

**North Tyneside CCG Patient Forum**  
**Mental Health Working Group**

**Tuesday, 29 October 2019**  
**10.30am**  
**Room B3**

**Linskill Centre**  
**Linskill Terrace**  
**North Shields**  
**NE30 2AY**

**Attendees**

Janet Arris	North Tyneside CCG
Sue Gill	First Contact Clinical
Susan Dawson	Priory Medical Group
Ray Calboutin	Park Parade Surgery
Steve Manchee	Lane End Surgery
Patrick Mayne	Collingwood Health Group
Michele Spencer	Community and Health Care Forum (CHCF)
Carole Reed	CHCF

**Apologies**

Anne Carlile

**Welcome and Introductions**

**Notes of last meeting (Tuesday 30 July 2019)**

Agreed as a true record.

**First Contact Clinical – Sue Gill**

Sue works in Social Prescribing which was previously run by Age UK North Tyneside and MIND. The Local Authority have now commissioned a different useful insight from members to where is best to market the funded element of the scheme. When some patients visit their GP they are more suited to receiving a social prescription rather than a medical one depending on their position. They may benefit from a good natter, or maybe get involved in arts and crafts or perhaps some light exercise depending on how really low their confidence might be. Staff work with the patients to support them within their community by providing a link worker within the borough. Local hospitals provide a community service by introducing out-patients sessions, and Social Workers will liaise with Care Navigators to sign post Primary Care with a high level of skill-set which will focus on referrals from the Practice Team who will then make an offer of social intervention.

Under Mental Health provision the target is to market a transition which is hoping to be launched in the near future. Sue said she would be interested in any comments from the Working Group members and it was pointed out by Patrick that a lot of people seem to be

involved in this working process - how does it all fit together? Sue explained there is Steering Group which includes CCG and Primary Care staff working together with the Local Authority to complement each other and to avoid any duplication within the process. Patrick requested a copy of the Steering Group information sheet if available; Sue will forward details to Michele. There is also a sub-set of the Steering Group which looks to standardise evaluation and pick up any other aspects of the service.

The facilitator for the North Shields locality area is Claire Howard from the CCG her role is to ensure good communication between GPs and the Primary Care Service and to get more people involved in Social Prescribing. 180 patients have transitioned over from the previous providers and there are a lot of activation referrals showing people what is best to link into and understanding how to target which people may suffer from low esteem. This helps to explore which options would benefit them the most. People who feel isolated and are not up to leaving their home are offered a home visit which would include a risk assessment. This would be carried out depending on the individual, taking small steps to build up a buddying relationship to give support. Active North Tyneside and the Mental Health Trust are also involved in this.

Ray asked if Sue worked within the local hospital as part of her job; she explained that she didn't but they are introducing Health Champions who will be looking to ensure staff benefit models are being implemented. Susan asked if Sue had done any specific work with Primary Care Navigators and she explained a survey was carried out to increase awareness and 24 % of GP Practices took part and held regular sessions. More time will be invested into raising their profile and providing training to increase awareness.

Steve asked if Sue is involved with the CPNs at the Oxford Centre, she explained that there is a lot of engagement with Talking Therapies and referrals; people are encouraged to attend sessions and increase motivation. There is no specific age range as such but usually 18+ up to any age so the system largely includes adults. Link workers are also employed by First Contact Clinical.

### **CCG Service Developments update**

Janet asked the members if they would be interested in adding Learning Disabilities as an item on the agenda to discuss within this group and they agreed. Michele will liaise with Janet. She also explained there had been a successful bid from NHS England to fund a crisis service for older people in North Tyneside working across Northumberland, North Tyneside, Newcastle and Gateshead. The ICP Level will be aligned with Northumberland and North Tyneside areas and the Crisis Team from Cumbria, Northumberland, Tyne and Wear Mental Health Trust (CNTW). There has been a CAMHS North Tyneside review of young people suffering from ADHD and autism to address their needs. There will also be a review of Admiral Nurses whose posts are currently funded through Voluntary Trusts rather than the CCG; this is currently coming to an end. Admiral Nurses are specialist dementia nurses who give expert practical, clinical and emotional support to families to help them cope with dementia. Patrick would like more information about this.

Ray asked about surgery websites complying to NHS standards; West Farm surgery is a prime example as a model it has an enormous amount of information available. One example is a button on the right hand side of the screen that brings up all the latest news in 32 different languages by clicking on the relevant flag. The programme is relatively easy to navigate

although the prescription ordering facility could be more prominent. This would be a very useful tool within other surgeries but would prove to be expensive.

### **Mental Health Integration Board update**

Janet informed the group she had no further updates as she did not attend the last meeting and has received no relevant minutes. She explained that Scott Woodhouse from the Local Authority was the Chair and for future information Janet would add Sue to the mailing list.

It was confirmed that Michele had not received any updates from the CNTW and it agreed that no-one from the Patient Forum sits on that Board which means there is no patient representation. The group agreed that there should be someone to represent the Forum on the Well Being and Learning Disabilities Integration Boards.

### **Future agenda items – work plan**

Steve pointed out that we have waited a long time to hear from Talking Therapies, The Green, Wallsend; Janet explained there has been a change of management and some challenges had arisen.

Susan reminded members about the visit the Forum Members made to Rake Lane Hospital Wards 19, 20 and 21 it is thought the wards have now merged.

There is Weight off your Mind strategy which includes Mental Health and Learning Disabilities activities with support given around exercise and diet in the North East and Teesside; this is led by Heidi at Public Health.

Janet thanked the members for attending and asked them to bring some future agenda ideas to the next meeting.

### **Any Other Business**

Janet read out an email received from Forum Member Judy Scott regarding a scheme called Silver link which holds carer counselling sessions for people newly diagnosed with dementia so they can discuss their experiences. Judy is looking to meet with the CO in the near future. Michele will clarify.

### **Date and time of next meeting**

**Tuesday 28 January 2020**

**10.30am to 12-noon**

**Linskill Centre**

**Linskill Terrace**

**North Shields**

**NE302AY**

### **Actions**

1. The Mental Health Team from the Oxford Centre or The Green to be invited to a future meeting by Janet.

