

March 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), with all of the remainder rated "GOOD". Amongst GP practices, this is an extremely high proportion (17%) compared with the UK average of 4% of GP practices rated outstanding.

New Community DVT Pathway

Deep Vein Thrombosis (DVT) is a condition where people develop a blood clot in a deep vein, usually in their leg. It frequently causes one of your legs to become more swollen or painful than the other and can be provoked by periods of inactivity or sometimes occur out of the blue.

Around 600 people each year in North Tyneside need to be investigated for a DVT because they develop these symptoms and although a DVT is treatable, if left untreated it can be extremely dangerous and blood clots can spread to the lungs and cause Pulmonary Embolisms (PEs).

At the moment, GPs refer people to hospital if they suspect a DVT but we have developed a Community DVT pathway so we can try and treat you closer to home in a local GP practice.

If you are eligible, your own GP practice will send you to nearby GP practice that specialises in DVT in your locality. You will be seen and assessed, have bloods taken, started on appropriate blood thinning medication and have an ultrasound scan booked. You will be followed up in the specialist GP practice too for the duration of your treatment.

Sometimes people will have to still be referred up to hospital for more investigations or to see more specialist doctors if they are complicated but the aim is to try and keep your care near to your home and with local GPs.

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).

This is the first new care pathway of the Tripartite Primary Care Strategy so you may not get a referral to the specialist DVT practice straight away. We do, however, expect to continue to see more specialist services being carried out in GP practices near to you – we hope that different practices will aim to do different specialist services.

GPs in Schools – how to use NHS



I think everyone's aware that Local Authority budgets are being cut almost as fast as NHS budgets in the North East. PSHE (Personal, Social and Health Education) has become limited so Dr Kerry Burnett, GP and chair of TyneHealth, is hoping to give a class in one of the Wallsend secondary schools. She is going to take questions about "where you go for what" within the NHS as it can be quite confusing. Many young people share their knowledge with parents and grandparents also and we believe that this will be a good way to help inform everyone about the best way to care for themselves.

It will aim to include:

- What's an emergency, and when to go to A&E and/or call for an ambulance. Also where to go for lifesaving courses so you know what to do to keep a person alive whilst you are waiting.
- What to use your GP practice for, and what to use your pharmacy for.
- What you can (and should) look after at home including common viruses.

GPs in Schools – how to use NHS continued...

- What’s the difference between a GP surgery, the district nurse, school nurse, health visitor, and hospital.
- Confidentiality – What does this mean? Many young people are worried that anything they discuss with a healthcare professional can also be discussed with their parents. They are also not sure what are their rights as a young person and can they see a GP on their own or with a friend?
- What if you want to become a Doctor or Nurse or Psychiatrist? Dr Burnett can help direct you towards some experience (outside of North Tyneside of course, to protect confidentiality)

We’d like to think that other schools might also ask GPs from their local practice to deliver a class on the same subject once a year. We want everyone to be happy and healthy – that’s why we became health care workers.

Care Navigators project



People call and visit their GP practice for all sorts of reasons, because the GP practice is often the centre of the community. Not all of these calls are medical, and yet your GP practice may still be the right place to call.

We’re training staff so that practices can be “Care Navigator Practices”.

You already know that reception staff at your GP practice are highly trained and highly professional. They are all trained and examined every year and know how to assist in medical emergencies, keeping your medical record secure, and also sharing the right information with those involved in delivering your care. Many of the reception team will have a particular interest in a certain area so they all work together as a close team, referring to the expert in that area if they aren’t sure.

Care Navigators are trained like that. There are over 900 local groups in North Tyneside to help people if they are feeling lonely, low or in need of a new activity/exercise or interest and give them an opportunity to improve their own health. Care Navigator Practices will have access to this list and be able to talk to you about what suits your interests, and even introduce you. In some practices, Care Navigators will also help you choose which hospital appointment you want, which gives you a bit more time to consider than you have with the GP.

We’re just starting the training for this so expect to hear more about it over the next few months, and you may be asked if you would like 30 minutes with the Care Navigator at a quiet time, which gives them and you a bit of space to understand your needs in depth.

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 1 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)