



**North Tyneside**  
Clinical Commissioning Group

April 2019 - March 2020

# **Patient and community involvement**

Annual report

# Introduction

As a clinical commissioning group (CCG), we want to listen to our patients and local communities to ensure that your views about healthcare services are heard and taken into account in the decision we make.

This is underpinned by a legal obligation (under the NHS Act 2006 and Health and Social Care Act 2012) to ensure that local people have opportunities and comment on the health services we commission. This includes having opportunities to get involved at different stages of the commissioning process, including:

- Planning of commissioning arrangements
- Development of proposals for changes to services
- Decisions which would impact on the way services are delivered, or the range of services available
- Decisions affecting the way we go about commissioning services

We carry out a range of activities to engage with patients and the public. This report is an overview of our work between April 2019 and March 2020. It is a live report which we will update on a quarterly basis.

Below we outline who we have engaged with, how we engaged, and what the results were – as well as setting out some examples of how we have listened to patients and used their feedback in making changes to the services we commission.

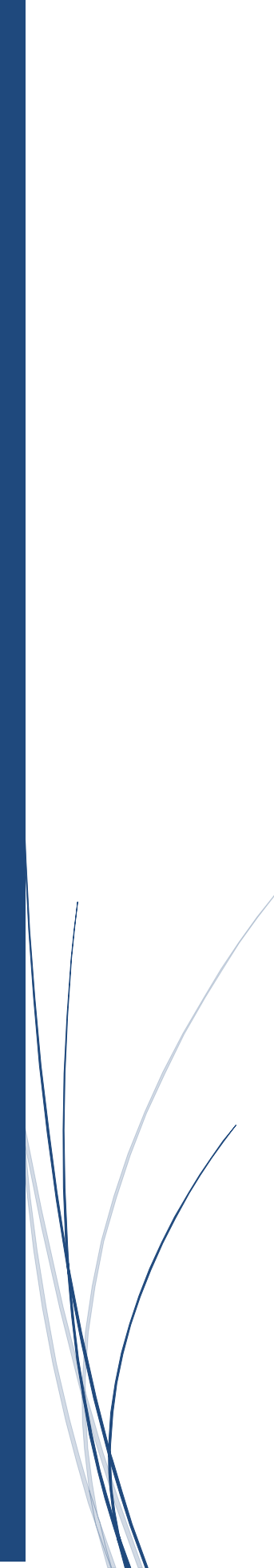
## Governance

The NHS constitution requires CCGs to describe:

- How they involve the public in commissioning
- The principles they will follow in involving the public
- How they will ensure transparency of decision making

These points are set out in our Communications and Engagement Strategy, which is reviewed every year to ensure it is fit for purpose. This strategy underpins all the CCG activity and should be read in conjunction with the CCG Operating Plan, our Equality Strategy 2016-2021 (which includes EDS2) and the Information and Technology Strategy.

More information about equality issues can be found at [www.northtynesideccg.nhs.uk/about-us/equality-and-diversity](http://www.northtynesideccg.nhs.uk/about-us/equality-and-diversity).



The CCG also follows statutory guidance for patient and public participation in commissioning health and care, and this is embedded in the methodology we use. This requires us to follow ten principles outlined by NHS England (2018):

1. Reach out to people rather than expecting them to come to you and ask them how they want to be involved, avoiding assumptions.
2. Promote equality and diversity and encourage and respect different beliefs and opinions.
3. Proactively seek participation from people who experience health inequalities and poor health outcomes.
4. Value people's lived experience and use all the strengths and talents that people bring to the table, working towards shared goals and aiming for constructive and productive conversations.
5. Provide clear and easy to understand information and seek to facilitate involvement by all, recognising that everyone has different needs. This includes working with advocacy services and other partners.
6. Take time to plan and budget for participation and start involving people as early as possible.
7. Be open, honest and transparent in the way we work; tell people about the evidence base for decisions, and be clear about resource limitations and other constraints. Where information has to be kept confidential, explain why.
8. Invest in partnerships, have an ongoing dialogue and avoid tokenism; provide information, support, training and the right kind of leadership so everyone can work, learn and improve together.
9. Review experience (positive and negative) and learn from it to continuously improve how people are involved.
10. Recognise, record and celebrate people's contributions and give feedback on the results of involvement; show people how they are valued

This document details how we fulfil these requirements. The CCG has a vibrant Patient Forum which reports directly to the CCG's Governing Body.

## **Lay members**

The CCG's Governing Body currently has three lay members, one of whom leads on patient and public engagement. This helps to ensure we listen to the voice of local people and create opportunities for patient and public empowerment in our work.

Our lay members are:

### **Mary Coyle MBE DL (Deputy Lay Chair)**

Formerly Chair of North Tyneside Primary Care Trust and Vice Chair of NHS North of Tyne, Mary is a freelance leadership consultant who moved to Tyneside from Northern Ireland over 40 years ago.

Mary is Deputy Chair of the Governing Body, Chair of the Quality and Safety Committee, Chair of the Primary Care Committee and Chair of the Remuneration Committee. She is also a member of the Audit Committee. Mary's contractual commitment to the CCG is a minimum of one day per week.

### **Eleanor Hayward (Patient and Public Involvement)**

Eleanor is Chair of the Patient Forum, Chair of the Finance Committee and a member of the Remuneration Committee. She has had a long and varied career in the NHS and local government, mainly in the field of human resources and development.

### **Dave Willis OBE (Audit and Governance)**

Dave is an accountant by profession and worked as a senior manager at the Department of Work and Pensions until August 2019.

He was the Audit Chair for the North Tyneside Primary Care Trust and for NHS North of Tyne Joint Board prior to being appointed as the Lay Member for Audit and Governance at North Tyneside CCG.

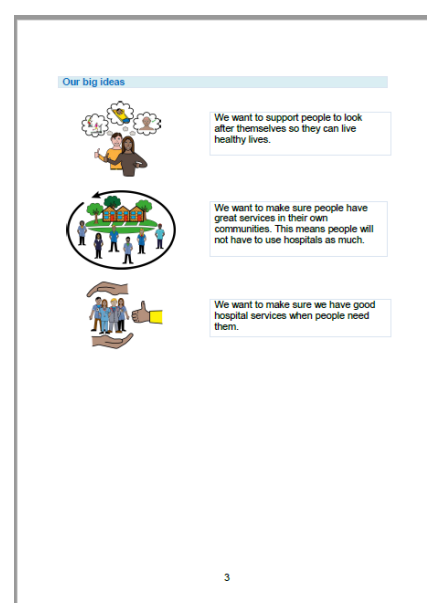
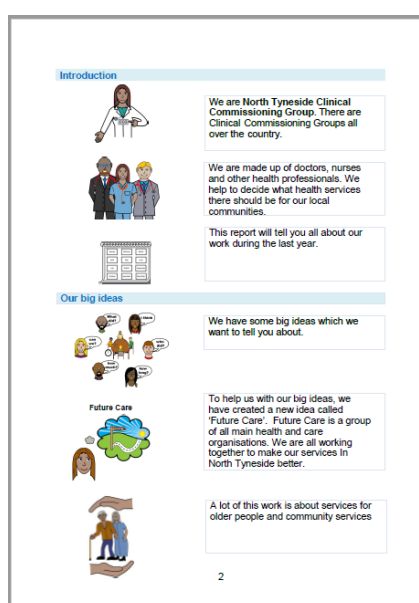
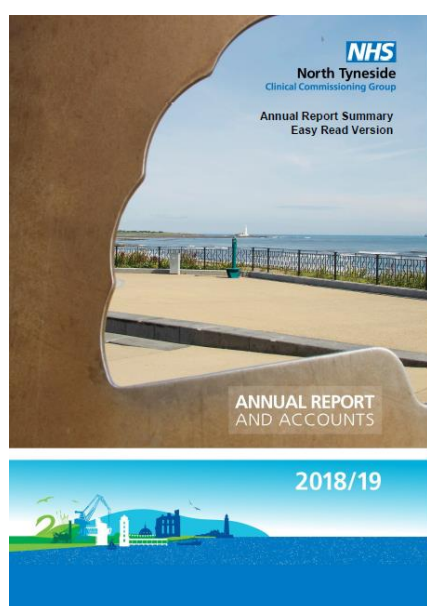
Dave is the Chair of the Audit Committee and a member of the Finance Committee. Dave also chairs the Independent Funding Request Panel for the Northern and North East CCGs.

## Annual reporting

The CCG publishes an annual report, which outlines our work for the year and some of our key areas of work, as well as a shorter summary designed for busy people, and an 'easy read' version.

These are available in a variety of formats if requested. All three documents are published on our website – just visit [www.northtynesideccg.nhs.uk](http://www.northtynesideccg.nhs.uk) and search for 'annual report'.

In addition, this report provides information about who we have engaged with, and the difference our public involvement work has made.



## Involving people in our day to day work

We engage with community and voluntary sector organisations, local community groups and patient participation groups throughout the year. We invite participation and listen to what people are saying.

We do this routinely through a range of forums to reach as broad a range of people as possible.

## Community Health Care Forum

The CCG commissions North Tyneside Community and Health Care Forum (CHCF) to support our engagement work and help us listen to people in our borough. The forum is closely linked to a range of local networks which has grown and developed through 25 years of engagement work.

This includes providing current and timely local health and social care information in flexible and appropriate ways groups and organisations supporting hard to reach groups in our community.

## Patient Forum

The patient forum includes representatives from the 26 North Tyneside GP practices, with members drawn from the practices' own patient groups. Most practices have active patient groups with meetings throughout the year, while some others run virtual groups to engage with their patients.

Agenda items for the patient forum include areas of the CCG's work and priorities, alongside issues raised for discussion by members. As a result of members' areas of special interest, (which are identified within development sessions and inductions), members are able to match with specific CCG issues of interest to them, with a series of smaller working groups helping to enable more in-depth discussion and influence. The current patient forum specialist sub-groups include:

### Mental health working group

North Tyneside Life Recovery College is a service for people with mental health problems, based at the Linskill Centre in North Shields. It promotes skills and confidence for students and volunteers, and members receive regular updates on developments.

### Self-care and wellbeing working group



Back pain workshops are held around the borough, led by physiotherapists and aimed at patients newly diagnosed by their GP and referred to the service for professional information and guidance. Members have contributed to a self-care video to be displayed on GP practice screens in the region.

### **Future care working group**

Members recently visited both the Urgent Treatment Centre at North Tyneside General Hospital and the emergency care hospital and ambulatory care unit at the Northumbria Specialist Emergency Care Hospital. The patient journey through ambulatory care was explained as triage, followed by clinical assessment within the department each leading to the outcome.

### **Communications working group**

Members continue to support the CCG with communications as well as producing a quarterly newsletter.

### **End of life working group**

Members of the group have contributed to a new leaflet about care and support for people living with a life-limiting illness. The leaflet describes the services available to palliative care patients.

### **Innovations working group**

This is newly formed group supports innovation and technological developments in the CCG. Members with a specific interest share their time and expertise to ensure initiatives are appropriate to patients.

Overall, the patient forum acts as a 'critical friend' to the CCG and its governing body. Members are encouraged to challenge and debate throughout all engagement processes.

As a constituted group, the forum's strength lies in its members' dedication and commitment, as well as their clear passion for local health services.

All working groups and related topics are decided by forum members, with reference to the CCG's strategic plan and priorities. Members also co-produced an information pack for members during the year.

During the year, we offer a range of specific engagement opportunities for the groups, and the community health care forum tailors its activities to suit the groups' requirements. This may be in the form of one-to-one sessions, small focus groups, questionnaires or attendance at their meetings or a venue of their choice.

We make every effort to protect confidentiality and enable participants to remain anonymous if that is their wish, while at the same time ensuring that their views are recorded. Some of our key areas of engagement are outlined below.

## Hear My Voice

A new key area of involvement is the 'Hear My Voice North Tyneside' initiative. It is a new project launched by the CCG to help patients, family members, carers and staff to describe their experience of receiving and delivering health care.

The CCG has supported the project by purchasing a license to use SenseMaker, an online survey tool that collects quantitative and qualitative data, combining them to produce uniquely insightful information.

The project is one of the ways in which we can strengthen a culture of partnership and collaborative working, by integrating the feedback we receive into shaping and delivering services for the future.

Community and voluntary sector groups and patient forum members have helped to shape, test and pilot Hear My Voice. Bertram Grange Community centre mothers and toddlers group (pictured below) also tested the website.



## Healthwatch

Healthwatch North Tyneside plays an important role in representing the views of our residents at many forums and groups.

A key example of this is the Future Care Programme Board, which is responsible for the system wide transformation programme for North Tyneside.

During the year, Healthwatch led a piece of work to better understand what local people do when they fall ill, and help us understand the patient experience of accessing urgent and emergency services.



The project involved engaging with people in waiting areas in two local Emergency Departments and the Urgent Treatment Centre, as well as surveying local residents about their experiences of accessing GP practices and use of NHS 111.

Healthwatch published reports on its findings and gave a presentation the Future Care Board meeting in January 2020. A number of themes emerged from this work, including concerns about access to GP appointments. Many people felt that the advice about which service to access was confusing, and said they had experienced difficulties with the booking system for the Urgent Treatment Centre.

This feedback was consistent with similar feedback received by the CCG. As a result, we commissioned a pilot initiative providing an online GP appointment service. This is outlined in more detail on page 12.

Communications messages about urgent and emergency care services are in line with national guidelines, but we work with stakeholders and our communications team to look at ways to simplify the message wherever possible.

In addition, we are working with the Northumbria Healthcare NHS Foundation Trust, which provides the Urgent Treatment Centre service, improve access to the service and ensure the best possible patient experience. This has led to a joint action plan setting out how some clinical aspects of the service can be improved, and we are working together to put these plans into action.

### **Future Care programme board**

Working with our partners, we have co-produced North Tyneside Future Care - a vision for the future of health and care services locally. The Future Care vision is based on a commitment to person-centred patient delivery, building on existing services and developmental work, to deliver care closer to home.

The 'closer to home' approach lends itself to a model of integrated, place-based commissioning, which is consistent with the goals set out in the NHS Long Term Plan.

The Future Care Programme Board includes members from the CCG; North Tyneside Council; Northumbria Healthcare, Cumbria, Northumberland, Tyne and Wear Foundation Trust, Newcastle upon Tyne Hospitals and North East Ambulance service Foundation Trusts; Healthwatch North Tyneside; VODA (Voluntary Organisations Development Agency); and the Community Health Care Forum.

## Continence services for children

The CCG regularly attends the SEND (Special Educational Needs and Disabilities) patient forum, to share information with parents and carers as well as listening to feedback about services.

During the year, forum members raised concerns the existing continence service, which did not provide a service appropriate for children with special needs.

As a result, the CCG has moved to commission an additional new continence service for children with special educational needs and disabilities.

This service will provide support for children to manage their bowel movements and help parents to develop coping strategies. The service will improve children's health by reducing the impact of continence issues in their lives and minimising the effects on their bodies.



## Special Educational Needs and Disability (SEND) youth forum

CCG staff have worked closely with the SEND Youth Forum to promote annual health checks for young people aged 14+ with a learning disability, as the uptake of annual health checks among children with special needs is low.

This is a priority area for the CCG, as these children are a vulnerable group whose health would benefit from an annual check. Working together, we shared questionnaires with the children's short break home and Joint Special Schools Council, which showed that many children and families did not know they were entitled to an annual health check or what is involved.

We delivered a practical training session so that forum members could talk confidently about health checks with their peers and encourage more people to take up the health check. Feedback from the forum has now developed into an action plan to inform and engage with more children and young people with learning disabilities.

## North Tyneside cancer plan

A key part of our cancer plan for 2017-2021 focuses on patient experience. As part of the engagement and experience strategy, we set up a group co-design an engagement strategy. A series of engagements events have taken place, giving service users and carers a chance to have 'conversations on cancer'.

The group has developed terms of reference and established a partnership bringing together the CCG, Northern Cancer Alliance and Cancer UK.

Group members have attended asset-based commissioning (ABC) training, and identified ways of engaging and feeding back to participants. These include using a visual note taker who relayed conversations back to the group. The feedback was shared with the other work streams involved with the cancer plan, as well as the Health and Wellbeing Board.



Findings from a cancer plan event in March 2019

## 'Easy read' annual report

NHS annual reports are very detailed documents, so we created an 'easy read' version to make ours more accessible for a wider audience. We asked for feedback from members of the patient forum as well as an easy read specialist in health to ensure the report was suitable, before publishing it on the CCG's website.

We were pleased to see that NHS England highlighted our easy read annual report as an example of best practice in patient and public participation.

## Integrated frailty pathway

Patients and carers told us that existing frailty services are unclear and complicated, so we are working with a range of partners including providers, patients and carers to review the frailty pathway and improve it for the future.

Our aim is to provide a new integrated frailty pathway which will be seamless across acute, primary and secondary care settings. We are co-producing this model with patients, forum members, Northumbria Healthcare and Newcastle upon Tyne Hospitals Foundation Trusts, Healthwatch, North Tyneside Council, TyneHealth, the Community Health Care Forum, and Cumbria, Northumberland, Tyne and Wear Foundation Trust.

Over 130 people attended our first event, with further stakeholder events planned for the near future.



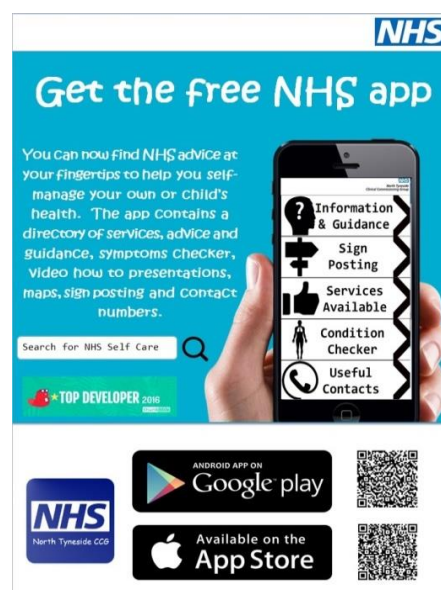
## Commissioning intentions

Every year the CCG produces a document describing its key priority areas for commissioning services. The patient forum takes the opportunity to influence the CCG's priorities by considering its Commissioning Intentions document, as well as receiving regular commissioning updates throughout the year.

The CCG attends the North Tyneside 'Working With' group - a council and voluntary sector collaboration consider health and social care issues - to provide opportunities to debate the document and suggest improvements.

## Self-care app

The patient forum helped to develop the CCG's self-care smartphone app, and has helped to maintain and improve it since it was first published in 2016-17.



## Online GP appointments

When the CCG received feedback from patient groups about the challenges patients were facing with accessing GP appointments, we took action to explore options that might help.

Patient forum members, CCG staff and GPs attended a presentation from LIVI, a company called which offers an online GP appointment system. Our aim was to explore whether to implement an online appointment system locally ahead of the national requirement for practices to offer a video consultation option to patients by 2021.

Forum members asked a range of questions about how the system would work and its implications for information governance. Forum members were enthusiastic about the project, and the CCG has now commissioned LIVI for a pilot initiative in North Tyneside.

Further workshops will be arranged in the coming months so that patient representatives can view live demonstrations and ask questions.

## You said, we did

The community and voluntary sector asked for ways to promote their engagement and activity opportunities in GP practices. The North Shields Wellbeing Co-ordinator worked with the CCG to produce a pro forma to enable this to happen.

Forum members also visited the Care Plus service, which supports the health and wellbeing of frail and elderly residents, to hear about service developments and to share their experiences. Members continue to visit at six-monthly intervals. This was followed by a visit to consider the patient journey at the new ambulatory care unit at the Northumbria Specialist Emergency Care Hospital.

Following an extensive consultation, we worked with stakeholders to review our urgent care centre provision. Feedback had been clear that people wanted a single site in North Tyneside which would meet their needs.

Following further engagement, the contract was awarded to Northumbria Healthcare NHS Foundation Trust to provide urgent treatment services at the North Tyneside General Hospital site on Rake Lane in North Shields.

Patient Forum members asked if they could visit the service at regular intervals to find out how well the system works for patients. Service staff expressed their appreciation for the members' input and considered their points for improvement.

The CCG has taken the suggestions into account, along with similar feedback from Healthwatch report, and is working with the trust to make improvements.



## **Learning disabilities forum**

The CCG has set up a learning disabilities health forum, with representatives from the council, public health, Northumbria Healthcare and LD:North East. This group has used its networks to identify and feed in issues for consideration by commissioners.

For example, the group considered concerns that some patients with learning disabilities are unaware that they have the option of an annual health check, and might benefit from an 'easy read' guide to the checks.

Forum members created a set of easy read guides around what to expect from an annual health check, as well as other procedures which supports people with learning disabilities and their carers.

## **Looked after children project**

Our designated nurse for looked after children attends the North Tyneside Children in Care Council. Through these discussions, looked after children said that they would like an electronic tool to help them develop their skills to manage their own health needs ready for when they live independently.

These skills include issues like managing medication, exercise, sleep problems, healthy eating, drugs and alcohol, and emotional health.

After listening to their ideas, the CCG worked with University College London to develop the tool, which is provided for looked after children in North Tyneside when they have their annual statutory health assessments.

The tool, known as MyHealth, was launched by the Children in Care Council and was later highlighted as an innovative project at a Royal College of Nursing conference.

## **Together in a crisis**

A review of the pathway for people in mental health crisis focused on ensuring that people get timely access to the right services for their needs.

Carried out in partnership with Healthwatch, the review aimed to gather patient and carer input to help improve the pathway where possible as well as informing future commissioning decisions.

One key suggestion was that patients would benefit from a low-level crisis support service - for people who feel they are experiencing a mental health crisis but do not reach the threshold for access to the crisis team.

The CCG listened to this suggestion and commissioned a service called Together in a Crisis, provided by Mental Health Concern. The service links closely with the Cumbria, Northumberland, Tyne & Wear Foundation Trust's crisis service, but provides support and signposting to people who do not meet the criteria for the crisis team. Early evaluation has shown that patients now feel more supported and more aware of the services available to them.

### **Reminiscence Interactive Therapy and Activities – 'RITA'**

During the past year, local nursing and care homes reported increasing levels of distress and anxiety from residents with dementia. With an ageing population and increasing prevalence of dementia in North Tyneside, we commissioned the new 'RITA' system for the borough.

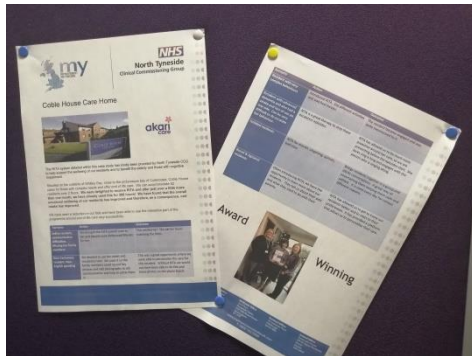
RITA is a touch screen PC and tablet system, pre-loaded a bank of music, films, videos, games and even iconic speeches, which can be tailored to individual needs. The impact on individuals using RITA as part of their personalised care has been immense.

One care home has explained how they have used RITA to help settle a non-English speaking resident. Family members have recorded key phrases to help members of staff communicate with the resident, which is helping her to settle into her new life at the home. The family have also included family photos, which are helping to calm the resident and also helping the care home staff to understand more about the resident's life.

Feedback from another home detailed difficulties they were encountering with a male resident who would place himself on the floor when he was bored and wanted attention. Since using RITA his carers have reported that he is much more active and engaged, and no longer places himself on the floor through boredom.

We have gathered feedback on RITA from residents, family members, care home staff and managers through a range of interviews, surveys, roadshows and billboards. This has helped us to identify a wide range of clinical benefits, including a reduction in resident falls, a reduced need for one-to-one care, less agitation and challenging behaviour, and a reduction in the length of time that patients are staying in hospital.

RITA's benefits to the patients include feeling calmer, more stimulated and less isolated. It also provides residents with more opportunities to share experiences with staff and others. The system is also helping care home staff to get to know the residents better.



## Voluntary and community sector grants

The CCG has created a £500,000 grants programme to help local groups improve people's health. Successful applicants for larger grants were DePaul UK, Linskill and North Tyneside Community Development Trust, Age UK/YMCA and Meadow Well Connected.

Small grants were awarded to North Tyneside Arts Studio, Walking With, Acorns, Wallsend Memorial Hall and People's Centre and Family Gateway.

The DePaul UK's project is focussing on offering extra mental health support to young homeless people in North Tyneside. This seldom heard group are disadvantaged and face health inequalities which we want to address. Funding this support will help young homeless people to access health services more easily.

## Training

The CCG has helped a variety of stakeholders to access training to support public involvement. Groups have included CCG staff, GPs and practice staff, nurses, clinicians, patient forum staff and members, and volunteers. Some of the courses over the year include:

- Equality and diversity (mandatory for all CCG staff)
- Conflict resolution
- Customer care
- Managing difficult people
- Make every contact matter
- Communication skills
- Public Voice Training'
- Ten steps to better public engagement and participation
- Influencing across systems
- Deaf awareness
- Carers
- Health Inequalities
- The Commissioning Cycle

We have also run a general practice leadership programme, including modules on effective communication and engagement in general practice.



## Recovery College

In 2019, a new Recovery College was developed, offering a range of 'social action' programmes for people in North Tyneside who have mental health needs.

A 'social action' approach focusses on people's strengths, identity and potential, rather than their medical diagnosis. It draws on their own experiences to support others and recognises the valuable role people with their own personal experience can play in ensuring services are designed around people's needs.

The programme developed was:

- Designed in collaboration with people with personal and professional experience of mental health problems
- Open to everyone, free of charge (individuals, family members, carers, professionals)
- Different, but complimentary to, the support provided by professional-led treatment services

Based on the feedback we received on a similar service in 2017, we ensured that the new service would include a dedicated Recovery College Worker.

A wide range of people were involved in the research and consultation around the new service, with individuals and representatives from various organisations working together in a steering group.

The service began in September 2019 and has proven very popular with very good feedback received so far. As a result, we have committed additional funding to the service which will allow the Recovery College to expand the range of activities and programmes on offer and for additional venues to be considered.

The College's prospectus will be designed in consultation with mental health service users.

## Feedback and evaluation

Local people and organisations play an important part in helping us develop high quality services that meet the needs of local residents. Feedback and evaluation is essential in our work and is a key part of our communications and engagement strategy.

There are a number of opportunities that we use for feedback:

### Video footage

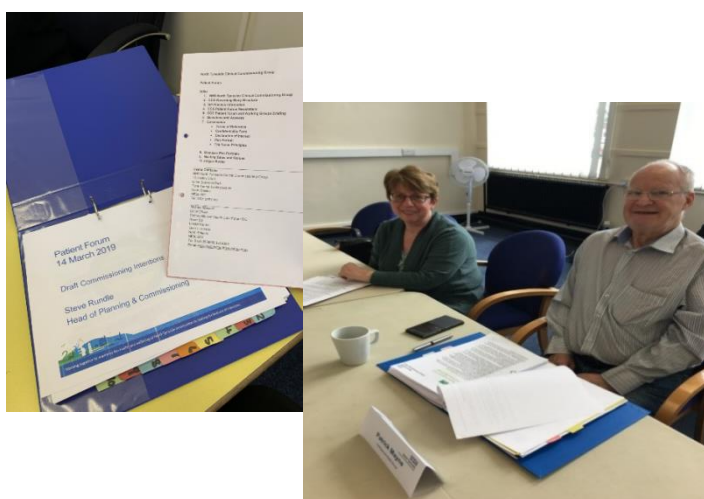
We have commissioned a number of videos to help us share information with patients and the community in an exciting and accessible way. The videos are played in a number of locations, such as practice waiting rooms and CCG buildings, to help us reach a wide audience.

We have worked with VODA, North Tyneside Council, public health colleagues and local Primary Care Networks to develop a video providing an overview of health and wellbeing in North Tyneside. The video includes interviews and clips from a variety of health professionals who discuss long term plans for North Tyneside and how the local health and wellbeing community is being supported.

### Website

Our website helps people get involved in the CCG's work in variety of ways. By using the 'Get involved' section, people can find out more about the patient forum, the different working groups, individual practices' patient forums and our public meetings.

Patients can also make complaints or share compliments using online forms.



## Community Health Care Forum

The patient forum champions the importance of patient and public voices and helps us to ensure that local people have a say in the services we commission. The forum holds a number of development sessions during the year, where members can receive training to meet their needs.

The last development session of the year is normally an opportunity to review the actions and events of that financial year. The summary from 2019/20 is below

### North Tyneside CCG Patient Forum Achievements 2019



**For general enquiries, please contact us in the following ways:**

**Write to us at:**

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