

Issue 7

March 2021

**Patient Forum Bulletin**

**For Practice Patient Groups in North Tyneside**

Welcome to the latest edition of the Patient Forum Bulletin in which we update GP Practice Patient Groups about what’s happening in the Forum. The COVID-19 Pandemic continues to impact on us and the way we work and we continue to meet by video using Microsoft Teams for both Forum meetings and for our working groups too.

**Patient Forum meeting 11th March 2021**

The Patient Forum met on 11th March using Microsoft Teams and were joined by Dr Lesley Young Murphy and Steve Rundle from the CCG together with Kate Byrnes from Northumbria University.

**North Tyneside Vaccination programme update**

Steve Rundle Head of Planning and Commissioning and CCG and COVID-19 Vaccination Lead NHS North Tyneside CCG updated the Forum on the North Tyneside vaccination programme. This is a collaboration between the CCG, North Tyneside Council, Tynehealth, Northumbria Healthcare NHS Foundation Trust, VODA and other partners and continues to be a great success.

At the time of the meeting 71,000 residents in the publicised cohorts had received their first vaccine and 2,000 residents had received their second dose.

All 31 older-adult homes residents have received their first dose between 30 December and 14 January, additional visits are made every Thursday to vaccinate residents who may have been too poorly during this time scale.

Housebound residents’ vaccinations in the borough are complete as are health and social care front-line staff.

The logistical planning and partnership working is undoubtedly an amazing achievement. In addition the VODA volunteers continue to be invaluable carrying out their role of marshalling and giving out information.

Forum members took an active part in shaping a question and answers sheet on COVID vaccinations for residents which would also be used as key messages on social media.

For more information on COVID-19 vaccination visit the NHS website [here](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/)

**CCG update**

Dr Lesley Young-Murphy Executive Director of Nursing and Chief Operating Officer

For NHS North Tyneside CCG advised the Forum that the CCG in conjunction with partners in the borough including Hospital Trusts, the Local Authority and Primary Care Networks are working together to get services back on track following the pandemic. Priorities have been identified and a recovery plan formed for services relating to children and young people, working age adults, older people and transformation programmes for mental health and learning disabilities and autism.

**Livi**

Livi is the online GP appointments choice for North Tyneside patients. Forum members as well as members of the public had voiced their concerns about a recent Overview and Scrutiny Committee meeting, viewed on social media. Lesley confirmed factual inaccuracies have been corrected and a very positive meeting with the chair of that committee has taken place.

A robust evaluation is planned and so far over 4300 patients have used Livi, around 50% have responded to the survey and rated it very highly, either four or five out of five.

The CCG has been shortlisted in two categories as part of the Health Service Journal Value Awards 2021 for their innovative partnership with Livi on providing video consultations on a CCG wide footprint.  The two categories are ‘Service or Commissioner led service redesign initiative’ and ‘Operations and performance initiative of the year’.

The CCG partnership with Livi was the first of its kind nationally and is an example of how patient feedback was used to commission a service which was needed and ever more so when the pandemic hit.  Awards will be announced in June.

**Kate Byrnes – Northumbria University**

**Care Homes research update**

Kate confirmed the study is being carried out to develop a better understanding of incident reporting in care homes and co-design a systems-level response to safety issues for patients transitioning from hospital to care home. It is envisaged that findings will inform policy and practice. The research will take place between January 2021 and December 2022 in North Tyneside and Cornwall.

The project will review how care homes respond to safety incidents. This will include looking at existing policies, how reports are captured and what technology is used.

In addition it will work with identified care homes in North Tyneside and Cornwall and care home staff will be asked how they report incidents. Interviews are now underway.

**Useful Links**

[www.northtynesideccg.nhs.uk/](http://www.northtynesideccg.nhs.uk/)

[www.healthwatchnorthtyneside.co.uk](http://www.healthwatchnorthtyneside.co.uk)

[www.ageuk.org.uk/northtyneside](http://www.ageuk.org.uk/northtyneside)

[www.voda.org.uk](http://www.voda.org.uk)

[www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)

[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

[my.northtyneside.gov.uk/category/1429/coronavirus-covid-19](https://my.northtyneside.gov.uk/category/1429/coronavirus-covid-19)