

Feedback and Q&A from Wednesday 28th November

1. The five year forward view for the NHS - background to and what we need to do make the NHS sustainable locally

Dave Gallagher, Chief Officer Sunderland CCG

The following comments and questions were raised:

- The need to better integrate hospital and primary care was acknowledged.
- A charge might be levied against private companies if they use NHS staff. It was highlighted some private providers offer placements to trainee nurses.
- Lifestyle choices are not always the cause of ill-health. Some people are genetically pre-disposed.
- Northumberland Tyne and Wear NHS Foundation Trust (NTW – providers of mental health and learning disability services) are not part of this work as they have a much bigger boundary than Sunderland and South Tyneside.
- Phase 3 of service review – Emergency Care: If A&E is in Sunderland only will transport / ambulances be taken into account, North-East Ambulance Service (NEAS) be given extra money? Friends who would support with local travel may not do so further afield. The work on transport issues is not yet done. Nothing will be decided before formal consultation is concluded.
- A 'blue light' journey to either hospital is about the same but is acknowledged South Tyneside are anxious about the possibility of losing services.
- Comment was made about the right order to conduct service review. It makes sense to look at hip replacement prior to looking at rehabilitation.
- Comment was made about measuring outcomes for people from Sunderland and South Tyneside separately so a comparison can be made of how people fare. It was confirmed any change will be fully monitored and evaluated.
- To get public opinion go to the public where they are
- People are apathetic until they themselves have a problem
- Parking availability and charges annoy a lot of people
- Ensure health and social care work with the voluntary sector. There is a lot of non-medical support in the community
- Work with the voluntary sector to get public opinion
- A number of public places / sources of support can be used: face to face street work; ticket office in the Station; the transport interchange; 'ticky box' – to get quick feedback; patient groups; health champions; All together better (ATB) champions

2. The Commissioning Strategy for General Practice (GP Practices): 2016 – 2021

Julie Whitehouse, Patient Experience Officer, Sunderland CCG

The public were asked practice in their experience, what things would improve general practice? The following comments and questions were raised:

- Small practices could offer specialisms in certain health areas

- Flu- jabs are not properly explained so people at risk don't take them up
- Training sessions for patients – self-management
- Use of technology to reduce pressure on GPs
- Clinical people, to listen and show they understand
- Use of other roles to save GP time e.g. nurse, paramedic
- Pharmacy offering blood pressure checks, weighing people
- Upskilling the workforce
- Being able to flag up a particular circumstance for speedy attention e.g. with long term conditions
- Bad thing – electric signs (for some) – they can't see them & don't want to ask. Should flash & speak at the same time
- Extended consultation time for some – can deal with more than 1 condition at a time which could be interlinked. Much more holistic.
- Being able to book a double appointment
- Offer a text reminder the day before an appointment – other services do this
- Communication – explain treatments fully
- Advise patients when results have come in if they do not contact the practice
- Don't advise people on the phone things are not 'OK'
- If phone is not answered – send a letter
- There is a lack of standardisation

Evaluation of the meeting

8 people completed an evaluation form. Largely the comments describe the session as useful, valuable, enjoyable and thought provoking although a couple of people considered the content was over-ambitious and rushed.

Get more information

Nearer the time further details will be available on the CCG website:
<http://sunderlandccg.nhs.uk/get-involved/local-engagement-board/>

Contact us

Should you have any queries please feel to contact us.

Telephone: 0191 512 8484

Email: <http://sunderlandccg.nhs.uk/contact-us/contact-form/>

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