

Involvement Forum

October 2018

Welcome...



Welcome to the newly refreshed autumn bulletin which we hope you will enjoy. At our last Involvement Forum, which was held on 20th August, we heard an update on Newcastle Gateshead CCG's Estates, Informatics and Workforce. This presentation covered our plans with technology, the challenges which our workforce is facing and how we are trying to overcome these challenges and how we are working to ensure the key aspects of estates are fit for purpose.

Claudene Cetinoglu and Lou Thorpe, from Fulfilling Lives delivered a fascinating presentation which helped us understand more about the programme's aims and objectives and the impact it can have on clients using the service.

Lyndsay Yarde provided a verbal update on Healthwatch activity and David Forrester delivered an educational presentation on prostate cancer; providing information signs and symptoms and also on how to get involved. Thanks to all who presented at the meeting.

Chris Piercy

Executive Director of Nursing, Patient Safety and Quality

**The next meeting is planned for 29th October
at Bewicks B, Gateshead Civic Centre**

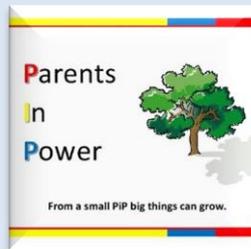
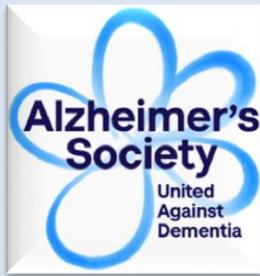
Agenda items for this meeting;

- Chris Piercy – CCG update
- Catherine Horn – Involving children, young people, parents and carers
- Healthwatch information and update
- Public, Patient Involvement Team news and future plans

If you have any health and social care topics you would like to explore at future forum meetings please send us an email with suggestions to; NGCCG.enquiries@nhs.net



Who Attended...?



Q and A Session with Nicola Wakeling, Delivery Project Lead Information Technology



Q1. Does the General Practice online consultation duplicate the NHS 111 online service?

A1. No this online service will complement the NHS 111 service. This is another way of offering consultations. This is not to replace face to face appointments. It is not a live chat however there will be timescales for GPs to adhere to.

Q2. Is the Great North Care Record going to be linked to care professionals, e.g. social care and not just health care?

A2. Yes we are hoping to link in with social care

Q3. Is the child health app linked to the Little Orange Book?

A3. No it's different but they should complement each other.

CCG Update

NHS England Annual Assessment of Newcastle and Gateshead CCG 2017/2018 We are Outstanding!

- NHS England has a statutory duty to undertake an annual assessment of CCGs.
- The overall assessment is derived from CCGs' performance against the Improvement and Assessment Framework IAF Indicators, including an assessment of CCG leadership and financial management.
- Each CCG has received an overall assessment that places their performance in one of four categories: outstanding, good, requires improvement or inadequate, NGCCG has been assessed as Outstanding
- Full details of an individual's CCG's performance against the framework indicators are available on the MYNHS website at (<https://www.nhs.uk/mynhs>).
- The Newcastle Gateshead CCG Annual report and accounts 2017-2018 is available to view online at <http://www.newcastlegatesheadccg.nhs.uk/publication-category/general-plans-and-strategies/>

Gateshead Long Term Conditions Patient Reference Group

- A task and finish group has been established to develop a patient survey to gather feedback on Care and Support Planning
- NG CCG's Involvement Team will be supporting this group from September
- The group is keen to expand and raise awareness of their work
- More will be done to promote their patient stories
- A greater focus on promoting care and supporting planning to patients

Children, Young People and Parents Mental Health Transformation Plan Engagement

Involve NE are currently:

- Mapping of all the CYP and parents groups currently operating in Newcastle and Gateshead; and
- Developing an evidence base of support mechanisms available in other areas of the country
- The timescale for further engagement has now shifted to Jan-Oct 2019.

Looked After Children

- Between 950-1,000 children are looked after (in care) across Newcastle and Gateshead at any one time.
- Newcastle Gateshead CCG commission 2 LAC Health Teams to meet statutory requirements and promote positive health of the LAC population

Current project working with Involve North East:

- Views of Looked after children & care leavers
- Views of Foster carers and residential home staff
- Views of Social workers
- The report was due end of June 2018.
- The report has now been received by the CCG and is awaiting ratification, this report will be circulated in due course to relevant services.

Spotlight on.....

Health Watch Report

Healthwatch produced a report on the Review of Newcastle Gateshead CCG Engagement structures, which was produced in June this year. This has prompted us to assess the recommendations and incorporate the points raised in to the ongoing work we will deliver with the Involvement Forum and the Patient, Public and Carer Engagement Forum, as well as other areas of our work. Please see the changes we have made below based on the recommendations and feedback from forum members;

Our new format to feedback – Our bimonthly newsletter!

Hope you are enjoying it so far – we wanted a less formal way to keep in touch with you between meetings and make sure there was an easy way for you to get in touch with us too!

The establishment of a joint steering group for both forums –

Members of both forums were asked to stand as a representative of their group and make a commitment to attend quarterly meeting to discuss key themes for the forums, ensure their issues a being raised and addressed, and highlight any other areas of concern or scrutiny. We were delighted with the response and have a good mix of people from both public and organisation backgrounds. We will be introducing our members with you in the next newsletter with the 'Spotlight on' them and look forward to planning our first meeting together.

Review of Terms of Reference or Working Together Agreement

One of the first tasks of the steering group will be to review the terms of reference or working agreement of both forums to ensure the groups are fit for purpose and that everyone is happy with the plan, format and structure of the forums.

Other points raised by Healthwatch;

There were some other points raised by Healthwatch – less jargon, more discussion time, more focused themes, user friendly information, and agendas and publicity to be sent out in good time. As a team we have now expanded to four members; Christianne, Norah, Lindsay and Lynne – our new team lead.

We will take responsibly to ensure these points are achieved at each forum event and now have the steering group to act as a scrutiny panel for anything that is missed or areas where we can learn. We are working on improving our publicity via the CCG website and updating the way in which we contact you as a result of GDPR.

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;

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