

TyneHealth News

North Tyneside GP Federation e-Bulletin

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Meet our new CEO

TyneHealth welcomes Carol Hedland as our new Chief Executive Officer (CEO):

Carol is an experienced senior healthcare manager with extensive NHS experience in business growth and development, and senior programme management in strategic and operational healthcare settings.

Our new CEO has an impressive track record of delivery in the NHS, across North East England and Primary Care, with a reputation for creative and innovative solutions. She is a passionate and dynamic leader with a facilitative, consultative approach and style, strong interpersonal and communication skills, and proven business delivery skills in mobilisation

services and strategic development, in and across healthcare.

Her extensive network of contacts across healthcare include the highest levels of NHS management, private healthcare sector, pharmaceutical industry and business to business relations.

Commercially astute with demonstrable experience of new business start-up and development, programme management and business to business relationships within and outside the NHS, Carol is an initiator and manager of multiple programmes for commissioning and service change, provided through NHS investment.

We are all looking forward to working with you Carol!



Inside this issue:

Welcome to new CEO Carol Hedland

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Ockham Healthcare Podcast

NEW Community Based Services

Medical Director Dr Susannah Thompson and the TyneHealth team have been working around the clock with our member practices, dedicated GPs and nurses, to locate and staff a NEW COVID-19 Hot Hub site in North Shields in the Priory Day Hospital, behind Collingwood Surgery.

TyneHealth's rapid response to the COVID-19 crisis utilised existing Extended Access (EA) sites across North Tyneside at the outset of the pandemic to provide a place for safe assessment of suspected COVID-19 cases away from GP practice sites, which allowed the team to implement

national and regional protocols and guidance. Our new site in North Shields is operational, and receiving referrals from GPs across the borough and Extended Access is now running as previously.

Location, arrival and check-in procedure for patients [here](#)

AT A GLANCE:

NEW COVID-19 HOT HUB SITE in North Shields

Community DVT Pathway during COVID-19

Community DVT Pathway in COVID-19

“... the majority of non-complex DVT patients can be safely managed in the primary care setting or at home.”

TyneHealth implemented a Community DVT Pathway working with member GP Practices across North Tyneside, that makes greater use of primary care services with the aim of improving patient experience, treating patients closer to their home and preventing unnecessary hospital admissions.

TyneHealth would like to thank both Park Road and

Marine Avenue GP Practices for their hard work and dedication during COVID-19 to keep this service running. Together we have adapted the community DVT pathway to meet the unique demands of the pandemic, whilst maintaining quality of care and ensuring patient safety.

Our pathway for managing uncomplicated DVT in primary care continues to

run from these two GP DVT hubs - Park Road in Wallsend and Marine Avenue in Whitley Bay - and covers patients from across the whole of the North Tyneside Borough.

The Full Guidance for clinicians during COVID-19 is available [here](#)

TyneHealth & CyVolve Partnership

TyneHealth in partnership with CyVolve - a data security provider - enables us, as the GP Federation for North Tyneside, to securely share data internally and with external partners.

At TyneHealth we take data security and privacy rights very seriously and are committed to always protecting all data and sensitive information we handle. We are the GP Federation for all of North Tyneside's 26 GP Practices and it's 215,000 residents.

Following a pilot scheme earlier in 2020, CyVolve's advanced cybersecurity technology [with cyber essentials PLUS certification] is now allowing TyneHealth to securely share resources during the current pandemic.

In these unprecedented times of remote working during the COVID-19 pandemic, CyVolve's Sentinel software has quickly become essential to the running of TyneHealth by enabling efficient and secure communication and collaboration within the NHS.

Challenge:

Streamline and organize a massive amount of clinical and patient information regarding COVID-19 from both internal and external sources into one space.

Solution:

CyVolve's solution provides secure sharing of data files, which is fully GDPR compliant. TyneHealth is in control of who, what, where and when data is shared.

How CyVolve works for us:

Always Protected.

The system allows our teams to control who, what, where and when data is shared, allowing information to be securely sent to the recipient.


When you need it.

Our teams can access files when they are working on the road, from home, in a GP practice or clinical setting or anywhere else with an internet connection.

Using any device.

With everything in the cloud, our teams can access files from any on-line device knowing all information is available and secure.

To find out more about our partnership with CyVolve click [here](#)



TyneHealth was founded in 2006 and became the North Tyneside GP Federation in 2014, representing all of the practices in North Tyneside. Together with our GP members, we deliver improved health care in the community to over 215,000 residents, by bringing care closer to patients' homes.

Patient Data: Who Holds The Key?

Working in partnership with CyVolve led to the opportunity for MD Dr Susannah Thompson, and CyVolve's CDO and Co-Founder Nigel Walker, to speak with Ben Gowland from Ockham Healthcare about our unique collaboration.

There has been an explosion of digital innovation within primary care over recent months, particularly where maintaining contact between practices and their patient populations is concerned. But what about joining up practices with other practices, within Primary Care Networks (PCNs) and GP Federations, as well as other

cross-sector organisations to enable secure information sharing across care providers?

In this episode of the Ockham Healthcare podcast, aired on Monday 26th October, our MD Dr Susannah Thompson and CyVolve's CDO Nigel Walker, were able to share a fascinating insight into the transformative approach TyneHealth GP Federation are taking in North Tyneside to truly put patients at the heart of integrated care pathways; how they are able to safeguard security around the sharing of information and ultimately, finally, break down the barriers of silo working.

In the podcast we also discuss how and why this collaborative partnership came about; the implications and possibilities for secure data sharing and improved work-flow and QI activity within TyneHealth, as well as with partner organisations across North Tyneside as Primary Care Networks (PCNs) develop; and how CyVolve technology solved the need to work remotely as COVID-19 struck, in multiple locations and across varied devices, as we set up Hot Hub sites and moved TyneHealth back office to working from home.

Check out the podcast [here](#)



Address:

Monkseaton Medical Centre,
Cauldwell Avenue,
Whitley Bay,
NE25 9PH

Phone:

0191 6918777

Compiled by Dr Eleanor Holmes
QI & Communications Manager
Twitter @TyneHealth

