



Blackpool Central West Primary Care Network Newsletter

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What is a primary care network?

Since the NHS was created in 1948, the population has grown and people are living longer. Many people are living with long term conditions such as diabetes and heart disease, or suffer with mental health issues and may need to access their local health services more often. To meet these needs, practices have begun working together and with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in primary care networks (PCNs).

Primary care networks enable GP practices and other local services to provide personalised, coordinated and more integrated health & social care. Clinicians describe this as a change from reactively providing appointments to proactively caring for the people and communities they serve. Where there are emerging primary care networks in place across the country, there are clear benefits for both patients and clinicians.

Primary care networks are based on GP registered lists, typically serving natural communities of around 30,000 to 50,000 patients. Adelaide Street Family Practice, St Paul’s Medical Centre, South King Street Medical Centre & Elizabeth Street Surgery have joined together to form Blackpool Central West PCN. All 4 surgeries combined cover a population of 33,800 patients.

Rainbow badges

From 2nd December you will start to see staff members across all four PCN surgeries wearing the NHS rainbow badge. The badge was first launched in London in 2018 to help promote a message of inclusion. The badges are just one way to show that all PCN surgeries are open, non-judgemental and inclusive places for people that identify as LGBT+.



Many young LGBT+ people say that they do not have an adult they can turn to or confide in. We believe that people who work in healthcare can play a key role in making things better. The badge is a reminder that you can talk to our staff about who you are and how you feel. They will do their best to get support for you if you need it.

PCN Events

The first PCN integration workshop event was held on 18th September 2019. Staff from all the surgeries, along with members from community services, local groups and PPG members all came together to try and work out new ways of improving health & well being in Blackpool. Several pledges were made by those who attended and another event is planned for 11th December to see where we’re up to on those pledges and make further plans if they are needed. The event was a positive step forward in making sure the PCN meets the needs of the patients within the local community.



Social Prescribing

Blackpool Central West is the first PCN in the area to recruit 2 new Social Prescribers and they are based across all of the 5 surgeries. "Our referrals come from GP's and other members of the Practice Team where it is recognised and discussed with the patient, that there may be a need for social support where this is impacting on a person's health and wellbeing." says Caron, one of our social prescribers.

"An appointment will be booked for an hour so that patients have the time to talk to us about their concerns and what support they might need. "

How a cup of coffee started something fantastic in Blackpool

Health and Wellbeing Support Worker, Helen Jenkins, explains how a population health management approach helps her deliver personalised care to clients in Blackpool who need more than a ten minute GP appointment.

When we hear that only 20% of our health needs can be met by medical interventions it's hard to imagine why we don't invest our time and money more heartily in finding and fixing the other 80%. I've recently been part of the NHS England Population Health Management Development Programme in Lancashire and South Cumbria which has helped us truly find the people who need the most support.

Working with partners across the council, NHS and third sector, expert data analysts were able to deep dive linked datasets in new ways to find people at rising and high risk and cost. Why did these people need so much help and what more could we do? A lot of work went on behind the scenes to get to this point – but my role became key once we started to think about more suitable interventions for these clients.

One chap for example had multiple issues, depression, diabetes, memory loss, a cluttered home, limited mobility and family problems. The problems had all made each other worse starting with his house which was damp and cold and made him feel ill and less likely to want to go out. So I helped him fill out his council application and gave him a hand clearer stuff out to give him more space. I put him in touch with local employment services which could help him fulfil his wish to get back to work eventually and also referred him to the memory clinic for an assessment to see what might be causing some of his confusion. Afterwards, he was very pleased because he had limited help from family and friends but was able to begin addressing some of his problems – none of which were easily addressed in a ten minute GP appointment.

This is just one story of many – alcohol, drugs, housing problems,

This could include:

- Social isolation, feeling lonely & bored
- Wanting to lose weight, eating healthier
- Coping with a bereavement
- Accessing education, training & employment opportunities
- Finding out about local community groups and activities
- Setting up their own community group

The social prescribers will complete a care and support plan with you over the

initial appointments and work with you to achieve your goals.

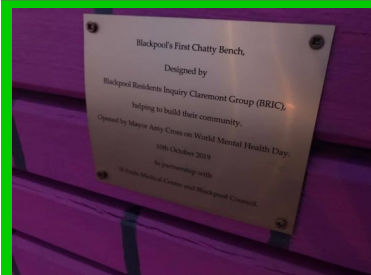
Caron says, "Approaching the end of my first week in post as Social Prescriber, it is clear there is a definite need for this service. Several patients have been referred to me for a variety of reasons which have included bereavement, social isolation, access to housing support, benefit advice and mental health. What has also been apparent is that sometimes, people just want the time to talk and to have someone listen."

Social prescribers:

Caron Lydon (Left) & Natasha Gilmore (Right)



Chatty Bench



Blackpool's first ever 'chatty bench' was launched on 10th October and it happens to be situated at St Paul's Medical Centre, which is part of the PCN. The idea for the bench came from Blackpool Residents Inquiry Clarendon (BRIC) group. If you're feeling lonely or would like someone to talk to, go and take a seat and a member of BRIC will join you (specific times apply - check the bench for details). If you see someone sat on the bench, go and say hello.

anti-social neighbours, pollution and a lack of social interactions play a huge part in many of my clients' lives. Guess what? These issues can easily result in depression. While many of my clients still have a long way to go, I've learnt it's often a friendly smile and helping hand which can day by day start to untangle some of the reasons for their depression, unhappiness and isolation.