

**Local Engagement Board**  
**Wednesday June 11th**

Sunderland Museum and Winter Gardens (Jack Crawford  
Room),  
Burdon Road, Sunderland, SR1 1PP  
2.30pm – 4.15pm

**A G E N D A**

- 2.15 – 2.30 Registration and refreshments
- 2.30 – 2.35 Welcome and Introduction  
*(Dr Gerry McBride, North Executive GP Lead, Sunderland CCG)*
- 2.35 – 3.30 Presentation: Improving quality, experience and outcomes for users of mental health service community teams.  
*(Dr Carole Kaplan, Northumberland, Tyne and Wear Foundation Trust, NTW FT)*
- Q&A Session
- 3.30 – 3.45 Update - new facilities for people with dementia  
*(Tony Reilton, Northumberland Tyne and Wear Foundation Trust)*
- Any questions?
- 3.45 – 4.00 Urgent Care and Communications Plan update:  
Please help us identify the information the public and patients will

want to know.

*(Dr Gerry McBride, North Executive GP Lead, Sunderland*

CCG)

4.00 – 4.15

Final questions and closing remarks

Sign up to my NHS & future engagement opportunities

(MY NHS)

**Next meeting: Thursday 26<sup>th</sup> September, Bunny Hill Centre,  
Community Room, Hylton Lane, Sunderland, SR5 4BW (2.30pm –  
4.30pm)**

## **Local Engagement Board (LEB) Event Summary**

Sunderland Museum and Winter Gardens, 11<sup>th</sup> June 2014

### **Introduction**

The Local Engagement Board (LEB) is a public meeting, for all in Sunderland, who have an interest in health. It is held 5 times a year and aims both to inform the people of Sunderland what health initiatives are being developed and to gather public opinion and preferences with respect to these developments.

### **What did we look at?**

Please refer to the attached agenda. This meeting included presentation and discussion of the changes to community mental health services, the newly opened specialist centre for care of people with dementia and to check out what the public will want to know about the reformed urgent care services when they launch in September.

### **Who Attended?**

The meeting was attended by 11 people, excluding CCG members and staff and the Northumberland, Tyne & Wear staff who were presenting, we received 2 apologies. The 11 members of the public and representatives of different organisations included: Action on Dementia; Hearing Action; Mental Health Matters and Patient Group members.

### **What did the public say?**

The arrangement for dealing with people with mental health issues was discussed. Generally, people were very impressed with the new dementia service, which has won an award for it's design and execution.

We were provided with a long list of places where people could access information about Urgent Care and confirmed that people would want to know about: opening hours, locations, age range, the range of treatments available and use of patient transport.

### **What Next?**

- NTW will review a patient experience of mental health services, as mentioned at the meeting.
- The Urgent Care service changes will be publicised prior to the implementation date of September 1st

### **Next Meeting**

Please refer to the website for further details:

<http://sunderlandccg.nhs.uk/get-involved/local-engagement-board/>

The next meeting will be on Thursday 25<sup>th</sup> September at the Bunny Hill Centre (Community Room), 2.30pm – 4.30pm