

North Tyneside CCG Patient Forum

Innovations Working Group

Thursday, 13 August 2020

10.30 am

MS Teams

Attendees

Sandra Gillings	Priory Medical Group
Susan Dawson	Priory Medical Group
Patrick Mayne	Collingwood Health Group
Judy Scott	Whitey Bay Health Centre
Eleanor Haywood	Chair, Patient Forum
Ray Calboutin	Park Parade Surgery
Steve Cattle	Swarland Avenue Surgery
Pat Bottrill	49 Marine Avenue
Marc Rice	Clinical Commissioning Group (CCG)
Wally Charlton	CCG
Michele Spencer	Community and Health Care Forum (CHCF)
Carole Reed	Community and Health Care Forum (CHCF)

Apologies

Anne Carlile Priory Medical Group

Welcome and Introductions

Notes of last meeting 11 June 2020

Agreed as a true record.

LIVI Update

Marc confirmed the LIVI information leaflets are now being sent out to residents in North Tyneside. If people haven't yet received their copy yet they will soon.

Members are now fully aware of LIVI (a 12 month pilot), it is now live in GP surgeries and it has been tested on a few patients to identify any problems, this will be followed up with more publicity. Patients can now upload LIVI using their iPhone or iPad, but it was noted where people older versions of devices this could cause problems in the download.

It was confirmed the NHS App is still available and although patients may get confused between the two, LIVI has more face to face virtual appointments. Ray confirmed that LIVI is only available on the newer models of iPad. Judy thought patients may get confused between registering for LIVI and getting an appointment to see a GP. Could there be any plans to put LIVI in context of all other medical appointments such as the walk-in centres? This is complex and it is probably better for each patient to use which method is best for them. Sandra has uploaded LIVI and

she thought it would be better if patients had a preview of what is required when registering. Steve has successfully downloaded LIVI on his android, he experienced no problems and has signed up for news and updates. He added that if patients started over-using the system it could potentially end up costing the NHS a fortune!

It was confirmed there will be 400 extra appointments per week. Pat has registered and was told her GP surgery; 49 Marine Avenue would now be aware of this. It was pointed out that only one person can register with one phone, unless you have two phones you will have to choose between yourself and your spouse. On the other hand, parents are able to register on behalf of their children. Marc agreed to seek clarity on this.

Ray said that during LIVI registration the system seemed to try and push you to make an appointment. Unfortunately, it would be difficult to change the format at this stage. Members agreed it would be better to keep the registration separate. Maybe a 'not now' button could be added, Marc agreed this is a really sensible idea and would feed that back. Marc confirmed that there is no charge to the GP surgery, the CCG picks up the costs. Each consultation is around £21/£22 which works out cheaper than a face to face personal session. If you are the 401st patient in a week to apply you would still most probably be accepted, although LIVI might come back to the CCG to ask for more funding. During lockdown surgeries have been using AccuRx and GPs get paid for this and it is still available.

Strata

The members have already attended a Strata demonstration and felt that because it did not reflect North Tyneside services as it was shown from a Montreal, Canadian perspective it was more difficult to put it into perspective. Wally explained Strata is a baseline process and when the feedback from it is available, he will feedback to members. It was acknowledged this will take time. This is one part of the Integrated Care System and there have been consultations with providers, the Local Authority, social workers and Northumbria Healthcare Trust. The Strata future process mapping can be confusing but Care Point are kept informed. Any further information will be fed back to Michele to cascade to members.

Sandra has now joined the Frailty Group and services do seem to be working well together and aware of everything that's going on. A multi-agency meeting had taken place this morning with the providers about moving forward after Covid. Patrick has spent most of his life working in similar systems and they always need to be tested, he asked if there were any diagrams available; Marc will share with Michele to send to members.

Total Triage

All assigned research has been done by the CCG and they are offering GP surgeries the best choices. There are a number of different triage systems. Wally confirmed they were asked in May 2020 to have everything put in place by the end of June. By 30 June most GPs had put their own system in place. This is a significant project, and nobody knows the full extent of Total Triage at this stage. A number of systems are planned and most of the GPs surgeries are different. There will be a pilot throughout the four PCN localities which will efficiently involve the software of their choice, these are important standard procedures using telephone, receptionist and

answering machines. The CCG will share their Project Initiation Document and cascade to members. It was agreed that as long as the systems work, it doesn't matter if they are different in each practice as long as GPs and their staff know what is being implemented. Wally said things are working very well in all 25 GP surgeries, they have had a lot of CCG support during the pandemic and are performing better than other parts of the country.

Previous funding has been invested in systems that do not meet existing demands, care homes for example have not had any major investments until recently. This is now a high priority for the CCG but further testing is required to ensure value for money.

Marc thanked the members for their feedback especially during lockdown. He confirmed that there will be further analysis of the CCG website, this will also be carried out on GP surgeries own websites, some of which need improvement and it was confirmed the CCG has made investment in this area. Members were asked to review their own practice website and feedback. Eleanor suggested a formalised document could be sent out to patients as well as the Project Initiation Document to members.

Any Other Business

There was no additional business, but Marc thanked the group members for their hard work and support.

Date of next meeting:

Thursday, 22 October 2020

10.30 to 12noon

Venue to be confirmed