

NN4 PRIMARY CARE NETWORK NEWSLETTER

Edition 1



Welcome to the first NN4 PCN newsletter for all news PCN!
We will use this newsletter going forwards to keep you updated on things happening in the PCN; the PCN team, projects, services and more.

What is a Primary Care Network (PCN)?

Your Primary Care Network (PCN) is North Norfolk 4 (NN4). As part of the NHS long term plan, PCNs were designed to bring Doctors surgeries together to deliver some services. Reasons for this were; to improve the ability of practices to recruit and retain staff; to manage financial and building pressures; to provide a wider range of services to patients and to work more easily with the wider health and care system. Most networks are geographically based and NN4 includes the surgeries in Acle, Blofield, Brundall, Hoveton & Wroxham, Ludham and Stalham.

What is ARRS?

The Additional Roles Reimbursement Scheme (ARRS) was introduced as part of the government's commitment to improve access to Doctors surgeries also known as General Practice. Through the scheme PCNs can claim reimbursement for the salaries of roles that are new to General Practice. By offering additional appointments and expanding capacity, the scheme improves access for patients, supports the delivery of new services and widens the range of offers available to patients in their surgery. ARRS roles within NN4 include Physiotherapists, Clinical Pharmacists, Advanced Practitioners, Pharmacy Technicians, Mental Health Practitioners, Mental Health & Wellbeing Coaches, MIND Enhanced Recovery Workers, Social Prescribers and Care Coordinators. Some of these roles are shared across practices within NN4, others work in a single practice.

Meet the PCN Team – Spotlight on the Leadership Team



Clinical Director

Dr Fisher – Acle Medical Practice

I'm a GP that has worked in Norfolk for around 10 years and most of that in Acle. Medicine was not my first career, having started out in Psychology then Neuroscience and then Psychiatry. I had a change of heart in my 30s and trained as a GP. I'm new in post as PCN Director and I'm visiting practices to find out their priorities for the PCN.



PCN Manager

Abbey

I share the role as PCN Manager along with Lister-Jane and I work 3-days per week in the PCN. This is my first role in Primary Care and I have been working with NN4 PCN since January 2020. The majority of my career has been within the hospitality & leisure sector working as a General Manager.



PCN Manager

Lister-Jane

I have worked in the NHS for 8 years. Previously working in the Private sector in Training & Development and Business Development. I work 4-days per week in the PCN.

Enhanced Access

The Enhanced Access Service (EA) is a service that the PCN offers. These are appointments with a GP, Nurse or other clinician outside of core hours. Core hours depend on what has been agreed by a practice with NHS England but is usually 8.00/8.30am to 6.00/6.30pm. NN4 contracts Norfolk Primary Care (NPC) to run the EA service outside of core hours. Over the past few years the EA hubs have been based at HWMC, Ludham, Staithe and more recently Acle. From October we are pleased to say Blofield & Brundall will also become hub sites. These appointments are often with clinicians from the practice itself or are provided by clinicians NPC. These appointments are great for our patients that are working and need an appointment in the evening or at the weekend and this frees up appointments during core hours for patients that need to be seen sooner, cannot travel or need continuity of care. The grid below gives an indication of the number of patients seen in EA per month in NN4:

	January	February	March	April	May
Patients seen in Enhanced Access	381	334	364	349	366

Enhanced Access Hubs from 1st October 2024...

From October 2024 NN4 is investing more money into providing extra appointments to it's patients to help with winter pressures.

Appointments will be available from 3pm until 8pm Monday to Friday and 9am – 5pm on a Saturday.

Hub	
Monday	Brundall
Tuesday	Blofield
Wednesday	HWMC
Thursday	Ludham
Friday	Staithe

We will be increasing our Hubs on a Saturday from 1 to 2 sites and they will be located on either side of the PCN, this will provide greater access for NN4s patients. This will be on a rotation as below:

Saturday Hubs	
Hub A	Acle / Blofield / Brundall /acle
Hub B	Ludham / Staithe / HWMC