



November 2024
PCN Newsletter



This month we hear about the successful PCN Community Event, new PCN Website and PCN Social Care Service *Joy*, and current community Health & Wellness campaigns the PCN is involved in



Meet The Team,

*Joy Care for
non clinical Referrals*

*Follow Us on Social
Media*

*Winter Wellness
and more...*





Thank you for coming! PCN Community Engagement Event



In June, our PCN hosted a fantastic community networking event, open to all, at the Shree Krishna Temple in Coventry

It was a wonderful opportunity to connect with our community and learn about the various services available to support your health and well-being

The event showcased a range of services, including

- **Talking Therapies** - Accessing mental health support has never been easier. Our team of experts is here to help you manage stress, anxiety, and depression
- **Continence Services** - Discreet and professional support for bladder and bowel control issues
- **PCN Digital Team** - the convenience of online consultations, appointment booking, and accessing your medical records digitally
- **PCN Paramedics** - Our paramedics are working hard to improve community health and well-being through a variety of initiatives, including health checks and support for vulnerable individuals

The PCN Building a Healthier Community Together

The success of our PCN community event highlights the importance of collaboration between healthcare providers and the community. The PCN works with the community to address health inequalities and create a healthier future for everyone. We look forward to more opportunities to connect with our community

Thank you!

See you at the next event!





*Enhanced Access (EA)
Making Healthcare
More Convenient for You*



Coventry GP Connect PCN has been working hard to provide **Enhanced Access** to healthcare services for our patients. This means you can book appointments **outside of regular GP Surgery hours**, including evenings and weekends

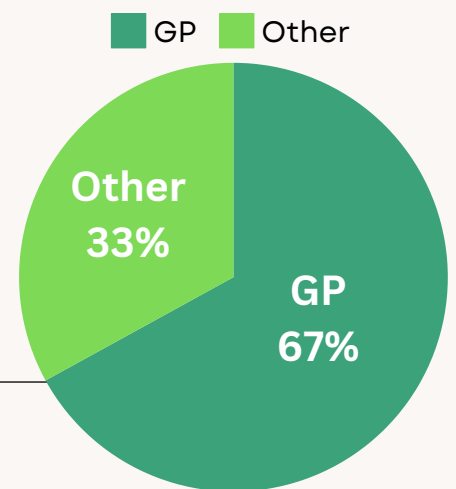
Our dedicated team of healthcare professionals, including GPs, Nurses, Advanced Nurse Practitioners and other Clinicians, are available to see you during these **extended hours**

By offering these **additional appointments**, we aim to make healthcare more accessible and convenient for you

EA Appointments

	GP	Other	Total	GP%	Other%
May	361	187	548	66%	34%
Jun	369	175	544	68%	32%
Jul	335	161	496	68%	32%
Aug	390	201	591	66%	34%
Sep	360	161	521	69%	31%
Oct	333	154	487	68%	32%
Total	2,482	1,205	3,687	67%	33%

3,687 EA Appts
April to October



If you're interested in booking an enhanced access appointment, please contact your GP practice



Winter Hub (Enhanced Access) A PCN Additional Service

Helping with increased demand of appointments this Winter

What is the PCN Winter Hub?

The Winter Hub offers extended GP practice hours, operating from **Monday to Friday, 5pm to 8:30pm**. This means you can access healthcare services **outside of regular working hours**, making it easier to fit appointments into your busy schedule

This is an **additional service available to all patients** of our PCN Member Practices, giving access to GPs, nurses, and other clinicians



To book an appointment at the Winter Hub

simply contact your GP practice. They will be able to assist you in booking a suitable time

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Stay Warm, Stay Healthy This Winter with the NHS

The NHS wants to ensure you stay warm and well

Here are some key takeaways from their "Stay Well This Winter" campaign

Protecting Yourself from the Cold

Heating Your Home: Aim for a living room temperature of around 18°C (65°F). This helps prevent cold-related illnesses, especially for vulnerable individuals



Staying Warm When Outside

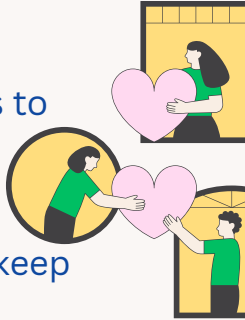
Dress in layers and wear a hat, scarf, and gloves when outdoors. Remember, you lose a lot of heat from your head!

Looking Out for Others

Check in on elderly or vulnerable neighbours who might struggle to heat their homes

Additional Tips

Eat Well: Maintain a balanced diet that includes plenty of fruits and vegetables to support your immune system



Stay Active

Regular exercise, even light activities indoors, can help improve circulation and keep you warm.

Get Your Vaccinations

Protect yourself against flu and COVID-19 by getting your vaccinations.

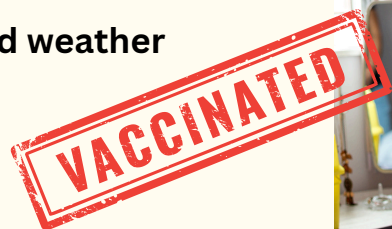
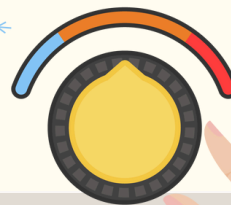
By following these simple tips, you can stay healthy and enjoy a comfortable winter.

For more information, visit the NHS website:

<https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/>

Some people are more vulnerable to the effects of cold weather

- people aged 65 and older
- babies and children under the age of 5
- people on a low income (so cannot afford heating)
- people who have a long-term health condition
- people with a disability
- pregnant women
- people who have a mental health condition



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Join Us on Social Media!



You can now follow us on Facebook, X (formerly Twitter), YouTube, and our PCN website and mailing list



@GPConnectPCN



Facebook Page



YouTube Channel

Why Social Media?

Social media is a powerful tool for connecting with our **community** and sharing **important health information**. It's a great way to stay up-to-date on the latest news and events, ask questions, and get involved in discussions

Social Media and the NHS

The NHS is committed to using social media to improve communication with patients and the public

Improve access to healthcare information

We can share helpful tips, advice, and resources on a variety of health topics

Promote health and wellbeing

We can raise awareness of health issues and encourage healthy behaviours

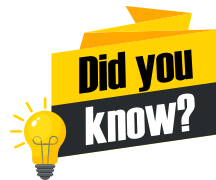
Build trust and confidence in the NHS

We can share stories of how the NHS is making a difference in people's lives

Social media is a great way for the NHS to reach a wide audience & provide info in a way that is accessible and engaging

56.2 million people in the UK are using social media!
That's about 82.8% of the total population!

The NHS & your PCN uses social media to share information about health conditions, treatments, and services
For example, we might share a post about the importance of getting a flu vaccine or a video about how to manage diabetes



YouTube was founded in February 2005. you can still find the first video, titled "Me at the zoo,"

The first tweet was sent on March 21, 2006, and read "just setting up my twttr."

YouTube is the second most popular website in the world, after Google

Twitter quickly gained popularity and became a platform for people to share news, ideas, and connect with others

Over 5 billion videos are watched on YouTube every day!

YouTube is a great way to learn new things. There are many educational channels on YouTube that teach everything from cooking to yoga & meditation

Feel free to contact and suggest content or articles



@GPConnectPCN



YouTube @CoventryGPconnect



@GPConnectPCN



Facebook Page



YouTube @CoventryGPConnectPCN





Joy - A New Way to Support Your Health and Wellbeing

Did you know that one in five GP appointments are for non-medical reasons?

And that 70% of people referred to Adult Social Care could benefit from services that address the root causes of their problems, like **loneliness or debt-related stress?**

That's where Joy comes in, a digital platform that connects people to life-changing local services, so they can get the support they need, when they need it.



How does Joy work?

Your GP Surgery or another healthcare professional can refer you via Joy.

For some services on the Joy Market Place of Services, you can contact the service yourself. Once referred, you'll be matched with a link worker who will work with you to understand your needs and connect you with the right support



Why use Joy?

- **Improved Health & Wellbeing** - Joy can help you address the social factors that affect your health, such as loneliness, isolation, and financial difficulties.
- **Enhanced Patient Experience** - streamlined user-friendly experience, making it easy to access support
- **Efficient Referrals** - Joy is integrated with the **clinical system, making it easy for Practices to refer patients**
- **Better Outcomes** - helps provide **preventative care** and improve long-term health outcomes

42%

58%

From the end of November, Joy will become the single channel for non-clinical referrals.



Joy - A New Way to Support Your Health and Wellbeing

With Joy, we can

- Instantly refer clients to high-quality support on our **marketplace of services**
- Automatically keep our service directory up to date
- Measure the effectiveness of our preventive health initiatives
- Identify health inequalities & gaps in service provision
- Work with organisations to enable connection with people in Coventry



Example Services

Age UK Coventry and Warwickshire, Provides services for older people, including social activities and advice

Talking Therapies Coventry & Warwickshire, free NHS service to help people

Coventry Haven Women's Aid, Provides support & advice to women and children experiencing domestic abuse

Coventry Mind, Offers mental wellness support services

Creative Kindness run friendly craft sessions to tackle loneliness and isolation, and create safe spaces for people to find friends and build community



What Does This Mean for You?

If you're a patient, Joy means you can get the support you need more quickly & easily

If you're a healthcare professional, Joy means you can spend more time focusing on patient care, knowing that your patients are getting the support they need

If you're a community member, Joy means a healthier happier community for everyone

From the end of November, Joy will become the single channel for non-clinical referrals.

The PCN will be able to use the system to identify where best to focus PCN resource

If you have any questions about **Joy**, please contact the PCN or your GP practice



GP Connect New Health and Wellbeing Team Member and Services

Some exciting changes to our Health and Wellbeing Team!

New Coach Joining the Team

Bethany, one of our talented social prescribers, is expanding her role to join the health coaching team. Bethany will be offering 1-2-1 coaching sessions to help patients with a variety of issues, including

- Understanding and controlling negative thought patterns
- Managing anxiety
- Improving self-confidence and self-esteem
- Managing low mood
- Supporting with perimenopause and menopause

Bethany is passionate about helping people to improve their mental health and well-being. She is looking forward to working with patients to help them achieve their goals



Mental Health Coaching with Serena

Serena, our Mental Health Coach, continues to offer 1-2-1 coaching sessions to patients. She can help with a range of issues, including those listed above.

Serena has also hosted a patient event to mark World Mental Health Day



More details in the next Newsletter!

If you're interested in learning more about our health and wellbeing services, please contact your GP practice

