



UPDATE

September
2019

Introduction

Welcome to the newly refreshed bulletin which we hope you will enjoy. We plan to summarise some of the key issues arising from the recent Patient Public Carer Engagement Forum (PPCEF) and Involvement Forum meetings and give an update on some of the key areas of work undertaken by the team.



Thanks to everyone who attended our last PPCEF in July held at the County Hotel, Newcastle. Unfortunately, the Involvement Forum on 5th August was cancelled due to holidays.

Professor Tom Scharf from Newcastle University made a presentation on loneliness and social isolation, which got the room engaged; Judy Carrick a member of a local Patient Participation Group (PPG) gave an interesting presentation on the role of PPGs which led us into a valuable discussion. Dr Peter Mitchell explained how to get involved in the 70 years of the NHS project and welcomed all stories from the patients and NHS staff. All of the presentations and further information can be found at www.newcastlegateheadccg.nhs.uk/getinvolved

We had a fantastic turnout at this meeting, and we want to maintain this momentum for future events! It's great to see that the newly formed steering group is already having a significant impact on the development of the agendas and the discussions at the forums.

Our next Patient, Public, Carer Engagement Forum will take place on 2nd September 2019, 2.30 – 5.00pm and will focus on local support services for older people. The venue for the Forum is Bewicks B, Gateshead Civic Centre. The final PPCEF meeting for 2019 will be taking place on **Monday 4 November 2019, 10:30am – 1:00pm (registration from 10:00am), County Hotel, Newcastle, NE1 5DF**. We look forward to seeing you there.

If you have any ideas for issues or information that you would like to see covered in a future bulletin, please get in touch.

Chris Piercy
Executive Director of Nursing, Patient Safety and Quality

Contact us at: ngccg.involvement@nhs.net
www.newcastlegateheadccg.nhs.uk/getinvolved

Introducing Neil MacKnight

Welcome to the team, Neil MacKnight, Head of Quality and Patient Safety, and the new lead for Patient, Public and Involvement (PPI).

“My name is Neil Macknight and I have been employed with NHS Newcastle Gateshead CCG for the past six years as the Head of Clinical Quality and Patient Safety.

I qualified in 1988 as a clinical physiologist specialising in audiology and have worked in clinical and managerial roles for more than thirty years. During my career I have developed hearing screening programmes for babies, injury surveillance systems, child protection systems, quality improvement programmes and patient safety monitoring. I am an honorary lecturer at Teesside University where I teach masters degree students.

In my spare time I play rugby, cricket and also coach junior rugby players. I am also an elected member of City of Sunderland Council. I am looking forward to leading the PPI team”.



Great news for engagement! Newcastle Gateshead CCG gain a green star for engagement

NGCCG was recently assessed for the 2018-19 CCG Improvement and Assessment Framework Patient and Community Engagement Indicator assessment, including in areas such as annual reporting, governance, day to day practice and equalities and health inequalities.

We were scored as 11 out of 15, with a green star rating.

More information on the assessment can be found at:

www.newcastlegateheadccg.nhs.uk/getinvolved

Update on your steering group

The Forum Steering Group has now been established for one year and we would like to take this opportunity to thank all members for their hard work and enthusiasm to improve our Forums. The changes which have been made by the group include:

- Topics and themes are agreed by the Forum Steering Group in line with members feedback
- Limits on number of presentations
- Speakers brief has been developed to help ensure presentations and language is appropriate for members of the public
- An action log has been introduced so we can assess the impact of the forums
- NG CCG are challenged to communicate our work, support and
- commissioning intentions to the public and inform the public how their feedback has been used
- Different formats for the forums have been explored such as the introduction of a market stall for information gathering

If you would like more information on the Forum Steering Group please do not hesitate to contact us at ngccg.involvement@nhs.net

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NGCCG Supporting Northern Pride Festival July 2019

Northern Pride Festival (formerly Newcastle Pride) returned for another jam-packed weekend of Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) celebrations in the heart of Newcastle.

Volunteers from Newcastle Gateshead CCG supported local community organisations MESMAC and SHINE by undertaking health questionnaires with festival attendees. We gathered some interesting data on awareness of HIV testing and other support, and a great day was had by all!



NGCCG supporting engagement across all communities

NGCCG continues to fund the Community Forum, which is hosted by the Health and Race Equality Forum (HAREF) and chaired by a NGCCG lay member.

Each quarter, it brings together organisations representing the area's most marginalised groups.

The Community Forum explores key issues impacting on these groups, sharing information members can use in their work. The CCG shares plans, updates from clinical leads and information on engagement activity with the Forum, listening to what local communities need in relation to our long term plan.

As well as hosting the Community Forum, NGCCG funds HAREF to deliver the annual Ramadhan Calendars. These provide very useful health information around fasting safely and with consideration to long term conditions such as diabetes. Over 4,000 calendars were distributed across Newcastle and Gateshead.

Overview of key themes from PPCEF meetings

May and July 2019

May 2019: NHS Long Term Plan

On 20 May 2019, NGCCG held a joint meeting with the PPCEF and Involvement Forum to hear all about the NHS Long Term Plan and find out about future campaigns which will be held locally. Directors from Newcastle Gateshead CCG presented an overview of the plan and outlined priorities for future engagement. A question and answer session followed presentations.

Themes identified by the forum included:

- Concerns around lack of GP's which is a national issue
- Prevention work around smoking and alcohol reduction
- 111 service and GP appointments

The emerging themes from the forum were shared with the NGCCG planning group which holds weekly meetings.

All presentations and summaries are available at www.newcastle Gatesheadccg.nhs.uk/getinvolved

July 2019: Loneliness and Isolation, Patient Participation Groups and NHS at 70 years

Loneliness and Isolation

Professor Thomas Scharf, Professor of Gerontology came along to speak about Loneliness and Isolation Comments from the forum included:

"Loneliness is an epidemic"

"Isolation can be about isolating yourself"

The stigma of isolation and seeking help was explored:

"I couldn't talk to anyone I felt I was isolating myself but after seeking help and talking about this I'm absolutely fine"

"My PPG have been very helpful and very good to me for support"

Patient Participation Group

Judy Carrick a member of a local PPG talked about the role of PPGS and a number of key themes emerged from the round table discussions including:

- Mapping – which practices have PPG's
- Practices having a clear registration process and positive communication between practice and patients

The NHS at 70 years

Dr Peter Mitchell talked about a project he was working on to celebrate the 70 years of the NHS, which involved talking to people about their experiences with the NHS, either as an employee or a patient. He shared a number of thought provoking and emotional stories that he had already collected.

Everyone is invited to tell their story, and if you are interested in being involved in this project, please contact Dr Peter Mitchell at:

Email: peter.mitchell-3@manchester.ac.uk

Tel: 0161 275 0560

NGCCG PPI Engagement

Update

The PPI team have been busy with a number of projects across the work of the CCG including:

The Gateshead Long Term Conditions Patient Reference Group

The Long Term Conditions (LTC) Group continues to meet on a bi-monthly basis with the next meeting to take place on 9th September 2019. Recent meetings have focused on the NHS Long Term Plan and they have also met with leads from with the Academic Health Science Network to explore how they are developing information to encourage people with type 2 diabetes to access structured education on diabetes.

Older People's Mental Health and Dementia Steering Group

A steering group, led by NGCCG Clinical Leads for Dementia, is currently being 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.

British Sign Language (BSL) Strategic Group

A BSL strategic group has been established, chaired by Neil MacKnight. 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.

Transfer of Care Bags Evaluation

Newcastle Care homes have responded to a survey monkey evaluating the transfer of care bag introduced nationally by NHS England to improve communication between care home, ambulance and hospital teams when residents move between their respective services. This survey has been replicated with Gateshead care home managers. The responses will be collated and a report will be available on the NGCCG website.

www.newcastlegatesheadccg.nhs.uk

Single Point of Access – 12 month review

Engagement has begun to be developed to feed into a review of the Single Point of Access for Children and Young People's Mental Health Services. It aims to support the improvement of access to support for children and young people with mental health needs, and ensure that young people can promptly access the most appropriate service.

Children and Young People and Parents Mental Health Trailblazer Project

Engagement work is currently being developed to inform the Trailblazers Mental Health Teams in schools. NG CCG has three of the pilot sites across the North East; Newcastle, Gateshead and Jewish schools in Gateshead Engagement work with the schools and teaching staff is underway. Future work with the parents and carers, and children and young people is currently being planned. The Trailblazer will run until 2021 with engagement undertaken throughout the lifespan of the project.

Improving the physical health of patients on the Serious Mental Health Illness (SMI) Register

NHS England has set a 60% target for patients on the SMI register to receive a physical health check. The NGCCG clinical lead for mental health supported by the PPI team is planning to carry out a range of engagement activities with patients on the SMI register and include their carers. The engagement will explore what needs to be in place to promote attendance for the checks and remove barriers. Involve North East are reviewing what if any engagement has already taken place nationally to inform.

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.

Frailty

The NGCCG PPI lead is working with public health and Voluntary and Community Sector partners, people, carers and families to develop a Gateshead system wide approach to tackle the challenge of frailty.

Contact us

If you would like to get in contact the PPI team;
email ngccg.involvement@nhs.net or telephone (0191) 2172522
or visit our website at www.newcastlegatesheadccg.nhs.uk/getinvolved