



**GREAT WEST ROAD  
PCN**

*TOWARDS A HEALTHIER FUTURE*

**NHS**



# Great West Road PCN Newsletter

Welcome! This is the Summer 2023 edition of the Great West Road PCN Newsletter. You have received this newsletter as your practice is a part of GWR Primary Care Network.  
Edited by GWR PCN Project Manager, Sanam Dhaliwal

August 2023

## Topic of the Week: GWR PCN Patient Participation Group

### What is a PPG?

A PPG is a group of volunteer patients and practice staff who engage and discuss the topics for discussion the patients would like them to be.

### What to expect:

- Patients working with practices to improve services.
- An area to discuss PCN services and improvements
- that may need to be discussed from a patient perspective.
- Meet to discuss future PCN plans and priorities
- Varied to suit local needs
- Representation of each practice within the PCN
- A mixture of Face to Face & online meetings on an annual basis.

### The aim of a PPG

- To encourage a positive relationship between the patients and the PCN
- Represent a voice for the patient in each GWR practice.
- Carry out research to find out what matters to patients.
- To encourage all patients to engage in their own healthcare and future needs.

### Interested? Need more info?

Please send your full name and practice name alongside any questions you may have to  
**GWR.PCN@NHS.NET**

If you have already sent your details, you do not need to send them again as you have been added to our PCN PPG member list already.

Once we have enough members interested from all 8 practices, we are hoping to have our first PCN PPG this year.

# The Role of the Physician Associate

- Physician associates (PAs) are healthcare professionals with a generalist medical education.
- They work alongside doctors, providing medical care as an integral part of the multidisciplinary team.
- PAs work under the supervision of a doctor but can work autonomously with appropriate support.

## Meet our GWR Team

### Winnie

Winnie has spent her first year getting used to working within primary care. She plans on working towards doing her leadership course.

### Ikram

Over the past year, Ikram has joined GWR PCN, whereby she sees both acute and chronic conditions.

### Imelda

Imelda is our newest PA. Imelda is looking forward to more progressive professional and career development.

## Careers

If you are looking for a job within the GP practices, please send your CV to [GWR.PCN@NHS.NET](mailto:GWR.PCN@NHS.NET) alongside the role you wish to apply for.

There are several roles within primary care such as an admin receptionist, Health Care Assistant, Nurse, GP etc.

Thank you.

# A message from our Clinical Director

Hello. I am Dr Rashmi Singh, GP partner at Clifford Road Surgery and became GWR PCN Clinical Director in April 2019.

My role is to provide strategic and clinical leadership to the 8 member practices by developing and implementing plans, supporting quality improvements and fostering resilience and sustainability of the PCN membership.



Our vision at Great West Road:



**GREAT**

GUARDIANS OF CARE AND  
COMPASSION FOR GWR  
PATIENTS



**WEST**

WORKING TOGETHER TO  
PROTECT THE WELLBEING  
OF OUR STAFF AND  
PATIENTS



**ROAD**

RESOURCES THAT ADAPT  
TO THE CHANGING NEEDS  
TO THE POPULATION

This year, our key focus is improving patient access. This includes better access to: appointments, medical records and to secure messaging platforms to improve communication between health professionals to ensure that patients receive timely and effective care.

We are also working to improve patient experience using metrics such as patient surveys, the Friends and Family Test and Patient Participation Groups (PPGs). PPGs for practices and for PCNs as a whole can be an amazing vehicle for meaningful improvements for our patients. However, for this initiative to be successful, we absolutely need your wholehearted engagement.

Please email [GWR.PCN@NHS.NET](mailto:GWR.PCN@NHS.NET) with your details to take part and provide your invaluable insight into how the services can improve further. Please help us so we can help everyone better!

If you have any queries or further feedback, please contact us at [GWR.PCN@NHS.NET](mailto:GWR.PCN@NHS.NET) or give us a follow on our new twitter page - <https://twitter.com/GWRPCN>