

Notes of Community Forum meeting, 30 May 2019, Carnegie building

Attendees

Mandy Coppin	Streetwise
Vicki Harris	HAREF, Newcastle CVS
Christianne Ormston	NHS Newcastle Gateshead CCG (NGCCG)
Anne Bonner	Riverside Community Health Project
Lucy Hall	Newcastle upon Tyne Hospital NHS Foundation Trust
Sow Fong Cole	South Mountain Chinese Older People's Association
John Lawson	MESMAC/SHINE
Johanne Mears	SEARCH
Rachel Parsons	Newcastle Carers centre
Linda William	Age UK Gateshead
Carol Preston	Barnardos
Kate Bowman	Information Now, Newcastle city council
Paul Whitlock	Advocacy Centre North, Newcastle CVS
Paul Myers	Remploy
Hannah Morrow	International Glaucoma Association
David Jones	NGCCG

Apologies

Helen Wood	West End Refugee Service
Karen Harrison	LASSLO Newcastle Cocunil
Alasdair Cameron	Launchpad
Ann Dymyd	NIWE Eating Distress Service
Jeannie Fraser	Mesmac
Caroline McGarry	NuTH
Anne Raffle	Elders Council

Chair: Mandy Coppin

• Matters arising

There was a query about the difference between the Community Forum, and the Involvement and PPCE forum that the CCG hold. It was not clear which meetings people should go to, particularly with releasing capacity from the VCS to attend so many CCG meetings.

The Community Forum is a closed group, and people can be invited along to it, but everyone attending is a practitioner who works with disadvantaged communities who are covered by the Equality Act.

Anne Bonner to attend the Involvement forum on Monday 3 June.

Action:

- **Christianne to send information about the Involvement forum and the direction they want this group to take, after the next meeting on Monday 3rd.**
- The Pharmacy Forum will be attending the Community Forum in September to talk about their services and how to access them.

- Lucy Hall is working with Rosie Tapsfield and Hamna Begum, to improve understanding of walk-in centres with refugees and asylum seekers, and working with staff about improving their understanding of asylum seekers and refugees
- The NCVS Cyber security training will take place again in autumn and further details will follow.
- Riverside are funded by the Home Office to help EU citizens apply for settled status through the EU settlement scheme. Press release about this is going out on 30/05/19. Newcastle law centre will deal with complex cases, and Children's Society will support people regionally. The Romanian consulate will be in Gateshead in June to help those who need paperwork.

Action: Vicki to send details of Romanian consulate visit to the group

- **Update from the Clinical Commissioning Group**

NHS 10 year Long Term plan

CCG are involved in supporting this plan through supporting the GP primary care networks. There are 7 approved networks in Newcastle and these are all at different stages for their partnership working.

The primary care networks will cover up to 50 000 patients, and will be expected to engage better with communities. They will have social prescriber worker and a pharmacist attached to them. The CCG will help support and facilitate the networks and these will go live July 1st.

The 10-year plan also looks at better digitalization. Lucy raised the issue you cannot register all access needs easily on digital records, particularly carers information, sexual orientation and gender is only male or female.

Action: David to speak to chair of CCG to look at these issues for digital records

Mesmac have invited the CCG to Pride in July to conduct engagement surveys

Action: John Lawson to email Christiane with details

Single Point of Access

This is for all YP and children and has been now rolled out. There have been pressures on the system and difficulties getting referrals made. A full evaluation of the SPA is being completed in June.

Action: Christiane to send the survey to the Community Forum for single point of access evaluation

- **International Glaucoma Association - Hannah Morrow**

Hannah works across the region and IGA has a website, advice and helpline to support those with glaucoma and their families.

They have set up patient support groups with hospitals and are keen to speak to different community groups about eye health and how to minimise the effect of glaucoma. High risk groups are BAME, over 60s and those with other chronic health issues.

IGA have worked with HAREF to get safe messages for glaucoma when fasting in the Ramadan calendars. It is important people keep taking their drops through Ramadan.

Hannah is keen to give talks to groups and can be contacted on h.morrow@iga.org.uk

- **Diabetes UK taskforce - Hannah Morrow**

Hannah is a volunteer for this taskforce and can be contacted on the above email if you are interested in talks to community groups about 'Know your risk' with diabetes. They can help provide information and different tests for people to assess their risk and letters for GP to encourage testing where needed

- **Remploy – Paul Myers**

This is a new post and he helps with providing observations and evidence from patients about their experience in the NHS. He has anonymous cards for people to fill in and wants to hear about good and bad services. If there is a bad experience this gets sent straight to the CQC who can act on it straight away.

Paul is keen to hear from groups who are seldom heard and find access to NHS difficult. He can be contacted paulmyers45rpm@gmail.com to arrange for him to come out and speak to a group.

He is due to link in with Healthwatch soon, as there were queries about what he does compare to their role. PALS still deal with individual complaints that need support, Paul work is around anonymous reports and he doesn't do case work.

- **Sexual Violence against Older Women project- Margaret Cooper**

Margaret could not make meeting today but will be here in September meeting. They are launching their project at the Beacon on 2 July 10.00-12.00. They are running a focus group for women on July 10

Action: Vicki to send details of the events to the group

What is new? Round up

Streetwise

They have won their contract for targeted youth work in Newcastle, and this operates hubs in localities in the West, East and Central part of the city.

Their young person group have secured £39k from Virgin money to roll out and promote their M cards to tackle period poverty. Young women and trans can collect sanitary products for free at streetwise if they bring in an M card. They are also developing a performance with BRASH performance theatre

Mesmac/Shine

IDAHO had three flags flying at the civic, though they experienced a backlash on social media from homophobic and transphobic abuse. Pride is on July 19/21 and everyone is welcome

HIV testing is changing so that people can take away test to do themselves. The support and counselling is available still for anyone who wants it.

Search

The project is 40 years old this year and there will be a conference in September to celebrate this.

They are helping develop dementia friendly communities in Benwell and Scotswood wards, encouraging staff to be trained and working with local businesses.

Their activities program for spring/summer can be found on-line

Lucy Hall - NuTH

They are working with Launchpad and Carers and PALS to help streamline appointments for those who have multiple hospital appointments

Information Now

They have rebranded and now work with anyone over 25 years old, there are new articles on the website as a result

Their next Information and Prevention network meeting is on 27 June on Social prescribing and how to make a good referral

Age UK Gateshead

There will be a presence in Newcastle for advice and support by Age UK Gateshead from now on.

CCG

Lynne Patterson has now left the engagement team and Nick Mcknight is the new team leader.

There is a BSL joint strategic operational group to help improve access and experience. NUTH requesting to also be involved in this.

Newcastle Carers

They are now working with ages of carers, including young people and there are new leaflet about their service available. Carers week is in next two weeks and there will be a celebration event in the Discovery museum. Information can be found on their website

South Mountain Chinese association

They are now in Brunswick church and have funding to hold events every Thursday lunchtime

They are wanting to translate the form from the walk in centre for their group. Lucy Hall to help with her work with the walk in centres.

Barnardos

They have a new team manager who is called Carole Peterson

ACN

They have won funding to keep their hate crime advocacy for another year in Newcastle and Gateshead

HAREF

The next network meeting will be on July 17 and will focus on how community groups want to engage with HAREF Allies and statutory services

On June 25 there is a NCVS WHOF meeting about 'working with minorities'.

Details of the next Community Forum

- **Tuesday 17th September 12.00-14.00**
- **Newcastle carers, Shields road**