



Newsletter | December 2023

Welcome to the latest edition of the Coventry Navigation 1 PCN Newsletter! In this issue, we look at recent PCN events, share updates on new team members, and highlight services available through the PCN.

| New ARRS Roles

We are pleased to announce that we have added new **paramedic, social prescribers, clinical pharmacists, and physician associates** to the team.



| Here's What they had to say

Paramedic: Connor

"I'm Connor, I have been a paramedic for 5 years and I joined the PCN in September. My main role will be assessing, diagnosing, and managing acute illnesses and injuries that may not need input from a GP. I will also be doing home visits for our patients that struggle to get to the practices."

Social prescriber: Francesca Lovett

"I'm Fran Lovett and I joined the team as a Social Prescriber in October. I have worked in NHS mental health services for the past 14 years and this is my first foray into Primary Care. The team work tirelessly to ensure people feel heard and are connected with the support they need, and I am really enjoying the challenges this new role brings so far."

Social prescriber: Louise Morris

"I joined the Social Prescribing team in July this year. I have been made to feel so welcome and loved. I can happily say I am part of a great team. My passion is Housing, inequality, and the fight for what is right. I also love to argue with the DWP, sadly for them I will never stop."

Well Being Coach: Supports mental and emotional well-being.

Social Prescriber: Connects people with non-medical community services.

E.g. Finance & Employment advice, Mental Health advice inc Confidence & Self Esteem Management, Housing

Clinical Pharmacist: Provides expert advice on medications.

Our PCN Community Engagement Event Was a Hit!

Our Primary Care Network (PCN) recently held a Community Engagement Event at Mosaic Church Coventry, and it was a resounding success! The event was packed with information and activities to engage patients and staff, and we're thrilled to hear that everyone enjoyed it.



A Vibrant Hub of Learning and Connection

The event featured a diverse range of booths and presentations, including the impressive Message in a Bottle Campaign by the Lions Club, insightful talks on the Strive to Work initiative, and helpful guidance from our Digital Transformation team on using NHS App and other digital services.

A Platform for Feedback and Community Spirit

Beyond the informative sessions, the event provided a fantastic opportunity for patients and staff to connect and share their thoughts. Attendees had the chance to meet with PCN leadership, social prescribers, and other staff members, fostering a sense of community and fostering open communication.



Looking Ahead: More Engaging Events to Come

We're committed to organizing regular events and ongoing outreach initiatives to engage our community. By working together, we can continue to create healthier and more vibrant communities for everyone. Stay tuned for more exciting events!



Enhancing Our Online Presence for Your Convenience

In today's digital age, our Primary Care Network (PCN) is committed to providing you with seamless access to information and services through our online platforms.

We recognize the importance of keeping our websites up-to-date and aligned with NHS guidelines to ensure you have access to the most accurate and relevant information.

We are actively working to enhance our online presence, including developing a new PCN website design that will serve as a central hub for comprehensive information and services.

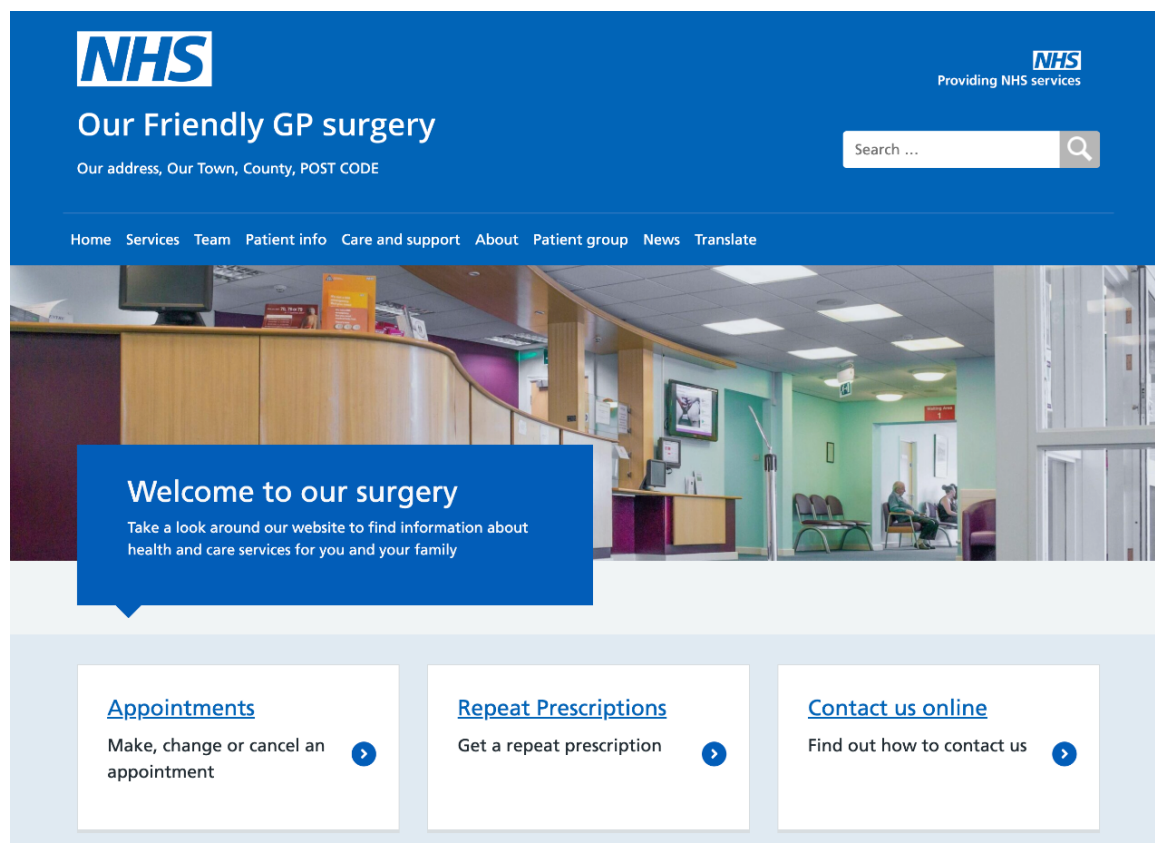
We are committed to collaborating with member practices to ensure our websites meet your needs and provide an exceptional patient experience.

We are confident that our ongoing efforts will significantly benefit our patients and strengthen our community's overall health and well-being.

Step into the Future of Healthcare

In the digital age, staying informed about your health is easier than ever. Our Primary Care Network (PCN) is dedicated to making your online healthcare experience seamless and informative.

Together, we're transforming the way you access healthcare information, making it easier than ever to stay informed and empowered about your health.



NHS App

We're excited to announce a new initiative to make managing your health even easier! We're working to increase adoption of the NHS App, a secure tool that puts your health information right in your pocket.

No Need to Feel Left Behind

We understand that not everyone feels comfortable with technology. That's why we're committed to providing support for everyone, including those who experience difficulties in accessing or utilizing digital technology. We'll be offering digital literacy training, partnering with community organizations, and ensuring our staff are available to assist you every step of the way.

Stay tuned for more information on upcoming education sessions, training opportunities, and how you can get started with the NHS App. Together, we can make managing your health easier and more accessible for everyone!

Citizen Health Records Access

Now you can easily view and share your GP medical records, empowering you to take charge of your healthcare.

- Access your records anytime
- With the NHS App or other patient-facing apps, you can access your test results, diagnoses, and medications whenever you need them.
- Make informed decisions
- Gain deeper insights into your health history and make informed healthcare choices.
- Seamless care coordination
- Share your comprehensive medical records with healthcare providers for coordinated care.
- Work with your GP
- GPs can guide you through this change and provide education and support.
- Unlock the power of your health information
- Embrace this new era of healthcare access and take control of your well-being.

With the NHS App, you can:

- Order repeat prescriptions
- Book appointments
- View your health record
- Get health advice
- And more!

Your Health, at Your Fingertips: Our PCN Embraces the NHS App



NHS App Drop In Sessions

The PCN Digital Team are here to help you get on to and take advantage of the NHS App.

Drop in between **11am and 1pm** at the following local Libraries for these friendly sessions where a team member will help you regardless of your experience.

- Hillfields Library - 8th Jan
- Foleshill Library - 12th Jan
- Bell Green Library - 15th Jan
- Stoke Library - 19th Jan
- Central Library - 22nd Jan
- Aldermoor Library - 26th Jan (open Fri 10-2)
- CHEYLESMORE Library (TBA, check with Library team)



Scan Here to Download the NHS App



Health and Wellbeing Champion



"I would like to introduce myself, Dawud Osborne, Health and Wellbeing Champion for Coventry Navigation 1 PCN. As a Health and Wellbeing Champion, I will be supporting and promoting Health and Wellbeing across the PCN workforce, and identifying and signposting colleagues to local and national Health and Wellbeing support offers."

Being a Health and Wellbeing Coach, it will allow me to use the knowledge and experience gained promoting Health and Wellbeing and helping patients, to help and support our PCN staff.

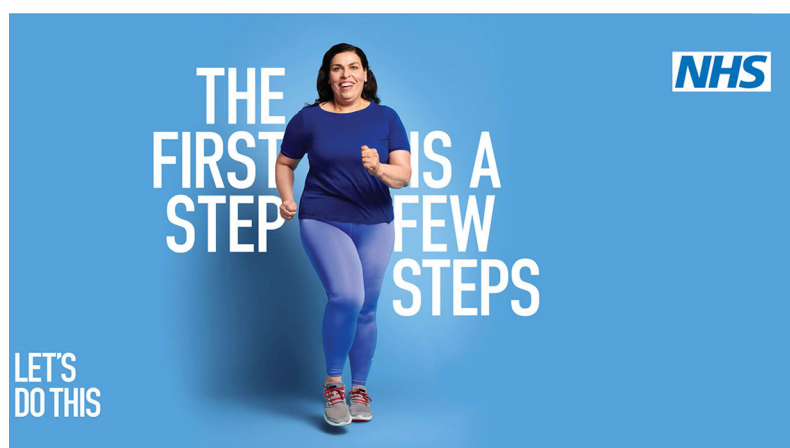
So, what exactly will I be doing to help and support work colleagues.

- Champion and promote relevant Health and Wellbeing messages and events.
- Promote Health & Wellbeing activities to colleagues.
- Encourage and support colleagues to have wellbeing conversations with each other.
- Provide basic information to colleagues about the Health & Wellbeing programme.
- Assist with organising and running wellbeing initiatives.
- Signpost colleagues to relevant support services
- Promote a healthy culture within the workplace.

If you have any questions or suggestions, you can contact me on dawud.osborne@nhs.net

Healthy Lifestyles Clinic

The Healthy Lifestyle Group Clinics have now successfully been running for 6 months and have helped patients to make positive changes towards a happier, healthy, and improved quality of life.



Referrals to the Healthy Lifestyle Group clinics can be made by contacting your local practice.

"I really enjoyed the sessions and found them helpful. I also liked the after-session activities, particularly the chair exercises and I was surprised at how much I could feel the effects of these while doing them".
-Attendee

Pharmacy First

On **January 31, 2024**, the NHS England Pharmacy First service will launch, providing patients with a new way to access healthcare.

The service will offer seven new clinical pathways, including Uncomplicated UTI, Shingles, Impetigo, Infected Insect Bites, Sinusitis, Sore Throat and Acute Otitis Media

The aim of Pharmacy First is to free up **10 million GP appointments a year**, making it easier for patients to get the care they need when they need it. The service will be available at all registered community pharmacies, and patients will be able to self-refer for the seven new clinical pathways.

This new service is part of a wider NHS England plan to improve access to healthcare through community pharmacy. The plan also includes the relaunch of the Pharmacy BP Check Service and the expansion of the Pharmacy Contraception Service.

The launch of Pharmacy First is a positive step for patients and community pharmacy. The service will make it easier for patients to access healthcare, and it will allow community pharmacies to play a greater role in delivering healthcare services.



| Winter Access Hubs

This is the season where we all feel under the weather, especially our children. To make sure they are safe and are seen, even against the raised demands, we have opened Winter Access Hubs.

These appointments will run between **4pm and 8pm** so do not fret. To learn more, please contact your surgery.

| Autumn Covid Clinic

Great news! Over **6,000 individuals**, including house bound and care home patients, have been successfully vaccinated this season. Thanks to the tireless efforts of healthcare professionals, we are making significant progress in our fight against COVID-19. Let's keep up the momentum and continue to prioritize the health and safety of our communities.



6,000+ have been vaccinated this Season.

| Parkrun

The PCN parkrun event are held on the second Saturday of every month at the War Memorial Park, starting at 9am.

It involves either walking, jogging, or running twice around the park (total 5km, or 3 miles). Parkrun is a fun event for both patients and practice staff.

It is a great way to meet people, promote a community event, build a 'together' spirit, get outdoors into the fresh air, and get healthier and fitter. Walk, jog, or run... it's always fun.

For details please visit: <https://www.parkrun.org.uk/coventry/>