

Patient, Public and Carer Engagement Forum

Update

September 2017



The Forum met on 18 September and despite it being a rather damp evening, I was pleased to see around 20 members of the public as well as colleagues from the CCG and three Foundation Trusts and North of England Commissioning Support (NECS) join us on the night.

With winter fast approaching, the Forum was given an update on how the CCG and Foundation Trust colleagues are preparing for 2017/18. Members were also asked for ideas and feedback from their perspective on what the challenges and solutions are around better winter planning as well as how to encourage more people, particularly those at risk, to take advantage of the free flu vaccination. The feedback given has been shared with our Service Leads.

From the first Forum meeting in July, members were keen to encourage more people to attend and to explore what other communication methods could be used to raise awareness of the Forum. Lee Hogan from NECS led a really useful debate and as a result, the CCG team will now work with Lee to develop a draft communication plan for sharing at a future Forum meeting.

This was the first time we'd held in the Forum in the evening, and noting comments from those who came along, we've decided to concentrate on having the 2018 meetings either later in the morning, starting at 10.30am or in the afternoon. This will hopefully encourage more people to join us.

Details of the next two meetings are:

- **Monday 6 November – 2.30pm, Bewicks B, Gateshead Civic Centre**
- **Monday 29 January 2018 – 10.30am - venue to be confirmed.**

You can also find out more about the Forum, presentations from the latest meeting and the other 2018 dates at www.newcastlegatesheadccg.nhs.uk/get-involved/involve-me/

I look forward to seeing you in November.



Chris Piercy
Executive Director of Nursing, Patient Safety and Quality.

CCG update

The update this month included:

- Deciding Together, Delivering Together, design workshops. [You can read the summary report from the workshops on our website](#)
- Review of Carers Services in Gateshead.
- Care Home Programme.
- Improving services for patients with Type 2 Diabetes in Newcastle.
- An update on Social Prescribing.
- You can view all the presentations from the Forum in more detail at www.newcastlegatesheadccg.nhs.uk/get-involved/involve-me/

Questions from the presentation included:

What's the process for patients receiving diabetes monitors e.g. Medisense – is there a cost involved?

Medisense is the name of a company, it's not a diabetes device. Devices that will become available from November 2017 (subject to local health economy approval) are called the Freestyle Libre, a device made by a company called Abbott.

There are patients currently self-funding this product (£58 for the reader and then £58 for each sensor, they last for 2 weeks). Within Newcastle and Gateshead, practices are meeting to discuss the devices in October.

It's not recommended that patients buy these without support or advice from their diabetes team. They are not suitable for everyone. Patients should discuss with their diabetes healthcare professional at their review appointment.

Does the Carers Review work include kinship carers?

Yes, anyone who identifies themselves as a Carer was eligible to take part in the engagement work. We did have carers with a kinship role participate and contribute to the work.

The start time of the Forum (morning) is difficult if you're caring for others or use public transport

We'll make sure that future morning meetings start at 10.30am

Why is there a restriction on the age that people can access Ways to Wellness?

There are several restrictions and this is mainly due to funding mechanisms. The level of referrals varies greatly and does depend on the commitment of the practice on referring people into the system. Some practices take more time to implement or get used to referring into a new service.

Improving Communication

We explored the possibilities to raise awareness of the Forum and improve communication. Ideas included:

- Use real patient stories – people relate to people.
- Use verbal as well as social media.
- Encourage My NHS membership and campaign on this.
- Use written material and/or campaigns about the Forum.
- Target young people's groups and schools.
- Video conferencing or record the Forum and put onto website.
- Use GP practice contacts.

Meet the Forum

In future updates, we'd like members of introduce themselves to other members. If you're interested in doing this, please contact either Alison or Norah.

Preparing for Winter

We were joined by Marc Hopkinson from the CCG, Barbara Goodfellow from Newcastle upon Tyne NHS Foundation Trust, Nichola Fairless from Gateshead Health NHS Foundation Trust and Simon Swallow from North East Ambulance Service NHS Foundation Trust.

Questions from their presentation included:

Are flu vaccines given in hospital?

Yes to various at risk groups such as pregnant women.

There is a real opportunity to improve the way flu vaccinations are delivered to patients at risk; using hospital teams/clinicians to do this would be a sensible approach.

There is an issue about communication between pharmacies and GPs when a vaccination is given at a pharmacy.

There has been in the past, however things are improving and under new arrangements, a pharmacy must send notification to the GP practice within 24 hours of the vaccination being given.

The Local Pharmacy and Local Medical Committees are also in discussions about how to work collaboratively.

Can all pharmacies dispense medication?

Yes, all pharmacies can dispense but not all pharmacists can prescribe medication.

Accessing services - does 'complex needs' include patients with mental health concerns?

Acute hospitals need to be more responsive to the mental health needs of people who access their services, treating the physical as well as the mental health needs.

Waiting times for talking therapies is very long in Newcastle.

Yes, we are aware of this and are working with the current providers to address this.

What about ambulance waiting times? How are they managed?

There always seems to be a problem with people getting an appointment at their GP which is why they sometimes go to the Walk in Centre or A&E.

There is no longer a winter surge – the high demand for services lasts all year round.

Turnaround times are still very much an issue with some acute hospitals as we want to reduce these – although not Newcastle or Gateshead. NEAS reviews waiting and turnaround times every morning and we have two of top performing Trusts in the country.

We know this is an issue. In Gateshead, we've introduced a 'hub' model where you can access a GP appointment at either Gateshead Central or Blaydon. Your GP practice will be able to book you an appointment at these centres. If you attend one of these appointments, the staff will have access to your primary care record.

We are expanding this scheme into Newcastle now.

Forum feedback: planning for winter

The Forum took part in group discussions and were asked to consider questions about how to best plan for winter. Information gathered will help the CCG lead and partners to understand the concerns and needs of patients.

They were asked:

1. What are the challenges and solutions in preparing for winter?
2. How can we increase the number of people getting the flu vaccination?
3. How do we encourage more people to use their pharmacy for minor illness?

Themes and ideas included:

- More information needed about pharmacies and what they can do.
- More alternatives needed for those who become housebound in winter and can't make appointments.
- Media campaigns targeting at risk groups.
- Encourage everyone to be neighbourly.
- More funding on prevention.
- Joint working with other emergency services, social care, schools and community venues to communicate key messages.
- Use health champions more.
- Health events for the public and with employers – take the message out.

Sign up to My NHS

If you're interested in learning more and would like to get involved in the work we do to develop and improve local health services, then join MY NHS.

By joining you will:

- Receive regular updates about the work of NHS. Newcastle Gateshead CCG
- Receive invitations to events.
- Have opportunities to give your views about areas of healthcare that interest you.
- Be able to participate as much or as little as you like.

You can register on our website or by calling
0191 217 2803

Terms and Reference and Working Together document

Comments from the Forum have been incorporated and the agreed documents are now on our website.