

Notes of Community Forum meeting, 17 September 2019, Newcastle carers

Attendees

Mandy Coppin	Streetwise
Vicki Harris	HAREF, Newcastle CVS
Ann Dymyd	NIWE Eating Distress Service
Jeannie Fraser	Mesmac
Lucy Hall	Newcastle upon Tyne Hospital NHS Foundation Trust
Alasdair Cameron	Launchpad
Johanne Mears	SEARCH
Fiona Beyer	Newcastle University
Jenny Hasenfuss	Newcastle university
Carol Preston	Barnardos
Kate Bowman	Information Now, Newcastle city council
Paul Whitlock	Advocacy Centre North, Newcastle CVS
Ann Gunning	Local Pharmaceutical committee
Melissa Baynes	NTW
Jane Tumelty	NTW
David Jones	NGCCG

Apologies

Sow Fong Cole	South Mountain Chinese Older People's Association
Rachel Parsons	Newcastle Carers centre
Anne Bonner	Riverside Community Health Project
Anne Raffle	Elders Council

Chair: Mandy Coppin

• Matters arising

The group were concerned that there wasn't anyone from the CCG Patient Engagement team at the meeting in place of Christiane.

There continues to be queries about the difference between the Community Forum, 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 last PPCE was cancelled at the last minute and the correct people at Search were not informed, so they turned up on the day to run a stall.

There were queries about the Involvement forum and PPCE and a request for an update on what is happening with these.

Action

- Vicki to contact the CCG about all the above issues for feedback

- **Update from the Clinical Commissioning Group**
 - **Primary Care Networks- Dr David Jones**

There are 7 PCN in Newcastle/Gateshead, each covering pop of 30/50K. Each PCN has Clinical Director and they are in the process of recruiting a social prescriber and community pharmacy.

Linking with local communities is an essential part of being a PCN, so GPs understand who their communities are and what their needs are. There was concern on replicating databases and mapping exercises from the forum, but the aim is to use information that is already out and there and work with established organisations.

The forum were concerned about the new social prescribing role and how this fits with established social prescribing, and the lack of communication about recruitment for these roles.

CCG can only support the PCN, and PCN make their own decisions about what they will be doing within the NHS guidelines. The PCN have very clear roles from NHS, and about what roles they employ.

The forum agreed it was important to link in with the PCN in their areas, to ensure they knew what services they provide in communities.

Action

- **David Jones to email details of all PCNs and clinical directors**
 - **David to identify a Clinical Director from a PCN to come to a future Community Forum**
 - **To invite a Social prescriber from PCN to a future Community Forum**
- **Single Point of Access- Melissa Byers and Jane Tumelty**

SEND was set up in 2017 with GPs and schools to refer in. Identified CVS organisations can refer to SPA and include Streetwise, Children NE and others. April to July 2019 they had 763 referrals 47% from GPs, 24% from Education, 13% YP/self-referral/parent. 98% referrals are accepted once triaged by a nurse.

They are looking at a standardized referral form so everyone uses the same one from March 2020.

There is training offered with GPs and practitioners about the Single Point of Access and how to refer in. YP can refer in by ringing direct and they do not need to go to GP to get referred, but they will ask permission to also involve the school. Age criteria is 0-18

Trailblazer is a new government initiative to improve mental health in targeted schools with trained practitioners in pilot schools. The practitioners will address low level anxiety and help get pupils the right support. The aim is to get help quickly to low level mental health issues to help prevent them turning into more complex needs. There will be more awareness raising and information taking place about SPA and Trailblazer program. The Trailblazer program aims to look at what each individual school needs to help support pupils on mental health issue. Monitoring of referrals is very thorough, with all organisations monitoring to the same level.

Lucy Hall was keen to help get information into A and E and Children services.

Alasdair talked about the Rollercoaster model which looks at peer support for parents and currently looking at rolling this out in Newcastle and Gateshead through the CCG

- **Community Pharmacies- Ann Gunning**

New Medicine Service- This is commissioned by NHS England. Anyone starting a new medication for four groups: 1 Respiratory; 2 Type 2 diabetes; 3 Anti-coagulate drugs or 4 Hypertension, will be offered the New Medicine Service. Patients consent is needed for the NMS, and the pharmacist will then offer follow up 10/14 days after the start of medicine to see if there any issues and then a further follow up after this. There will be 3 contact in 3 months form the pharmacist.

They are considering to expand the groups to include mental health in the future. The aim is to use the pharmacist more and take pressure off the GPs.

All community pharmacies in Newcastle have a private consultation room that should be available. You can ask your pharmacist to use this.

Think Pharmacy First- is commissioned by Newcastle and Gateshead CCG, and available in very community pharmacy. For any self-limiting condition such as headaches, lice treatment, indigestion, diarrhoea you can go direct to pharmacists, ask them for help with symptoms, and they can prescribe medicine without the need to go to GP. The medicine will be given for free to those who already have free prescriptions, and this will be charged back to the CCG. This service is open for all patients and you do not need be a resident of Newcastle or Gateshead. Ask to use consultation room for advice from the pharmacist. The forum felt it would be useful if this was expanded to include antibiotics and urinary infections in future.

There was a discussion about the introduction of delivery charges from chemist for prescription delivery. Chemists are only obligated to deliver appliances for free. Free deliveries have been over used, and chemists cannot afford to continue to do this. It was recognised this will affect the poor and invalid more. If someone has a protected characteristic, they can ask under the Equality Act for free prescriptions form the chemist, but the definition of protected characteristic is very specific for this.

Action

- **Ann Gunning to send leaflet about TPF for the forum**
- **Lucy hall to send information about protected characteristics for the forum**

- **Organ Donation in BAME communities- Jenny Hasenfuss and Fiona Beyer**

Presentation sent with forum notes.

The forum discussed the importance of raising awareness about the need for organ donation from BAME communities We were all surprised that donation can only happen if some has passed away in intensive care. Someone can be on the register for organ donation but the family can still decline to do this.

Discussions were had about raising awareness through community hubs such as hairdressers and through champions or with peer models. The links with sexual health

awareness with parents, and how to talk to their children about this was paralleled to organ donation and discussions within families.

The law is changing soon about organ donation, and there was a request for more information about this and a need to raise awareness about the law change. From spring 2020, all adults in England will be considered an organ donor when they die unless they had recorded a decision not to donate or are in one of the excluded groups.

Action

- **Vicki to send contact details from the forum to Jenny and Fiona for follow up work**

- **Pride feedback**

It went brilliantly!

Action

- **Jeannie to forward a written update for the group**

- **Future of Community Forum**

The CCG have agreed to extend the funding of the facilitation of the Community forum to March 2020. HAREF and Mandy will be talking to the CCG about the future of the Community forum and the funding for it beyond this date.

What is new? Round up

Streetwise

Young Newcastle support hubs have now been set up working with Barnardos. Leaflets about these are available.

Streetwise has had the youth bus asset transferred to them and they will be refurbishing this to use with young people out in communities where it is needed.

Mesmac/Shine

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. National HIV testing week is from 16 November and World aids day is 1 December, and there will be events for these

Search

Their conference on September 30 is fully booked. It is Older Person day on October 1 and there will be events for this. Search will be moving offices temporarily to St Margaret's church in Scotswood, and will be hosted for outreach in partner organisation.

NIWE

NIWE have been involved with MECC mental health training. Their friends and family support group is now well established. They are looking at specialist training looking at the whole family approach

Launchpad Looking at men's sheds through CCG. They will be moving offices from their current base in 10 months hopefully into city centre venue with spare space for others to rent. They have a space in Saltwell Park that they are using.

Lucy Hall - NuTH

They have been working with end of life care and transgender groups to develop and delivers training

Information Now

Their next Information and Prevention Network meeting is on 23 October and all are welcome

ACN

They have won a small pot of funding to work with asylum seekers and refugees. Hate crime week is October 14

HAREF

All EU citizens they must sign up and apply to the EU settlement scheme for settled status. If anyone works with someone from the EU then signpost them to Children's society and riverside. There is an article in Inform magazine about this

Details of the next Community Forum

- **Thursday 28 November 12.00-14.00**
- **Carnegie building, Benwell, NE4 8XS**