

Patient, Public and Carer Engagement Forum

Update

November 2017



We were delighted to welcome over 20 people to the Forum on 6 November. Our guest speakers, Dr Kate Cushing, GP Lead and Catherine Horn, Portfolio Manager talked to the Forum about children and young people's services. We were also joined by Joe Corrigan, Chief Finance and Operating Officer who discussed finance and priorities. Both presentations sparked lively and informative debates and the main points from these are detailed later.

At the Forum, we announced that the CCG was starting a listening exercise on urgent care services in Newcastle. This began on 15 November and will run until 10 January 2018. We are looking to gather your views and experiences on using urgent care services and how these can be improved in the future. You can get involved in many ways including attending an event and completing the online survey. More information on how to get involved is available on our website at www.newcastlegatesheadccg.nhs.uk/get-involved/urgentcare

It's now nearly six months since we introduced the new structure on how we engage and involve our patients and community and voluntary sector groups. We continue to receive positive feedback on the topics discussed and people feel they are able to contribute to the discussions. We've also asked members which health topics they would like to discuss in 2018 and we are working to make sure that relevant colleagues attend future Forums and in January we hope to discuss Elderly Care.

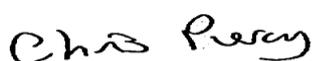
I continue to be encouraged by the number of people who attend the Forum and would ask you all to tell your colleagues, friends and contacts and invite them to attend.

Details of the next two meetings are:

- **Monday 29 January 2018 – 10.30am – venue to be confirmed**
- **Monday 12 March – 2.30pm - Bewicks B, Gateshead Civic Centre**

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/

Although a little early, can I take this opportunity to wish you all a very happy festive season.



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

CCG update

The update this month included:

- Deciding Together, Delivering Together, design workshops.
- Online consultations
- Urgent Care.

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:

Deciding Together, Delivering Together
Is there any update from the design workshops?
What's the next stage?

1st meeting of the new Strategic Group was last week. Communication and engagement plan being developed to keep stakeholders regularly updated.

This will include future workshops and events, mail outs/newsletters.

Implementation will start from April 18 – next 6 months to concentrate on blueprint to reality.

We will keep you up to date at future meetings and all information will be available on the CCG website

Children, young people and families

Comments and questions from Dr Cushing and Catherine Horn's presentation included:

Have Little Orange Books been distributed to child nurseries?

Yes and also to pre-school clubs, dentists, toddler groups, community hubs, pharmacies and GP practices. We're encouraging GPs to reference and use the book during consultations with parents. The book has been really well received in a recent evaluation.

Does the school assembly work cover Newcastle and Gateshead?

Yes and we're using the feedback from the young people to understand their issues and address these in primary care. We're developing a kite mark based on 'You're Welcome Standards' which will improve the experience for young people when they see their GP.

Welcome back Christianne!

Christianne Ormston, CCG Engagement Lead has returned to work from maternity leave.

Christianne will be focusing her time on the urgent care work as well as planning and attending both the Patient and Involvement Forums and is looking forward to seeing you at the next Forum.

Have you signed up to My NHS yet?

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.

CCG Finance

Comments and questions from Joe Corrigan's presentation included:

Do you allocate funding to each area at the beginning of the year?

Yes, however because of demand on services, allocation and spend do differ, sometimes significantly during the year.

Why does the Queen Elizabeth Hospital get less money than Newcastle Hospitals?

There are many reasons which include patient choice – people choosing to use Newcastle Hospitals for easier access. Also, for some services e.g., children and young people services - only part of the service is available in Gateshead then patients are transferred to Newcastle. Some services only Newcastle Hospitals provide.

Prevention and self-care as well as education will have a positive impact on the demand and cost for services. We need to provide the most appropriate services for the scarce resources we have.

How do you work out costs?

A lot of services are subject to national tariff, others are negotiated locally.

So for example, a hip operation costs the same in Newcastle as it does in another part of the country as this is covered under the national tariff.

If a patient is treated out of area, does the CCG receive money from the area they are transferred to?

No. We fund out of area care for those patients that need it as we are funded by the government for that patient.

It is important for carers to have support and there be funding available for mental health support.

The Government have their Parity of Esteem policy and it has been recognised that funding for mental health should be the same as for physical health. Our CCG as with others continues to invest more in mental health services and comply with this important policy area.

CHC is expensive but it's also vital that people receive the best quality of care. We do need to work more efficiently whilst maintaining a high level care. We need to avoid duplication and improve patient experience and recording of information, so they only tell their story once. We are working with pharmacy to consider the cost of drugs and medication. Patients will have their case reviewed every six months to ensure it is still appropriate to their needs.

Continuing Health Care – this is expensive and the Audit Commission has just issued a plan on making efficiency savings. What is the CCG doing about savings for this service?

What about staffing levels within general practice, can investment be increased to get more staff?

The NHS Five Year Forward View recognises the importance of general practice sustainability, with protected funds for general practice investment, Medical students are actively encouraged to move into general practice and the CCG has a working group that is contributing to all workforce issues faced by the NHS.

What can patients do to help make the savings? The breakdown of costs in the Finance presentation should be used in public messaging.

There needs to be stronger messages about what the current demands and pressures are on the health system. We need to improve communication so patients understand which service to attend when they need help, and the impact if this doesn't happen. We need better education and improve self-care. This needs to begin early as prevention is key to good health in later life.

Understand the NHS – an easy read guide

The Kings Fund have produced an easy to understand guide on how the NHS in England works – [view it on our website](#) under the Get Involved section at 2017 engagement work.

Self-Care volunteer programme recognised for its good work

We're delighted this programme was shortlisted for a Bright Ideas Award. Although not a winner on the night, it is a great achievement in itself to be one of 21 projects short listed from over 200 nominations received.

The picture shows the team at the awards evening; from left to right: Julie Latimer (Age UK Gateshead), John Roughly (Volunteer Facilitator), Marilyn Young (Volunteer Facilitator) and Paul Johnson (NEMHDU).



The next cohort for the programme will run in the New Year and Julie Latimer at Age UK Gateshead will be the main contact for anyone wishing to get involved.