

FEBRUARY 2017

NEWSLETTER



TyneHealth is the GP Federation for all 29 GP practices in North Tyneside.

We want the people who live here to be happy and healthy, and we work to deliver primary and community care to achieve this. North Tyneside is an OUTSTANDING healthy community. Two hospital foundation trusts (Northumbria Healthcare NHS Trust and Newcastle upon Tyne Hospitals NHS Trust), a mental health foundation trust (Northumberland, Tyne & Wear NHS Trust) and five out of 29 GP practices in North Tyneside have been rated as "OUTSTANDING" by the Care Quality Commission (CQC). Amongst GP practices, this is an extremely high proportion (17%) compared with the UK average of 4% of GP practices rated outstanding.

Winter Pressures – what Primary Care is doing about A&E

There's been a lot in the papers and on the news about NHS and winter. The International Red Cross declared a "humanitarian crisis" in England because hospital A&E departments aren't able to cope with the numbers of people arriving. GP Practices are working hard with hospitals to resolve this.

A&E – the scale of the problem

For North Tyneside (population 217,000 population), over Christmas and New Year (Wednesday 21st Dec to Wednesday 4th Jan) between 210 and 290 people went to A&E per DAY. Some really need to be in hospital, to get the support which they can't get in the community; but some would be better supported closer to home.

Primary Care over the same period

Primary Care is the first part of the NHS ("Primary" meaning First), the bit closest to our community. It consists of GP Practices, Community Pharmacists, Opticians and Dentists. GP Practices recognise the demands on the health service at this difficult time of year, and make adjustments. We reduce the number of routine appointments (annual reviews, check-ups, other reviews and follow-ups) and increase the number of "book same day" (effectively, "walk in", but you know what time you will be seen by phoning ahead) appointments.

Contact

Hugo is Chief Executive, and you can reach him on hugo.minney@nhs.net, and Claudia Kern is Administrator on Claudia.Kern@nhs.net. We're based at Monkseaton Medical Centre and you can phone **0191 252 1616** Option 4 to reach us (although we'll apologise in advance that we're often in meetings with CCG, Council, Partners and other organisations).

For example, many GP practices keep routine appointments 8:30am – 9:30am, then if you phone the practice you are able to book a same day appointment from 9:30 onwards. This helps to relieve the pressure on A&E.

During the Christmas/ New Year weeks, to relieve the pressure on A&E, GP Practices in North Tyneside have made available at least 800 "book same day" appointments per DAY. This is over 3x the number going to A&E. TyneHealth even provided GPs over the 4 day Christmas weekend and 3 day New Year weekend so you could be seen by a local GP, in a local GP practice, with your medical notes and history available.

Please consider ringing your GP first next time. Ring your GP practice. GP practices already see over ¾ of all patient contacts in NHS, so they are very busy. Please be patient with your GP practice as they will always try and fit you in where possible.

North Tyneside Care Plus

It is always a challenge to provide enough support in the community. Complex patients who need more intensive input from health and care services can end up in A&E when there may be alternative support that would be more suited to them.

So the GP practices with North Tyneside CCG (which is NHS equivalent of the council) have developed a specialist service to look after people who are particularly frail for a period of time. We want to keep people in their own homes, amongst their family and friends, with the support and activities they are comfortable with.

We have GPs who specialise in frailty, and we coordinate the whole team of health and care professionals to give the extra support needed, including pharmacist, Occupational Therapy (OT), Personal Independence Coordinator, Community Matron, District Nursing, Social Services, people who are employed by the hospital, the voluntary sector, the local authority but all work together.

North Tyneside Care Plus Continued...

This is extra support for your GP Practice. People who are suitable for this service will be asked by your GP practice if you want to be referred in, and you should talk with your carers to help you decide. Examples of when you should consider this extra support are when: you've had a stay in hospital following an emergency admission; you are visiting/ phoning your GP practice more than once per fortnight; your symptoms are much worse than usual.



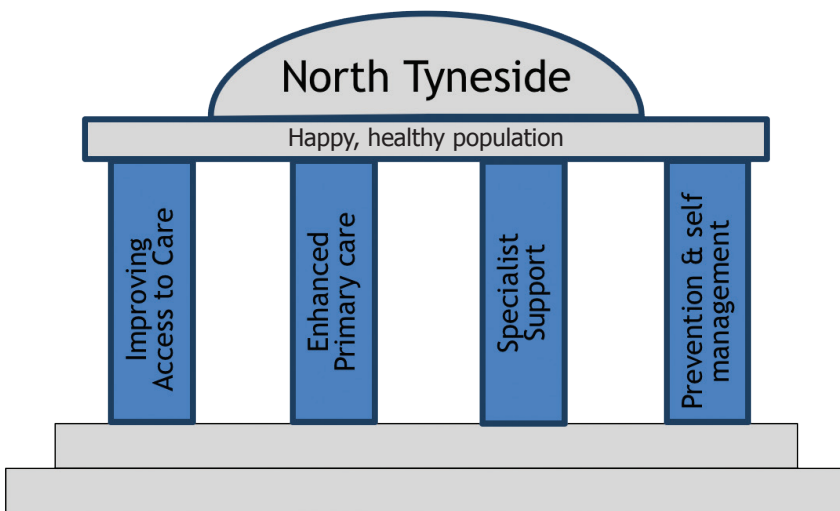
The team from Care Plus will give you the extra intensive support for a few months and get you back on your feet. It saves going into hospital where family and friends have difficulties coming to see you and where you have to make arrangements to look after things at home. It hopefully keeps you well.

Care Plus is still a pilot and it's currently only looking after patients on the coast (the whole area to the East of the A19, ie St Mary's, Monkseaton (north and south), Whitley Bay, Cullercoats, Tynemouth, Preston, Chirton, Collingwood and Valley, and most of Riverside Wards). We hope to expand it to cover the whole of North Tyneside although it is a challenge coordinating all these teams from different places and recruiting specialist senior doctors.

Planning ahead – the Tripartite Primary Care Strategy (3PCS)

During 2016, North Tyneside CCG, Newcastle and North Tyneside Local Medical Committee (LMC) and TyneHealth worked together with member GP practices to develop and refine a strategy for Primary Care. This strategy document is available from <https://portal.gpteamnet.co.uk/Library/ViewItem/5d6c8f16-19ef-4256-ae3b-a6f5012750f0>.

During the autumn, we put forward some ideas for what we could do quickly, and during the first half of 2017 we're putting some new ideas in that will help NHS through these challenging times.



They are only a few things at first because we need to recruit and train staff, and make sure the new pathways are safe and better for patients.

You'll hopefully find in the future that GP practices are able to do more things in the practice and to refer you on to the most useful and helpful services near to your home, in your community (ie the resources needed will be where they are most effective). This newsletter will keep you updated. Please also talk to your Patient Group representatives to find out what your own GP practice is planning.

Who is TyneHealth, and who do you Contact?

TyneHealth is a members' association, tasked with employing teams to deliver Primary Care At Scale and with designing the services and care pathways that can be delivered in General Practice. We want to get more resources into General Practice so we can deliver your care more effectively closer to home. Our board includes representatives from each of the four "localities" (the four parts of North Tyneside you get if you divided North Tyneside using the Coast Road and A19). Including at least one GP from each locality, and one other. TyneHealth is also involved with the medical research carried out with patients in North Tyneside, and the staff education and Continuous Professional Development (CPD).

Board Members (and their GP practice)

Dr Kerry Burnett (Chair) (Park Road), Darren Berry (Woodlands Park), Dr Jane Derry (Collingwood), Karen Iliadis (Portugal Place), Sylvia McKeag-Smith (Marine Ave), Les Miller (Appleby), Dr Jake Pearson (Whitley Bay), Hugo Minney (Chief Executive – based at Monkseaton). Research Lead is Dr Justine Norman (49 Marine Avenue)