

Nuneaton and Bedworth PCN NewsLetter

Summer Edition

PCN Updates

Good News Stories

Enhanced Access Updates

Digital & Transformation

Care Coordinating Team

Pharmacy Team

Social Prescribing and Health &
Wellbeing Team

Upcoming 2025 - 2026

Stay in Touch

Welcome

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



PCN Updates

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

Carol Nedjati
Lead Nurse

Digital, Enhanced Access & Administration Team

Rebecca Cuttiford
Digital Care Coordinator

Jamie Thomas
Enhanced Access
Coordinator

Sandy Bhandal
PCN Business & ARRS
Co-ordinator

Leanne Ward
Virtual Enhanced
Access Coordinator
(Out of Hours)

Sophie Pawley
PCN Personalised
Care Administrator

PCN Updates



**23 PCN Staff
Recruited in
24/25**

Since April 2024, the PCN have recruited 23 members of the team including Clinical Pharmacists, Social Prescribers, Care Coordinators and many more.

PCN Management have completed 35 interviews and supported 6 members of staff in the TUPE procedure.

The PCN Management team have implemented a new software which accurately facilitates:

- Recording staff absences and leave
- Statutory and Mandatory Training
- HR Requirements such as DBS expiries, professional registrations etc.
- Expenses claims & authorisations
- Personal details i.e. Next of Kin, Contact details etc.



AVENSURE
PeopleCloud

PCN Good News Stories

In May 2025, the PCN Management Team along with representation from Sky Blues in the Community attended the Wellbeing for Life event at Riversley Park, Nuneaton. The event focused on Mental & Physical Health Awareness and our teams were able to engage with the public around the services that we can offer to enhance a patients journey.



PCN Good News Stories

Our Digital and Transformation Team have also been recognised for their achievements in 2024 - 2025 as they have been shortlisted for 2 prestigious HSJ Digital awards.

- Digital Team of the Year
- Digital Literacy, Education and Upskilling Award

These awards show the hard work and dedication that the Digital Team have shown towards ensuring patients are supported through using online tools such as NHS App & Rapid Health, ensuring community engagement with services by recruiting community champions to support outside of the practices & ensuring that patients have access to over 664 community/voluntary services available in the local area.

Becky has also won as Association for Project Management Midlands Student of the Year progressing to the National Education and Research Awards in June 2025.

DIGITAL TEAM OF THE YEAR

Bradley Hough &
Rebecca Cuttiford



FOR HEALTHCARE LEADERS
HSJ

DIGITAL LITERACY, EDUCATION AND UPSKILLING AWARD

Bradley Hough &
Rebecca Cuttiford



FOR HEALTHCARE LEADERS
HSJ

PCN Good News Stories

Our Lead Social Prescriber Karen Ashby has been appointed as a Social Prescribing Champion with the NASP since March 2025! Social Prescribing Champions promote the role of social prescribing in supporting people's health and wellbeing. The scheme acknowledges the great work of social prescribing advocates across the health and social care system, and offers additional social prescribing resources and opportunities.



In 2024 Nuneaton & Bedworth PCN Social Prescribing Lead Karen Ashby & Social Prescriber Jayde Bromley were shortlisted for the Personalised Care Social Prescriber Award. We were proud to announce Karen as the winner in December 2024! Congratulations Karen & Jayde!



PCN Good News Stories

Nuneaton and Bedworth Primary Care Network have supported 5 Clinical Pharmacists in obtaining their professional qualifications to support the local community.

Clinical Pharmacist

Newly Qualified Independent Prescriber



Clinical Pharmacist

CPPE Primary Care Education Pathway



Enhanced Access Team



Enhanced Access

Nuneaton & Bedworth PCN now offer appointment availability on behalf of your GP practice.

This means you can have appointments with a range of Healthcare Professionals both over the phone and face to face:

18:30 – 20:00 | Monday – Friday
09:00 – 17:00 | Saturday

If you need an appointment

- Contact your Surgery,
- Go online to book
- Call – 02475107053

Go to our website to see if your practice are part of the service:
www.nuneatonandbedworthpcn.co.uk/our-practices



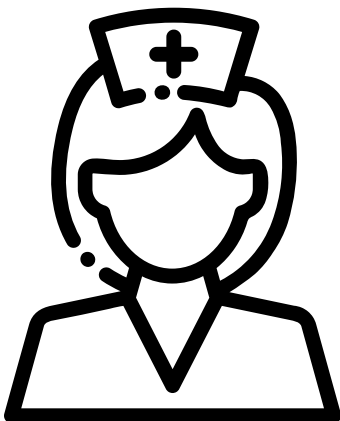
2024 into 2025 has gone with a bang in Enhanced Access, from bringing the service in-house to be delivered by a dedicated and committed PCN Team, to providing opportunities for new delivery, targeted clinics, and support for Winter Pressures and much, much more

Achievements

Mobilising a service that provides opportunities for practices to access additional capacity both weekdays and on Saturdays, both face to face and virtually, with an increased focus on GP appointments, and a more targeted approach to Nurse appointments including Cervical Screening, Immunisations and Vaccinations, and specific long-term conditions.

We have setup direct contact for patients with our dedicated service phonenumber, making it easier for patients to contact us, re-arrange appointments or check if we have any last-minute availability, also supporting our constant strive to always maximise our utilisation of appointments.

Integration into the service for bookings via Rapid Health, making our appointments available and accessible to all, replicating the access available in our PCN practices.



Enhanced Access Team

Provision of specialist and targeted clinics including:



- Supporting walk in / drop in Cervical Screening
- Community Vaccination Hubs to enable closer to home and community location appointment
- Long-acting contraceptive clinics outside of the working week
- MSK support through additional joint injection clinics provided by one of our locally based GPs
- And a dedicated support team targeting patient lists for those harder to reach patients so that they are informed of the available clinics, and support outside of their GP Practice.

NUNEATON AND BEDWORTH PCN ENHANCED ACCESS

LARC Clinics

Saturday Clinics at Red Roofs Surgery

- Pre-bookable clinics for Implant/IUD/IUS
- Contraceptive Counselling call prior to clinic
- Provision of Prescription for chosen method

Refer patients to us: cwicb.nunandbedea@nhs.net

ENHANCED ACCESS SERVICE

More appointments, more flexibility!

- Do you need a GP appointment?
- We are open every Saturday Red Roofs Surgery | Bulkington Surgery 9am - 5pm
- Telephone appointments Mon-Fri between 6:30pm and 8pm You can now book online through your practice website 'Contact Us'

Or you can call our team on 02475 107053

Nuneaton and Bedworth Enhanced Access is inviting you

Is your smear due? Need a weekend appointment? Want flexibility on the time?

Drop In Cervical Screening - Smear Clinic Saturday 5th April 09.00 - 13.00

Red Roofs Surgery, Coton Road, Nuneaton, CV11 5TW, call us on 02475107053 for more details

CHILDRENS IMMUNISATION HUB

April 2025

DATE	LOCATION	TIME
Wednesday 9th April 2025	HTC THE BIG LOCAL, 1 DONNITHORNE AVENUE, HILLTOP, CV10 7AF	13.00-17.00
Saturday 12th April 2025	RED ROOFS SURGERY, 31 COTON ROAD, NUNEATON, CV11 5TW	09.00-17.00
Wednesday 23rd April 2025	HTC THE BIG LOCAL, 1 DONNITHORNE AVENUE, HILLTOP, CV10 7AF	13.00 - 17.00

- ARE YOUR CHILD'S IMMUNISATIONS OVERDUE, AND YOU WANT TO GET THEM UP TO DATE
- DO YOU HAVE QUESTIONS ABOUT THE IMMUNISATION PROGRAMME, OR WANT SOME ADVICE?
- ARE YOU UNSURE IF YOUR CHILD IS DUE ANY VACCINATIONS?

THEN POP IN AND SPEAK TO US IN OUR COMMUNITY HUB LOCATIONS. APPOINTMENTS ARE AVAILABLE CALL US ON: **02475107053** (MON-FRI 17.00 - 18.00, SATURDAY 09.00-13.00)

Enhanced Access Team

Service Delivery

We pride ourselves on delivering a service responsive to patient needs, this is demonstrated through the number of appointments that were delivered throughout 2024-2025



Enhanced Access - Nuneaton and Bedworth PCN



From April 2024 - March 2025 we provided:
20246 booked GP and
3,534 Practice Nurse
Appointments
Thats a staggering **23780**
bookings for Nuneaton and
Bedworth patients



Over 6800 additional hours
of access to a GP or the
Practice Nurse Team



1292 patients did not
attend

Thats **323** hours of
appointments that could
have been offered to
others



Booking, cancelling and
visiting us is simple you can:
1. Call your surgery,
2. Go online and book via
Rapid Health,
3. Outside of GP hours call
us on **02475107053**



All of our appointments are delivered by local GPs, Advanced Practitioners, Practice Nurses, and Health Care Assistants, and of course our front of house team including our receptionists and Team Coordinators.

Patient feedback reflects our dedication to service delivery, demonstrating feedback from 98% of patients reporting excellent/very good support and consultation. We do know that things won't always be right, and that on occasions service delivery may not be to a patient need, and when this is raised, we ensure a full response is provided, lessons are learnt and ensure that all feedback provides us with the opportunity for transformation.

2024 into 2025 has provided us with the opportunity to launch, now as we move into 2025 to 2026 it is our aim to continue our growth and support.

Immunisations Hub

Between November 2024 & March 2025, our Enhanced Access service have been working from within our local community settings to provide an immunisation hub. The delivery of immunisations & advice has been provided to support the uptake in the difficult to engage population.

By providing this service, our Enhanced Access Teams have been able to support the following:

9%

**Total MMR First Dose
for children aged
between 2 years - 5
years 9 months across
Nuneaton and
Bedworth**

28%

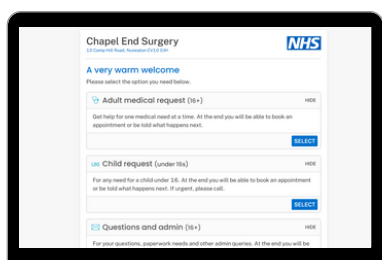
**Total MMR Second
Dose for children aged
between 4 years - 6
years 5 months across
Nuneaton & Bedworth**

Through the support of our dedicated Practice Nurse, Clinical Lead and Development Manager (Advanced Nurse Practitioner), Co-Ordinator & Administration team, the hub has provided patients and legal guardians the support they need in order to become up to date with their intended vaccinations.

Digital & Transformation

Our Digital and Transformation Team have been working to ensure our service providers and systems enhance our patients experience and add value to our member practices. Some key projects from 2024-2025 are below:

Digital Inclusion: Supporting our patients, providing on-hand training and practice resources to improve access & usage of the NHS App and Rapid Health



Online Consultation: Implemented Rapid Health for our evening and weekend Enhanced Access service offering for 10 member practices: Meaning patients can now book appointments online not only for core practice hours, but for evenings and Saturdays too!

Community and Home Visits: Worked closely with our Additional Roles teams to facilitate devices that allow for Hub and on-site working; supporting multi-practice, group community work and home/ care home visits



Social Prescribing Platform: Embedded the JOY platform - enabling our Social Prescribing team to work efficiently across our network of practices, increasing referrals into the service, and providing our patients with direct access to over 800 community providers through the JOY marketplace - [Visit the Joy Marketplace here](#)

Digital & Transformation

Community Veterans Health Checks: Working collaboratively with neighbouring North Arden Primary Care Network and partners across Secondary Care, Local Authority and local organisations, enabling the secure and accurate capture of Veterans Health Checks. Resulting in general practice identification and support our Veteran's Health and Care needs. Paving the way for future neighbourhood teams working



veteranscontactpoint



NORTH ARDEN
PRIMARY CARE NETWORK



NUNEATON &
BEDWORTH
PRIMARY CARE NETWORK



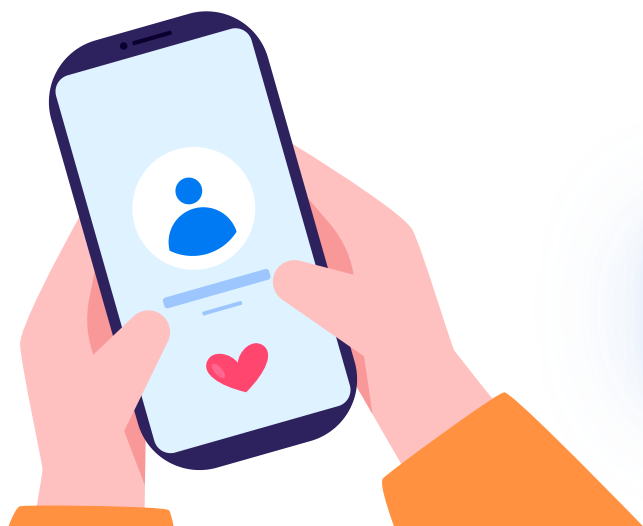
Warwickshire
County Council

NHS

George Eliot Hospital
NHS Trust

Remote Monitoring: Piloting at home blood pressure software managed through a patient's smartphone directly to our Clinical Pharmacist and Care Coordinator staff teams.

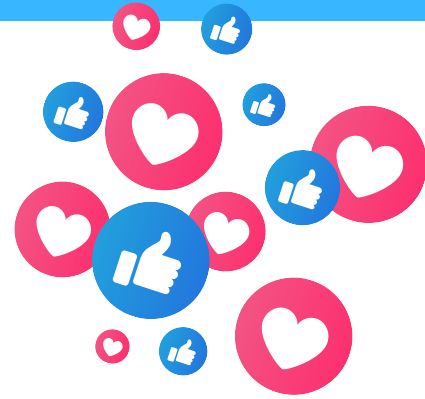
Through working collaboratively with the Coventry and Warwickshire Community Development Agency and Digital Champions, the Digital and Transformation team have been providing direct targeted support on behalf of our member practices. We have been able to increase our NHS App uptake from 58.9% to 66.3% in just 1 year



7.4%
Increase

Digital & Transformation

The Digital and Transformation team have also increased the social media presence of our member practices and added a Nuneaton & Bedworth PCN page in order to drive key messages around healthcare and the services that can support patient care.



Our Digital and Transformation team have been focusing on engaging with our member practices to streamline processes that could provide more efficiencies.

We have worked to get an MS Teams channel available for all member practices, making it easier for our member practices to collaborate, access key information and share best practice



We have also worked as part of a pilot project with NHS England to ensure that each staff member has the correct system coding to be able to complete their daily work with a one click log in, making it quicker and easier for staff & providing more time available to support patients. This has proven successful and is currently being reviewed and rolled out across the Coventry & Warwickshire system.

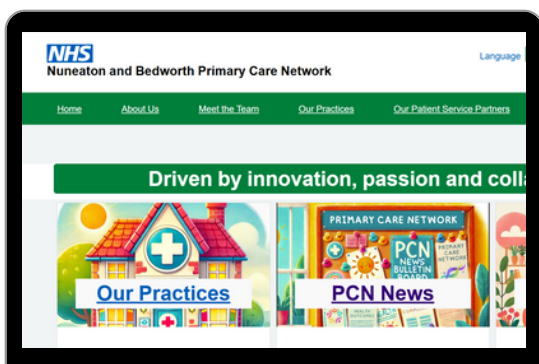


Digital & Transformation

In recent months, we have been working to successfully move our Care Coordinators into our Clinical Hub system. The new and improved process provides more opportunity to support more patients, a single location for all data entry and provides improvements on reporting/monitoring patient progress throughout their healthcare journey.



Working with NHS Digital and Ability.Net, we have ensured our websites are patient friendly and fully accessible. The introduction of our new websites means our practices are following website accessibility guidance, providing a mobile friendly version of the sites & an accessibility widget allowing for patients to comfortably view our webpages with the right tools supporting enhancements such as larger text, text to speech, highlighting and many more.



Care Coordinating Team

In March 2025, the Care Co-ordinators delivered presentations to the community District Nursing teams to ensure collaborative working across Nuneaton & Bedworth. This reinforced messaging of even though the team had lost the services of Place based teams (PBT), the Care Co-ordinators are still available to support the service. The Care Co-Ordinators delivered these presentations to new members of the District Nursing team but also existing staff members to enable further understanding of the services the team can support with outside of a GP appointment.

Erica Waters (Lead Care Coordinator) says.. "Holding these sessions has been really positive for all, new staff have learnt about the service we provide and also to further develop existing District Nurses. It has led to further referral into the team which in-tern has benefited patients.



Care Coordinating Team

In February 2025, Kate and Chelsey from our Care Coordinating team presented to the local dementia group at The Life Church in Bedworth.

They were invited to attend the group and explain more on how they support dementia patients, who they can sign post too and how they can support not only the patient but also their loved ones.

The feedback from the group was really positive especially for family & friends that had attended to find out more about how they can understand and support their loved ones through their health journey as well as how the team can support this. The group had also been taught that there were a variety of services in the community they may not be aware of.



Pharmacy Team

Since August, the pharmacy team within our Primary Care Network has continued to grow and strengthen. We're pleased to have welcomed a new Lead Clinical Pharmacist, who provides support and guidance to the team along with six new clinical pharmacists and two pharmacy technicians, expanding our capacity to support practices and patients across the network. This growth reflects our ongoing commitment to improving medicines optimisation, supporting long-term condition management, and enhancing patient care within general practice. The expanded team is already making a positive impact - leading on the Prescribing Quality Incentive Scheme (PQIS), completing structured medication reviews, supporting QOF achievement targets, and contributing to key clinical areas such as respiratory and cardiovascular health.



In November, Simran Obhi (Lead Clinical Pharmacist) presented at the Clinical Pharmacist Conference, followed by the Pharmacy Technician Conference in January 2025. Both sessions, hosted by the Coventry and Warwickshire Training Hub, focused on Respiratory and the sessions were on the new asthma guidelines and their practical implementation for pharmacists and pharmacy technicians. There were engaging discussions and insightful questions that highlighted the importance of tailoring asthma care to each professional's role.

Simran says.. "It was fantastic to connect with colleagues across the region to enhance respiratory care in primary care settings"

Pharmacy Team

In April 2025, Simran, our Lead Clinical PCN Pharmacist delivered an insightful talk on asthma management at a regional event in the Midlands. The session focused on the implementation of national asthma guidelines within primary care, offering practical strategies to support clinicians in optimising treatment and improving patient outcomes. Key topics included appropriate inhaler selection, environmental considerations, and empowering patients through personalised care. The talk was well received, prompting valuable discussions on how to embed best practice into everyday clinical work across the region.

In May 2025, the team were able to visit the Clinical Pharmacy Congress where Simran delivered another speech designed to engage discussions around asthma management.



Pharmacy Team

All new team members are now enrolled on the CPPE Primary Care Pharmacy Education Pathway (PCPEP). This nationally recognised training programme is designed to equip pharmacy professionals with the knowledge and skills needed to work effectively within general practice. It combines clinical learning, assessment skills, and supervised practice to ensure pharmacists and pharmacy technicians can provide safe, patient-centred care while becoming confident members of the multidisciplinary team.



We're also proud to share that two of our pharmacists have recently qualified as Independent Prescribers. This means they can now assess, diagnose, and manage patients autonomously within defined clinical areas. They specialise in key long-term conditions, enabling them to run dedicated clinics, optimise treatment, and provide proactive support to GP practices. This helps reduce pressure on GPs, improves access to care, and ensures patients receive timely, evidence-based interventions.



As our team continues to develop, we remain committed to delivering safe, effective, and integrated care across the PCN - supporting both our practice teams and the patients we serve.

Pharmacy Team



We recently received fantastic feedback sent to the PCN about Hiba, one of our Clinical Pharmacists based at The Grange Medical Centre in Nuneaton. A patient shared how much they appreciated Hiba's professionalism, clear communication, and support in managing their new medication. They also highlighted how valuable it is to have direct access to a pharmacist within the GP surgery - particularly when juggling healthcare needs around a busy work schedule. It's great to see the positive impact our pharmacy team continues to have on patient experience and care access. As Hiba continues to develop within her career, the PCN are supporting Hiba in obtaining a Diploma through the University of Warwick supporting 'Improving Diabetes Care' due to complete in Summer 2025.

33,421
Appointments

The Pharmacy Team have delivered 33,421 appointments from August 2024 - March 2025*

*Data excludes 4 practices who are no longer within the PCN

Social Prescribing & Health & Wellbeing

Did you know that in the last year, our GP practices have sent over 2,552 Social Prescribing & Health & Wellbeing Coach Referrals to our team



Healthcare isn't confined to waiting rooms. Increasingly, our social prescribers are venturing into the heart of our communities, building bridges & fostering wellbeing in unique & culturally sensitive ways. Two compelling examples are with the Gypsy, Roma, Traveller community & engagement within the monthly Gurdwara support sessions. These initiatives highlight the power of personalised, community-driven support, demonstrating how social prescribing can effectively address the specific needs of diverse populations.



Social Prescribing & Health & Wellbeing

Throughout the year we have listened to our patients & identified a need to address loneliness & isolation amongst our community as well as other factors such as inactivity. All of which play an important part in our overall health and wellbeing. By working in collaboration with our fantastic partners, we have been able to develop and grow all of our amazing groups

For more information on how to sign up to the groups, please [click here](#)

Our Digital & Transformation Team and the Social Prescribing team have been working on launching the Health Justice Partnership Programme! This innovative initiative brings together the expertise of our Social Prescribers, the Coventry Law Centre, and the Citizens Advice Bureau (CAB), creating a holistic support system for those facing complex challenges.



Social Prescribing & Health & Wellbeing

Over the past year, our Social Prescribing Team has been using the JOY platform to provide the service provision to our patients. This platform has given us valuable insights into the positive changes patients experience when they receive social prescribing support.

Patients receiving social prescribing focussed support, then spent less time with their GP practice. Additionally, patients attending our specialised support programmes: The group Pain Clinic, and patients working with the Health Justice Partnership—which includes expert teams from the Central England Law Centre and Citizens Advice, have all benefited from specialised support tailored to their holistic health and care needs.

These improvements show how important social prescribing is in helping people stay well and healthy. It also means GPs have more time to focus on providing care for our patient population.

To explore how the Marketplace can support you, click on the image below:



In 2025 - 26, the PCN are continuing to support practices as follows:

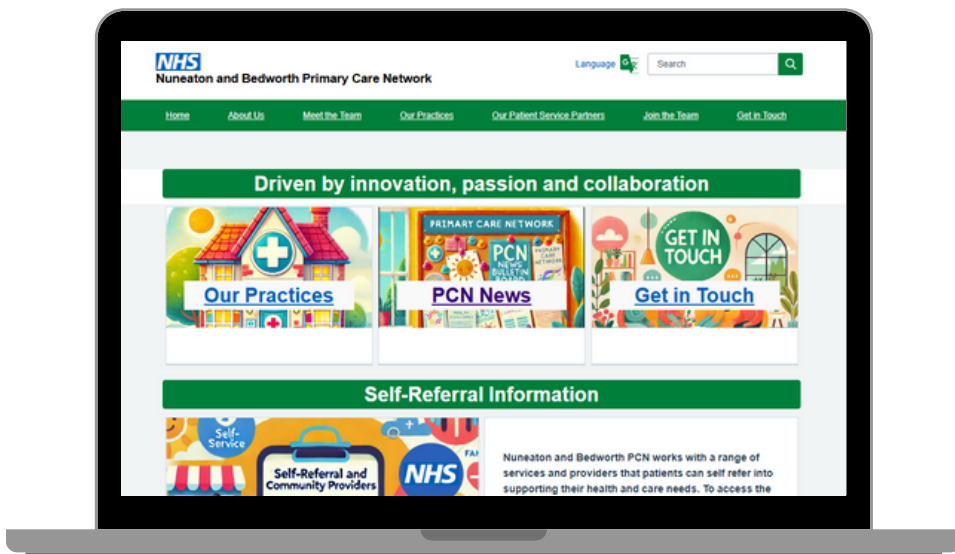
- Enhanced Access Service - Opportunities for weekday clinics are being planned, providing access for group support sessions, and a focus on proactive care being integrated into what we do is high on the list of priorities, all of this whilst still continuing to deliver the access to appointments that offer an extension to General Practice delivery each day.
- By introducing our staff survey, providing staff with the opportunity to improve their experiences.
- By providing support to practices in relation to the National and Local policy drivers (CAP, DES)
- Introduction of the Mental Health Team to Clinical Hub working similar to the Care Coordinators team.
- 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!

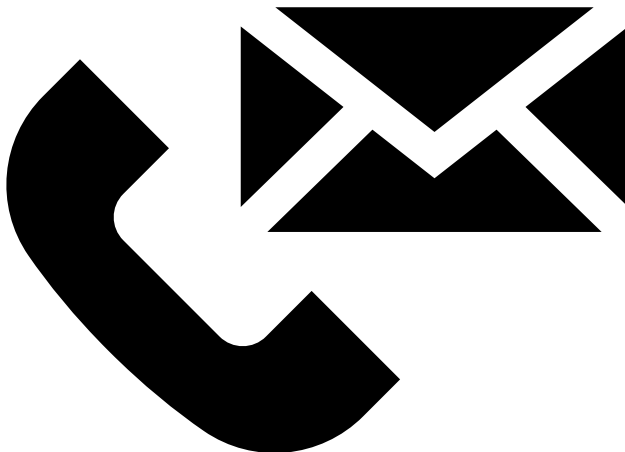
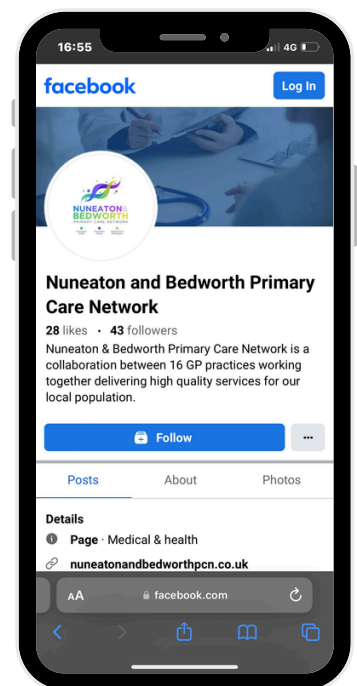
Contact - cwicb.nunandbeddigital@nhs.net

Stay in Touch

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



Homepage - Nuneaton and Bedworth
Primary Care Network



Contact Us - Nuneaton and Bedworth
Primary Care Network