**Newcastle Gateshead Clinical Commissioning Group**

**Newcastle West Patient Forum**

**Thursday 15 September, 2-4pm**

**Beacon Centre, Westgate Road, Newcastle.**

**Minutes**

**Attendees**

Christianne Ormston (Chair) NG CCG

David Harrison (Chair) Denton Turret Medical Centre

Alison Kitching Practice Manager Grainger Medical Group

David Forrester Patient Representative Denton Turret Medical Centre

Ron Thomas Patient Representative Cruddas Park Surgery

Mary McMahon Patient Representative Cruddas Park Surgery

Honour Cowling Patient Representative Denton Turret Medical Centre

Susan Wheatley Patient Representative Cruddas Park Surgery

Susan Wilson Practice Manager Cruddas Park Surgery

Linda Taylor Assistant to PM Throckley Primary Care Centre

William Lynn Patient Representative Parkway Medical Group

Guy Pilkington NG CCG Cruddas Park Surgery

**Apologies**

Suzy Ballantyne Patient Representative Denton Turret Medical Centre

S H Patient Representative

**In attendance**

Heather Harrison (minutes)

Amy South PROPS

Sandra Adams PROPS

Lindsay Gibbins NGCCG

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| **Item** | **Note** | **Action** |
| **1** | **Welcome and Introduction** CO welcomed everyone to the meeting and said that going forward the meetings would be co-chaired with a representative from the Patient Forum Planning Group, with DF co-chairing on this occasion. CO brought along the North of England, Yorkshire and Humber Commissioning award that the Patient Forum had won for Patient Involvement and thanked everyone for their help in gaining this award. . She also advised that while she was shortly going off on maternity leave until October 2017, CCG colleagues would support the forum through working with the co-chair and the planning group.  |  |
| **2** | **Notes from Previous Meeting** The minutes from the previous meeting were agreed to be accurate after a couple of small amendments.  |  |
| **3** | **Feedback from the Connected People, Connected Communities event and next steps**CO advised that the poster that was created by the Newcastle West Patient Forum at the previous meeting was taken to the event, alongside posters from other groups and was well received. At the event, there were a number of action groups which were formed from the discussions on the day. Involve North East, one of the CCG’s commissioned involvement partners would be following up the agreed actions from the day and evaluate how the event and subsequent work has influenced the development of relationships across Newcastle and Gateshead. The report will be available in January 2017 and it has been proposed that the Patient Forum revisit this topic at a future meeting.  |  |
| **4** | **Update on Deciding Together**Dr Pilkington gave an update about the Deciding Together work that has been on-going for 2 years, engaging with users and carers of people with mental health issues along with members of the public. There is to be a shift from hospital care to more work in communities. In May at the Governing Body meeting it was decided that the Newcastle option of care for adults and older people wards in St Nicholas Hospital in Newcastle was the preferred option. Lots of discussions took place around transport concerns that had been raised and this was taken into account when making the decision. There is work continuing to ensure that people are looked after to keep them out of hospital if possible. Money is an issue as there is not much start-up money available to get this done. There is still a lot of work to be done. |   |
|  | **‘You said, we did’**CO updated the group on progress since the last meeting. There has been greater patient involvement in meetings with co-chairing of this meeting being one outcome. The Forum had been asked to suggest meeting themes and todays theme on Alcohol and Drug support was one suggestion. The Forum were advised that the development of a new Involvement Strategy was progressing, and CO thanked the group for all feedback that had been received. The strategy was now being revised in light of that feedback. There was also to be a review of how the CCG involves the public and patients through its engagement exercises and through meetings such as the Newcastle West Patient Forum. As part of this review, a questionnaire would be shortly circulated to the Forum members, and all views from the group would be welcomed. Coming up there will be engagement on urgent care and end of life. CO advised that Suzy Ballantyne from the Forum had been sitting on the planning group around End of Life engagement and could potentially provide an update at a future meeting. The discussion around future CCG Commissioning Intentions has come around again and it was proposed that the November meeting of the forum be used to explore this. The Forum were advised that building on feedback from last year’s session, the CCG would be looking to provide more .succinct information in advance of the meeting so all attendees could feel better prepared for the discussion.  |  |
| **5** | **Themed Discussion: Alcohol and Drug support and interventions**The role of Newcastle PROPS – Positive Response to Overcoming Problems of Substance misuse.Sandra Adams a families intervention worker and Amy South young person’s worker from PROPS attended the meeting and gave a very thought provoking and powerful demonstration around alcohol and drug support that is commissioned by the Local Authority, but is high on the CCGs list of important things to work on. PROPS try to help support practices in helping their patients.Carers can feel isolated by trying to support family members who may be struggling with addictions and feel ashamed to ask for help. There is a helpline that is dedicated to give support and signpost to relevant agencies who may be able to help the families as well as the user. It is often difficult for a person to identify themselves as a carer rather than a family member helping where they can.Practices can call to find out how to support their patients and also there is literature that can be made available to put up in practices to let people know that these services exist.There is a TED Talk by Johan Hari with a powerful message and you are encouraged to have a look at the following link [here](https://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0ahUKEwjelMSUgqDPAhUlIcAKHYfGDqkQtwIIHjAA&url=https%3A%2F%2Fwww.ted.com%2Ftalks%2Fjohann_hari_everything_you_think_you_know_about_addiction_is_wrong%3Flanguage%3Den&usg=AFQjCNE2Z7VgEgbHc1n-MASlYBAOuLb1rg&sig2=aJ9S1FAVMslXSzV_R8M45w) There was a question and answer session where we heard a very moving story from one of the members of the patient forum.The Patient Forum were asked to consider how they and their PPGs could help support the work of PROPs and ensure that people who could benefit from their services could know where to go. The Forum made the following suggestions:1. Each of the attendees could go back to their respective PPGs and feedback the discussion and the information shared at the Forum.
2. This could be a themed session at Time Out events where all staff from practices across Newcastle attends to raise awareness.
3. This could be raised as a theme at a future practice managers meeting.
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| **6** | **Future Meetings**DF spoke to the group about future meetings, and advised that the Newcastle West Patient Forum planning group proposed a schedule of themes for 2016/17Thursday 3 November – Commissioning Intentions.DF asked the group to think about what they would like to see in the Commissioning Intentions document so their thoughts could be caught early on in the process.February - Connected People, Connected CommunitiesMay – Vanguard Care Homes ProgrammeSeptember – Urgent CareNovember – CancerFollowing a discussion of these themes, it was agreed that this would form the work plan for the Newcastle West Patient Forum for 16/17. Guy Pilkington also raised a further theme about what can the Newcastle West Patient Forum do to encourage better attendance at meetings. AK advised that she would take information back to her own PPG and encourage attendance at the next meeting in November. However, it was also acknowledged by the group that there was still a broader issue around attendance which needed to be addressed, and it was agreed that this should also be covered at a future meeting during 2016/17. |  |
|  | **Any other business**There will be a stand in the Blue section of the Metro Centre on Saturday 17 September about Prostate Cancer awareness from 9 – 5.30pm.Best wishes were offered to CO who is about to start maternity leave and thanks were given for all of the hard work and dedication she has given to the forum. |  |
|  | **Date of next meeting**The next meeting of the Newcastle Gateshead CCG Patient Forum will be held on Thursday 3 November, 2-4pm, Beacon Centre, Westgate Road, Newcastle.  |  |