

North Tyneside CCG Patient Forum
Self Care Working Group Notes

Thursday, 21 November 2019

2.00pm – 3.30pm

Room B3

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY

Attendees

Susan Dawson	Priory Medical Group
Gillian Bennett	Wellspring Health Centre
Val Telfer	Wellspring Health Centre
David Hall	Northumberland Park
Marc Rice	North Tyneside Clinical Commissioning Group (NT CCG)
Tom Dunkerton	NT CCG
Carole Reed	Community and Health Care Forum (CHCF)

Apologies

Viki Mayes	Beaumont Park Medical Group
Patrick Mayne	Collingwood Health Group
Donna Sample	NT CCG
Steve Rundle	NT CCG
Michele Spencer	CHCF

Welcome and Introductions

It was explained to the members that Liz Brittlebank from Wellspring Surgery has now stepped down from her role as Chair and that this meeting will now be attended by Tom Dunkerton and continued to be chaired by Marc Rice. David Mercier sent his apologies and will attend the next meeting.

Notes of last meeting Thursday, 17 October 2019

Agreed as a true record.

Matters arising

Self care is being promoted more and more but do people actually understand what self care is. Do people need educating on the subject? The discussions which took place at the last meeting included the making of a video to feature on the screens in GP Surgeries, this would help patients understand more and would easily catch a person's attention. A mini campaign

will share information on pharmacies and home medicine cabinets which would help people to self care. It was agreed that the screens are the way forward and a much better alternative to paper leaflets. The leaflets in practices often hold information which is out of date and contain non-specific material. If a CQC inspection finds evidence of out of date information being available to patients it will go against the surgery. If leaflets are used they should be checked and given out during consultations. Marc will make a Powerpoint presentation for members to read through and make comments and suggestions. It was discussed whether the film should be seasonal and feature self care tips for winter, but everyone agreed it should just be kept general and the content kept a little bit cautious. Members also agreed that information about smoking cessation is important but has been given out repeatedly and it is time to promote something different.

The difference between self care and self management is – self care is more about preventative issues and management about Long Term Conditions such as diabetes and taking responsibility for checking blood sugar levels.

The video should start with basic information maybe about child friendly organisations such as mother and toddler groups. Then continue to make the content sharper and move onto other conditions. Educate people about buying and using paracetamol and ibuprofen which are much cheaper in the supermarkets. A prescription from your GP costs £9.00 as opposed to 30p in shops, this shows how much money gets wasted. People don't realise how much it costs to be driven by ambulance to hospital this can amount to over £200.

Another topic that could be covered is educating people with asthma how to use an inhaler, this could make all the difference if that patient has an attack. Macmillan has a whole range of ways in which they help cancer patients, not only care but help with finance, especially if it affects young families who are worried about where their income is going to come from. Patients and their families go through an assessment process based on their needs. NHS England are currently looking into cancer statistics in North Tyneside, 50% of diagnoses are caught at stages 1 and 2 which is relatively early. Assessments by clinicians show that 80% of women with breast cancer can support themselves and self manage their condition with help, people are living longer with cancer. This is also the case with respiratory problems such as COPD.

Future themes - Tom Dunkerton

Mathew Crowther, Lynn Craig and Dr Alex Kent are the leads on the re-design of the whole Frailty Service. A lot of services have been commissioned to combat frailty and although people are living longer, they are sometimes in discomfort and pain. They are looking to have the Frailty Pathway medicalised between primary and secondary care in conjunction with the Local Authority and the remit of that group is to provide preventative treatment. Frailty is mainly measured on the Rockwood Scale which identifies people's level of frailty before they get onto the Pathway. Care Plus and Age UK in North Tyneside do a lot of work with frail people. They may organise chair exercises and give support. There is also a

Strength and Balance and Tai Chi class held at the Linskill Centre. These activities help motivate people who have a lack of confidence with their particular condition.

Care Point is a single point of access which takes referrals from people who have had a minor injury or illness at home to prevent an unnecessary visit to hospital. This might be because they have fallen or had a serious chest or urine infection. The service is only available to North Tyneside residents who are registered with a GP in the Borough.

Some money has just been invested into the Voluntary Sector to help people self manage their conditions. There are so many organisations out there looking to raise awareness; people don't necessarily need to see a GP every single time, there is a network of other help available.

Back Pain Workshops

It was agreed that the Back Pain Workshops need better advertising and a bigger campaign is needed to capture a wider audience. There has been a disappointing number of people attending. David Mercier is committed to this project with a couple of his staff but the only issue is that it is not a commissioned service and we don't want to end up paying for a service that is not well attended.

Next steps

Some of the other activities happening in North Tyneside which could be publicised in the video are the Living in the Past Photography Club which looks at North East history and local libraries and museums. Healthy walks in the area could also be featured, we have some beautiful countryside and beaches in our region we could be using the area as a resource. There is a North Tyneside Riders cycling club which takes cyclists of all abilities. A lot of activities in the Borough for over 55s is actually free at places like the Oxford Centre and the White Swan Centre. If people are motivated enough, they will look out for what is going on in their area.

Another subject for the video screening could be information about Care Navigators. Most of the GP Surgeries in North Tyneside have them but some are well trained and others not as they don't have the space or the time. A lot of the general public don't know about them either and it would be good to get the message across.

Summary for video

Child asthma

Riverside workshop

Minor injuries clinic

Technology

Landmarks in the Borough

Incontinence Service

Constipation

Care Navigators

Explore costs for common medical treatments

Basic health care

Ambulance costs

Generic self care

Any other business

The NHS app is now available to download and is a very useful tool to book appointments and order prescriptions.

It is appropriate that other forum members are invited to Self Care meetings in the future.

Marc will attend the meeting long term until he is told otherwise. He will be doing some work with Michele early next year reviewing the Working Groups so Self Care could evolve into something else.

Actions

1. Tom to provide information for members about the Rockwood Clinical Frailty Scale and the stratification diagram.
2. Marc to invite Care Navigators to this meeting regarding training.
3. Marc to create generic self care video.
4. Michele to feedback future meeting dates when set. There was a request for the next meeting to be arranged before 19 January 2020.

Date of Next Meeting

To be confirmed

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