



Warwickshire East
Primary Care Network

January 2022

Welcome to Warwickshire East PCN News. 2022 is upon us and the PCN is working hard to provide services for our patient population

PCN Focus 2022

There are a number of areas that the PCN intend to focus on in the coming months which include: -

- Increasing on-line access to all practice patients
- Improving uptake of Learning Disabilities (LD) Annual Health checks and ensuring that these are of high quality.
- Maximising the uptake of cancer screening programmes.
- Prescribing safety initiatives
- Supporting our local care and nursing homes
- Supporting patient mental health
- Supporting patient wellbeing and looking at personalised health care support
- Support families



Mission Statement

Warwickshire East PCN is committed to improving and supporting patient's health journeys by working with partner organisations and providing a person centred care approach. Our ethos is to look at improving health and to identify gaps in local health care provision and way to bridge them. Our intention is not to duplicate services already implemented but to underpin and expand on the vital work the NHS already provides.

We aim to do this by;

Health promotion and wellbeing and to ensure equality of access for all

Respect and appreciation for all

Commitment to quality patient care

To promote & support health and wellbeing

To cultivate working relationships with other stakeholder organisations to design and implement services to benefit our patient population



www.kinetonsurgery.warwickshire.nhs.uk
<https://www.stwulfstan.co.uk/>
www.harburysurgery.org.uk
www.thesouthamsurgery.co.uk
[https://www.fennycomptonandsheningtonsurgery.nhs.](https://www.fennycomptonandsheningtonsurgery.nhs)



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Clinical Director Update

Happy New Year to you all!

It has been an incredibly challenging 2021 for us all. It was a year of tremendous effort from all of our staff, and we were all energised by the great support received from our patients.

As a group of Practices, we continue to work extremely hard to provide a great standard of care to our patients in these unprecedented times. As a Primary Care Network (PCN), we will continue to look for ways to support practices and provide new and beneficial services to our patients.

This January, in an effort to improve mental health care, we will be introducing 2 new exciting programmes.

Firstly, we will be welcoming Psychological Therapy Trainees who will support our practices by offering Counselling and Cognitive Behaviour Therapy (CBT) treatment with minimal delay. Existing waiting times for such services have become quite lengthy, so we hope we can help patients by providing support sooner.

Secondly, we will be providing an online platform for all our patients to access free of charge and without the need to see a GP first. These online modules cover subjects such as poor sleep, stress, money worries, anxiety and mindfulness. It is hoped that by accessing these wellness tools sooner, we may help people develop worsening symptoms later. In addition, your GP will be given the opportunity to provide access for specific anxiety and depression modules if they feel they will be beneficial to you. And the good thing is there are no waiting times! Please see our website for updates (address below).

Finally we now have a PCN website which you can access at www.wepcn.co.uk

May I wish you all a Happy New Year.

Faris

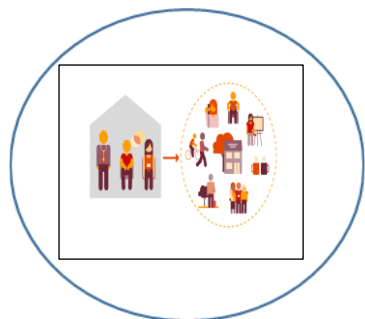
Update on staffing for the Health and Wellbeing Team.



Hello, my name is Joanna and I am delighted to join the PCN as the new Care Coordinator. Over the last couple of years I have worked as a carer, supporting elderly clients to enjoy living as independently as possible in their own homes. I have cared for patients diagnosed with dementia, mobility issues, additionally providing end of life care. It has been rewarding to make a positive difference to people's lives.

My career began as a textile designer and so in my spare time I enjoy drawing and generally being creative. I have recently restarted piano lessons and enjoy playing duets with my daughter. I enjoy spending quality time with my husband and daughter as well as walking our dog in the beautiful Warwickshire countryside. I am excited to start this new chapter in my career and look forward to working with you all.

Joanna will be forming part of the team and will be working very closely with Ludmilla our Health and Wellbeing Coach and the Social Prescribing Team. As a very patient focused Primary Care Network we aim to help and support our patient population with their wellbeing. If you would like any support for wellbeing or know of anyone that would benefit please get in touch with your GP surgery or by emailing the Health and Wellbeing Team at we.connect@nhs.net and a member of the team would be happy to get in touch with you.



SOCIAL PRESCRIBING TEAM

Our Team of Social Link Workers are here to help support you along the way to better improve your wellbeing.

We can help patients experiencing;

Problem	Typical Support
Social isolation/ loneliness	Referring to befriending services and encouraging attendance at social groups. Building a Relationship with the patient and providing a mentoring service if required.
Transport problems/blue badge applications	Advising patients about transport options in the area and looking at the costs of these. Offering support to complete forms.
Bereavement	Signposting to Cruse bereavement counselling or other appropriate counselling support.
Inadequate housing	Providing advice and referring to organisations such as Shelter and P3 who can support tenants with their housing situations.
Financial problems/ poverty	Signposting to the money advisory service, debt support services, Citizens Advice and the DWP. Help to complete benefit applications & basic budgeting advice, food bank, signposting to agencies if appropriate.
Carers for a family member	Offering advice on how to support family members with a disability and signposting to organisations such as the Alzheimer’s Society and Carers Trust.
Information about social care	Advice on how they can access social care via social services. Advice on Assistive Technology.
Improving physical activity and health	Signposting to local groups for physical activity and wellbeing exercises. Referring to services such as Fitter Futures.
Support for long term conditions	Can offer support for those with long term conditions to manage their conditions more independently by referring you to our Health and Wellbeing Coach.
Mental Health	Signposting to counselling, peer led social groups, wellbeing groups, befriending and accessing crisis support.
Older Adults	Help to access shopping & cleaning services and general advice around practical support. Signposting into Age UK services. Assistive Technology advice.

Clinical Pharmacist Update

The clinical pharmacist team continues to grow and provide pharmacy support throughout the PCN.



The Clinical Pharmacy team at the PCN is growing we are looking to recruit a Pharmacy Technician to support the GP's and Clinical Pharmacists in providing patient care. It is important that we audit medications and do quality control checks and a Pharmacy technician will be a valuable asset to the Network to enable us to deliver these essential elements of care.

Mina Hunjan:

It feels great to say I've completed nine months at the PCN now and I can honestly say I have really enjoyed it, with best part being the people I work alongside and the patients we support.

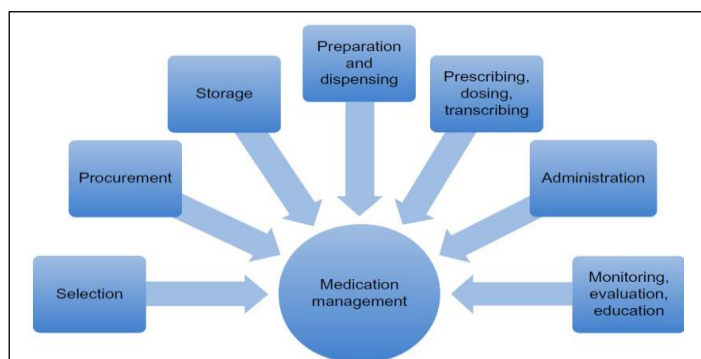
I continue to visit the care homes and have formed some great relationships. However, it can be a fickle environment when it comes to med's reviews, as often I may have de-prescribed an item only to find that Faris has re-instated it the next week! I am hoping we can do some great work now relationships are more established, with the focus being on avoiding hospital admissions. Also, I aim to learn how to use the Kardia mobile device to diagnose AF, which is an exciting prospect as it will benefit so many patients.

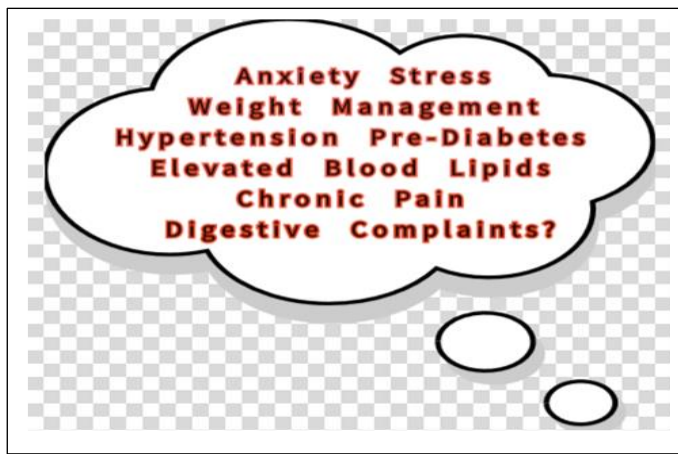
A notable achievement for me recently, was passing my CPPE training course last October and I have been approached by CPPE to be a future mentor, which was a happy though unexpected outcome. I will begin studying for my IP this month at Coventry University to complete by June 2022, under the inspiring guidance of Dr Viswa.

I have chosen to concentrate on frailty which is a long-term term condition not only seen in Care Homes, but in many people in the community and as one of my aims has been to support housebound diabetes patients with SMRs, I am pleased to say that I have a recently embarked on a project to do just this and I'm thoroughly enjoying it, just hope the patients are too!

Hitesh Tara:

I am now approaching the end of his prescribing qualification and is completing his 90 hours of shadowing another prescriber. If anyone is interested in Hitesh shadowing their clinic, please be in touch. Hitesh also continues to complete structured medication reviews and chronic disease reviews and is planning to review patients who are housebound in the form of home visits.





In the picture above are some of the most common health problems that patients referred to the PCN's **Health & Wellbeing Coaching Service** have sought to address this year. In our first year, we have accumulated dozens of successful stories and case studies that reflect the great potential of Coaching for the PCN.

Additional training also means **Mental Health First Aid** is now also a part of the service on offer with many referrals relating to emotional health, anxiety, stress and low mood continually coming through for coaching. This means many patients have been working through some aspects of their mental health whilst on the IAPT's waiting list whilst others have opted for coaching where they feel counselling or psychological support is not quite what they are looking for. As the PCN's first coach in post, Ludmila has enjoyed a first year with a varied and enriching experience with the patients. As always, the main criteria for referrals to Coaching is patient interest to engage with the management of their own health. If you have patients looking to do something about their health, please send them our way for coaching sessions.

The PCN's Clinical Pharmacist team has also provided a good flow of referrals which include patients who are seeking to better manage their blood pressure, glucose levels, lipid levels, uric acid levels and weight management through lifestyle changes. These cases provide excellent targets with which we aim to demonstrate some measurable results for quantitative data on the benefits of coaching.

We would like to thank the GP's who supported the service by sending their referrals in this first year and we would like to invite other GP's and members of staff to consider coaching as a referral route for their patients. This is a patient-lead type of support, and we have the time and skills to offer professional personalised care adaptable to the individual. From complex multiple chronic disease cases to relatively simpler ones, all patients are very welcome to be referred to coaching providing they want to actively engage with the management of their health. Please keep us in mind for 2022 as we aim to reach more patients and become a regular referral route for all GP's within our PCN.

Coach referrals are easy: simply send us an email to we.connect@nhs.net (referral form is the same one used for Social Prescribers Link Workers).

Despite the challenges faced by all in 2021, we have much to celebrate in terms of the implementation and achievements of the coaching service within our PCN. A big thank you to all who have been supporting this highly personalised referral route available to all patients via the NHS. We look forward to working with more GP's and widening our reach in 2022.

Ludmilla Enticott

Health and Wellbeing Coach WEPCN

Supporting Patients Who Have a Cancer Diagnosis

A cancer diagnosis for anyone is a time when you need support not only from friends and loved ones but also from your GP Practice. Our Primary Care Network team have a new support service that is here to help from advice and support but also here to listen and be here for you for as long as you need us.

You do not have to contact us we will automatically contact you and we will be guided by your decisions. The referral process is;



As part of The Personalised Care Plan approach, Social Link workers have been working in partnership with Vale of Red Horse Practices, Social Link workers have been writing to patients with a new cancer diagnosis, as part of an enhanced service. Link workers are offering a Holistic Needs assessment, following up with a telephone call. Depending on what the patient has identified, the Link worker will help the patient to access support with benefits, transport, housing issues, emotional support, employment, wills, power of attorney and much more.

Research has found over 70% of cancer care patient need emotional support- Social Link workers can help patients explore their worries and concerns, in a non-clinical way, giving time and regular contact where needed, or refer to specialist support depending on an individual need.

Case Study

Social Prescriber telephoned a patient with a rare type of cancer. The patient was distressed after just having had a call with her oncologist. After ascertaining it was ok to talk, the patient talked about her concerns regarding her family, the possibility that she may die and all the things she had not had the opportunity to tell anyone else. The patient advised it was so helpful just to talk to someone not directly involved and help her to look at things in a practical structured way, making suggestions and providing information.

At the end of the call the Social Prescriber asked the patient if a another call would be helpful, the patients agreed a follow up in about four weeks would be helpful to discuss how things will have progressed and to look at what support maybe needed through her cancer care journey. The patient advised the call had come at the right time, just when she needed to offload and said how helpful it had been just to talk.



The FCP Clinics are coming up to their 12 month anniversary within PCN East, and overall I feel that they have been implementing well and proving to be a valued resource within the GP Surgeries and clinics they support. There have been some challenges along the way and the diary has been progressively building with fantastic support from the practice admin teams who are the first line of triage for the patients into the clinics. Christmas has seen a slight decline in the numbers contacting clinic and also the effects of Omicron have probably supported a reduced contact level. However, clinics are maintaining and the numbers are readily growing again. It has been a great learning and development piece within the 5 GP Surgeries that I support, and now I feel we can look to develop the service further into the New Year and the next chapter within First Contact Practitioner services.

Hopefully this will result in more face to face contacts as able within GP Surgeries which will further lead to support development of the service and allow greater patient access and vision of what is available. Naturally this is dependent on guidance and direction from local and national policies and planning. But, whatever the New Year brings with virtual or face to face availability I am excited to be continuing this development and integration process within the PCN East Network.



The following steps have been researched and developed by the New Economics Foundation.

www.mind.org.uk

Connect: There is strong evidence that indicates that feeling close to, and valued by, other people is a fundamental human need and one that contributes to functioning well in the world.

Be active: Regular physical activity is associated with lower rates of depression and anxiety across all age groups. Exercise is essential for slowing age-related cognitive decline and for promoting well-being.

Take notice: Reminding yourself to 'take notice' can strengthen and broaden awareness. Studies have shown that being aware of what is taking place in the present directly enhances your well-being and savouring 'the moment' can help to re

Learn: Continued learning through life enhances self-esteem and encourages social interaction and a more active life. Anecdotal evidence suggests that the opportunity to engage in work or educational activities particularly helps to lift older people out of depression.

Give: Participation in social and community life has attracted a lot of attention in the field of wellbeing research. Individuals who report a greater interest in helping others are more likely to rate themselves as happy.