



Patient Forum Newsletter

Welcome to the first edition of the newsletter of 2020 we hope you find it interesting. We have many items of news and innovations planned which we hope will be beneficial to you.

Coronavirus Outbreak

Coronavirus (COVID-19):

What you need to do

Stay at home

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay two metres (6ft) away from other people at all times
- Wash your hands as soon as you get home
- Do not meet others even friends or family

Keeping well mentally is just as important as physical wellbeing, here is a link with information regarding mental health.

www.norhtynesideccg.nhs.uk/mental-health-support-during-the-coronavirus-outbreak/

In addition, this course has been developed by the Recovery College in North Tyneside for everyone in response to the recent global pandemic.



There is information about how to avoid catching/spreading the virus, what immediate feelings you may have and common reactions, managing your mental health at this time, managing isolation and social distancing, self-care,

supporting children and young people and some accessible information.

The course is free to access for everyone. You can find the link on their homepage: www.recoverycollegeonline.co.uk/ or click on the image above.

Please share this as it will be helpful to everyone you know, and it will be continually updated with the latest information and advice.

There is also a Coronavirus page on their website: www.recoverycollegeonline.co.uk/your-mental-health/co

Hear my Voice



“Hear My Voice North Tyneside” is a new project being launched by North Tyneside Clinical Commissioning Group (CCG) which enables patients, residents, family members, carers and staff to describe their experience of receiving and delivering health care services across North Tyneside.

The aim is to foster a new culture of partnership, involvement and listening within the healthcare system that enables the CCG to introduce a more person-centred approach to shaping the way services are delivered and commissioned.

“Hear my voice North Tyneside” is one of the ways in which the CCG can strengthen a culture of partnership and collaborative working by integrating the feedback they receive into shaping and delivering services for the future.

Over the next year the CCG will be launching a range of surveys asking for your experiences across different healthcare settings.

The first survey is asking specifically about experience accessing and receiving care from your GP practice:

<https://loncollector.sensemaker-suite.com/Collector/collector.gsp?projectID=HearMyVoiceNorthTyneside&language=en>.

Care Plus



North Tyneside Care Plus is a community and mainly home-based service who have introduced a new leaflet and website www.tynehealth.org consisting of

ways of working with you to improve your health and wellbeing, bringing health care professionals, social care and voluntary services together to ensure you receive the best care.

Patient Forum members have been involved from the beginning with this project and have seen it evolve into its current form. They meet regularly with health professionals to get updates on the service.

The vision is:

- To optimise the health, wellbeing and independence of frail adults in North Tyneside by taking a multidisciplinary approach providing community care in an accessible way
- To see frail and elderly patients who are registered at a North Tyneside GP practice
- To offer a 9am to 5pm weekday service
- To include the following health professionals:
 - consultant geriatricians
 - GPs
 - pharmacists
 - social workers
 - Age UK

The aim is:

- To address frailty, health and wellbeing in the elderly
- To promote independence and help patients remain in their own home
- To reduce social isolation by linking patients to community activities and set appropriate short term goals and work together with the patient until they are met
- To educate patients as well as themselves and deliver high quality holistic care, tailored to patients' needs
- To work with patients and their families to avoid the need for an unnecessary trip to the hospital

The Care Plus Team are based at:

Shiremoor Resource Centre
Earsdon Road, Shiremoor
Newcastle upon Tyne
NE27 0HJ

Tel: 0191 6918777 (option 3)
Email: northtyneside.careplus@nhs.net

New Ambulatory Care Journey

Northumbria Specialist Emergency Care Hospital (NSECH)

Explaining how they treat patients in the new Ambulatory Care Centre

Some Patient Forum Members recently visited NSECH for a tour of the new Ambulatory Care Unit. They regularly visit Northumbria Health Care Trust sites and this is the most recent visit.



In Ambulatory Care they provide urgent same day medical care without you having to stay overnight in hospital. People are sent here by their GP or our emergency department.

The trauma clinic also sees patients who have been given a specific appointment after being seen in the emergency or urgent care departments. Patients may also be returning for a separate appointment or follow up after being seen or treated here originally.

You can ask any member of staff for help if you don't understand what is happening or where you are in the Ambulatory Care Journey.

The patient journey

- **Triage** - you will be assessed by a nurse within approximately 30 minutes
- **Clinical Assessment within Department** - you will be seen by the most appropriate healthcare professional in order of need not arrival
- **Treatment** - you will undergo diagnostic tests
- **Outcome** -
you will be discharged home as quickly as possible **OR**
you will be asked to return for more treatment or tests **OR**
you will be admitted to hospital

About your wait:

- They will see you as quickly as possible
- People are seen in order of need, not in order of arrival
- Some people will have pre-arranged appointments.
- You will be given a specific assessment for your needs.
- Their aim is to get you home as soon as possible if you are well enough



Primary Care Networks(PCNs)



PCNs are groups of GP practices commissioned to provide primary care services to between 30,000 and 50,000 patients.

PCNs are detailed in the NHS Long Term Plan and in the North Tyneside there are four; North West, Whitley Bay, Wallsend and North Shields with each having a PCN Director.

The three particular areas of work over the next year include:

- Extended access to primary care resulting in better access to NHS services closer to home
- Clinical pharmacy resulting in more pharmacists working with practices this benefits patients with more detailed information about their medication
- Social prescribing to support patients with information to access community groups and activities.

Working groups feedback



The aim of the Patient Forum is to have membership from each of the 26 GP Practices in North Tyneside and come from practices own patient groups. Agenda

items for the Forum are a mixture of CCG areas for discussion and member led issues for meetings.

As a result of members areas of special interests identified within development sessions and inductions, these are matched with CCG priorities and a series of smaller working groups are established to enable more in depth discussion and influence.

There are six working groups, these are special interest groups and membership has formed as a result of members' experiences or work related background.

All working groups are chaired by clinicians or senior CCG personnel.

End of Life Working Group



Members have recently been involved in decisions regarding Palliative Care Services in North Tyneside this is an area members of this group feel passionate about.

A combined service information leaflet is now available and provides all of the key information patients and their families will find useful. The palliative care unit at Redesdale Court is moving to Ward 5 in North Tyneside General Hospital, the ground floor facility has its own entrance, garden and car park.

The group has been involved in discussions regarding bereavement and have been able to contribute ideas to the bereavement information video which is currently in production. Other topics discussed have included the Rapid Response Service, Primary Care Registers, and work being undertaken in Nursing Homes in North Tyneside.

Future Care Working Group



The members recently visited the new Ambulatory Care Unit at Cramlington Hospital and saw first-hand how the consultant-led service works.

Members heard how staff had input into the physical and practical design of the service. Assessment, diagnosis and treatment are all carried out in the unit.

Some of the members are involved in discussions around Frailty Services in North Tyneside. This involves a number of services: Care Plus, Care Point and the Jubilee Day Hospital and how these services work for patients.

Members regularly visit services provided in North Tyneside and the next visit planned is to the out of hours VOCARE service in Benton.

Members will receive information and asked for input on the Future Care Programme Board Work streams and currently these are Children's Services, Primary Care Home, Planned Care and Long-Term Conditions and Urgent and Emergency Care.

Self-Care and Wellbeing Working Group



Members have contributed to the self-care and medicine cabinet videos produced by Marc Rice at the CCG for display on GP waiting room screens.

The back-pain workshops supported by the group, by mutual agreement have stopped running and the deciding factor was that attendance was low. Members were thanked for the time and effort they put in to support these was greatly appreciated.

Future themes will include; lifestyle prescribing, frailty, healthy living and signposting.

Mental Health Working Group



Members have recently met with the providers of both Social Prescribing and the NT Life Recovery College in North Tyneside. Both these services provide vital support and learning opportunities to patients for mental health wellbeing.

Members are keen to carry on with service visits which in the past have included the Memory Clinic and mental health services for older people at North Tyneside General Hospital.

Innovations Working Group



This is a newly formed working group and its aim is for members to meet to discuss new ways of working in both the IT and service development areas to benefit patients within the Borough.

Members were invited to a presentation at the CCG about GP video consultations; there is a requirement for practices to offer this to their patients in 2021.

Representatives from the provider organisation, LIVI were in attendance to talk through the service and answer member questions before a pilot stage is arranged. Members will also have a demonstration of the app in due course.

This pilot will be optional for practices and through Primary Care Networks they may make their own arrangements.

Practice websites and their content is an area members are keen to explore.

Communications Working Group



The prime aim of this group is to produce a quarterly newsletter to raise the profile of the Patient Forum and Working Groups. These are cascaded to GP practices and distributed to CHCF's wider contact list of voluntary and public sector organisations.

All ideas for inclusion in the newsletter are appreciated and members are encouraged to share it with community networks.

Eleanor Hayward – Chair of the Patient Forum

It is now officially spring and we can look forward to longer days and better weather.

Our Forum is using this time of year to take stock of what we do, how we do it and look for ways to be more effective. We held a development session on 5 March to give members a chance to consider our options and to work together with officers from the CCG.

It was great to see a large number of members took the time out of their busy day to attend and get totally involved in the proceedings. We will be feeding back to everyone in the near future and the information gathered will be used to inform our work plans for the coming year.

A big thank you to all members for your continued commitment as we move into our next phase.

Kindest regards

Eleanor

Did you know.....

From Spring 2020 the law around organ donation in England is changing

Unless you choose to opt out, you will be considered to have agreed to be an organ donor when you die. Whatever you choose, let close family or friends know to help ensure your decision is honoured.



To find out more about your choices, including how to opt out: visit organdonation.nhs.uk or call **0300 3032094**