

Hyndburn Central PCN

NEWSLETTER



Welcome to the first quarterly Hyndburn Central PCN newsletter!

Dr Jane Eccles, Clinical Director for Hyndburn Central PCN and GP partner at Peel House Medical Practice, is pleased to introduce this new way of keeping you informed. Our newsletter will provide you with important updates, news, and useful health tips from our practice. We hope you find it both informative and enjoyable!



Clinical Director Update

Primary care has always adapted quickly to the external demands of patients, secondary care, and national bodies. This pace has only accelerated since the onset of COVID-19. Within our Primary Care Network (PCN), it's exciting to see the diverse roles within our teams and the support we can now offer our patients.

Clinical Pharmacists: They provide support for medicine queries, chronic disease management, and wider consultations.

Mental Health Practitioners: They are the first contact for patients with mental health issues and can liaise directly with hospital colleagues if needed.

Advanced Psychological Practitioners (APP): They provide up to four sessions of rapid support for patients with mild anxiety and depression and those waiting for ADHD treatments.

Social Prescribing Link Workers: They connect patients with voluntary sector services to address wider health issues.

Health and Wellbeing Coaches: They assist with weight management, smoking cessation, and healthier living for chronic diseases like diabetes.



Care Coordinator: They work behind the scenes with care homes and wider teams to ensure seamless patient care.

First Contact Physios: They offer excellent assessments for musculoskeletal problems and can perform joint injections to reduce referrals to secondary care.

Physician Associates and Nurse Associates: They support GP and nursing teams, improving patient access.

Reception and Admin Teams: They act as care navigators, ensuring patients see the right person at the right time.

Managers: They have worked tirelessly to integrate all these roles and deliver our varied services.

The contract changes this year, especially the **local Quality Contract changes**, have been challenging and time-consuming. We continue to campaign for fair funding to provide the care our patients need.

We are close to final approval for delivering the **Enhanced Access** service within our PCN. Thanks to everyone who has prepared for this and expressed interest in participating. We appreciate the ELA's work over the past 18 months and look forward to the new service.



We are collaborating with the NHSE GP Improvement team to explore how we can enhance patient access in modern general practice. Thank you to everyone involved, especially the managers for data collection. Our progress is being watched nationally, showcasing Hyndburn Central on a bigger stage.

Another significant event is the appointment of the **new chair, Dr Preeti Shukla**, for the ELA. Thanks to Dr. Fiona Ford for her drive and enthusiasm as the first chair of our Alliance. Dr Jacob Skaria represented Hyndburn Central PCN in the selection process.

With all the work we're doing, it's easy to feel overwhelmed. But as Mary Poppins said, "In every job that must be done, there is an element of fun. You find the fun, and the job's a game." Let's keep finding the fun in our work – and maybe some cake too!

Meet Our Non-Clinical ARRS Team

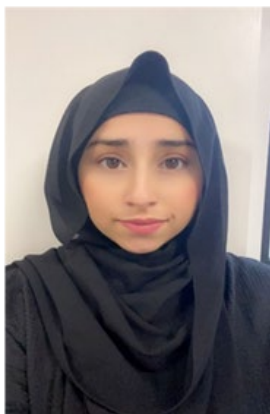
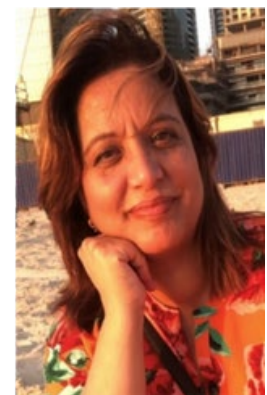


Dr. Kathryn Atkinson - Non-Clinical ARRS Lead

“I am a local GP and Clinical Lead for PWE Healthcare. As Clinical Supervisor for the PCN Health and Wellbeing and Social Prescribers, I’m passionate about reducing health inequalities and taking a holistic approach to patient care. I enjoy engaging with local communities and learning what makes them thrive. I feel privileged that patients trust me with their most personal issues. I also specialize in women’s health and contraception. Outside of work, I enjoy being outdoors and active to maintain my well-being.”

SOCIAL PRESCRIBERS

Feeraz Begum: “As the Social Prescriber for Hyndburn Central PCN, I connect people to activities, groups, and services within their community to meet their practical, social, and emotional needs. With experience in counseling and interpreting, I can communicate effectively in Punjabi, Urdu, and English, providing a comfortable experience for diverse patients. Outside of work, I enjoy walking, exploring, travelling, and reading.”



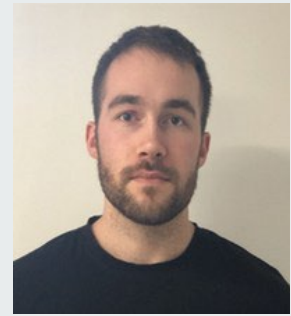
Maria: “As your social prescriber, I support people with their health and wellbeing in a person-centred approach. I help with non-clinical issues like housing, loneliness, financial issues, and social connections. I’m also the NHS App ambassador, assisting patients with setup and navigation. Fluent in three languages, I support people from diverse backgrounds. In my spare time, I enjoy spending time with family, walking, and cooking.”

William: “Hello, I’m Will from sunny Southport and a big Liverpool football club fan. I’m new to my current position as a social prescriber in the NHS, having previously worked in a social work setting within a community mental health team. I’ve been enjoying getting settled into my role, meeting colleagues, and feeling supported as part of the team and look forward to working alongside you all in the future.”



HEALTH AND WELLBEING COACHES

Philipp: “I offer support on health and wellbeing, with particular expertise in smoking cessation and pulmonary rehabilitation. As a qualified Level 3 Personal Trainer, I advise on exercise and healthy eating. I look forward to continuing our work together in this role.”



Hajra: “With 16 years of NHS experience, I’ve transitioned from secondary to primary care, recently serving as a GP assistant at Hyndburn Central PCN. My clinical background and bilingual abilities in English, Punjabi, and Urdu equip me to provide tailored support to diverse patients. I’m excited to embark on this new role as a Health and Wellbeing Coach and support our patients on their healthcare journey. Thank you for the opportunity to be part of this team.”

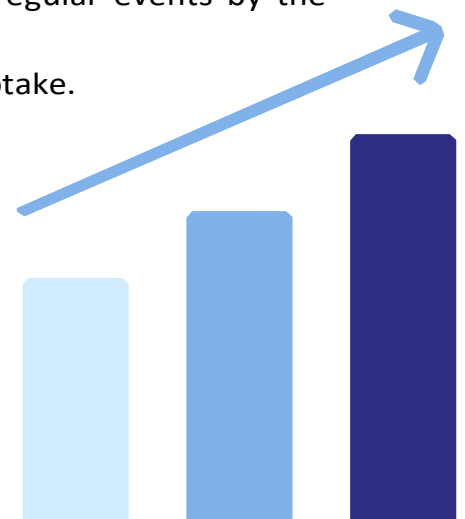
PCN Achievements to date

We are proud to share our recent achievements and ongoing efforts to enhance healthcare in our community:

1. Completion of GPIIP Pilot: This pilot has provided valuable baseline data and informed the national framework of support, which will be rolled out across all PCNs nationally. We are now joining a new cohort to extend this work and utilize data to improve capacity and access in the coming year.

2. Successful Health and Wellbeing Events: We hosted events to promote COVID-19 vaccinations, involving wider team members and building relationships with other community services. These events were well-received, with positive feedback and increased vaccination uptake. We plan to link with other regular events by the voluntary sector to make this a recurring initiative, also using it as a basis to increase childhood vaccination uptake.

3. Development of Health and Wellbeing Board: In line with the Fuller agenda, we are improving collaboration with local councils, social services, public health, the ICB, and the voluntary sector. This collaboration aims to shape services around the needs of our local population by integrating various aspects of health and wellbeing



4. Family Hub Involvement: We are actively involved in the new Family Hub, working with other teams across health, council, and the voluntary sector. This resource benefits local families and provides opportunities for outreach sessions to support initiatives like increasing childhood immunization uptake.

5. ARRS Staff Recruitment: We have recruited more staff into ARRS posts, expanding our primary care team. These staff members are dedicated to proactive health management and holistic patient care, enhancing the support we provide to practices.

6. Jab' Pilot Sessions: With the new funding, we have initiated further immunisation and vaccination sessions for 0 months to 5-year-olds.

7. ELA Link for Wider GP Voice: We are working on mental health transformation, challenging assumptions about primary care's role and collaborating across East Lancs PCNs to share best practices. This ongoing effort showcases primary care work and supports MHPs in ARRS roles.

8. Governance Review: We have reviewed our PCN governance, ensuring fair and structured decision-making processes. This includes financial stability to maximize development opportunities and support the excellent work in all our practices.

9. Building Relationships: We are fostering closer working relationships across our PCN, underpinned by fairness, transparency, trust, and openness in discussions and decision-making.



Connect with Us on Social Media

Did you know that we are on social media? Follow our Facebook page to stay updated with the latest health tips, service updates, and important announcements. Don't forget to share our page with your friends, family, and fellow patients so they can benefit from our updates too!



You can find us at:

<https://www.facebook.com/HyndburnCentral/>

NHS APP

The NHS App has been redesigned for a more intuitive experience, making it easier to navigate and access your medical records, book appointments, and manage repeat prescriptions. Key updates include a streamlined interface for quicker access to services and comprehensive medical records access, allowing you to view your complete medical history and test results. The app also simplifies appointment management with options for booking and attending video consultations.

Additionally, the app offers improved prescription services, enabling you to order and track repeat prescriptions and set medication reminders. A 24/7 symptom checker provides advice on managing symptoms or seeking help, and secure messaging allows for easy communication with healthcare providers. Download the app and explore these new features today!



Thank you for being a valued patient of our Primary Care Network. We look forward to continuing to provide you with the best possible care.

Best regards,

Your PCN Team
Hyndburn Central Primary Care Network