

June 2017

# NEWSLETTER



**Primary Care – the first part of NHS that you are likely to contact; GP Practice, pharmacist, dentist, optician. These are the people who look after you throughout your whole life, who you see with your concerns even if they turn out to be nothing, and who may refer you on to hospital if you need specialist care. But we will look after you again once the specialist care is completed.**

## The GP Practice at the centre of the community

Primary Care, and your GP practice in particular, is here for you. In North Tyneside, we see or hear around 1.3 million clinical contacts (ie speaking to a GP or nurse, whether by phone, in the surgery or on a home visit) per year – far more than A&E, walk-in, hospital out-patient, and hospital in-patient put together. And we know that you contact your GP practice for medical need; but sometimes the symptoms are better cared for in other organisations, and we can navigate you to the right place. If it's medical, then you usually do need to talk to a doctor or nurse (nurse is often the best option for routine reviews and ongoing treatment).



GP practices are small businesses. This means that the partners in the practice (in effect, the owners) are around for a long time – 20 years, 30 years, 40 years – and can care for many generations of the same family. This is very important – most medical or mental health care depends on everything else going on in your life (housing, stress, other diseases), so it's good that the same team is looking after you. We're personal – the reception team know you and can comfort you, and most people can request to see the same few clinicians (doctor or nurse) from one visit to the next.

All GP practice staff are highly trained. The receptionist is trained in Basic Life Support, Information Governance (which ensure that your patient records are safe, complete, confidential, and relevant) and many other mandatory training, reviewed every 3 years – they could save your life!

In North Tyneside, all GP practices are members of TyneHealth. Although you may be registered in a different practice from your neighbour or even people in the same household, the GPs work together through TyneHealth (the GP Federation for North Tyneside) to plan and provide services in the community for the whole population, and to reinforce the communications channels. We try to plan for what we're going to need next year (skills, equipment) as well as providing today's care.

So TyneHealth (the GP Federation for North Tyneside) works with HealthWatch, the Community Health Care Forum (CHCF – where the representative for your GP practice meets with the other GP practice patient representatives), the local authority social care adult and children's services, Age UK North Tyneside, and other voluntary sector organisations, and community nursing and the two hospitals. We try to make sure there are no gaps in services, and we also try to make sure that there are no duplicate services which could be confusing or wasteful.

## Care Navigators

For example, half of the GP Practices in North Tyneside are already Care Navigator practices, and the rest will receive training in one of the next three courses at the end of this year. These practices have extra training to advise you where you can go and who you need to talk to if what you really need is a friend.

## 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 to reach us (although we'll apologise in advance that we're often in meetings with CCG, Council, Partners and other organisations).

## Care Navigators continued...

Let's face it – 10 minutes with the doctor once per fortnight is no substitute for 2 hours with a group of people and a cup of tea and cake every week. There are lots of activities going on, but they can't find a way to let people know they exist. We can. You might be asked to speak to a Care Navigator. You can also ask to speak to one yourself. Care Navigators can make a little more time available than a doctor can, to listen and help you choose what you want to do next. Care Navigators can't diagnose a medical or mental health condition, but the doctor may suggest that you take your diagnosis to speak with the Care Navigator.

# TRAINING

If your practice hasn't yet had the training, then it won't be long before they do and they'll be happy to help if they can anyway. But Care Navigators aren't just in GP practices. TyneHealth is extending the training so that front desk staff and therapists in council leisure services and some voluntary sector get the same training and can guide you in the same way. We value our partners in delivering health and care throughout North Tyneside. The staff are professionals and here to help. Please recognise their skills.



## Extended Hours – evening and weekend opening for GP Practices

- The NHS is a 24\*7 service – there are emergency services when the GP practice is closed, however they are for emergencies and not for conditions that need continuity of care (for example, annual reviews and repeat prescriptions). Emergency services should not be used for minor conditions, for which read most of the things that you can walk in with (ambulatory conditions) and that you've had for longer than a couple of hours but weren't severe enough at the start to need help.
- We know that many of our patients are out at work during the day, so along with the Clinical Commissioning Group we're trying to plan how to extend the availability of GPs into the evening. We can't ask our GPs to work even longer (some already work 60 hours in their full-time role) so we're going to ask GP practices to work in groups, which means your own GP (or favourite nurse) may only be on one evening every few weeks.
- If you would like to take part in the discussions, please speak to your Patient Forum and ask if you can take part in the CHCF (see above for what this is). The CHCF has a group of patient representatives helping with the planning, and HealthWatch is also strongly involved.
- If you have an emergency condition; examples include head injuries, shortness of breath or chest pain, a fracture or a fall then please call the relevant emergency service (usually 999) quickly and don't wait. Emergency services are for emergencies – please use them. General practice is for minor illness and managing long-term conditions such as diabetes, or long-term heart disease. If in doubt and it isn't an emergency, call your GP practice. It may be that you need help from one of our partner organisations and the GP practice can help with this.

## 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 across North Tyneside. We work with other health and care delivery organisations, and commissioning/planning organisations, to deliver healthcare.

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)

Darren Berry (Woodlands Park)

Dr Kerry Burnett (Park Road)

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)