

Notes of the meeting of the North Tyneside CCG Patient Forum held on 9 January 2020 held at The Linskill Centre, Linskill Terrace, North Shields, 11am – 1pm

Present: The meeting was chaired by Eleanor Hayward

Practice Representatives:

Priory Medical Group	Susan Dawson Sandra Gillings Anne Carlile Pat Bottrill Colin Thomson Steve Roberts Steve Manchee
49 Marine Avenue Lane End Surgery	Ray Calboutin David Hall Phil Howells Peter Maitland
Park Parade Surgery Northumberland Park Collingwood Medical Group	Val Telfer Judy Scott Viki Mayes Bill Critchlow Steve Cattle

In attendance:

North Tyneside CCG	Eleanor Hayward (Chair)
Dr Lesley Young Murphy	NT CCG
Lynn Craig	NT CCG
Teresa Ho	NT CCG
Community & Health Care Forum	Michele Spencer
Community & Health Care Forum	Carole Reed (Note taker)

Not in attendance:

Portugal Place Health Centre	Tina Trowbridge
West Farm Surgery	Grace Foggin Andrew Fothergill Patsy Lemin
Beaumont Park	Joe McNeela Tina Fry
Forest Hall Medical Group	Judith McSwaine
Battle Hill Health Centre	Anne Baxter Dean Stewart

Apologies for absence:

NHS North Tyneside CCG	Dr. Lesley Young Murphy
NHS North Tyneside CCG	Wally Charlton
Marine Avenue	Jon Routledge

Collingwood Surgery
Whitley Bay Health Centre
Wellspring Medical Practice
49 Marine Avenue

Patrick Mayne
Heather Carr
Gillian Bennett
Hazel Parrack

Welcome and introductions: Eleanor Hayward welcomed members who all introduced themselves to the Patient Forum and thanked everyone for taking the time to attend.

Apologies: Apologies for absence were received as above.

Confirmation of quoracy: The meeting was confirmed as quorate.

Declarations of interest: There were no declarations of interest, but everyone was encouraged to declare any if relevant.

Notes of the previous meeting dated 14 November 2019: The notes were agreed as a true record.

Matters Arising

There were no matters arising.

CCG Update

Dr Lesley Young Murphy

The CCG finance is progressing well and by next financial year the deficit will be repaid which means NT CCG is the same as or better than other CCGs who are not in deficit. Work will continue with the 62-day cancer wait and referrals under a two week wait from the initial consultation. A number of specialities in Newcastle and Northumbria are being monitored for improvement which is hoped will be resolved at the end of the year; this is crucial from a patient point of view. CCGs are awaiting financial planning guidance and Lesley will share reviewed figures as soon as is possible. It will be planned on the assumption of what is already known. The system is lagging behind in certain areas of cancer treatment (Lesley will circulate a link to figures), and also additional pressure is on urgent care which is shown in A & E departments and the ambulance service. The Foundation Trust has a sharp focus on working together to improve 999 calls throughout the region which includes Cumbria. Nursing and residential homes are working hard to avoid unnecessary hospital admissions and to get patients back in their homes with the correct care package. The 18 week waiting time targets are still in place and NHS England are monitoring them.

Networks including the Local Authority and Voluntary Organisations are developing well and are in the planning phase, information comes from the Central Programme Board. Michele and Judy will look into the North Tyneside perspective for Future Care and circulate the agenda.

The LIVI meeting on 19 December was well attended and received by Forum Members and LIVI staff. GP Practices were also represented. Users will need to download an App onto their mobile phone. LIVI aims to offer 80% of users a consultation within 30 minutes, they will access but not permanently retain patient records held at the patient's normal practice, consultation time is 15 minutes. 95% of such consultations do not require a subsequent face to face follow up. This package is currently being used in 12 CCGs, 250 practices and 11,000 patients have signed up the oldest being aged 90. LIVI can also offer training; workshops can be arranged to which patient reps will again be invited to and a dummy run has been requested as part of that workshop. 2021 all GP Practices must offer a video consultation option to patients in North Tyneside LIVI has been chosen for a Pilot Phase. Members were given information about

registration to the consultation process, as well as reassurance about how their data is stored. In due course members will also have the opportunity to see a live demonstration they were enthusiastic about this forthcoming pilot.

Winter, even though it has been quite mild, is a very busy time in the regional trauma centres, the RVI in Newcastle, the James Cook University Hospital in Middlesbrough and the Northumbria Specialist Emergency Care Hospital (NSECH) in Cramlington which also provides the Ambulatory Care Unit. The Referral Management System's contract is coming to an end probably in September 2020, it has had a really positive effect on re-education in practices using Talking Therapies; patients are now receiving a better service. There is also a Pilot Rheumatology Scheme which has worked well over the last three years ensuring that services are following the necessary guidelines using quality thresholds. Trusts have a good mechanism in place for the triage system. The government is awaiting planning guidance to fulfil a future financial settlement uplift we will find out about this in due course.

Teresa Ho

NT CCG 360 Degree Stakeholder Survey 2018/19 Summary Findings

Background and objectives

Teresa explained that CCGs have strong relationships with a range of stakeholders in order to be successful commissioners within their local health and care systems, these help them make effective decisions. The survey which has been conducted since 2013/14 enables stakeholders to provide feedback about their CCGs. It provides insight into key areas for improvement and information on how views have changed over time. The survey will contribute to NHS England's statutory responsibility to conduct an annual assessment of each CCG through the Improvement and Assessment Framework.

Summary Headline Percentages

Teresa presented the summary findings for NT CCG indicating the percentage of stakeholders responding positively to the key survey questions in the following categories:

- Overall engagement
- Leadership and partnership working in the local health and care system
- Core functions
- Commissioning/decommissioning services

Most categories scored particularly high especially in overall engagement. The submission for this piece of work will take place in early February 2020. The evidence will be updated on the CCG website and the information gathered will be published and engineered in a document. NHS England will use the website to engage with patients and the stakeholders' responses will be monitored. Teresa added that any members wishing to get involved should please contact Michele.

NHS England Webinar

The NHSE webinar findings and feedback on the 2018/19 360-degree survey is available and can be registered and accessed using the link below. You will be asked for a few details before your registration is confirmed.

<https://ccgbulletin.cmail19.com/t/d-l-phrdlkl-cjrhjlrkd-p/>

NHS England is continuing to support the development of primary care networks through a further series of webinars aimed at those working within primary care and the wider NHS. The webinars will focus on a range of topics, such as how best to use technology to develop services. A webinar is a live, virtual event that is executed online. It is an educational,

instructive session that includes audio and visual communication between a speaker and attendees. Webinar software enables the sharing of slides and interactive participation through chat boxes and question and answer features.

North Tyneside Community Integrated Frailty Service Lynn Craig

Lynn talked us through her presentation on the Integrated Frailty Service.

Background and context

The challenges of an aging population demand an increase in health and social care services. The aim is to maintain the amount of people living well and staying at home for as long as possible. The number of older people in North Tyneside is expected to increase by 48.8% by 2033. There are currently lots of different services and teams involved in the provision of care for frail elderly patients outside of hospital, however some of those need improving which has led to the development of the Integrated Frailty Service. The new service will be streamlined with a single access point to community-based pathways of care. There will be an urgent response to avoid hospital admissions and patients will benefit from care planning and interventions. Other benefits will include bed-based intermediate care and home-based rehabilitation.

North Tyneside CCG has been reviewing the commissioning landscape of frailty services for some time. This work has included on-going discussions and events with providers, communities, patients and carers. Lynn presented a list of organisations and dates that have been involved in this process. Although there is general good practice across North Tyneside it is also clear that continuity of care is a challenge. To improve experiences of patients and carers a redesign of the service provision is required to ensure a high quality of care. The frailty service will aim to improve that care for patients and make better use of the resources available. Care Plus, Care Point and the Jubilee Day Hospital are working closely together to provide proactive care for frail elderly patients in North Tyneside.

The CCG have started looking for premises which will be a perfect opportunity to invest in front line staff. This will become the main hub to help these organisations work together. It is hoped to be completed by March 2021. At present there are community bed-based availability at Howdon Nursing Care Centre and Princes Court Care Home at the Royal Quays these homes do an incredible job and the re-enablement team are part of the system based on the needs of the patients. This will be a multi disciplinary service which will look at the patient's whole care package. A care co-ordinator will be established to determine the patients name and records and whether they are new or already known, if they need to make a future appointment it is in everyone's best interest that they see the same clinician. They may need further action and GP intervention or might just require medication. The approximate time it takes from the initial triage to the multi disciplinary team will depend on the patient's needs. Lynn showcased her new Community Integrated Frailty Service (CIFS) chart which combines the pathway from referral through triage, GP response and intervention to the care plan.

Referrals

Referrals can be made by family members, carers or neighbours; as well as self referrals. If a neighbour is worried about someone, maybe an elderly resident living alone, they can refer without that person's permission, but it is always good practice to involve the patient. Some patients who are without capacity can request that the clinician contacts their carer or family member.

There will be a Frailty Service Event at the Grand Hotel, Gosforth Park on Wednesday, 22 January 2020 from 9am to 1pm everyone was invited to register to attend. Lynn confirmed there would also be future events from the end of February and ongoing promotions over the coming

year to listen to patients' and staff voices. Lynn will return to the forum with feedback and updates on the service's progress.

Working Groups Briefing and Feedback

Future Care

Everything is going well with the Future Care WG the next meeting is on Wednesday, 4 March 11am to 12.30 Room B3 at the Linskill Centre.

Innovations

Peter gave his feedback on the first meeting which examined the initial approach. The main area of immediate action is to produce a video consultation via a mobile phone. The group members were presented with an overview of LIVI a Swedish computer package and the preferred solution for NT CCG. All CCGs must have a similar video consultation resolution for patients in operation by 2021. Peter requested a demo of the LIVI briefing and was later advised this had been arranged.

Any other business

Nothing to record.

Date and Time of Next Meeting:

Thursday, 12 March 2020

11am to 1pm

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY

Development session 5 March 1am to 4pm

The Linskill Centre

Linskill Terrace

North Shields

NE30 2AY