

# *The Vale PCN Newsletter*



## Welcome to the second newsletter for the Vale PCN!

These newsletters are released quarterly to keep practice staff and patients up to date on the progress and events in the PCN.

The Vale 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, PCN Manager – Denise Gabriel & Senior Administrator – Jo Tustin. The management team meet on a weekly basis to discuss PCN topics and how to keep developing the PCN. We also have our board members and a board meeting where members meet once a month to discuss PCN topics. Our board includes the practice manager from every practice as well as a designated GP from each practice.

PCN Practice Members:

Abbey Medical Practice ● Barn Close Surgery ● Bredon Hill Surgery ● DeMontfort Surgery ● Grey Gable Surgery ● Mertsow Green Surgery ● Riverside Surgery

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# Flu Campaign 2020/21

It is very important that patients who are eligible for a vaccine make an appointment via the telephone as soon as possible.

Please call your practice to book an appointment or to speak to someone if you have any concerns or queries.

## New Team Members

Since the last PCN Newsletter we have recruited two new members of staff!

### Pharmacist:

Umar Khan – Umar joined us on the 7<sup>th</sup> September and has previously worked as a community pharmacist. Umar will be working for the PCN 3 days a week – Monday, Wednesday & Thursday. Umar will be working alongside our other Pharmacist – Mohammad Uddin – together they will be working closely with the care homes to set up a PCN service for all care home residents.

### Social Prescribers:

We have introduced a new role within the Social Prescribing Team with a focus on Older and Frail patients. Jo Hoy will be working closely with the Neighbourhood Team and practices to develop a specialised knowledge of services that can help this potentially vulnerable group.

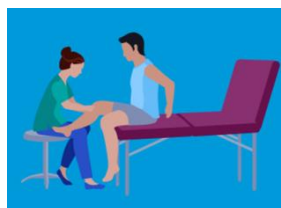
## Services

Below is a quick update on the services we provide at the Vale PCN!

### First Contact Physiotherapist

#### **FIRST CONTACT PHYSIOTHERAPY (FCP):**

- First Contact Physiotherapists (FCP) will provide expert assessment, diagnosis and management of soft tissue, muscle and joint conditions.
- A patient can **book an appointment to see an FCP without having to see their GP first.**
- Advanced practice physiotherapists have a high level of clinical experience which **allows FCPs to manage complex MSK caseloads.**
- **First Contact Physiotherapy is NOT a treatment service** - If a patient has already been seen by their GP and started on a pathway please DO NOT refer this patient to FCP service.
- If you are unsure if a patient is appropriate, please discuss with your First Contact Physiotherapist (FCP) and they will be happy to advise you.



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## The Vale Wellbeing Team

The Social Prescribers have been busy supporting patients from home during this difficult period. We have been able to offer time with people over the phone to focus on what matters to them and their wellbeing. We help them to identify their priorities, any challenges or issues they may be facing and support them to access the services they need. Our aim is to enable people to make informed decisions about their wellbeing and know where to go for support when they need it.

Our Lifestyle Advisors have been able to support and empower people to adopt healthier lifestyles. Working in partnership with each patient on areas they are concerned about we are able to assist them in making steps towards their goals. This includes helping them to develop the skills to become independent in achieving and maintaining changes.

We can support in 5 areas: healthy eating and weight management, physical activity, low level alcohol consumption, smoking and mental wellbeing

We are planning to work with patients across the Vale, in conjunction with the Public Health campaign 'Stoptober', to give up smoking. Our Lifestyle Advisors will be offering a 3 session zoom programme alongside one- to-one support during October for all patients that wish to stop. This will include a session on planning their quit attempt, including signposting to methods of support and NRT. As well as 2 sessions focused on supporting them and each other with maintaining their quit attempt.

To make a referral to the Wellbeing Team, please email [sowoccg.vehnsocialprescriber@nhs.net](mailto:sowoccg.vehnsocialprescriber@nhs.net) using the Social Prescribing Template within EMIS, or for more information contact the Wellbeing Team Lead, Lucy Bird at [lucy.bird6@nhs.net](mailto:lucy.bird6@nhs.net).



**Both Life Style Advisor and Social Prescriber services are provided by the Vale Primary Care Network, working in partnership with Onside Advocacy.**

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### **COVID-19 – Latest Information**

**Since March we have been working hard to try and keep our staff and patients safe. We have adapted to the ‘new normal’. It has been challenging for both staff and patients.**

**As a PCN we have been working together to put processes in place to make sure patients receive the services and they need at this testing time.**

**All practices are working on minimal face to face appointments and have telephone triage systems in place. This means if you need to see a clinician you can call the surgery and speak to someone over the phone. If the clinician decides a patient needs to be seen face to face, they will organise a time for the patient to come into the surgery.**

**We are asking all patients not to come to the surgery unless advised by a clinician. Patients who are invited to the surgery are asked to wear a face covering to protect themselves and the staff, to help prevent the spread of the virus.**

**If you develop symptoms of COVID-19 stay at home.**

**You can visit the NHS for more information.**

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Please log onto your teamnet page to find the latest information and guidelines on COVID-19.

### **Contact Us**

Going forward we are aiming to issue a newsletter every quarter, to keep you up to date on the progress and new targets of the Vale PCN. We would love to hear your feedback or ideas you may have on the development of the PCN, please contact Jo on the below email address:

**sowocg.thevale@nhs.net**

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