

# Nuneaton and Bedworth PCN NewsLetter

November 2024 - Q2 Update

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## Welcome

Take a look at the second edition of the Nuneaton and Bedworth PCN Newsletter where key information will be shared regarding services the PCN support with.



 Nuneaton North

 Nuneaton South

 Bedworth & Bulkington

# PCN Festival: Compassionate Communities

On behalf of Nuneaton & Bedworth PCN we would like to thank all attendees for joining us and actively participating in the PCN Festival Compassionate Communities Event. It was great to see all our valued member practices and Additional Roles colleagues, joined by our system partners, all together in one space! The atmosphere, and witnessing the engaging conversations were a demonstration of the success of the event, and how well we can work together.



## Key Topics and Speakers From the Day:

- Ageing Well Introduction: The Lady Who Waves (Cecily)  
Video created by Nettie Edwards
- PCN Festival Introduction: Dr Elouise Jesper, Dr Richard Nedjati, Clinical Directors Nuneaton & Bedworth PCN
- Getting To Know Your PCN Quiz: Claire Wood, PCN Manager & Brad Hough, Digital & Transformation Lead
- Compassionate Communities - What Matters Most, Circles of Care: Dr Julian Abel
- My Story: Sioux Watkins, CEO of the Guardians Grow Charity, The Makery
- Volunteer Friends - Patient's stories: Mannie Kalsi, CEO Volunteer Friends

## Some Key Points to Take Away

- Social Relationships have a more significant impact on our health than obesity, smoking and alcohol consumption.
- Loneliness in heart failure patients increased risk of death by nearly 4 times.
- Social isolation increases risk of dementia by up to 50%.
- Poor social relationships is associated with a 32% increase risk of heart disease and 29% increases risk of stroke.
- Loneliness is associated with higher rates of depression, anxiety and suicide.
- We are social beings and we need social connections to thrive. Without quality social connections, our health will suffer.
- Good quality social connections can act as a protector and improve health behaviours and outcomes.
- Models where there has been a focus on community interaction and building social relationships reduce emergency admissions and improve health outcomes.
- Chronic pain is closely linked to social isolation with approx. 30-50% of people living with chronic pain and similar figures for loneliness.

# PCN Festival: Compassionate Communities

## Next Steps

The PCN are currently in the process of collating feedback from all attendees, once reviewed we will share the feedback along with some of the great photos taken during the course of the afternoon.

We are keen to develop Compassionate Communities across our PCN, involving staff from ALL roles across our member practices. We look forward to exploring these opportunities over the coming months and strengthening our relationships with our member practices and colleagues.



# PCN Festival: Compassionate Communities

## Event Feedback

I liked learning about compassion and the effect of social relationships

The event gave good exposure to the range of ARRS Roles

Topics were relatable in both personal and professional capacity

I liked that the festival was informative and thought provoking

# Care Coordinators



## We support with:

- Home Visits for dementia reviews/welfare checks,
- Blood Pressure support/House Bounds,
- Memory assessments,
- Learning Disability reviews
- Care home care planning
- Referrals from Practices with telephone introductions or face to face appointments.



Patients under 16



All other patients

## Referral process:

Patients can be referred to our service by any member of the practice team via Email or Task via EMIS.

# Dietitians

We have a team of registered dietitians that work across all of our 15 member practices.



Dietitians are qualified healthcare professionals who use nutrition science to help people make informed decisions about the food they eat and their lifestyle, both for promoting good health and improving symptoms of disease.

We use the most up-to-date public health and scientific research on food, health and disease which we then translate into practical guidance to enable people to make appropriate lifestyle and food choices.

We provide individual advice to adults with the following conditions:

- Malnutrition
- Diabetes/high risk of developing Diabetes
- Weight Management
- Cardiovascular Disease or risk factors for cardiovascular risk factors.
- Functional bowel disorders

We don't currently see children or patients with eating disorders

We offer a combination of face to face and telephone clinics.

Currently face to face clinics are based at:

## Nuneaton

Old Mill Surgery, Red Roofs Surgery, Arbury Medical Centre, Manor Court Surgery, Stockingford Medical Centre

## Bulkington

Rugby Road Surgery

# First Contact Physiotherapists

## FCP Service Overview

- **Target:** Patients with musculoskeletal pain (20-30%)
- **Access:** Alternative to GP referrals.
- **Goal:** Quick specialist assessment.
- **Outcome:** Most pain resolves with proper advice.
- **Format:** Mostly one appointment.
- **NOT** a physiotherapy course.

## Patient Benefits

- Screening for **serious medical conditions**.
- **Self-Care Guidance:** Provide information and support behaviour change.
- **Work Fitness Discussion:** Evaluate fitness for work.
- **Social Prescribing:** Facilitate social prescribing options.
- **Health Promotion:** Discuss physical activity, smoking cessation, and weight management.
- **Referral to Treatments:** Refer to physiotherapy, podiatry, or other courses of treatment.
- **Specialist Referrals:** Connect patients to orthopaedic, rheumatology, or pain services.
- **Investigation Requests:** Order investigations through GP or local arrangements\*

## Impacts of FCP in Primary Care

- **Quicker Access:** Faster musculoskeletal care for patients.
- **Fewer Referrals:** Reduced need for scans and secondary care.
- **Increased Efficiency:** Streamlined patient flow and shorter wait times.
- **Improved Outcomes:** Enhanced self-management and education.
- **Targeted Referrals:** More appropriate surgical referrals.
- **Cost Savings:** Lower healthcare costs with fewer unnecessary treatments and prescriptions.



### Inclusion criteria ✓

- All soft tissue injuries, sprains, strains or sports injuries
- Arthritis
- Problems with muscles, ligaments, tendons or bones, eg tennis elbow, carpal tunnel syndrome, ankle sprains
- Spinal problems including lower back, mid-back and neck pain
- Spinal-related pain in arms or legs, including nerve symptoms, eg pins and needles or numbness
- Post-orthopaedic surgery (may differ between localities).

### Exclusion criteria ✗

- Acutely unwell patients
- Children under 16
- Medical management of rheumatoid conditions
- Women's health, antenatal and postnatal problems
- House-bound patients
- Medication reviews for non-MSK conditions
- Neurological and respiratory conditions
- Headaches
- Acute mental health crises
- Patients who do not want to see a FCP.

# Health & Wellbeing Coaches

Health and Wellbeing coaching can help you to take control of your Health and Wellbeing, helping you to become the healthiest and happiest version of you. Over a number of face to face or phone call sessions, we will help you identify what matters most to you, and support you with the knowledge, skills and confidence to achieve your lifestyle goals. People often have already received advice on how to make healthy changes in their life. They already know what changes to make, but circumstances make these changes difficult to start or keep up - that's where we come in.



I found the service really good and appreciated it. I felt that you were the only one to listen to me and push things through.

I really look forward to Thursdays. Everyone is lovely. Living on my own can make me feel lonely. So Thursday's walk and talk is the highlight of my week.

You have spent time listening and understanding what I had to say. I can't thank you enough.



# Mental Health Link Workers & Practitioners

## An overview of the role

Supporting patients registered at GP surgeries who have low/medium level mental health concerns.

·Low mood ·Depression ·Anxiety ·Sleep issues ·Stressors ·Trauma ·Bereavement support. Assessment, care planning and mental health interventions. Signposting on presenting need or referral to specialist services. Engaging patients in Mental Health interventions. · Psychoeducation ·Cognitive behavioural approaches · Sleep hygiene ·Coping strategies · Emotional regulation ·Compassion focused interventions. · Depression and anxiety management · Managing distress ·Breathing techniques · Medication advice · Mindfulness



**Taryn**

**Manjit**

**Princess**



Patients under 17  
Patients currently supported through community services



Patients willing to engage

## Benefits to patients

Breaking down stigma of Mental Health concerns

Quicker access to Mental Health support locally so that patients MH needs do not deteriorate.

Mental health practitioners (MHP) with variety of skilled professional backgrounds.

Building awareness and education of mental health conditions and positive coping strategies

Supporting patients whilst on a waiting list for counselling/therapy services such as NHS Coventry, Warwickshire and Solihull Talking Therapies

Supporting patients with Adult Neurodevelopmental aspects such as autism and ADHD. Providing advice, support and referral pathways for onward assessment.

# Pharmacy Team

Our pharmacy team consists of 12 pharmacists and 3 technicians, working across the 15 practices. We work with the surgery teams to provide holistic care for our patients.

## Access

Most practices will have a pharmacy team member working within their surgery team so find out who they are and ask them if you have any queries! They will all have a ledger so reception teams can book appointments for patients through EMIS.



## Pharmacists

"I find great fulfilment in working within the local community and witnessing the positive impact follow-up appointments have on patients' health. Every day brings new challenges, and I'm grateful to have such a fantastic team to collaborate with" - Hiba Ajaz, PCN Clinical Pharmacist

### Medicines Safety and Audits

Monitor & manage high-risk medications, review safety protocols, & conduct audits

### Patient Education

Tailoring advice on medication adherence & disease management.

### Clinical Consultations

Working with GPs & patients to manage long-term conditions & Specialist clinics

### Medication reviews

Conduct structured medication reviews for patients with chronic conditions.

### Prescribing and Deprescribing

Manage repeat prescriptions, prescribing within their scope of practice (if Independent Prescribers), & reviewing patients for appropriate deprescribing.

## Pharmacy Technicians

"I enjoy working with different teams under an umbrella. There is a lot of support from GPs & Clinical Pharmacists" - Saadia Shahzad, PCN Pharmacy Technician

### Patient Support

Provide support to patients on specialist areas such as hypertension management (VISO), inhaler technique.

### Medicines Optimisation

In charge of tasks/projects set locally by the NHS to help with safe medication use

### Practice Efficiency

Assist the pharmacist and GP team with administrative tasks, including medication queries.

### Medicines Reconciliation

Support for new patients or those discharged from hospital.



# Social Prescribers



Sometimes we may struggle in our day to day lives but clinical support or prescriptions are not always the answer to our problems.

A social prescriber is someone who is there to provide a helping hand, to refer or signpost you to the correct services and provide support that will be of benefit to you in helping to improve your overall wellbeing , no matter how big or small the issues you are facing.

## How to be referred?

You can ask any member of your GP practice team to send a referral for Social prescribing.

## How does it work?

A Social Prescriber will be allocated your referral and make initial contact with you to discuss your needs or goals and create a plan to assist with what matters to you. They will refer or signpost you to services that will help you along your journey and support you on the way.

You will then receive follow-up appointments so they can check on your progress and adapt your plan as your journey progresses.



# PCN Nursing Update



## Trainee Nurse Associates:

We have 2 Trainee Nurse Associates who are doing their 2 year training programme at De Montfort University in Leicester and are nearing completion of their first year. Trudy is working at The Grange and is being supported by Nurse Steph Malkin and Katie is working at Red Roofs Surgery under the supervision of our PCN Nurse Lead Carol Nedjati.

## Trainee Nurse Associates



## Nurse Associates



## Nurse Associates:

We also have a qualified Nurse Associate working across Cole House and Rugby Road Surgeries. Hayley is scheduled to start her top up training to become a qualified nurse at the University of Derby in January 2025 for 18 months.

We have a second qualified Nurse Associate who will be joining the PCN in January 2025 called Georgia, who will join Hayley to do her top-up training under the supervision of Manor Court Surgery.

**The PCN is proud to support our member practices to 'grow our own' nursing team.**



# PCN Good News Stories

**Nuneaton & Bedworth PCN Lead Nurse Shortlisted for Prestigious Innovation Award!**  
Nuneaton & Bedworth PCN are proud to announce that the Menopause Support Group, implemented by Nurse Nedjati with Dr Wrigley was nominated and shortlisted for the Gill Schweigert Innovation Award in October 2024.

This award honours the legacy of Gill Schweigert by recognising a nurse or nursing team that has demonstrated exceptional innovation in patient care, implementation of new schemes or quality-driven improvements.

The Menopause Clinics have been a successful support network with patients across Nuneaton & Bedworth providing positive feedback.

The PCN is thrilled that the support group and Nurse Nedjati have been recognised for their continued great work.



Noticing anything strange?

BRAIN FOG  
HOT FLUSHES  
INSOMNIA  
JOINT PAINS  
FATIGUE  
MOOD CHANGES

**Menopause support group**

*Drop-in sessions running on:-*

- Monday 14th October 2024 - 7.00pm until 8.00pm
- Monday 11th November 2024 - 7.00pm until 8.00pm
- Monday 9th December 2024 - 7.00pm until 8.00pm
- Monday 13th January 2025 - 7.00pm until 8.00pm
- Monday 10th February 2025 - 7.00pm until 8.00pm
- Monday 10th March 2025 - 7.00pm until 8.00pm
- Monday 14th April 2025 - 7.00pm until 8.00pm
- Monday 12th May 2025 - 7.00pm until 8.00pm
- Monday 9th June 2025 - 7.00pm until 8.00pm
- Monday 14th July 2025 - 7.00pm until 8.00pm
- Monday 11th August 2025 - 7.00pm until 8.00pm
- Monday 8th September 2025 - 7.00pm until 8.00pm

The Grange Medical Centre, Nuneaton, CV11 6LB

**NUNEATON & BEDWORTH**  
PRIMARY CARE NETWORK

# PCN Good News Stories

Our Social Prescribing team and Health & Wellbeing Coaches have been working in collaboration with the Sky Blues in the Community to launch a range of new support groups.

The new groups are aimed at supporting the patients of our 15 member practices.

The session attendees have said:

I am so glad I came, I never thought I would do something like this, and I will come next week. He also said that he feels proud of himself, as he had two great days - the walk and talk, which was a major milestone for him as he was so anxious about coming and then going to walking football the next day !!

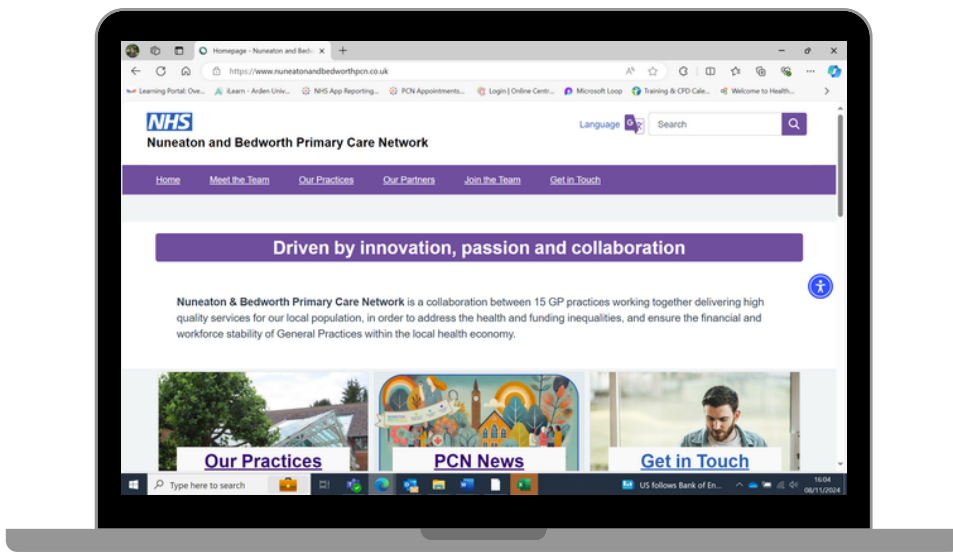
It is the most fun we've had in ages so we are definitely planning on returning

Please visit [our website](#) to find out more

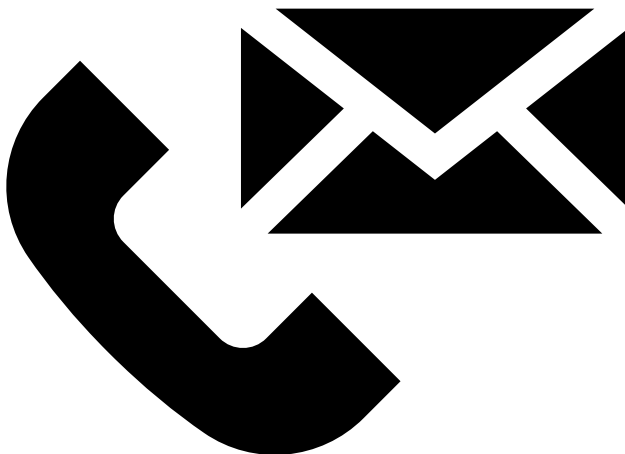
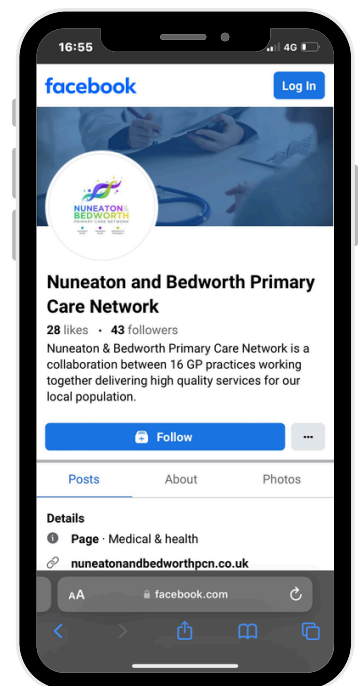


# Stay in Touch

Would you like to keep in touch with all the latest news



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