**Newcastle Gateshead Clinical Commissioning Group**

**Newcastle West Patient Forum**

**Thursday 03 November, 2-4pm**

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

**Minutes**

**Attendees**

David Forrester (Chair) Denton Turret Medical Centre

Susan Wilson Practice Manager Cruddas Park Surgery

Sharon Russell Practice Manager Denton Turret Medical Centre

Malcolm Oliver Patient Representative Throckley Primary Care Centre

Suzy Ballantyne Patient Representative Denton Turret Medical Centre

William Lynn Patient Representative Parkway Medical Group

Margaret Thomson Patient Representative

Linda Taylor Assistant to PM Throckley Primary Care Centre

**Apologies**

S H Patient Representative

**In attendance**

Heather Harrison (minutes), Leah Lamb Involve North East, Alison Thompson CCG, Hilary Bellwood CCG, Jane Mulholland CCG

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| **Item** |  | **Action** |
| **1** | **Welcome and Introduction**  David welcomed everyone to the meeting. |  |
| **2** | **Notes from Previous Meeting**  The previous minutes were agreed to be an accurate record of the meeting. |  |
| **3** | **Draft Sustainability and Transformation Plan (STP)**  Hilary Bellwood and Jane Mulholland from the CCG came to present the update on the draft STP, saying that this would incorporate the Commissioning Intentions as part of the 5 year plan. Main points to note were that this is a refresh of the plan for the next 2 years work. The plan is sue to be singed off by December. The needs and expectations of the public are changing; we are living longer and often require different more complex care. This is the first time that we will be sharing plans across a larger footprint and working more closely with our neighbouring health organisations. They will deliver the Five Year Forward View (FYFV); there should be no change to the services people currently receive. The three gaps that need to change are:   1. The health and wellbeing of the population 2. The quality of care that is provided 3. Finance and efficiency of NHS services.   This will only be achieved by everyone who has a stake in health and care adapting what they do, and working together  By working in partnership with CCGs across the STP we hope to align and reconcile operational plans. Areas of focus in 2016/17 continue to be:   1. Mental Health services 2. Urgent Care Vanguard 3. Care Homes Vanguard in Gateshead 4. Proof of concept model of care in Newcastle 5. Re-procurement of community services in Gateshead   Some concerns were raised about how this can be achieved with the financial pressures that are reported, more work is being expected to be done with no extra finance available.  The patient voice is often not heard by the decision makers. It would be nice to see some evidence of what has happened and results.  One suggestion made by the group was that although a small benefit, would be for someone to collect equipment that is no longer needed, as this often sits in people’s homes when it could be reused saving costs.  My Lynn said that Industrialised on the last slide could be changed to effective as this would be better wording. |  |
| **4** | **‘You said, we did’**  Alison updated the group with work that has been on-going recently.   1. Involvement Strategy has been approved, the survey is now closed and results are being compiled and analysed. 2. Engagement event is taking place on 21 November at the Lancastrian Suite, between 10am and 4pm. 3. Chris Piercy, Director of Nursing Patient Safety and Quality will introduce himself and has responsibility for PPI, he is interested in how the groups can continue and develop. 4. End of Life work done by Involve North East to see if there are any views on what people would like from more marginalised group, i.e. deaf / BME/ HAREF offered support for the BME communities to over 100 people. End of life talks were requested from befrienders and the Chinese community. Involve North East will write up the report which will feed into the End of Life strategy for the end of March 2017, highlights will be brought to the February meeting. 5. Improved pathway for adults with Type 2 diabetes pathway in Newcastle - in early stages of planning, proposed engagement in Spring 2017. 6. Connected Communities – Canny Cities Alastair Cameron from Launchpad developing the idea of Canny Cities - , added challenges to going about town, work local businesses to understand that people sometimes would like a safe quiet area to sit and collect their thoughts in a safe environment. 7. Urgent Care and engagement exercise is being scoped, with surveys for students to raise awareness starting in September 2017. |  |
| **5** | **Future Meetings**  Future meetings will be planned regularly across the year. The next meeting is scheduled for 16 March 2017. |  |
| **6** | **Any other business**  As there was no more business to discuss the meeting was closed. |  |