

Notes of the meeting of the North Tyneside CCG Patient Forum held on 14 May 2020 held as an email exchange meeting between members from 11.00am.

Present: The meeting was chaired by email by Eleanor Hayward.

Practice Representatives:

Beaumont Park	Victoria Mayes
Priory Medical Group	Susan Dawson
	Sandra Gillings
Collingwood Medical Group	Peter Maitland
	Patrick Mayne
Northumberland Park	David Hall
Whitley Bay Health Centre	Judy Scott
	Heather Carr
49 Marine Avenue	Pat Bottrill
Swarland Avenue	Steve Cattle

Other members may have been in attendance/following the meeting.

In attendance:

Community & Health Care Forum	Michele Spencer
Community & Health Care Forum	Carole Reed (Note taker)

Welcome and introductions

Michele thanked the members for joining in today and for all of the comments, questions and compliments about the CCG which have been received. She also confirmed that the messages and responses would come from Eleanor via Michele.

Confirmation of quoracy

It was confirmed that the meeting was quorate even at this difficult time.

Declarations of interest

There were no declarations of interest but everyone was encouraged to declare if relevant.

Notes of the previous meeting dated 12 March 2020

All members had a copy of the previous meeting's notes which were agreed.

Matters Arising

There were some matters arising from the last notes 12 March and these were sent out 13 May by email (they follow these notes for reference), additional points have also been raised and today these will be incorporated into the notes.

Naturally there are many questions specifically about how COVID-19 has affected North Tyneside residents and staff Eleanor will seek answers on members' behalf.

Unfortunately, we did not receive the update from First Contact Clinical about their social prescribing work this is ongoing.

Hear my Voice has had 650 responses so far and this will be kept open to enable people to add the experiences during this pandemic.

There were questions and comments from Patrick Mayne, David Hall and Judy Scott regarding Steve Rundle from the last Patient Forum Meeting. Steve's response has confirmed there is no finalised version of the commissioning intentions to improve the work but it will progress as we go through the COVID 19 recovery phase once the Governing Body meetings start again.

The member CCG Bulletin received lots of complimentary remarks when it was sent out, the information about cancer services and the frailty service will be progressing again soon obviously COVID 19 has been and still is the priority.

Peter Maitland

Peter put forward some notes and observations which are as follows:

5 Notes of Meeting 12 March Observations

Peter told the members he had had a short meeting with his Collingwood Surgery PPG to discuss LIVI, which is the new service from Sweden which enables patients to book appointments from home, work or on the go, to get medical advice referrals and prescriptions, this is a free NHS service in eligible areas. Forum Member Steve Roberts also did a useful report about this. Lesley and Wally are leading on it, information was sent to everyone by email and anyone who is interested can receive an invite to see a further demonstration, some parts are IT related and some are not.

My Bold Not quite correct Phillip Howells and I gave a presentation, which went down well, at our last Patient Panel Meeting and no leaders to my knowledge have been established in the Innovations Group.

8 Innovations Group

Still need to identify sub group membership.

I can see Video Consultations and in its broader concept taking off at a pace. If I may just quote a personal experience during this crisis, My wife is at high risk and is on 12 week isolation. Our GP and Consultant service has been excellent. My wife has had a number of telephone consultations which could have been so much better if a Smartphone video type link had been an approved secure option.

10 New Items

This need to be minuted somewhere partly based on the experiences above we have had superb support from the NHS / North Tyneside CCG during this crisis. We had a supply problem with one of my wife's critical medications ... an alternative source was found and we were issued with a supplementary script ... there was a follow up call to advise us that normal service would be in operation as of next week. A telephone call from the Diabetic Nurse and a mini review / consultation and then being advised as to new review dates for us both. I do not normally quote personal experiences but we are in strange times and people need to be aware ... I am sure many others will have had similar support/service.

Working Groups Briefing

Obviously in the present situation there have been no Working Group meetings. However, the Comms WG has been holding a monthly virtual meeting on Zoom with Carole, Sandra, Susan and Anne. We've also kept Michele, Marc and Patrick in the loop. The next newsletter for June is underway. Sandra has asked for an update from the Chairs of each group and Michele will aim to contact them for any relevant information.

Any Other Business

Holly de Luca from the CCG is in the process of doing a PHD and she has a questionnaire she would like members' help with, it is in relation to health anxiety in the over 65s. Michele will cascade the link to members and would appreciate their involvement as well as sharing with their networks.

Eleanor wished everyone very best wishes and to continue to be safe. She then brought the meeting to a close.

Date and time of next meeting

Venue to be arranged
Thursday, 23 July 2020
11.00am to 1.00pm

CCG Patient Forum 14 May 2020

Due to COVID – 19 this meeting was held by email exchange.

Notes

Matters arising

EH (Chair) The Death Café was cancelled due to the pandemic and as advised by Dr Kathryn Hall death cafes are a national initiative so the name can't be changed. The cafes are designed to stimulate conversations about people's attitude to death. It is hoped another date can be arranged in the future.

PM (Collingwood Surgery)

Is there any feedback concerning the Registration of Deaths and the new Coroner's new procedure ... has she been invited to a future meeting?

PB (49 Marine Avenue)

Following a recent personal bereavement experience the change in Coroner protocols did not appear to be known by practice staff.

PB Although not present at the last meeting it was good to read about the proposed care homes research with NHS North Tyneside CCG, some years ago I was involved with the production of a leaflet on the same subject with Jason Scott the lead researcher.

PB Residents will welcome the Rapid Specialist Opinion service (formerly Referral Management System) being discontinued from September.

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SG (Priory Medical Group)

We had a very productive development session at the beginning of March led by Wally and his team and when meetings resume the recommendations will be discussed and agreed. However, it would be useful if the clinical leads/chairs give us an update on any progress made or future plans. We do need to build on the good work of the groups. The July meeting should be dedicated to the group work.

SD (Priory Medical Group)

From feedback received I've heard only good news regarding GP surgeries and how they are managing during the pandemic. I would be interested in how many practices are using video consultations and by what method (LIVI or otherwise)

I'm pleased to see that mental health hasn't taken a back seat and mental health providers are doing some great things as is the Recovery College in North Tyneside.

Good also to hear that the cancer 2ww has continued, are routine cancer screenings still going ahead? Once diagnosed have there been any delays regarding treatment eg surgery, radio/chemotherapy.

Covid19

How many deaths in North Tyneside from Covid19 and of that how many were Care Home residents. Have there been any issues with PPE across the healthcare providers in NT.

CCG update

In addition to the paper provided it was confirmed the Integrated Frailty service progress was paused as the focus was on COVID 19 and commissioning extra beds and resources in nursing homes was paramount. As part of the next phase of COVID the CCG will be continuing with this as a priority.

Any other business

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SG The CCG will have details of what has been happening within the acute, critical, hospital and community settings during this pandemic and it would good to know how North Tyneside has coped during this time and what lessons have been learned. Thanks go to the CCG for keeping members/patients involved and informed throughout this pandemic.

PDM (Collingwood Surgery)

I understand the way GPs operate has been changed radically and I must commend them greatly for this. I understand there are different views on this but from a personal point of view I have had a much-improved service in the last few weeks which I hope can continue. The experience patients have had should be analysed and be embedded in future practice. Also, how difficult a time must this have been for smokers, alcoholics and drug users and this may be something the Self Care Working Group could take on in the coming months by looking at the services available to each of these groups.