

November 2017

# NEWSLETTER



**All 29 GP practices in North Tyneside are members of TyneHealth, the GP Federation. We're part of the NHS – National Health Service – and as well as supporting our members, we also provide some services. You can find out what we do on [www.TyneHealth.org.uk](http://www.TyneHealth.org.uk).**

## North Tyneside Tripartite Primary Care Strategy

NHS is going through a lot of change at the moment. This is partly because of the cost of hospital care, and partly because NHS is so successful that people are living with long-term conditions (such as diabetes and heart disease) that we would previously have died from.

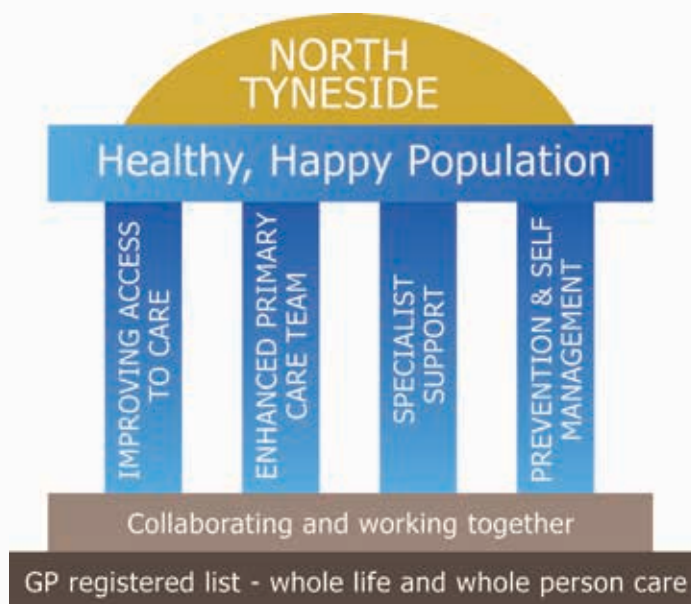
But TyneHealth, and our GP practice members, believe that the best care is also often the lowest cost. If we can keep you well, or as well as possible, then you live life to the full and at the same time you don't need expensive treatment.

We want you to have "Years in your Life, and Life in your Years".



## But there's no money, how can we plan?

The GPs in North Tyneside want the best for the people we serve – we want a Healthy, Happy Population. Along with other parts of the NHS, we developed a Strategy (the design for a plan) which means we can make this happen.



It has a strong foundation (the two most important foundation stones are shown above, and there are more), and four main areas into which all of our projects (new services, new ways of working, different ways of working) will fit, and these four pillars support the aim.

## What's happening now?

So the Tripartite Primary Care Strategy (3PCS to its friends) is a design for a plan – a strategy. You can download it from TyneHealth's website and from North Tyneside CCG's website.

But the strategy was agreed and published in April 2016 – what are we doing about it now?

During the autumn of 2016, the 29 practices and CCG worked in groups, Primary Care Homes (a group of practices that form a community to serve a population of people around 50,000 because you can plan more easily on that scale) and came up with 74 new ideas that would improve care. Patients have already been referred into two new community pathways – so if you might have a Deep Vein Thrombosis (DVT – caused mainly by sitting in one position for too long) then you often won't need to go all the way to Cramlington but can be seen in a GP Practice near you by a specialist GP; and if you unfortunately suffer from menorrhagia (inter-menstrual bleeding or IMB) then once again in many cases you can be seen closer to home and avoid the travel and waits.



## Care Navigators

We now have 60 Primary Care Navigators, with another 60 being trained in the spring of 2018. Just about every GP practice has Primary Care Navigators. These receptionists have further training (although all of our receptionists are highly trained including first aid) who can talk to people about their interests and troubles and find solutions. For example, if you really don't know where to go about your housing problems, then the Care Navigator can probably point you in the right direction. If you are lonely, then 10 minutes with a GP isn't as good as a whole day with a walking group.

We're working with the other places that people might go to – the Council, Social Services, Citizen's Advice, Age UK North Tyneside, etc – so that whoever you talk to first, you will get the same advice. It just helps.

## The Autumn Workplan

These are the projects we have already done. We're now working on another 8 projects from the list, and we've added a few new ones including offering another 1000 appointments per week in the evenings and weekends (provided by local doctors and nurses); and a Community Falls Prevention Clinic.

We're developing the 3PCS with the Patient Forum (which has representatives from each of the GP Practice Patient Participation Groups (PPG)) and HealthWatch. By all means tell your own GP practice what you think is important.

## TyneHealth Board Members

- Dr Kerry Burnett (Park Road)
- Dr Jane Derry (Collingwood)
- Karen Iliadis (Portugal Place)
- Sylvia McKeag-Smith (Marine Ave)
- Les Miller (Appleby)
- Lin Murray (Lane End)
- Dr Jake Pearson (Whitley Bay)
- Hugo Minney (Chief Executive based at Monkseaton)

## Contact

Hugo is Chief Executive, and you can reach him on [hugo.minney@nhs.net](mailto:hugo.minney@nhs.net), and Claudia Kern is Administrator on [Claudia.Kern@nhs.net](mailto:Claudia.Kern@nhs.net).

We're based at Monkseaton Medical Centre and you can phone **0191 252 1616** Option 4.