

NHS North Tyneside CCG Patient Forum

Future Care Working Group

Wednesday, 26 August 2020

11am

MS Teams

Attendees

Susan Dawson	Priory Medical Group
Sandra Gillings	Priory Medical Group
Pat Bottrill	49 Marine Avenue
Patrick Mayne	Collingwood Surgery
David Hall	Northumberland Park
Ray Calboutin	Park Parade Surgery
Marc Rice	CCG
Lynn Craig	CCG
Michele Spencer	Community and Health Care Forum (CHCF)
Carole Reed	CHCF

Apologies

Gary Charlton	CCG
Eleanor Hayward	Chair
Judy Scott	Whitley Bay Health Centre
Gillian Bennett	Wellspring Medical Practice

Notes from last meeting (3 June 2020)

Page one correction; ...a telephone system produced by Steve Parry of Newcastle hospitals incorporating an on-line frailty tool; is to be removed from the notes until clarity is sought.

However, it was confirmed that a paper copy of the How Fit leaflet is being produced, this has not yet been sent out as the CCG wanted to ensure the information was correct. It will be quite general and will include the frailty pathway, falls service and rehabilitation. Michele asked for clarity on where the Falls Service is now based; they are still at Shiremoor Resource Centre with the possibility of moving premises if Tynehealth moves premises, this has not been confirmed. The pandemic has meant the Strength and Balance classes were all cancelled. They are starting again with restrictions in place, they are prioritising the attendees into small numbers. Age UK are now taking referrals and Zoom classes have been taking place.

Lynn re-iterated that the Care Plus contract will expire on 1 September and will be part of an enhanced service provided by Care Point.

Susan asked if AccuRX is still working in GP surgeries and hospitals, and it was confirmed the CCG will be testing the more advanced features in each locality before rolling out fully if successful. It will still be used in conjunction with other services such as the NHS App, it is the patient's choice, whatever they are comfortable with.

Matters Arising

It was commented by some members that there is so much technology within NHS services and patients are getting confused. Marc explained across the system and every effort is being made to widen choices for patients. People aren't just relying on trying to get through to their surgery by phoning in at 8am.

It is appreciated this is a lot for patients to take on board, but improvements are being made and it will get easier to understand. It was agreed there should be a definite outline to inform patients what services are available. However, it would be difficult to have one leaflet to cover all of the information services in the borough. North Shields PCN are currently producing a leaflet based on 'getting an appointment with your GP'. Members agreed that things will get more complicated when the flu vaccinations begin, Pat confirmed she had received a text, email and written letter from her GP to inform her when her appointment date will be.

Marc suggested that the next Hear My Voice survey could involve a question to patients asking which method of accessing their GP they would prefer. Michele will include this in her list of changes when the new steering group is formed.

Integrated Frailty Pathway

Lynn explained that since the hiatus of Covid there had been no face to face meetings, however things are changing now that restrictions are being lifted. There has been contact with partner providers and service users as services are slowly being resumed and a recent meeting was held with good attendance. There is another meeting scheduled for 3 September. Sandra confirmed she now virtually attends these meetings and receives all of the papers.

The CCG are currently ensuring that the System One computer package is clinically safe and sound and also Strata which feeds into the Referral Management System.

So far there has been a good standard of communication and developments are going to plan. Sandra attended the last Frailty meeting and was given plenty information; however, she would prefer to attend smaller meetings. Lynn explained that those smaller task and finish meetings and have now ended. The main meeting lasted two hours and did cover a lot of topics including patient passports and clinical systems being implemented within the service. Lynn will attend a Comms and Engagement meeting in September where they are setting up a virtual workshop. Lynn will record their progress and report back to members. The telephone information line number is changing, and the CCG will get the new number and

details out to patients. The members agreed they need clarity on who is in charge and running the pathway.

LIVI

Marc informed the members that the BBC are doing a press briefing this afternoon at 2pm with the CCG at Hedley Court. He will cascade this information to Michele as it is confirmed. Judy Scott as a Patient Forum member and Healthwatch representative will also be interviewed.

The members repeated their comments from other meetings that the registration of LIVI should be separate from booking an appointment. Patients may not need to see a clinician at that time. On the other hand, if a person is ill, they will want an appointment so it is therefore wise to register separately so they can have their photo ID and other requirements ready. Marc did put forward the suggestion of a button to avert making an appointment, but nothing further has been proposed. There is an option on LIVI to ignore and carry on through the process, but patients could be easily confused. Members agreed that because the CCG are paying for the LIVI service they should expect to receive the best service possible. Some members have still not received their LIVI leaflets and Ray has received two. Marc will feed this back to the CCG.

Place Based Plans

Gary was going to talk members through Place Based Plans but has tendered his apologies in due preparation for the BBC interview. He will attend further meetings and provide feed-back, he will also cascade information to Michele to share with members.

Any Other Business

The September newsletter will include a piece on Future Care, the Falls Service and Frailty. Total Triage is already included.

Patrick asked if the subject of obesity could be included in Future Care, Marc agreed he will take this on board.

It was suggested that the Innovations and Future Care Working Groups were intermingled and some of the other Working Groups' subjects include a lot of overlapping. This was to be reviewed before lockdown and will be discussed again in the near future.

Lynn will send some Integrated Frailty model diagrams to Michele to put in the newsletter, she is on holiday from tomorrow, but Gary has the relevant information, Marc will remind him and get the requested data to Michele as soon as possible.

Date of Next Meeting

Wednesday, 7 October 2020

11.00am

Venue to be confirmed