

Edition 6

May 2022

**Your PCN
Executive Team**

**PCN Clinical
Directors (job share)**

Dr Sagar Shanghavi

Dr Will Cowie

PCN Lead Nurse

Lisa Tindall

**PCN Lead Practice
Managers (job share)**

Karen Nicholson

Ade Brownlow

PCN Manager

Hilary Brockway

**Primary Care
Development
Team PCN
Support**

Dawn Gunga

Sonia Robson



LS25/26 Primary Care Network (PCN) Newsletter

Our PCN Team

PCN Executive

From the start of June we welcome Ade Brownlow, Practice Manager at Moorfield House, to the Exec team as PCN Practice Manager Lead with Karen Nicholson, and we look forward to having him as part of the Exec.

PCN Management Team

- Rebecca Farrar (PCN Administrator)
- Hilary Brockway (PCN Manager)

PCN Pharmacy Team

- Michael Richards – Senior Clinical Pharmacist
- Alisha Clair – Senior Clinical Pharmacist
- Scott Dagleish – Clinical Pharmacist
- Maariyah Pandor – Clinical Pharmacist
- Shiv Mistry – Clinical Pharmacist
- Diana Apostolescu – Pharmacy Technician
- Juliet Francis – Trainee Pharmacist

PCN Care Coordinators

- Charlotte Barker (Care Coordinator)
- Angela Keir (Care Coordinator)
- Lucy Longfellow (Care Coordinator)
- Nicola Sharp (Care Coordinator)
- Catherine Wallace (Care Coordinator)

Our 5 new care coordinators have started working with the PCN over the past couple of months and will be working closely with our practices and care homes, and they will also be doing some project work with our PAs and the Pharmacy team. We are very excited to have these new roles joining us and look forward to working with you all.

Physician Associate (PA)

- Amina Osman (Gibson Lane, Oulton and Lofthouse)
- Bakhtawar Nawaz (Oulton, Kippax Hall and Nova Scotia)
- Bethany Power (Lofthouse and Moorfield House)
- Jade Jenkins (Garforth & Gibson Lane)

PCN Member Practices

Garforth Medical Centre

Practice Manager: Lisa Carroll

Lead PCN GP: Dr Aparajit Kakkar

Gibson Lane Surgery

Practice Manager: Gill Collins

Lead PCN GP: Dr Clare Hirst

Kippax Hall Surgery

Practice Manager: Karen Taylor

Lead PCN GP: Dr Jacqueline Hawkhead

Lofthouse Surgery

Practice Manager: Karen Nicholson

Lead PCN GP: Dr Anna Tarr (maternity leave)

Dr Ben Browning (maternity cover)

Moorfield House Surgery

Practice Manager: Ade Brownlow

Lead PCN GP: Dr Nighat Sultan

Nova Scotia Medical Centre

Practice Manager: vacancy

Lead PCN GP: Dr Vishal Kapoor

Oulton Medical Centre Practice

Manager: Hilary Farrar

Lead PCN GP: Dr Ben Gatenby

Social Prescribers/ Healthcare Assistants

- Charlie Easter (LS25)
- Jo Lee (LS26)

The PCN Social Prescribers/Healthcare Assistants are working with practices. They are doing home visits to housebound patients and patients in care homes, and supporting with clinics in practices. They are also supporting the Leg Club in LS25.

First Contact Practitioner (FCP) Physios

- Rob Southern & Mark Wood (Leads)
- Laura Nolan, Sam Davies, Ben Foxcroft and Emma Jones

The Physiotherapy team are employed via Leeds Community Healthcare on an employ/employ model of employment.

First Contact Practitioner (FCP) Paramedics

- Judith Myhill (Moorfield House, Lofthouse & Oulton)
- Gary Laidlow (Moorfield House, Lofthouse & Oulton)
- Andrea Eustis (Garforth, Gibson Lane, Kippax Hall & Nova Scotia)

Our paramedics are supporting practices with acute and long term conditions clinics, as well as carrying out home visits.

Occupational Therapists (OTs)

- Claire Knight (Oulton, Nova Scotia, Gibson Lane and Lofthouse)
- Milly Townsend (Oulton, Garforth, Moorfield House and Kippax Hall)

We have two occupational therapists, who joined the team in April, and have been working really hard to set up this new service. There is an update from them later in the newsletter.

Planning Ahead Coordinator

- Jo Joy-Jones (all practices)

There is an update from Jo later in the newsletter.

Health & Wellbeing Coach

- Helen Brown (all practices)

There is an update from Helen later on in the newsletter.

Recruitment

We are currently recruiting for the following roles:

- Nurse Associate
- Pharmacist
- Pharmacy Technician

- Admiral (Dementia) Nurse
- Advanced Clinical Practitioner

An update from our Pharmacy Team

PCN Pharmacy Services:

We have been focusing a large proportion of our time on supporting practices and assisting with tasks such as supply disruption/ out-of-stock queries, medication queries and Treatment Advice Notes. Whilst continuing with this work, the targets from NHS England for the Investment and Impact Fund (IIF) are now in place. We will be shortly changing over to a new structure with twice weekly DOAC clinics and twice weekly Structured Medication Review (SMR) clinics to allow us to achieve the targets. We will be managing these services as a pharmacy team, with the help of the care coordinators. We hope that these clinics will ensure we meet the IIF targets for DOAC reviews and switching patients to Edoxaban, and SMR delivery to those on addictive medication and high risk medication.

Pharmacy Team Personnel:

Noel, one of our clinical pharmacists has left the team to travel the world, and Scott has stepped out of a senior leadership role, but staying within the Pharmacy Team. Shiv has also been offered a new role with Forward Leeds and will be leaving the PCN at the end of July. Due to these changes the allocation of appointments and pairings will be changing.

We are hoping to recruit more pharmacists and will continue to review appointment allocation. The team is continually being upskilled with Alisha, Maariyah and Michael having now completed the CPPE Primary Care Pharmacy Education Pathway. The other members of the team are on the pathway and are working towards completion. Michael and Shiv are also doing Edan training and working on the Diabetes 3TT Project (see later).

An update from the Planning Ahead Service

The Planning Ahead Service has been running for nearly 6 months now and has helped patients across LS25/26 consider and plan for their futures. Conversations and discussions with patients, their families and carers about advance care plans, support for getting older, being a carer, moving to care homes, Power of Attorney, funeral planning and death have been facilitated by Jo, and then recorded onto the patient's system1 templates; 'What Matters to Me' and 'Planning Ahead', and patients have been posted ReSPECT forms with guidance.

The Planning Ahead Service is currently focusing on patients with severe frailty, offering the service as part of the patients' annual reviews, as well as taking ad hoc referrals. Ad hoc referrals work on a basis of an expression of need relating to Planning Ahead from the patient, please make sure the patient has consented to the referral first.

Patient Feedback:

Jo visited a couple in their mid-80s in Rothwell, who had been married for 64 years. The couple had lived a varied and rich life, with both experiencing major health challenges in their later years. They were referred to the Planning Ahead Service as part of the wife's annual review related to her severe frailty. The wife had a stroke in 2020 and is now living with limited mobility, she has 'locked' legs and her husband also reflected that she was entering into the early stages

of dementia. Her husband is her main carer, they live at home with support from some paid additional carers. Jo stayed with the couple for an hour and a half, listening to their reflections on their lives and their hopes and concerns. Together they discussed what would be best for the wife in an emergency or end of life situation. The husband gave this feedback about the Planning Ahead Service, "Having this conversation with Jo has helped me realise that I need to talk to my sons about planning for our deaths. I can get very teary but I've done well today. It's been nice to have someone come and talk to me. I've enjoyed it."

Contact:

To refer into the Planning Ahead Service please task Joanna Joy Jones on LS25/26 PCN Hub or your practice Systmone or you can email lsecg.planning.ahead@nhs.net with the patient name/NHS number, surgery and any relevant information regarding the referral. For any questions or further information please email Jo on jo.joyjones@nhs.net

An update from our Health & Wellbeing Coach

Since the Health & Wellbeing Coach service launched in late November 2021 Helen has supported patients with pre-diabetes, diabetes, hypertension, low mood and low self-esteem, emotional eating and stress to name a few. Research has shown that health coaching is most successful with patients with long term conditions as the approach empowers them to become more activated in their own health to gain better health outcomes.

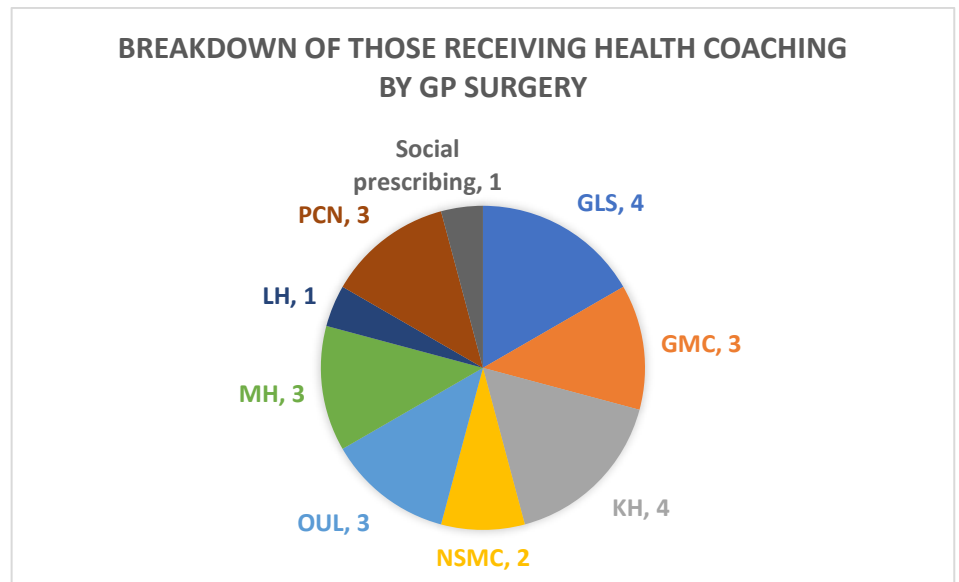
Examples of quotes received from patients include:

"Unburdening my worries and getting them off my chest without feeling silly helped me to process them. I now have a more positive mindset and am able to see a way forward"

"Since my appointments with Helen my self-worth has increased, and I now feel able to express my concerns and prioritise my own health needs"

"Being listened to and heard was invaluable for me"

As of the end of March 2022, 24 patients were working with Helen, a breakdown of where these referrals came from is below:



Referrals came from multiple staff members including:

- Doctors 6 (GMS, NSMC, LH)
- Nurses 12 (GLS, KH, OUL, MH)
- HCA 2 (KH)
- PCN 3 (Paramedic, HCA)
- Social Prescriber (Link Worker) 1

Helen is also completing proactive work targeting Type 2 diabetes patients who are not meeting at least one of the 3 Treatment Targets (TT) using data obtained from the PARM tool; so far this work has been completed for Nova Scotia & she is about to start Garforth.

Since the last newsletter Alex Kennedy has now left the PCN. Helen is now working across all practices in the PCN.

Most of Helen's appointments are currently telephone based. She has 2 face to face clinics: Thursday morning at Hazelwood Avenue and Nova Scotia on a Friday morning. She is looking into offering a face option in LS26, possibly from Swillington. This is evolving as the service changes and adapts to requirements.

Appointments are 45 minutes long to allow for patients to have time to discuss their health worries, reflect on their health behaviour to set and work to self-identified goals and action plans.

Referrals, and initial 15 minute triage appointments, can be booked via remote booking or by sending a task to "PCN Health & Wellbeing Coach". These are to assess suitability for health coaching and to ensure that the patient understands that health coaching is a self-management service, which is led by the patient, as opposed to an advice-giving service. Any staff member can refer to the service providing they have consent from the patient. For any queries email lsecg.handwcoach.ls2526pcn@nhs.net

An Introduction to our Occupational Therapist



Hello my name is Claire, I am one of two new Occupational Therapists starting within the PCN. I have worked as an OT since 2010 and my background has predominantly been in physical health. I have worked in a range of areas across Yorkshire from General Medicine, Elderly Care, Memory Service and I have spent the last 5 years of my career working in Neurosciences at LGI, focusing on Acute Stroke Services.



Hello my name is Milly and I am one of the new Occupational Therapists working across the LS25/26 practices including Kippax Hall Surgery, Garforth Medical Centre, Moorfield House and Oulton Medical Centre. My background is a real mix of physical health and mental health experience and most recently my last job was working with people with eating disorders. I'm really excited to shape this new service and work with a range of different patients to enhance their quality of life and overall health and well-being. Myself and Claire will also be completing our First Contact Occupational Therapy accreditation to further develop our skills to support our patients.

We have been in post since the beginning of April and have spent some time with the practices, getting to know some of the PCN team, and put a lot of time into planning our service. The aim of our service is to provide short term input for people with a range of needs from chronic pain, fatigue management, memory problems, education/ carer support, vocational needs and anxiety/low mood/stress management. Following on with onwards referrals to longer term services as required.

What is occupational therapy?

Occupational therapists enable people living with a range of health problems and chronic conditions to overcome the barriers so they can participate in everyday life and improve their health and wellbeing.

Occupational therapists holistically assess the needs of people to do what they need and want to do (occupations). They develop plans with patients, so they can re-engage in everyday life, despite their health and social difficulties.

Through intervening early and taking a collaborative approach, occupational therapists can address what matters to people. This can minimise crisis situations, prevent further deterioration and promote independence and social inclusion.

Occupational therapists help GPs to support patients who:

- Live with chronic physical or mental health conditions
- Manage anxiety or depression
- Require advice to return or remain in work
- Need advice and support so they can complete their activities of daily living and promote independence

How to refer to the PCN occupational therapy team

- Discuss role of occupational therapy with patient and gain consent for a referral to the service
- Send referral via the task box on SystemOne directly to either Milly Townsend or Claire Knight, depending on which practice the patient is under. We are looking to create a shared task box for all occupational therapy referrals and will update you when this is complete.
- Please include patients name, reason for referral (e.g fatigue management, mood, falls etc) and whether they are currently under any other specialist teams/services.

Leeds Mental Wellbeing Service (LMWS)

The current staff who work for the LMWS are:

- Sarah Kennedy – Primary Care Mental Health Specialist
- Clare Wheeler – Primary Care Mental Health Practitioner
- Joanna Pagella – Primary Care Mental Health Support Worker

Joanna replaces Rebecca as our PCMH Support worker.

How to refer?

All referrals can be made via a task on S1 to the LMWS unit.

If you have any questions, please do not hesitate to send us a task or email us at pcmhcluster7.lypft@nhs.net.

Linking Leeds (Social Prescribing)

Wellbeing coordinators at Linking Leeds:

- Janni Lewis - Janni.Lewis@nhs.net
- Jo Mackmann - Jo.Mackman@nhs.net
- Shauna Donnelly - Shauna.Donnelly@commlinks.co.uk

We have attached a pdf which is the Linking Leeds newsletter.

Sarah Bradley has recently left LS25/26 to move to work in Wetherby, and we have been joined by Shauna Donnelly.

Welcome to both Joanna and Shauna, and we hope you really enjoy working in our PCN.

What else is happening in the LS25/26 PCN?

[Leg Club Update](#)

[Garforth Leg Club](#)

The Garforth Leg Club takes place on a weekly basis on a Wednesday morning. Due to the ongoing Covid-19 situation we continue to restrict attendance numbers to ensure that social distancing and additional hygiene measures can be maintained. We have 2 sessions with 20 clinical appointments in each and additional capacity for members just attending the social part of Leg Club.

The service is offered via a referral system rather than a drop-in and referrals continue to be managed by the volunteer team at Garforth NET. Patients are asked to contact Garforth NET to book a place at Leg Club to ensure that we can monitor attendance and that we do not exceed the maximum numbers.

The contact details for Garforth NET are shown below: -

- Email: info@netgarforth.org (preferred method of contact)
- Telephone: 0113 287 4784

Since the Garforth Leg Club was relaunched in September 2021 we have had 398 attendances for clinical care with a further 99 members attending for the social aspect.

The service continues to be a great asset to the area and supports a collaborative model of care delivery. We have included some comments shown below from the Leg Club Members: -

"Home from home for me, its my highlight of the week. The staff are great. I love coming to leg club it's the only time I get out" K

"Highlight of my week, only time I get out, it means the world to me. The atmosphere is great, you couldn't wish for better staff, the nurses and volunteers are lovely" H

"Meeting new people, look forward to it every week, the social side is fantastic, it means everything to us" J & L

"I enjoy meeting other people who attend, I feel safe and that someone is caring for me" J

"I love making new friends in a welcoming environment surrounded by friendly faces" A

Rothwell Leg Club

We are still planning a second Leg Club launch in Rothwell. We have had several productive meetings and we are in the process of producing an options paper to agree what the Leg Club model will look like in this area.

Diabetes 3TT Project

LS25/26 PCN is one of 3 PCNs taking part in the Diabetes 3 Treatment Targets (TT) Project. There is an opportunity for practice and PCN staff to take part in training, and we currently have staff undertaking Edan training and a Diploma in Diabetes.

As part of the project, we have access to some great resources.

Specialist diabetic team:

- John Laverty – Specialist Diabetic nurse: training and advice on insulin initiation, support for complex patients.

- Daniel Ellis – Pharmacist: training on GLP-2 initiation, working with the pharmacy team and looking at care home patients
- Mark Donley – Pharmacy technician

Advice & Guidance service:

Email via AccuRx your brief query: lcht.leedsch-tr.gpqueriesdiabetes@nhs.net

Weekly drop-in:

30min session on Teams 12.30 to 13.00 on a Wednesday where clinicians can bring cases to discuss.

Integrated Wound care clinics

There are a number of wound care clinics being run by LCH based in general practice and we have one in Gibson Lane on a Wednesday afternoon. Patients can be booked into any of the clinics across the city if they are happy to travel to them. These appointments are available via remote booking.

Spirometry service

LS25/26 is one of 4 PCNs involved in a spirometry pilot with Leeds Teaching Hospital (LTH). There are 3 delivery models and in LS25/26 the LTH team will be both running the testing and interpreting the results. It is planned that our clinics will start from Thursday the 23rd of June from Gibson Lane's Hazelwood Avenue site. Appointments will be bookable on the EA Hub – more information to follow.

