

Nuneaton and Bedworth PCN NewsLetter

May 2024 - Q1 Update

2023 - 2024
Highlights

PCN Updates

Enhanced Access

Digital &
Transformation

Supporting
Services

2023 - 2024
Events

Upcoming 2024

Welcome

Welcome to our first edition of the Nuneaton and Bedworth PCN Newsletter where key information will be shared regarding services the PCN support with.



**NUNEATON &
BEDWORTH**
PRIMARY CARE NETWORK


Nuneaton
North


Nuneaton
South


Bedworth &
Bulkington



Recruitment

The PCN Team has worked hard during 2023/24 to develop and grow the Additional Roles workforce that supports our member practices.

We have directly employed over 25 staff during the year, which include Clinical Pharmacists, Care Coordinators, Social Prescribers, Physician Associates and Nurse Associates as well as building a Digital & Transformation Team and an Enhanced Access Team



Enhanced Access Service

A key highlight of 2023-24 is the Enhanced Access Service that is now being delivered by the PCN by our own in-house team.

The Enhanced Access team worked hard to ensure that in April 2024 the system was ready, patients were booked and practices were aware of the Enhanced Access appointments available.

Well done all involved!

Rapid Health

The introduction of Rapid Health has seen a positive impact on patients being able to book their appointments, providing patient choice, supporting specific pathways of care & also reducing the call volumes within practice.



Voice Connect

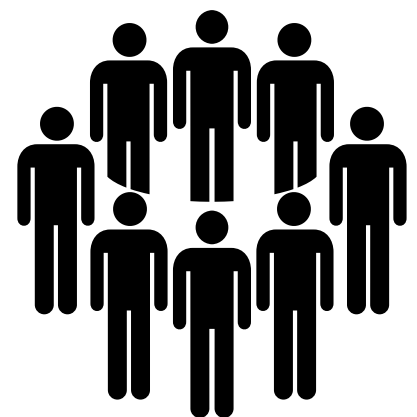
Following the unexpected decision of the ICB to close the POD, Voice Connect was introduced to 10 of the 16 practices, supported by the PCN.

Following only 3 months of implementation, we have provided patients with a service for prescription ordering without having to revert to in-practice prescriptions.



Community Engagement

The growth in our PCN Workforce has enabled us to establish and build relationships with local community services. This has meant that we are able to represent the PCN at events, provide partnerships and collaborate with local organisations and groups to better support our patient population



Health Inequalities



We have long established working relationships with our colleagues in neighbouring PCNs, Local and County Councils, George Eliot Hospital and other Partners, and have completed a number of projects on a 'Place' footprint.

We have a funded Health Inequalities Lead for the PCN who works with local organisations including secondary care, voluntary organisations and representatives from a number of our local communities (including the Gypsy & Traveller Community, Women on Probation services, the Ghurka community, Our BME Community Leaders and Men's Health organisations) to improve relationships with our member practices and design events and workshops to increase engagement with some of these often hard to reach communities.

Our latest focused piece of work is to collaborate with all the Cancer Screening Services roles to coordinate ongoing inclusive engagement for our Health Inequalities portfolio.

Spotlight on Recruitment

We have built the Additional Roles workforce to ensure equitable allocation of resource across all 3 localities of the PCN, with a drive to employ staff directly by the PCN wherever we can to ensure that we have consistency in terms and conditions and how we expect the teams to work.

We are developing systems to ensure that we manage staff absences wherever possible to minimise disruption to our practices, and we have created roles for a Senior Care Coordinator, a Senior Social Prescriber and a Senior Pharmacist to ensure that our workforce are suitably supported and developed to ensure that they feel motivated and valued

Personalised Care Team

All of our Social Prescribers, Health & Wellbeing Coaches and Care Coordinators are now employed directly by the PCN and are starting to work in a more cohesive way with each other and with the Mental Health team that work in our practices. We have grown the teams to 6 Social Prescribers, 6 Care Coordinators and 2 Health & Wellbeing Coaches to support our patients and are pushing CWPT hard to recruit to vacant Mental Health posts so we will have a Band 7, a Band 6 and a Band 5 within each of our localities



Meet the PCN Team

Directors

Dr Elouise Jesper
Clinical Director
Nuneaton South

Dr Richard Nedjati
Clinical Director
Nuneaton North

Jeffrey Powell
Non-Clinical Director
Nuneaton South

Lynn Slater
Non-Clinical Director
Nuneaton North

PCN Management

Bradley Hough
Digital & Transformation
Lead

Claire Wood
PCN Manager

Sarah Weir-Smith
Clinical Leadership &
Development Manager

Susan Turner
Locality Lead
Bedworth & Bulkington

Carol Nedjati
Lead Nurse

Digital, Enhanced Access & Administration Team

Kirstie Ferguson
Digital Care Coordinator

Nicoleta Turcan
Enhanced Access
Coordinator

Sandy Bhandal
PCN Administrator

Rebecca Cuttiford
Digital Care Coordinator

Leanne Ward
Enhanced Access
Coordinator
(Out of Hours)

Gillian Harrison
PCN Care Coordinator
Personalised Care
Administrator

Nuneaton and Bedworth PCN

Enhanced Access



Month 1 Update:

Month 1 of Enhanced Access has been completed, and as you know we have not 1 but 2 sites now, offering greater support for patients in Bedworth and Bulkington to gain an accessible appointment in their own locality. Our patient feedback to date has been fantastic, and we want to appreciate the hard work and dedication that is shown by all our staff whether on the end of the phone, or face to face in our Saturday clinics, great work by all of the team.

Meet the Team:

Nicoleta Turcan - In Hours Coordinator

Leanne Ward - Out of Hours Coordinator

Nicoleta and Leanne support the day to day activity in Enhanced Access, ensuring that staff are booked, clinics are filled and that required training for both practices and staff is completed, they are available for updates, and also take pleasure in letting you know how many appointments are available to your practice and patients. To contact the team please email cwicb.nunandbedea@nhs.net

Madison, Jamie, Kay, Shaheen and Laura are all on hand to support patients with cancellation, re-booking, sign posting and being that friendly face for Saturday clinic arrivals.

And last but by no means least we have our Clinicians, Nurses and Healthcare Team, all have a wealth of local experience, and dedication to providing services to patients across Nuneaton and Bedworth PCN.

Digital & Transformation

Bedworth Health Centre
High Street, Bedworth CV12 8NQ

NHS

Selected option: Breathing problems, coughs, COPD, COVID-19 and asthma

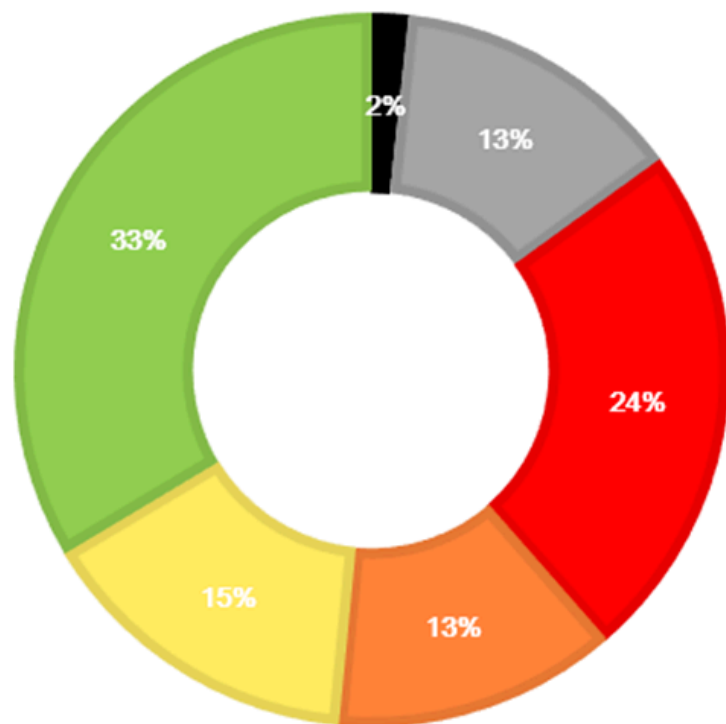
Please answer all questions

General symptoms

Do you have any of the following?

- Chest pain
- Cold or flu symptoms (runny nose, mild headache, sinus pain, sore throat, sneezing, muscle ache)
- Cough
- Shortness of breath
- None of the above

Cancel Next



Rapid Health

Since introducing Rapid Health:

- A total of 13,347 appointments have been booked via the system
- 2,054 A&E attendances avoided – with these patients being managed in primary care
- Only 24% of patients triaged were needing same-day appts – the national average is 43.5%*
- Top 5 issues were MSK, mental health, ENT, cardiopulmonary and abdominal problems
- Current roll-out covering 120,000 patients – 92% of PCN population

Digital & Transformation

ARRS Soft Phones

The PCN team have worked with telephone provider RPM to provide 'soft phones' and devices to ARRS staff ensuring they have methods of communication both within practice and whilst lone working.



This also means that all calls made by ARRS staff will be recorded, in line with practice processes

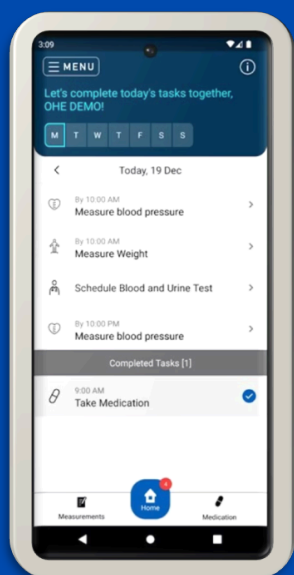
This has ensured staff safety whilst lone working in the community and Enhanced Access services have a direct line of communication for their patients during their service hours regardless of location.

VISO

Across the three pilot sites during the first 6 months of go live we have seen a significant number of uncontrolled hypertensive patients become controlled (23 patients).

Results had shown a drop in Systolic and Diastolic BPM (-2.46 Diastolic & -5 Systolic).

After a successful pilot phase with Red Roofs, Manor Court and Bulkington Surgery, the PCN will be rolling this programme out to all practices in the near future.



Digital & Transformation



JOY:

Joy is an application used by Social Prescribers and Health and Wellbeing coaches to link patients to local services and demonstrate outcomes

Our PCN went live with Joy implemented into EMIS, in all 16 practices on 1st April 2024.

The SP & HWBC team is expanding as there is more demand for the service.



270+ patient referrals since April 2024

Voice Connect

Voice Connect (an automated prescription ordering service) was introduced to 10 member practices in March 2024 following the announcement of the POD closure. 2 further practices procured this system independently.

We would like to thank all practices for their continued support during the closure of the POD and implementation of all new services.





Warwickshire North Place

CVD Project



The CVD project continues across Nuneaton and Bedworth with both Community Outreach Clinics and targeted work for those at highest risk from hypertension, raised cholesterol and atrial fibrillation, working hand in hand with the VISO project, it is ensuring that healthcare and support is brought closer to the patient through identification and risk stratification.

For further information please contact Sarah Weir-Smith at:
sarah.weir-smith@nhs.net.

Digital Inclusion

All 3 PCNs have partnered with the Coventry and Warwickshire Co-operative Development Agency (CWCA) for a 10 week programme (Connect and Learn) where patients will be upskilled in the usage of NHS online services.

Patients can be referred via referral tree or the sessions are available to walk in.

We also have developed a Digital Inclusion Pack



Nuneaton and Bedworth PCN

Supporting Services



Sky Blues in the Community

We are partnered with the SBITC team who support patients with a 12 week programme for patients 18+ to promote a healthier lifestyle.

Each week consists of a 90 minute session, split into 2 x 45 minute slots (1 covering theory & 1 exercise session).

Patients can benefit from:

- Nutritional Advice
- Exercise Advice
- Supporting Sleep Techniques
- Healthy Weight Advice



SBIC Referral Code

As a PCN you have referred:

214

Patients over the last 10 months

Sleep Station

Sleepstation is an initiative brought in to assist patients who struggle with sleeping.

This is a highly-effective drug free solution with no waiting list.

The service provides personalised support and expert ongoing guidance to achieve long-lasting results.

Patients can also self - refer if suitable.

Nuneaton and Bedworth PCN

2023 / 2024 Events

Menopause Clinics

In 2023, Dr Caroline Wrigley & Nurse Carol Nedjati launched a Menopause Support Group held once a month at the Grange Medical Centre for shared experiences and peer support.

Sessions are currently running until September 2024 on the 2nd Monday of each month.



Mens Health

March 2024, the PCN team supported a Mens Health event at the Gurka Centre, Nuneaton showcasing all support available.

Attending the event was local MP Marcus Jones who was impressed with the services we offer as a PCN and joined us in spreading the word on social media.

Women on Probation

Also in March 2024, the PCN team attended a Warwickshire Justice Centre led event that supported women who were on probation to build confidence in using the GP Services that they would not normally have accessed. The event was well received.



In 2024 - 25, the PCN are continuing to support practices as follows:

- Primary Care IT (PCIT)- The PCN have been working closely with PCIT to ensure practices have increased access to reporting, available resources, and support with the launch of the new Customer Portal. PCIT will be attending the Engine Room in June to participate in table top discussions, CQC Navigator, and help our member practices maximise opportunities aligned to national and local policy drivers.
- We will be continuing to support with local services reporting i.e. Enhanced Services
- By providing support to practices in relation to the National and Local policy drivers (CAP, DES)
- We will continue to work with our member practices to ensure that everyone is using their allocation of ARRS staff to achieve maximum benefit to the practices and develop a motivated and stable workforce.
- We will continue to explore opportunities to support cohorts of patients where an impact can be made to support the GP services i.e. frailty patients, digital inclusion.

We are committed to helping you!

Contact - cwicb.nunandbeddigital@nhs.net