**North Tyneside CCG Patient Forum**

**Working Groups Briefing Thursday 13 May 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, 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.
* It was confirmed this group would meet more often than once every four months.
* Chris Walker is chair of the Northumberland Cancer Patient and Carer Group and attended to share the findings of a recent survey. The aim of the survey was to be qualitive and not quantitative. A few of the survey questions were as follows:

What worked well in cancer services?

What areas need to be improved?

What is missing?

What would people like to see in their area?

Improvements in signposting and a lack of emotional support were two of the areas identified to be improved.

* All of the end of life services had been challenged by COVID-19 and staff sickness had affected the Rapid Response and Out of Hours teams.
* Members gave their feedback on a draft Coroners information leaflet for North Tyneside and this will be discussed in full at the next meeting

**Next meeting Tuesday 1 June 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.
* The Integrated Frailty service is progressing well, and members received a presentation on progress covering quarters one to four, it was confirmed there will timely member and community engagement throughout the process. How patients are involved in frailty assessments was discussed at length.
* Deprivation and poverty were discussed, and it was agreed many reports highlight the problems but few offer solutions. Members agreed as North Tyneside progresses with its Place Based Plan there would be opportunities to identify area clusters where poverty is deemed a significant factor in health and wellbeing
* The COVID-19 vaccination programme was praised by members especially the VODA co-ordinated volunteers giving their time to support the smooth running of the roll out.
* It was confirmed the evaluation of Livi, an online GP appointment service is available to North Tyneside patients and the evaluation is underway.
* A briefing paper was prepared and shared with members to give an understanding of membership, frequency of meetings and agenda items; Future Care Programme Board, Ageing Well Board, Mental Wellbeing in Later Life Board, Carers Partnership board and Living Well Locally Board and the Forum Working Groups are aligned to each of these.

**Next meeting Wednesday 30 June 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.
* VODA along with the CCG have been exploring the development of a Recovery College for children and young people with an arts and culture focus, this will be a low-level service and it was confirmed the term children and young people would start at the age of five years. It was confirmed North Tyneside Life the Recovery College for adults has worked really well during the pandemic and the senior worker from that service will attend the next meeting to share an update with members.

**Next meeting Tuesday 15 June 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 is in production and as well as a vaccination update there will be 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 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 is under discussion.
* 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 28 May 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.
* Members also had an interesting discussion about Econsult, a Total Triage tool available at some practices for patients. It was explained that Econsult is live in 3256 practices in the UK and there are around 1300 visitors on a weekly basis this saves around 555 GP appointments
* Work on four practice websites is underway and members took an active role in sharing their views about what they would like to see on the site as a patient. A proposal about the developments will be shared with members in due course. The Living Well North Tyneside new website which will replace the current SIGN network site is under development and will be live during the summer. This will be an excellent resource for residents and workers in the borough and will enable everyone to access reliable service and activities information.

**Next meeting Thursday 3 June 2021 10.30am MS Teams**

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