



Vale of Evesham PCN



WELCOME TO THE AUTUMN EDITION OF THE VALE OF EVESHAM PCN NEWSLETTER

These newsletters are released quarterly to keep practice staff and patients up to date on the progress and events in the Vale of Evesham Primary Care Network (PCN).

The Vale of Evesham PCN covers a population of approximately 62,000 patients, geographically covering Evesham and its local rural areas.

The PCN management team includes our two Clinical Directors – Dr Neill Bramble, Dr Chethan Reddy, Operations Manager – Joe Icke, Deputy Operations Manager—Kirsty-Anne Taylor & Senior Administrator – Nikki Porter.

For more information about the Vale of Evesham PCN please visit our website: www.valeofeveshampcn.co.uk

Information included in this edition of the newsletter includes:

- Flu and Covid campaign 2023
- Health Inequalities including the new Your Health Bus
- Capacity and Access
- Cancer screening
- Onside—new location
- Living Well event

PCN Practice Members:

Abbey Medical Practice ~New Barn Close Surgery ~ Bredon Hill Surgery ~

DeMontfort Medical Centre~ Grey Gable Surgery ~ Merstow Green Surgery ~ Riverside Surgery

PCN Services

Things have massively changed since the pandemic, especially people's health needs and here at the PCN we are going from strength to strength to provide our patients across the Vale the highest quality of care needed. Below are the services that the PCN provides to patients.

Social prescribing and lifestyle advice:- partnered with Onside Advocacy to provide lifestyle advice, social prescribing and wellbeing coaching to support patients in living a fulfilling, healthy lifestyle with a holistic approach that goes beyond medicine.

First Contact Physiotherapy:- carrying out thorough physical assessments, prescribing exercise, suggesting lifestyle changes and access medical investigations such as x-rays or MRI scans, Referring to specialists such as orthopaedics.

First Contact Mental Health:- Primary Care, Wellbeing Team and Mental Health services providing advice and support, assessments, treatment, education and problem solving approaches to our patients.

Child and Adolescent Mental Health Services (CAHMS):- support children and young people between the ages of 5-18 years with their emotional wellbeing and mental health.

Care co-ordinators—They will work closely with the GPs and other primary care professionals within the PCN to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers, and ensuring that their changing needs are addressed.

Flu Campaign 2023/24

Our GP practices will soon be inviting their patients for their flu and Covid vaccinations, if they haven't done so already. We will be looking to give patients both vaccines at the same visit and we assure you that it is perfectly safe to do this.

As you may have seen in the media there is a new strain of Coronavirus and we will be getting a new booster vaccine to vaccinate against this new strain.

We will be vaccinating patients that are 65 and over or under 65 with a chronic disease.

Further details will be published in your surgeries.

Health Inequalities

We have an exciting new mobile service that we will be publicising from week commencing 16th September 2023 with the service officially starting mid October 2023. Your Health Bus will be travelling around the area to reach the residents of the Vale that may be finding it difficult to access a GP practice for any number of reasons. Onboard the Your Health Bus you will be able to have blood pressure monitoring, annual health checks and assistance with registering with a GP practice if you are not already registered. We will be trying to cover as many different areas as we can across our community. We will keep you updated as this progresses.



At the PCN we are always looking at ways to improve patient access to services and we are currently doing that in a number of ways:

- Phone systems either have or are in the process of being updated across all of the surgeries. This will include a callback service so that during busy times patients don't need to wait in phone queues.
- Fit notes to be accessed online so patients don't need to call or go into their surgery to access them.
- Friends and family surveys have been sent to some of our patients to complete, if you have not already completed yours we would appreciate if you could do so.
- Tele-dermatology is a new service where if a patient has a skin concern, rather than having a GP appointment they will have an appointment with a nurse who will take a photo of the area of concern which then gets sent away. Patients will then get one of three responses; no call back, call back with the nurse/GP or appointment with a dermatologist.
- As you may have heard in the media, many appointments that have been booked for GPs could have been dealt with by a pharmacist. The GPs- CPCS programme sees receptionists signposting patients to pharmacists if it is felt that the issue can be dealt with by them rather than the GP. Receptionists will have had the appropriate training to deliver this information to patients. Pharmacists can then refer back to GPs if any other symptoms are presented to them that need GP attention.
- You may be asked to confirm your contact details at your next appointment and provide your surgery with any new contact details. It is important that we have up to date contact details for our patients so that we can send out invites for routine appointments and appointment reminders.

Cancer screening

One of the reasons we ask our patients to keep us up to date with their contact details is that routine appointments get sent out to mobile phones, or in the post . Examples of these appointments are:

- Fit testing—for patients over the age of 50.
- MMRs
- Breast screening
- Cytology
- Prostate screening
- Cervical screening.

Although these are routine appointments, if you notice something that isn't right please get in contact with your GP beforehand.

Always remember to do self examination, there are online videos on how to do this if you are unsure and always seek professional advice if something doesn't feel right.

Onside

The PCN works closely with Onside Advocacy to provide our patients with the services of Social Prescribers, Wellbeing Coaches and Lifestyle Advisors.

Social Prescribing aims to support individuals to take greater control of their health and feel more empowered to look after themselves. They are based at the GP practices across our network. Social Prescribing links patients with non-medical support to address people's needs in a holistic way. It recognises that people's health is determined primarily by a range of social, economic and environmental factors and aims to support people to address and deal with issues relating to these factors.

Wellbeing Coaches.....

Lifestyle Advisors are based in a new, easily accessible premises inside the Riverside Shopping Centre in Evesham. They can provide the support you need to make small changes in your life that can make a big difference. This free service provides one to one and or group healthy lifestyle support for anyone aged 16 plus. They will provide practical tips, advice and support to help you develop the knowledge and skills you need to make changes to your lifestyle. Get more active, eat more healthily, maintain or lose weight and improve wellbeing. We can help you in lots of different ways and will work closely with you to help you discover what works best for you!

Living well event 29.06.2023

On Thursday 29 June 2023, we held our annual Living Well event at Evesham Leisure Centre.

The event consisted of over 30 stalls, each representing an organisation that helps to support or aid various members of the community. Building on last years success where the focus was predominantly on healthier memory and longer life, this year was more wide-reaching including art projects, u3a, solicitors, YSS, Housing and foodbank services. Attended by councillors and outreach workers, it helped to increase public awareness of the PCN and VCSE, services available and networking opportunities for both those taking part and those already working within the PCN itself, who may never have otherwise met.

The event went really well with a large footfall and was a great networking opportunity. We made progress in working with the new Wychavon District Collaborative and feedback from people attending the event was extremely positive.

The event will be held again next year, with the date to be confirmed which we will communicate with you as soon as possible.

