

September 2017

NEWSLETTER



TyneHealth is the GP Federation for all 29 GP practices in North Tyneside. We're part of the NHS – National Health Service – and you can find out what we do on www.TyneHealth.org.uk.

We want the people who live here in North Tyneside to live happy and healthy lives, and we work to deliver primary and community care to achieve this.

Do you need to see your GP but you are at work during the day?

GPs (doctors) and nurses are people too, with families. Most of the people who want to see a doctor actually want to see them during the day (care home residents, people with serious conditions like heart disease or COPD), so most of our appointments are during the day. But we want to make it easier for our registered patients to get to see your GP, so with North Tyneside CCG we've made some extra appointments on evenings and weekends.

At the moment, GP practices in North Tyneside deliver around 25,000 patient clinical contacts (you, talking to a health professional) per week, including 17,500 face to face in the practice or branch, plus a lot of phone calls and home visits. We know that some people go to Urgent Care Centres, Walk-In Centres and A&E, where you don't know the healthcare professional and they don't know you. This is about 1,800 patient contacts per week for people from North Tyneside, including Rake Lane, NSECH, RVI, and various walk-in centres, and some of these people would get much more appropriate treatment by seeing a doctor or nurse from your own GP practice.

So North Tyneside CCG put forward the funding, and TyneHealth is coordinating the doctor and nurse rotas, so that you can see a local doctor or nurse or HCA at a time that's more convenient to you and in your local area, in a hub. From October, there will be an extra 1,000 appointments in the evening and at the weekend, at four hubs in North Tyneside.

If you need to see a doctor or nurse, need bloods taken or a dressing changed, and you want to see them in the evening, please talk to your own GP practice about making an appointment.

Seeing your doctor urgently

All of our practices will make every effort to see children urgently, the same day that you call with a problem. And with the extra appointments in the evenings and at weekends, you can also contact your GP practice to ask for a same day urgent appointment for you too.

If you need a routine appointment or routine prescription renewal, the information goes back to your own GP practice for their final decision the next day – although usually you don't need to attend.

How does it work?

GP practices have got together in groups, Primary Care Homes. There are four primary care homes in North Tyneside, marked out by the A19 on the Coast Road, and each has a hub. When the practice has no more urgent appointments in your own practice, they will check the available appointments in the hub for your Primary Care Home. NOTE check where they tell you the appointment will be – the hubs may be in different places on different days. You can also call NHS 111 for an assessment which may lead to booking an appointment.

The doctors and nurses who work in the hub for your Primary Care Home also work in the GP practices in your area. This means the healthcare professional who is providing your care knows your GP practice (may even be from your GP practice), and knows the area well. They have full access to your medical history (with your consent), so they know which medicines are safe for you to take, and about your other conditions. Apologies but you will need to consent to share your medical history in order to receive care in this service.

Wallsend already has their hub in place and many patients are already using it. The other three hubs start on Saturday 30 Sept 2017.

Survive, Thrive, Be Alive - World Mental Health Awareness Day Friday 6 Oct

**Cullercoats Crescent Club, 10:45 – 17:00.
Open to all although expecting professionals,
service users, and carers.**

The day gives participants an opportunity to understand more about the impact that mental health difficulties can have on those affected and their families. It is also a great opportunity to meet and engage with a range of people all brought together by their interest in mental health.

As well as hearing the powerful stories that are shared, we believe you will also be impressed to hear from a range of organisations about the great work that is going on in North Tyneside around mental health.

Falls Awareness & Prevention Week 22-29 Sept

TyneHealth is keen to keep all of the people who live in North Tyneside, work in North Tyneside, or register with a GP Practice in North Tyneside from Newcastle or Northumberland (because we're lovelier), well and happy. That means keeping you active and eating good food, and it means coming to help you when you are a bit frail to keep you as independent and healthy as we can.

At the end of September, there's a Falls Awareness week. It's when we think about what might cause a fall (obstacles and trip hazards, getting a bit older perhaps), and manage the risks. A fall could result in a broken hip and/or a stay in hospital. Please check the video at <https://www.youtube.com/watch?v=UJh4x6G-A2w> to find out more, and there's also a web page at <http://www.ahsn-nenc.org.uk/article/falls-prevention-awareness-week/>.

Be Aware of Cancer

Please find attached the "Be Aware of Cancer" leaflet that can be printed and folded. Let's catch it early when it's easy to treat.

Some Reminders of what's going on

Care Navigators

The Care Navigators in North Tyneside are a little different from care navigators in other parts of the UK – would you expect anything less?

You already know how well trained and professional the non-medical staff (receptionists, administration) in your practice are, and we hope you appreciate the comforting and friendly voice on the phone, and the friendly face that greets you at the front desk.

Care navigators are specially trained to help you choose, and to navigate you through some of the options for self-care and ongoing care. The GP might ask you to speak to a care navigator to find you an activity group or to give you a little more time to think about which hospital you want to go to for a treatment. Or the care navigator themselves, like a good friend, might notice that you're not your usual self – please forgive us for caring and asking you about it, we may have exactly the right solution in mind to help you. Ask about Care Navigators in your practice – about half the North Tyneside practices already have them and the others are starting training in the next few months.

Carers' Register

You may not think of yourself as a carer, for example if you look after your spouse or a member of your family. But you are probably absolutely vital to the well-being of the person you support, and we really, really want to keep you healthy so that you can continue to support them. Please let your GP or nurse (or reception at the GP practice) know if you support someone, even if it's your husband or child, so we can make sure that you get free flu jabs and other support to keep you well.

TimeBank

If you are a helpful person, especially if you have some skills like gardening, computing, or reading, then perhaps you would like to help someone less fortunate?

TimeBank, an initiative by Age UK North Tyneside, means that for each hour you contribute, you are entitled to get an hour back of help for something you need (if someone's offering).

TimeBank operates in North Shields and in Wallsend (called Time Swap) – if you are interested please contact Emily Sinclair at hello@time-swap.co.uk or call **0191 280 8480**.

Contacting TyneHealth Federation

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 I'll apologise in advance that we're often in meetings with CCG, Council, Partners and other organisations).

Who is TyneHealth, and who do you Contact?

TyneHealth is a members' association, supporting your local GP Practice to deliver care "further upstream" – in other words, we want to keep people well so they don't need to come knocking on our door. We develop new pathways, both for care and for well-being, and we bring 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), and with HealthWatch, the Community Health Care Forum, many organisations in the voluntary sector, and the Local Authority.

Board Members (and their GP practice)

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)