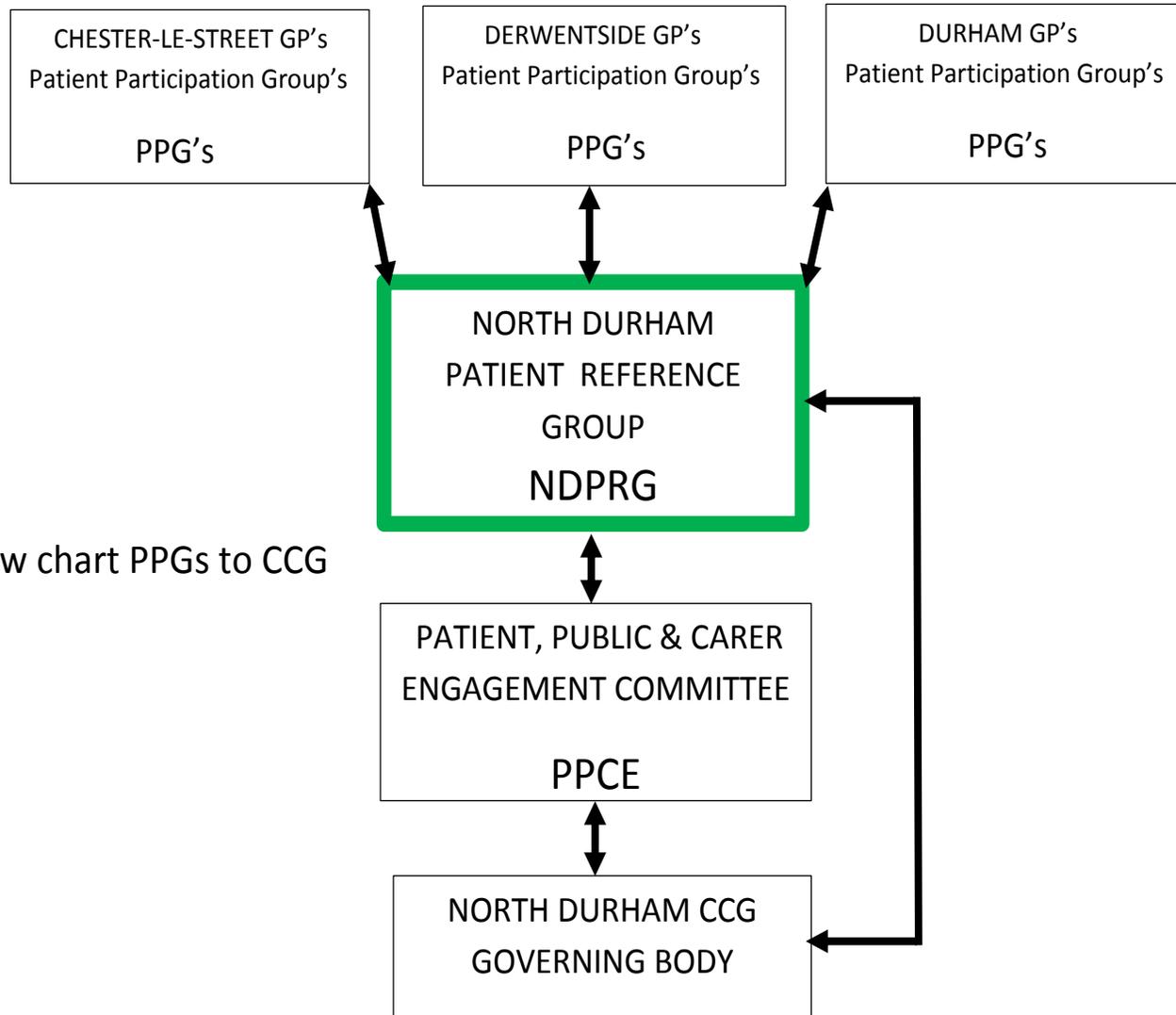


North Durham Patient
Reference Group Review of
2018

North Durham Patient Reference Group (NDPRG)



Flow chart PPGs to CCG

The purpose of North Durham PRG is to provide an opportunity for patient representatives to influence the planning and purchasing of health and social care services in the locality. The PRG will act as an advisory body for the locality, championing patient views and provide quality assurance that patient concerns and needs are taken into account so that quality services are provided in an appropriate, safe, effective and timely manner for the population.

Local Practice Patient Groups (PPG's) also known as patient forums from each GP practice can nominate patient representation from each of their GP practices to sit on this North Durham PRG group to ensure patient voices from each of the 31 GP practices from across North Durham are heard. Members from this North Durham PRG will provide patient links between the local GP surgeries and North Durham CCG governing body.

Who Are We?

- Group of 18 Patients representing 13 GP Practices.
- Represent the voices of patients across Chester-Le-Street, Derwentside and Durham.
- Meet monthly which results in 12 meetings per year and accounts for 24 hours contact time collectively in one room.
- Been in existence since February 2012.

Patient Issues Raised In 2018

- **Last offices and patient care**

Issues regarding care of the deceased escalated to Director of Nursing for County Durham and Darlington NHS Foundation trust who attended a PRG meeting in February 2018 to discuss issues directly. Members of the PRG have joined a multi-agency working group to look at this issue and continue to work with Trust staff and funeral directors to help resolve any on-going issues.

- **Rapid Specialist Opinion**

Provided constructive challenges to the CCG in relation to the use of the RSO scheme and how well this information was being provided to patients through the interactions they have with Primary Care staff during appointments. Highlighted concerns from the patients perspective regarding any potential negative impacts or delays to the patient care. Director of Corporate Programmes, Delivery and Operations attended the April meeting and shared the evaluation report with members to discuss findings from initial 12 months of implementation.

Patient Issues Raised in 2018 (contd)

- **Care Navigation**

Members took part in the CCGs development workshops alongside a variety of Primary and Secondary care staff about the implementation of the scheme and highlighted concerns and queries that would need to be addressed. Members also directly helped to shape the range of information such as posters, Frequently Asked Questions and a video animation that were to be used to help communicate about what was happening.

- **Rheumatology services at University Hospital North Durham**

Patients highlighted feedback regarding difficulties with appointments being cancelled at short notice and not being communicated with about future appointments. This information and the experiences of those were included as part of the subsequent engagement work that took place across County Durham, Darlington and Tees in relation to these services.

- **Vascular services (commissioned by NHS England)**

Concerns raised regarding the proposal from NHS England to move the specialist vascular services away from University Hospital North Durham. Staff from NHS England attended the February 2019 meeting to discuss these issues directly with members of the PRG.

Presentations received

- North East Ambulance Service performance and waiting times.
- Bowel screening programme.
- Medicines Optimisations update.
- Stroke Rehabilitation services and planned engagement.

External Representation

Patient, Public and Carer Engagement Committee (PPCE):

The role of this Committee is to examine and review the engagement activity, associated processes and governance and is part of the NDCCG's formal governance structure.

Location	PRG representatives	PRG deputy representatives
Durham	Pat Rafferty	Carole Lattin
Chester-Le-Street	Ian Doyle	Keith Holyman
Dewentside	Marian Morrison	Nancye Carr

These PRG representatives are responsible for taking the views of the PRG to the PPCE and feeding back decisions made by the governing body to local patients through the PRG.

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Current List of issues

- UHND Emergency Department new building. *Lack of progress.*
- Public Health Funding. *New formula reducing Durham Funding by £19.2 M.*
- Vascular Services Provision. *Proposed Changes Sunderland to be one of 3 main centres. Durham to provide out-patient appointments.*
- Modernising Healthcare in Derwentside. *Shotley Bridge Community Hospital conversations 27th March – 22nd May 2019.*
- NHS Long term Plan introduced January 2019. *Implementation.*
- Integrated care system NHS and Social Care (Taps) teams around Patients. *Implementation.*
- New GP contracts. Introduced by 1st July 2019. Establishing Primary care Networks. Covering 30K to 50K patients. *Implications.*

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Current Campaigns

- Cervical Cancer screening: Starts March 2019.
- Pelvic Mesh Implants.
- Primodos and hormonal pregnancy tests.
- Sodium Valproate.

Committed volunteers working
together as the voice for
patients from Durham, Chester-
Le-Street and Derwentside.