

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

Notes

Attendees

Marc Rice	CCG
Lynn Craig	CCG
Mathew Crowther	CCG
Susan Dawson	Priory Medical Group
Sandra Gillings	Priory Medical Group
Gillian Bennett	Wellspring Practice
Steve Roberts	Lane End Surgery
Patrick Mayne	Collingwood Health Group
Carole Reed	CHCF

Apologies

Wally Charlton	CCG
Ruth Marshall	CCG
Michele Spencer	CHCF
Judy Scott	Whitley Bay Health Centre
Pat Bottrill	49 Marine Avenue

Welcome and Introductions

Notes from last meeting (7 August 2019)

Agreed as a true record. Although Steve pointed out he was disappointed with the first paragraph on page two regarding gaps and duplication in the service. He also expressed regret that after three years everything should be in place.

Matters Arising

Care Plus

Mathew explained that although the Care Plus Service is improving it is still not seeing as many patients as it would like, however they are doing their best to address the issues. The team are working hard towards improving and shaping services. One reason it is not being properly used is the fact that some GPs are failing to refer patients. 50% of GP Practices are not referring, 25% do when they get the time and 25% are referring.

Care plus is only a small part of the new integrated facility, other services include the Community Frailty Service, Care Point and the Jubilee Centre. Marc explained that the service has been adapted to make sure things are done correctly and they are looking at different assessment tools to make the system better. Some examples where Care Plus can help people are those who have risk of falls, suffer from depression and cognitive problems and have special nutritional needs. Pro-active care planning is in place to slow down deterioration in frailty whether it is mild, moderate or severe. David Dawson is the Falls and Frailty Lead and has developed a comprehensive generic assessment basis and format. He will be liaising with Dr Alex Kent who is currently on maternity leave but will be returning soon. It was pointed out that young people can also suffer from frailty and they are entitled to have access to the frailty index.

The Care Plus referral timescales are generally as follows; you will be contacted within two working days, triaged and then if you need an early appointment an urgent referral will be made; otherwise there is a two week waiting time.

People can be referred to Care Point if they have a minor injury or illness this can help you to stay home and can prevent an unnecessary hospital visit. You can access this service through your GP, community matron or social worker. The Care Point team includes nurses, physiotherapists, OTs, well being officers and community rehabilitation staff. They can help with personal care, prescribing medication, managing symptoms, advice and support for you, your family and or carer. Using Care Point can also reduce the need for the patient to tell their story to clinicians more than once it is a one stop shop.

Mathew Crowther

Mathew explained that the CCG would ideally like a purpose-built facility to bring all the aforementioned services and their teams working together. This will hopefully happen in around 18 months' time. The Local Authority, Age UK and the Care Navigators all offer patient support to people who need help after a fall, require medication or nutritional information, complex advice and physical and emotional problems; this is all part of the health and social environment. They will engage with patients and inform them how they can be supported to access other services and schemes. In North Tyneside there is a self-motivation sign posting exercise which helps with referrals, there are lots of underlying improvements to strengthen the service and underpin work with service users.

The Care Plus Team is currently under-utilised but has improved since this time last year; there were around 60 patient referrals per month and now at present there are

approximately 90, it is hoped this figure will rise to around 110. To use any spare capacity GPs are really encouraged to refer and focus more on Care Plus going into GP Practices, targeting them and showing what benefits can be offered. The Community Matrons pass on feedback on how the service is going.

The members agreed that Care Navigators are not as high profile as they used to be since being introduced into practices but more training and educational events will take place. People continually turn up at GP surgeries because they are lonely and isolated sometimes they just need to talk to someone, in these cases they would be signposted to other relevant services. There is a link worker employed for each of the four localities to bring attention to primary care, feedback comes from case histories, individual stories and is a really good patient involvement exercise

Podiatry Service

Judy Scott requested which Podiatry and Diabetes Services are available to be put on this agenda, however Judy has now sent her apologies. It was agreed the Diabetes Service at Rake Lane Hospital is inundated.

Any Other Business

Marc reminded the members about the latest telehealth computer kit Whzan which is a device that helps improve patients' lives and empowers care workers. This is a relatively new addition to the service and its function is to monitor blood pressure and temperature.

Patrick requested a map of the Care Plus system to illustrate how multi facilitated the services are.

Sandra asked if a walk through the service pathway was possible it was agreed it could be arranged in the future. She also asked about James Martin from the CCG who plays a leading role on Primary Care Networks (PCNs) there will be four of these in North Tyneside. They are presently recruiting frailty nurses and training is taking place in the North West locality. There will be a bespoke 12 month programme where practitioner nurse are training throughout the borough, the funding for this is now available

Steve explained that the Patient Forum members had discussed liaising with Gateshead Patient Forum members, Marc said it is a reasonable idea but not great timing in view of Brexit, he will confirm with Wally about this.

It was agreed that Lynn Craig and Mathew Crowther are now officially on board with the Future Care Working Group and Lynn will keep in contact with Sandra.

Future Care Working Group 2 October 2019 Actions

Item	Action	Responsible	Target Date	Status
Nursing	Ruth Marshall Nursing and Care Home lead to the next meeting	Michele Spencer	4 December	Refer
Long Term Plan Governance Framework	Invite Steve Rundle and Anya Paradis to future meeting	Michele Spencer	4 December	Refer
Primary Care Home	Feedback on developments	Wally Charlton	To be decided	Refer
ICS/ICP	Summary sheet requested by members	Wally Charlton	Early 2020	Refer
Podiatry and Dentistry	To be added to December agenda for discussion at member request	Michele Spencer	4 December	Refer

Date of Next Meeting

Wednesday, 4 December 2019

11am – 1pm

Room B3, Linskill Centre

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