**Newcastle West Clinical Commissioning Group**

**Patient Forum**

**5th February 2015**

**Minutes**

**Attendees:**

Martin Bell (Chair) Denton Turret Medical Centre

Margaret Thomson Patient Representative, Denton Turret Medical Centre

Steve O’Driscoll, Launchpad

Alisdair Campbell, Launchpad

David Forrester, Patient Representative, Denton Turret Medical Centre

David Harrison, Patient Representative, Denton Turret Medical Centre

Suzy Ballantyne, Patient Representative, Denton Turret Medical Centre

William Lynn, Patient Representative, Parkway Medical Group

Bernard Robinson, Patient Representative, West Road Practice

Linda Taylor, Throckley Primary Care Centre

Mandy Curtis, Throckley Primary Care Centre

Brenda Parke, Throckley Primary Care Centre

Ron Thomas, Patient Representative, Cruddas Park

Susan Wilson, Practice Manager, Cruddas Park

Brian - Patient representative, Newburn

M McMahon, Patient Representative, Cruddas Park

G Wynne, Patient Representative, Denton Turret Medical Centre

Tracey Stuchlik, Practice Manager, Thornfield Medical

Diane Wallace, Practice Manager, Denton Park

Honour Cowling, Patient Representative, Denton Turret Medical Centre

Christianne Ormston, Newcastle West CCG

Guy Pilkington, Chair, Newcastle West CCG

Jackie Cairns, Director of Planning, Delivery and Transformation, Newcastle West CCG

Dr Neil Morris, Medical Director, Newcastle Gateshead Alliance

**In attendance:**

Heather Harrison (minutes)

**Apologies:**

Sandy Harvey, Patient Representative, Westerhope Medical Centre

Michael Thomas, Patient Representative, Roseworth Practice

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| **Item** | **Minutes** | **Action** |
| **1** | Martin Bell welcomed everyone and thanked all who had attended, there is a flipchart for members to put up themes, that they would like to see at future meetings. A reminder to people to apply to the leadership course being held, Sandy Harvey and David Forrester |  |
| **2** | **Minutes of the meeting of the 6th November 2014**  The minutes of the previous meeting were agreed as a true and accurate record of the meeting. All of the actions from the minutes were then picked in the remainder of the meeting.  David and Sandy have been successful in applying for the leadership course, and will update the group with how they get on at a later date.  Patient Online details are available until 31 March 2015  Breathe Easy group is meeting in the community centre |  |
| **3** | **You Said, We Did**  **General update**  Christianne gave a brief update and said that she has been in post for 1 year now, which has gone by so quickly. A lot of good work has been done in this time, there has been reflection on what you told us, the agenda for these meetings are now done by yourselves, so the meetings reflect what you would like to discuss. Children and Young People (CYP) is focussing on infant emotional health 0 – 3 year olds and parents, helping them to thrive for the first 100 days of life, this is work being done with Sure Start, Health visitors and NTW when the report is ready it will be shared with you.  Inappropriate attendance at A&E is being looked at, seeing if people could have gone elsewhere instead of A&E this will feed into the Out Of Hours service engagement work that is going on.  Speech and Language Therapy (SALT) for children and young people, co-commissioning a new services with NuTH, this will include parents, carers, voluntary sector organisation and schools which should conclude in June, then a new service will be offered, more updates as they happen will be brought to the group.  Carers conference, this is taking place on 25th February, there will be representatives from services who work with carers, David F and Sandy H will be attending, so will give an update at the next meeting.  Walk in centre report will soon be available and will be distributed as soon as it is received.  **Future venue**  Suzy Ballantyne updated the group, saying she had visited various venues around the City to see where the patient forum could be held, after discussion it was decided that of the three options, each would be used once for future meetings and then the fourth meeting, this would be brought back to be discussed again to see which of them would be the best for future meetings.  **Medicines Optimisation update**  Anne-Marie Bailey attended the meeting and gave an update on medicines optimisation. Feedback on Medicines Optimisation practice team procurement   * Engagement has been completed with various stakeholders * Online survey sent to a wider range of stakeholders, three weeks ago. * Content of the survey was influenced by the face to face stakeholder events * Survey is due to close on Friday 6th Feb 2015 * The procurement process will then start, which can take up to 9 months, once the results are known it will be communicated widely. | **DF, SH** |
| 4 | **Patient Forum Planning Sub-Group Feedback**  David Forrester updated the group with feedback from the planning group, saying how pleased the group are with the quality of the minutes. As the agenda and themes for the meetings are chosen by the patient representatives; it is felt that you have control over how these meetings are held. A flipchart is available for people to put up ideas for future themes. |  |
| **5** | **Primary Care Strategy update**  Gillian De’Ath attended the meeting to give an update on the Primary Care Strategy with Dr Neil Morris.   * Ensuring hospital services are used appropriately and consistently * General Practice leading and co-ordinating care particularly for patients with the most complex needs * Well – developed workforce with excellent core skills and capacity and capability to enhance roles * Best systems and processes available to enhance use of technology and sharing of information * Flexible, fit for purpose estate * Vision is specific to general practice but acknowledges interdependencies with wider primary care, community, social care and voluntary sector services   The next steps are:   * Final draft strategy produced * Ensure alignment with 5 year strategic plan, IM&T strategy, co-commissioning decisions * Launch with stakeholders * Delivery and implementation |  |
| **6** | **Themed Discussion: MENTAL HEALTH**  Dr Pilkington spoke to the group about mental health, saying it is about looking at the whole person, and also parity of esteem. Defining what is health, meaning that complete physical health and social wellbeing not merely the absence of disease or infirmity, this can be difficult for people with long term conditions and urgent care, but it is getting better. Along with the ability to adapt and self-manage their illnesses. There is a culture of empowerment, ideas and decision making shifting away from professionals towards individuals. Supporting an holistic way of looking at social and wellbeing as medical needs. Enabling people to look after themselves to make life better. The Mental Health Programme Board (MHPB) is focusing on Bold Brave and Creative, to think of success differently and focus on what is important to people who use the services, giving hope and meaningful choice and control to people.  **Mental Health in Newcastle**  There is a large piece of work being done around Children and Adolescent Mental Health Services (CAMHS) in collaboration with the local authorities in Newcastle and Gateshead.  **Deciding Together**  AT updated the group about the work of the Deciding Together, saying this is a legal duty as a CCG to consult stakeholders, patients, and public. Work has been done in a different way, HealthWATCH and the Voluntary Community Sector service users and carers and will be accountable to the MHPB. Deciding together is challenging for lots of people due to new ways of working, there are social determinates which trigger this, and environmental factors to think about. General assumptions need to be challenged.  **Supporting and involving service users**  Co-production is about getting users and carers talking to each other, sometimes having uncomfortable conversations, but it is important to listen to get the best results. Alisdair Cameron gave a very thought provoking presentation asking people to challenge their previous held beliefs and see how we can work collaboratively in partnership with each other. There were five distinct ways this can be achieved.   1. Connect with the people around you 2. Be active 3. Keep learning 4. Give to others 5. Take notice.   Above all have some fun.    Steve O’Driscoll then gave a very powerful presentation, taking us through his life and struggles, and how he has managed to make his life better, now working with Launchpad, which adds structure and purpose to his life.  ‘I take lots of positive risks now and my life is better than I thought it would be’  **Q and A session**   1. Users and carers of NTW are concerned about the closure of local units and moving further afield which is causing anxiety. 2. The new venue work is ongoing and it was decided to try each venue once and then discuss the pros and cons for each before a decision is made. 3. The meeting was felt to be very good, the pace and numbers of speakers felt about right. |  |
| **7** | **Any other business**  H Cowling had been on a visit to hospital looking at quality and assurances, which was very worthwhile, there is a scheme where patient representative are invited to visit hospitals and tour, if anyone is interested them please contact Christianne who will be able to give more information.  111 response, some difficulties with the model nationally, which needs to be adapted over 3 years running, often referrals to out of hours providers are not working for the system or the patient. This could be a theme for a future meeting if people wanted to hear more. | **ALL** |
| **8** | **Date of next meeting:**  The next meeting of the Newcastle West CCG Patient Forum will be held on Thursday 7th May 2015 from 2pm – 4.00pm venue to be confirmed |  |