

Welcome to the PCN Newsletter

In this edition we hear about latest developments including the recent Community Engagement Event

We Hear You Loud and Clear! A Recap of Our Community Engagement Event!

We were thrilled to meet everyone at our recent **Community Engagement Event** on February 22nd, held at the Coventry Community Resource Centre! Our PCN teams enjoyed meeting with patients and showcasing our services

Informative Presentations

Attendees enjoyed presentations on a range of topics, including:

- **Social Prescriber Services:** connecting you with community resources and support networks for non-medical needs.
- **Diabetes Prevention:** the [Xyla Health & Wellbeing](#) speaker shared details of the NHS National Diabetes Prevention Programme (**NHS NDPP**)
- **The NHS App:** how to register, easier repeat prescriptions, appointment booking, and health information access.



Connecting with Our Community:

The event fostered a valuable opportunity for open dialogue. We enjoyed hearing your feedback and suggestions, which will help us shape future PCN services.

Stay Tuned!

We look forward to seeing you all at our next Community Engagement Event. Details will be published on [our website soon!](#)



NHS App Roadshow Success!

Our recent NHS App Roadshows near PCN member practices have been a hit! Attendees of all ages are raving about learning app features and gaining confidence to manage their healthcare.

Friendly, trained staff guide participants through downloading, registering, and using the app's features, like booking appointments and managing prescriptions.



Don't miss out! Roadshows continue in Coventry libraries until the end of April. Visit coventrynavigation1.com/services/nhs-app/ or your GP practice for details.

NHS App Drop In Dates



March 2024

Friday 1st	Central Library 11-1pm
Monday 4th	Foleshill Library 11-1pm
Friday 8th	Central Library 11-1pm
Monday 11th	Bell Green Library 11-1pm
Friday 15th	Cheylesmore Library 10-12pm
Monday 18th	Central Library 11-1pm
Friday 22nd	Aldermoor Library 11-1pm
Monday 25th	Stoke Library 11-1pm

April 2024

Friday 5th	Central Library 11-1pm
Monday 8th	Bell Green Library 11-1pm
Friday 12th	Foleshill Library 11-1pm
Monday 15th	Central Library 11-1pm
Friday 19th	Cheylesmore Library 10-12pm
Monday 22nd	Stoke Library 11-1pm
Friday 26th	Aldermoor Library 11-1pm
Monday 29th	Central Library 11-1pm

Want the NHS App Team to Visit Your Group?

The friendly PCN NHS App Team is happy to visit your group or club and share our knowledge about the app's benefits and functionalities.

If you're interested, please contact via the website, to discuss scheduling and details.

Together, let's empower everyone to take control of their healthcare!

We'd like to extend a heartfelt thank you to the wonderful folks at Creative Kindness. This Coventry group, dedicated to spreading kindness through arts and crafts, helped their members discover the benefits of the NHS App.

To learn more about their amazing work, visit their website at ckcoventry.org.



Meet Your Coventry Navigation 1 PCN Health & Wellbeing Coach!

Hi everyone! I'm **Caron Grazette**, Health & Wellbeing Coach here at Coventry Navigation 1 PCN. You may be wondering what a coach does. Let me tell you!



Caron

Being a Health & Wellbeing Coach isn't just about *exercise* (though exercise can be a great part of the picture!).

The coaches are here to support you in managing your **emotional well-being**. They can offer guidance on **stress management, relaxation techniques, and coping mechanisms**. They can also help you connect with mental health services if needed

Every patient's journey is unique, but we often explore:

- Goals and aspirations: What do you want to achieve for your health and wellbeing?
- Strengths and resources: What are you already good at
- Creating a plan: We work together to develop a realistic plan that will work

Why do I love being a Health & Wellbeing Coach?

Helping someone discover a new way to manage stress or find a local group that ignites their passion – that's the magic! It's about empowering people to take charge of their mental health and feel good doing it.

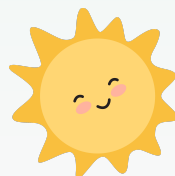
And it's not just about patients!

Sometimes, even our dedicated PCN staff need a little support. We also offer wellbeing programmes for staff to help combat stress and maintain good mental health – after all, a healthy team means a healthier community!

So, if you've been referred to see me, don't be nervous – think of it as a chance to chat with a friendly guide who's here to help you reach your goals! And of course, if you have any questions about the service, **feel free to ask your GP**.

Life is good

Together, let's build a happier and healthier community!



Important Update: Changes to Prescription Ordering



POD Service Closure (28 March 2024):

After 28 March 2024, the Prescription Ordering Direct (POD) service will no longer be available. This means you can no longer order prescriptions through their phone lines, online forms, or call-back services.

New and Improved NHS App:

Don't worry, requesting prescriptions is still easy! We recommend using the NHS App, which has undergone significant updates and improvements. The prescription ordering function is now streamlined: simply select the medications you need and confirm. Your request will be sent directly to your GP and then to your nominated pharmacy (if you have one).

Alternative Options:

While the [NHS App](#) is a great solution for many, we understand it might not be suitable for everyone.



You can still request prescriptions through other methods your GP practice offers, such as by post or in person.

Learn More:

For more information on the NHS App and its features, see our NHS App section in this Newsletter.

Together, let's adapt to these changes and ensure everyone has access to their medications!

Order repeat prescriptions on the NHS App



Pharmacy First: Helping You Find the Right Care Faster

Looking for faster access to healthcare for minor ailments?

Our Pharmacy First service, launched earlier this year, allows you to consult your local pharmacist for specific health concerns. This can free up GP appointments for more complex issues.



Conditions pharmacists can help with include:

- *Uncomplicated UTI*
- *Infected Insect Bites*
- *Sinusitis*
- *Acute Otitis Media*
- *Shingles*
- *Impetigo*
- *Sore Throat*

How to access Pharmacy First:

- Referral via GP: We can refer you to our pharmacy team during your appointment.
- Direct Visit: Simply walk-in and speak to the pharmacist directly.



Don't wait in line for minor ailments!

Explore Pharmacy First, a faster and more convenient way to manage your health

Protecting Our Community

Spring 2024 COVID-19 Booster Campaign starting April 15th

*This seasonal dose is vital to ensure continued protection against COVID-19,
especially for those most vulnerable*

Who will be contacted?

- Adults aged 75 years and over
- Residents in a care home for older adults
- Individuals aged 6 months and over who are immunosuppressed



Thank You!

We extend a heartfelt thank you to all our patients and staff who will be supporting this crucial initiative.

Stay Informed:

Keep an eye on our website and future newsletters for updates on the campaign and how to get your vaccine.

Together, let's keep our community safe and healthy!