



GREAT WEST ROAD  
PCN

TOWARDS A HEALTHIER FUTURE

NHS

# Great West Road PCN Newsletter

Welcome! You have received this newsletter as your practice is part of the Great West Road Primary Care Network. This newsletter will be published on a quarterly basis with new updates from the team at Great West Road.

Edited by PCN Project Manager, Sanam Dhaliwal

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## Topic of the Week: PATCHs

patches

### What is PATCHs?

PATCHS is an **online consultation service** that allows you to easily access GP services online. All you have to do is answer a **few simple questions** and PATCHS will get you the help you need quickly.



## What are the benefits for you?

### You may prefer communicating in writing.

Some patients find it easier to describe their health problems more accurately in writing than they could in a telephone or face-to-face consultation. You can also take your time to answer questions, can review and edit them before submitting, and have a written record to refer to in future.

**Quick response.** You will usually get a quicker response from a GP than having to wait for an appointment.

**Easy to use.** PATCHS is simple to use - you only need to answer a few questions to get help from your GP practice.

**Support for vulnerable patients.** Carers can use PATCHS on behalf of patients who can't use PATCHS for themselves.

**Convenience.** You can access a range of services including GP consultations, health advice, fit notes, medications, video consultations, and more.

**Improved Access to your GP Practice.** You can submit requests for help from your GP practice in your own time.

# Great West Road Health & Wellbeing Fair Feb 2023

Thank you to those who attended our Health and Wellbeing Roadshow in February 2023.

It was great to see so many patients engaged and interested in the services provided within the local area. Patients were also offered height and weight checks alongside blood pressure readings.

We were also joined by several other working community groups such as the diabetes team and the social prescribers. It was great to see the whole community working together to provide support and better personalised care for its patients.

Great West Road are hoping to host similar events in the future for our patients, so not to worry if you could not attend this event. Keep an eye out in the next newsletter for the upcoming GWR event.



## The GP Support Service Team

The GP Support service team, who are also known as care coordinators work very closely with the practices and the multidisciplinary team (MDT) within the Primary Care Network. Our team ensures all patients receive the best possible care and service.

The Care Coordinator's will support the clinical directors in coordinating all key activity including access to services, advice, and information, and ensuring health and care planning is timely, efficient, and patient-centered.

The care coordinator supports digital initiatives and includes responsibilities for the co-ordination of the patient's journey through primary care.

## Meet Our GWR Team

- **Farida** - Lead Care Coordinator
- **Debbie** - Care Coordinator for Clifford Road Surgery & The Jersey Practice
- **Lydia** - Care Coordinator for HIYOS (Firstcare)
- **Louella** - Care Coordinator for Skyways Medical Centre and Crosslands Surgery
- **Sreejana** - Care Coordinator for Cranford Medical Centre
- **Cory** - Care Coordinator for HMC Health Heston
- **Ansu** - Care Coordinator for The Medical Centre

### GWR PCN Practice Participation Group (PPG)

We are hoping to host a PCN wide PPG meeting on an annual basis where we can discuss PCN plans and priorities alongside review the PCN services provided in practices.

If this is something you would be interested in, please contact us at [GWR.PCN@nhs.net](mailto:GWR.PCN@nhs.net).