



Patient, Public and Carer
Engagement Forum

NEWS

December
2019



Happy Holidays

2019 has been a fabulous year for the patient forum, which has gone from strength to strength. We have had some interesting presentations across the year including the long term plan, domestic abuse, role of PPGs, loneliness and isolation, and Herbert's Protocol, which have sparked good debate and positive action. Our success is due to the ongoing commitment of all of our patient forum participants and we would like to take this opportunity to thank you all for your hard work this year. I wish you all a very happy festive season and I look forward to seeing you all in 2020.

Chris Piercy

Chris Piercy
Executive Director of Nursing, Patient Safety and Quality

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Here are some updates on the work of the team throughout November and December:

Children and Young People and Parents Mental Health Trailblazer Project

Newcastle Gateshead Clinical Commissioning Group (NGCCG) has three of the pilot sites across the North East; Newcastle, Gateshead and Jewish schools in Gateshead. The aim of the programme is to support children with low level mental health issues within their school environment. Involve NE has commenced an evaluation of the project, which will report in January 2020. The aim of this work is to establish the impact of the Trailblazer Mental Health Support Teams and identify strengths and weaknesses within the programme.

Engagement will include talking to pupils, parents and carers, school staff, Trailblazer staff, the Early Help team and Educational Psychology staff supporting the schools. The engagement process will be carried out until the end of December 2019 with findings being written up during January 2020.

Primary Care Networks (PCN)

The Patient, Public Involvement Team are working with a small stakeholder group to explore how we roll out a guide/toolkit to support PCNs engage with their PPGs and generally with their patients.

We've met with our stakeholders such as Healthwatch, Queen Elizabeth Hospital to keep partners up to date with ongoing progress and changes.

The Gateshead Long Term Conditions Patient Group

The Long Term Conditions (LTC) Group continues to meet on a monthly basis. At the last meeting on 9th December we had a visit from Santa. The session looked at a draft report which covered the findings of 527 surveys on the Annual Review Process for patients with Long Term Conditions. The report is being written by Involve North East and will be available on our website soon. The group also heard about the Diabetes Prevention Programme. Next year's meetings are currently being planned and will be added to Our Gateshead website and NG CCG website once confirmed.



If you would like to join the LTC Group please contact Lindsay Pearson, Patient, Public Involvement and Community Development Lead at ngccg.involvement@nhs.net

Frailty Gateshead System Wide



The NG CCG Patient and Public Involvement (PPI) Team are working with public health and VCS partners, people, carers and families to develop a Gateshead system wide approach to tackle the challenge of frailty.

British Sign Language (BSL) Joint Strategic and Operational Group

A BSL joint operational and strategic group has been established and is chaired by the NG CCG Head of Quality and Patient Experience. The overarching aim of the partnerships is to improve access and the experience of health all services for the BSL community.

The group includes representation from the Ambulance Service, NTW Foundation Trust, Community and Voluntary sector partners and North East Commissioning Service.

Involve North East are mapping what support services are available for BSL community across Newcastle and Gateshead. A desk top review is also being carried out to explore what online health information/resources are available for the BSL community.

4th November Meeting - Patient, Public, Carer Engagement Forum Round up

The PPCEF took place on 4th November at the County Hotel, Newcastle. The agenda focussed on older people. Newcastle local authority shared information on developing a dementia friendly space in the Grainger Market. Northumbria police presented 'Herbert's Protocol'.

Herbert's Protocol

- Launched in July after George Herbert who went missing.
- Training is being rolled out across all the police forces.
- Some key managers within the police force are still unaware of Herbert's Protocol so this training is vital.
- The family/carers complete the blue section of the form.
- If the person goes missing the red page is completed
- In-depth research on dementia has been carried out and the project lead is fully trained to carry out training
- Training has been carried out in communities including the Chinese community. The project lead is exploring having forms available in different languages. At the moment, there are limited resources as there is no dedicated worker. Herbert's Protocol has been launched in the Grainger market and with a group of Chinese older people to share across their community.
- The police are trying to get nursing homes and hospitals signed up and linking to the 'forget me not card' given out in hospitals
- There is a downloadable poster available <https://beta.northumbria.police.uk/advice-and-info/personal-safety/missing-persons>

The PPCEF and Involvement Forum Steering Group

The Forum Steering Group continues to meet on a monthly basis and plan future agenda items in line with membership feedback. It's important to ensure that members feel a true sense of ownership and are able to co-deliver both forums. A programme of topics and themes has been proposed to allow future meetings to be agreed and clinicians to be given sufficient notice.

Children and Young People and Parents Mental Health Trailblazer Project

NG CCG has three of the pilot sites across the North East; Newcastle, Gateshead and Jewish schools in Gateshead. The project consists of three Mental Health Support Teams currently working across Newcastle and Gateshead, initially supporting 36 primary and secondary schools. Each team consists of four trainee Educational Mental Health Practitioners (EMHPs) and are due to qualify in January 2020. They will be offering interventions to students who present with mild to moderate mental health issues.

An evaluation of the project will report in January 2020, which will aim to establish the impact of the Trailblazer Mental Health Support Teams and identify strengths and weaknesses within the programme. This will include talking to pupils, parents and carers, school staff, Trailblazer staff, the Early Help team and Educational Psychology staff supporting the schools.

Improving the Physical Health of Patients on the Serious Mental Health Illness (SMI) Register

The NGCCG clinical lead for mental health supported by Involve North East has carried out a range of engagement activities with patients on the SMI register and their carers. The engagement has been exploring what needs to be in place to promote attendance for health checks and to identify and remove barriers to accessing the check. The ROCCO college and Gateshead Club House have been key to enable the engagement to take place with people on the SMI register. A report collating the findings from the engagement will be completed January 2020.

Primary Care Networks

The Patient and Public Involvement Team are working with a small stakeholder group to look at how we roll out a guide/toolkit to support PCNs engage with their PPGs and generally with their patients. We will be working to involve patients widely in this work.

As part of the developing programme, Primary Care Networks will be the main focus for a future meeting of the PPCEF. We will be inviting a practice manager from a Gateshead GP to share their experience of developing the networks highlighting the positives and the challenges. Round table discussions will provide an opportunity for participants to share their views.

Older People's Mental Health and Dementia Steering Group

A steering group, led by NGCCG Clinical Leads for Dementia, has been established. The group will inform future commission decisions and provide recommendations to commissioners. The group will ensure that meaningful engagement and participation of service users, carers, families and communities will be central to all its activity. A mapping exercise has been carried to explore what services are currently available for people with dementia and their carers across Newcastle and Gateshead.

Contact Information



For up to date information on our involvement work and forums visit

www.newcastlegatesheadccg.nhs.uk/get-involved



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For any queries please contact the team by email ngccg.involvement@nhs.net or telephone



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