**North Tyneside CCG Patient Forum**

**Working Groups Briefing Thursday 22 July 2021**

**Members-Influence and Impact**

**CCG Patient Forum and Working Groups**

* NHS North Tyneside Clinical Commissioning Group’s Patient Forum is strong, robust and acts as a critical friend to the NHS England outstanding rated CCG and its Governing Body. Members are encouraged to challenge and debate throughout all engagement processes.
* As a constituted group the strength of the Forum is the dedication and commitment within the membership as well as their passion for local health services.
* All Working Groups and related topics were decided by Forum Members and are compatible with NTCCG Strategic Plan and Priorities.

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. Most Practices have active patient groups with scheduled meetings throughout the year and others run virtual groups to engage with their patient population. 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 five 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 and each has its own workplan, all groups also have a watchful eye on carers, children and young people, mental health and

self-care and at times there may be a need to create task and finish groups.

**End of Life Working Group**

**Membership 8-Quarterly meetings**

* The Palliative Care workplan shared with members for comment at an earlier meeting. The workplan will produce a one, three- and five-year strategy and this will be discussed in more detail at the next meeting., members were encouraged to comment by email.
* Members received a draft expected deaths explanatory Coroner leaflet for comment and following the extent of the responses the leaflet has now been taken back to the original planning group
* During the June meeting Dr Hall led a lengthy discussion about the rationale for the leaflet and for members not part of this group who also fed back their comments the full notes are available on request
* Bereavement support was also discussed at length and it was confirmed North Tyneside Council is leading a multi-agency group to identify what is available and it was agreed this would be a valuable resource for clinicians, employers and residents alike.
* A bereavement risk toolkit was also shared with members for discussion and is available to assess if someone is not coping with bereavement
* It was agreed bereavement is part of life and should not become medicalised.
* Members will receive DNACPR data in due course.

**Next meeting Tuesday 21 September 2021 10am MS Teams**

**Future Care Working Group**

**Membership 12-Bi-monthly meetings**

* The next visit for members is at the out of hours VOCARE service in Benton and was due to take place 25 March 2020. This will be re-scheduled when safe to do so. We continue to hope this can be carried out in a COVID safe way in the future.
* It was confirmed the evaluation of Livi, an online GP appointment service is available to North Tyneside patients and the evaluation is underway. Feedback from members continues to be very positive.
* Dr Lynn Craig from the CCG attended the last meeting and gave a presentation on falls in the borough. Lynn confirmed North Tyneside has seen a reduction in falls and fracture rates despite the increasing number of older people.
* Howfit, an online and booklet resource to support residents with mobility, stability and balance, coordination and strength through exercise is going well. It was stressed this resource was not just for older people.
* Dr Craig also shared an update on Integrated Frailty and confirmed the enhancement of Care Point staffing comprises, 4.4 community matrons, two physiotherapists, two occupational therapists, 2.2 personal independence coordinators, one pharmacist and two community psychiatric nurses. Members were impressed with the range of specialties within the service.
* The development of the Ageing Well Village in Backworth was also discussed and Lynn confirmed this is progressing well.
* Sue Wood from the CCG chairs the Mental Wellbeing in Later Life Board and attended to share the work of the board and highlighted some of the priorities which are; dementia support services, care coordination and delirium. A local video explaining delirium can be found by following this link

[**https://www.youtube.com/watch?v=y-66C0tYKu8**](https://www.youtube.com/watch?v=y-66C0tYKu8)

**Next meeting Wednesday 25 August 2021 2.30pm MS Teams**

**Mental Health Working Group**

**Membership 6-Quarterly meetings**

* The Community Mental Health Transformation developments continue to be shared with members. It was confirmed North Tyneside would consider all aspects of mental health provision not just serious mental illness stated in the guidance. Two submissions went to NHS England, one for community mental health transformation and the second for an alternative to crisis and both of these were successful.
* Waiting times for mental health services was discussed and it was confirmed extra resources have been allocated to bring these down.
* Members received a very interesting presentation from Ali Donkin from VODA and Ali leads the North Tyneside Life-Recovery College which is a mental health support project funded by North Tyneside CCG. Ali detailed some of the excellent work that has continued during the pandemic and members agreed this was needed now more than ever before. The work included 350 deliveries of little boxes of hope, grow your own sunflowers and craft packs. Since July last year some face to face work has been carried out, and this included start up football sessions which has benefited 25 people attending on a regular basis. Some of the students have taken up training opportunities and these have been very beneficial for their mental health and personal development. The next prospectus for September – December will be published in July with recruitment taking place during August.
* Janet explained that a funding bid has been successful for mental health support teams in schools. One team will start in September and this covers one quarter of the borough for 7000-8000 students or between 10-12 educational settings. They will provide lower level support for young people with mild to moderate anxiety and depression.

**Next meeting Tuesday 14 September 2021 10.30am MS Teams**

**Communications Working Group**

**Membership 9-Monthly meetings**

* Newsletters are cascaded to GP practices and they are encouraged to laminate a copy for their waiting rooms and include it on their own website.
* The Newsletter will also be distributed to CHCFs wider contact list of voluntary and community sector organisations and community buildings.
* The June issue was produced and as well as a vaccination update there was support services information for young people, information on difficulties faced by deaf and hard of hearing people when others are wearing face masks and a celebration of Volunteers Week.
* The September issue is now in draft form.
* An A-Z of all newsletter contents and will be uploaded to the CCG website and as well as a good reference point, this demonstrates the vast amount of work members of this group have done.
* The group continues to work hard on this to bring all of the elements together with the aim of raising the profile of the Forum and sharing current NHS initiatives.
* A new newsletter template has been adopted.
* In addition to the newsletter one of the members prepares a shorter bulletin specifically for practices to share with their PPG members.
* All ideas for inclusion in the newsletter are appreciated and members are encouraged to share it with their wider networks.
* In addition, members receive a CCG Comms update.
* Members of the group hope to receive other group work updates for inclusion in the newsletter from members themselves.

**Next meeting Friday 30 July 2021 10am MS Teams**

**Innovations Working Group**

**Membership 7-Frequency of meetings to be decided**

* LIVI, the online GP appointments system continues to be valued as an additional way to seek medical advice and members who have used the service continue to share very positive experiences and agree it enhances patient choice. Livi data is shared with members by Teresa Ho at the CCG. Livi is currently in the evaluation phase.
* Members also had an interesting discussion about Total Triage, and this was explained as options to enable video consultations with and for patients. At the June meeting members shared and compared their experiences. As Andrew White from the CCG was present members were also able to ask questions about the different systems in place.
* The Living Well North Tyneside new website which will replace the current SIGN network site is under development and will be live to members of the public during September. This will be an excellent resource for residents and workers in the borough and will enable everyone to access reliable service and activities information. Members will soon be invited to test out the site and feedback, this will be invaluable as always for Indigo the web designers.
* GP practice information screens will be an agenda item next time.
* NHS Digital and the proposal around consent to share patient data was also discussed, it was noted this has been delayed until September.

**Next meeting Thursday 5 August 2021 10.30am MS Teams**

**North Tyneside Cancer Plan**

**Engagement task and finish group**

Patient Forum membership has increased from one to three and their input is greatly appreciated. The purpose of the group is to assist the North Tyneside and Northumberland Strategic Cancer Locality Group to improve patient outcomes both in terms of survival, quality of care and patient experience by ensuring they involve the public in all levels of their cancer plans.

**Notes of all meetings, presentations and service visits are available on request and new members to the Working Groups are welcome.**