cancer services and support throughout Northumberland and North Tyneside. The group represents patient and carer views, works with other organisations, liaises with health professionals, represents the cancer patient voice, suggests ways to improve services and reviews patient comments on the National Patient Survey.

For more information, visit: www.ncpcg.org/

Did you know?

How to make a silent 999 call if it is not safe to speak

Silent Solution 55 is the name given to the initiative that allows people to call 999 when they aren't able to speak, which helps callers, such as domestic abuse victims who cannot speak to an operator.

The police have been using the system for more than 15 years in order to help operators identify which calls are genuine and which are accidental.



When you phone 999, an operator will ask what emergency service you need. If there is no answer, the operator will then ask you to cough, or make another audible sign that you're in need of police assistance.

If you're in too much danger to make any sound at all, the call will be put through to an automated system which asks the caller to press 55 if they're in danger.

If 55 is not dialed, the police will not be dispatched.

Can you text 999?

You are able to text the emergency services if you are unable to call them. This service was set up for those who have speech difficulties or hearing loss. Just send your text to 999 from your mobile phone that the message will be picked up by one of the emergency service operators.

Eleanor Hayward closing remarks

Patient Participation Group visit

I would like to thank Collingwood PPG for inviting me to their recent meeting. It helped me understand how the group works and what type of issues are raised at the surgery level. It also made me consider how we might share general information and issues within the Patients Forum more effectively.

I learned a lot from that one visit, so thank you Collingwood!

Outstanding

Patient Forum Members can also congratulate themselves for the outstanding contribution they have made to North Tyneside CCG receiving an outstanding rating from NHS England.

The Patient Forum is an important piece of the jigsaw which all came together to received this most deserved accolade.