

What is a Primary Care Network (PCN)?

GP practices working together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in groups of practices. PCNs build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home. Clinicians describe this as a change from reactively providing appointments to proactively caring for the people and communities they serve.

WELCOME!

To the first Carillon PCN Newsletter, which includes information about who we are and our latest news.

In this quarterly publication we will provide key information about services being provided in your area.

Take a look at this short animation from NHS England which explains how they work:
<https://www.youtube.com/watch?v=W19DtEsc8Ys>



Who is Charnwood GP Network??

Charnwood GP Network is a GP Federation made up of the 21 General Practices within the Charnwood geographical area. The GP Federation enables the practices to work together to share best practice and resources. The GP Federation is made up of four Primary Care Networks (PCNs), Watermead, Soar Valley, Carillon, and Beacon.

Our PCN comprises of 5 GP Practices:

- Bridge Street Medical Practice
- Campus View Medical Centre
- Park View Surgery
- Pinfold Medical Practice
- Woodbrook Medical Centre

And provides services to a population of 56,931

Across the 5 GP practices in Carillon PCN last year, 270,608 appointments were provided at patients usual GP practice and in the first 9 months of this year over 203,610.

In addition to this we have also provided 15,721 appointments in our PCN enhanced access service, operating out-of-hours appointments in the evening and all-day Saturday.

Additional Roles (ARRS) is a summary term used to refer to a range of new, centrally-funded roles which allow PCNs

to establish multi-disciplinary teams to provide more integrated health and social care services locally.

Below is a brief description for each of the ARRS Roles that are employed by Charnwood GP Network.

Paramedic in primary care can recognise and manage the deteriorating patient with long term conditions, minor illness, and minor injuries. They can also support patients who require wound care, have fallen, have MSK problems and have urinary tract infections or respiratory infections. Paramedics can supply a range of medicines through PGDs, including antibiotics.


Physicians Associates are healthcare professionals with a generalist medical education, who work alongside GPs providing medical care as an integral part of the multidisciplinary team. Physician associates are dependent practitioners who work under supervision of a fully trained and experienced GP. They bring new talent and add to the skill mix within teams, providing a stable generalist section of the workforce which can help ease the workforce pressures that primary care currently faces.

Who can I see other than a GP??

First Contact Physiotherapists can assess, diagnose, treat and manage musculoskeletal problems and discharge a person without a medical referral. Those working in these roles can be accessed through direct referral

Mental Health Practitioners can help promote mental and physical wellbeing as well as treating mental health problems effectively through evidence based psychological / pharmacological approaches

Pharmacy Technicians play an important role in primary care and complement the work of Clinical Pharmacists



Social Prescribing Link Workers give people time to focus on what matters to the person as identified in their care and support plan. They connect people to Community groups and agencies for practical and emotional support and offer a holistic approach to health and wellbeing

Clinical Pharmacists work as part of a multidisciplinary team in a patient-facing role to clinically access and treat patients, using expert knowledge of medicines for specific disease areas. They work with and alongside the general practice team, taking responsibility for patients with chronic diseases and undertaking clinical medication reviews to proactively manage people with complex medication use, especially for the elderly, people in care homes and those with multiple conditions

Which Clinician will I see in enhanced access hours?

The new enhanced hours will be covered by a multi-disciplinary team, which will include a variety of Clinical staff. Dependant on your problem, your GP Practice will book you in with the most appropriate clinician.

How do I get an appointment in the enhanced access hours?

To book an appointment in the Enhanced Access Clinic, please contact your GP Practice and they will offer you the soonest available appointment

What times are the new enhanced hours?

Your GP Practice will now be offering appointments between 18:30 and 20:00 Monday to Friday, and 09:00 and 17:00 every Saturday



Appointments available:

- Monday to Friday 18:30 to 20:00 GP/ANP Remote Consultations
- Saturday 09:00 to 17:00 Nurse, ANP & GP Mixture of remote and face to face appointments

Out of Core Hours Appointments

From 1st October 2022, All GP Surgeries offer enhanced hours appointments outside of the core hours

Are all surgeries offering Enhanced Access?

All GP Surgeries are required to offer enhanced access appointments. However, as the Service is being delivered by the whole Primary Care Network (PCN), you may be required to travel slightly further than your local GP Practice to attend the appointment.

Positive Comments:

The nurse was incredibly attentive, explaining things thoroughly and was superb

Thankyou 10/10 for me!! Amazing doctor very helpful

I fully appreciated the care and service I received. Thank you

I was very satisfied. The Dr was patient and understanding.

It was a brilliant conv, had no problems at all he was straight to the point.

Charnwood PPG Forum was formed in 2014 and continues to flourish. The group consists of representatives from patient groups across Charnwood. The Forum is very active meeting 4 or 5 times a year, and additionally when required. We feel it is particularly important that Patient Groups across Charnwood have the opportunity to share their work with other group members allowing interaction and collective working. We are very grateful that Roseberry Surgery/Federation Office allow us to meet in the Old Infant School. Additionally, we hold our meetings online to facilitate every PPG member's needs.

The group members are always grateful to receive an update from the Federation on current and future work areas and we try to ensure that our work areas ties in with the Federation and the ICB. We have a speaker at the majority of meetings which allows us to be knowledgeable of the additional organisations and services that are available for patients to access.

We have been working with Dr Ben Noble of Woodbrook practice trialling a Patient Cancer Toolkit that he has been creating. His work is tireless, and we have greatly appreciated the opportunity to work with him and have held a 'Ben slot' in all our meetings!

Some of our speakers during 2023/24 have been:

- Andy Williams previous CE of the Integrated Care Board
- Emilene de Andrade Zitkus from Loughborough University regarding 'Ageing in a Digitally Connected World - Digital Skills and Digital Inclusion' and the difficulties that can present
- Keith Astbury who, along with his wife, had given permission, after their daughter's tragic death gave permission for her organs to be used in transplants. Keith now works tirelessly to support the work of NHS organ donation.
- Sarah Jones, NHS Mental Health Lead Co-ordinator (Charnwood)
- Fiona Finch, Young Person and Transition Worker, LOROS

We have been lucky enough to have annually had the CE of the ICB at one of our meetings (thanks to our amazing secretary!) and this tradition continues at our September meeting with Caroline Trevithick.

We value our position representing our various PPGs and are determined that our work will help 'make a difference'.

We very much welcome new members from practices that are yet to be represented at our meetings, so please do make sure your PPG is aware that up to 2 of its members are able to come along to our meetings. PPG Contact: carole@djassoc.f9.co.uk