

# Retford and Villages PCN Newsletter

November / 2021



## Welcome to the first Retford & Villages PCN Newsletter

The aim of this newsletter is to provide regular updates on developments and projects across the PCN.

### Personalised Care Team

Our Personalised Care team at Retford & Villages PCN is a collaboration of staff commissioned through our partners in the third Sector, BCVS, Aurora, The Centre Place and Bassetlaw Action Centre and directly employed by the PCN. The team consists of two Care Co-ordinators, two Social Prescribing Link Workers, one an adult and one children and young people's and two Health and Wellbeing Coaches, one of which specialises in cancer. Our teams work across the PCN and with wider partners to provide personalised, non-clinical, holistic support to local people that are often vulnerable and isolated, with the aim addressing wider determinates of physical and mental health.

### PCN Projects

**Cancer Project-** The PCN team have been working the Cancer Alliance to increase our patient uptake of cervical smears, to support with earlier cancer diagnosis for women. The team consulted with local people on barriers to them and introduced behavioural science nudge techniques across our GP practices to support this work. As part of this project, we have provided an EXTRA 24 cervical smear clinics from August including weekly Saturday clinics.

As part of this project, we promoted Cancer Awareness Day with a stall at ASDA and Morrison's in Retford and would like to thank them for their support. With the aid of our cancer Health and Wellbeing Coach an Advanced Nurse Practitioner from Riverside Health Centre, Q&A sessions were held to address any queries raised by members of the public. Information regarding regular health checks and general advice to maintain health and wellbeing was provided, including the wide range of local support offers.



Attendees were also informed about upcoming smear clinics which resulted in a substantial number of bookings. We would like to thank all PCN staff and volunteers that supported this initiative which was a huge success.



When booking patients for Covid Vaccination clinics please ensure that they meet all necessary criteria. For more info please visit: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/who-can-get-the-vaccine/>



**Long Covid-** Our Health and Wellbeing Coach and Care Co-ordinators have developed a Long Covid information leaflet for patients and a new referral pathway for accessing support. We have worked in partnership with consultant paediatricians from DBTH to

ensure that children with a Long Covid diagnosis will now also receive the care that they need.

**Fibromyalgia Support** - The team have developed a Fibromyalgia information leaflet for patients to support with managing symptoms and established two monthly support groups. These groups are being facilitated by our Health and Wellbeing Coach and Adult Social Prescriber- the initial group was so well attended that we had to split this into two!

**Social Prescribing-** Our Link Workers have been supporting people in accessing community social and support groups now that these have begun to reopen, restoring our community back to where we were pre-pandemic.

Our adult Social Prescriber has set up a weekly Older Peoples Friendship Group in partnership with local services and is issuing community transport schemes to reducing barriers for people in accessing this.

Our children and young people Social Prescriber is working closely with children's services, schools, and parents to provide safe and protective environments for children and young adults in our area. This vital role supporting early intervention is one of the key means of preventing problems later in life and continues to offer one of the most important services within our PCN.

**We are increasing our Personalised Care Team to support with the demand for these services and as a result are in the process of developing referral pathways for local partners.**

## First Contact Physiotherapist

Our First Contact Physiotherapist (FCP) joined the team in September and has daily clinics based across Retford Primary Care Centre, Riverside Health Centre, and Kingfisher Family Practice Monday-Friday. The role of FCPs in Primary Care is to assess patients with soft tissue, muscle, and joint pain and to decide on the most appropriate management pathway. The FCP works closely with the DBTH Orthopaedic Department and local GPs to deliver the best quality MSK service for our community.

Appointments can be booked directly via reception teams avoiding the needs to wait for a GP appointment.

## Pharmacy Team

In addition to supporting the COVID Vaccination Programme on a weekly basis our PCN pharmacy team have been focusing on the following workstreams:

GP CPCS referral scheme. The team have consulted with local Pharmacies and developed processes for referring patients to Pharmacies, where appropriate, reducing the need to wait for an appointment with GP or prescribers as well as reducing the demand on primary care services.

Low-carbon inhalers switches- the team have developed a policy and process around this and will be supporting the introduction of new low-carbon inhalers for patients with the aim of reducing the NHS carbon footprint.

Medication Reconciliation Scheme- the team have been working to improve the efficiency of the prescribing process through the use of a proxy medication ordering service.



### **Covid Clinic updates**

Thanks to the combined efforts of the PCN, zero hours staff, volunteers and all 5 practices, we have been able to administer over 4,000 COVID vaccines this month.

This brings the total to....

First doses: 40,389

Second doses: 37,767

Boosters: 3,497

### **BCVS THANK YOU! Celebration**

The Bassetlaw Community Voluntary Service's (BCVS) unwavering support has been vital to our operations and the efficiency of our COVID clinics. The commitment and dedication that volunteers from BCVS have shown to help keep local people safe during this pandemic has been extraordinary. Since January volunteers from BCVS have given their time on a weekly basis providing cover for over 1000 NHS staff slots, totalling an outstanding 2800 hours of invaluable support.

With the support of our member practices, a big "Thank You!" celebration was held in October to recognise the important work they've done and continue to do, and we were honoured to join in celebrating their achievements. We would like to take this opportunity to again thank BCVS and each of the volunteers for their astounding contribution. Your support does not go unnoticed!

### **We wish you well.....**

Finally, but by no means least, we would like to offer our sincere thank you to both Helen Azar PCN Manager and Head of Business and Service Development and Dr. Joel Chapman, Clinical Director. Helen has been instrumental in developing the PCN and the staff teams, she will be moving on to new challenges with Bassetlaw CCG in the New Year. We would like to thank Helen for her hard work and wish her well in her new role; we are hopeful that our working relationship with the CCG means that we will continue to benefit from her invaluable contribution to improving the health and well-being of local people.

Dr. Joel Chapman has been the driving force of the PCN over the last few years, helping to progress our PCN at a critical early stage of its development. We would like to thank Dr. Joel Chapman for all his hard work and dedicated support to the PCN.

Dr Eric Kelly has now taken up the mantle of CD on an interim basis until a substantive replacement is sourced and we wish him all the very best in this new role.



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