

NOTTINGHAM WEST PCN

NEWSLETTER

May 2024

Award-winning work of PCN team recognised on the national stage

The Nottingham West Primary Care Network (PCN) Pharmacy Cardiology team shared their success story on the national stage at the recent NHS Confederation Primary Care Conference.

The conference, held in London, highlighted opportunities to really show what primary care can do if it is supported and empowered.

Beth Rushton, Senior Clinical Pharmacist and Clare Watson, Health Inequalities Lead, were asked to speak about the PCN's award winning hypertension service as part of a session entitled *Unlocking the potential: tackling local health inequalities through greater collaboration between general practice and community pharmacy*.

The session included a panel discussion chaired by Professor Bola Adebawale, National Lead for Health Inequalities.

Clare explained that every three minutes someone, somewhere dies in the UK from a heart attack, stroke or other form of cardiovascular disease yet we know that these catastrophic illnesses are very preventable - not just through changes to lifestyle, but by treating high-risk conditions like high blood pressure and cholesterol. Broxtowe has a population of 114,600 people and is one of the most densely populated boroughs in the East Midlands, with 56% of the population being 65 years old or over and 19% of the population living with limiting long term illness.



Welcome to our news & updates

Welcome to the newsletter from Nottingham West Primary Care Network (PCN).

It's written to keep all our partners across health and social care up to date with our services and how we work with others to deliver the best care to local people.

We will be highlighting service updates, new opportunities, staff updates and sharing news from partners.

We hope you enjoy the newsletter and find it useful.

Please email us at pics.nottinghamwestpcn@nhs.net if there are any particular issues you would like us to cover.

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**Nottingham
West**
Primary Care Network

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recognised on the national stage —continued
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The hypertension service is delivered through a pharmacy-led partnership across all 12 Broxtowe GP surgeries and a large number of community pharmacies. Clare said: “The small team has been working with patients who have a raised blood pressure in their medical record but who did not have a formal diagnosis of high blood pressure (known as hypertension).

“The team offers further assessment through blood pressure monitoring at home or attending a community pharmacy to have a 24hour blood pressure monitoring completed. They then review the results, order any additional tests such as bloods, urine tests and heart monitor, and diagnose hypertension where appropriate. The team continue to care for diagnosed patients, signposting them to support services such as smoking cessation, weight management and social prescribing teams, they also prescribe and change medication as needed until their blood pressure is well controlled before handing back the care of the blood pressure to the GP.

“By helping people to better manage their blood pressure, we can reduce their likelihood of a stroke or heart attack.”

In the first twelve months of the service, the Pharmacy Cardiology team:

- Reviewed more than 3,250 patient records
- Achieved a 26% hypertension diagnosis rate
- Freed up 3,103 general practice appointments.

Beth added: “The service not only helps to reduce heart attacks and strokes and the devastating impact these can have, this dedicated and specialist team is also freeing up thousands of general practice appointments so that GPs and other primary care staff can focus on patients who have more complex needs.

“If the programme was adopted nationally, it has the potential to prevent nearly 3,000 cardiac events in the UK over the next 3 years, freeing up almost 2 million GP appointments and saving the NHS £35.5m.”

The team won the 2023 PrescQipp awards ‘Integrated and joint working’ category and was also shortlisted in the National General Practice Awards in the ‘Clinical Improvement: Public Health and Prevention’ category.

A message from Clinical Director Ali Rounce

“It’s essential we recognise and appreciate the dedication and hard work of all those that have supported our communities in the last year, especially during these challenging times. I want to say thank you to everyone involved in the PCN and our practices.

“2024 is going to be just as challenging and we will all need to be resilient and strong for ourselves and our teams in the future. In the next 12 months we will be consolidating our teams and continuing to work with our partners and develop our services to deliver high quality services.”

Mental Health Skills

The Nottingham West Primary Care Mental Health Team have started their first group programme—Mental Health Skills.

It is a closed group of up to 12 people. The group is currently running in Beeston but will be rolled out across our three neighbourhoods.

The breakdown of sessions includes:

Week 1: Introduction, setting goals, theme = 'taking control'.

Week 2: Dealing with low mood, looking at automatic negative thoughts, coping skills for managing low mood and self-management exercises.

Week 3: Dealing with anxiety, understanding anxiety cycle, grounding, and self-management exercises.

Week 4: Building resilience, mindfulness, and self-compassion, what it is and what it isn't, exercises.

Week 5: Self-care, what is stress/burnout, developing daily self-care habits, exercises.

Week 6: Healthy routines and future planning

Referrals for the group come from the mental health workers within the surgeries.

Good Luck Mark!

We're saying a fond farewell to Mark Griffin, who has been with the Nottingham West Care Home team since its launch back in 2020.

Mark is an incredible team player. Moreover, his knack for motivating others is truly inspiring. The EHCHS team will sadly miss him, and the impact he has made to the team and service. We wish Mark all the best on his new adventure in Newark!



Have your say in our communications survey

We would like to hear from our friends and colleagues what you think about how we should develop our communications—from how often we send you information, to how we send it and what you'd like to hear about. If you can spare a moment, please go to our online survey at <https://pics.eu.research.net/r/NWPCNCommsSurvey> and have your say!.

Student Conference



Nursing Associate Jo Stackhouse attended a Student Conference, which showcased the PCN working alongside local schools to promote healthcare jobs. It also showed the alternative ways that people can access training and diversity within healthcare settings. A few different services attended to present to the students.

Jo spoke about her role and what she does, and the different ways of how students can train to be a Nursing Associate. Jo took her kit bag with her to show them the equipment she uses and explain what it's used for.

We received some lovely feedback about the sessions and the students and Careers Lead from the school were really pleased with how inspired the students felt after the day.

Exercise Referral Scheme

Following the closure of Kimberley Gym & Swim on 31 March 2024, L Leisure are pleased to announce they have partnered with Greasley Sports and Community Centre to continue offering Exercise Referral in the north of the borough. This partnership commenced on 1 April 2024,.

L Leisure Exercise Referral members will have the option to access the gym within the centre's opening hours and the full class timetable. The first month of the Exercise Referral Team and Greasley Sports and Community Centre working together has been extremely positive. L Leisure are now delivering four classes a week to complement Greasley's class timetable and the L Leisure team have developed great working relationships with Greasley's team. L Leisure are based at Greasley Sports and Community Centre every Thursday.

Referrals into the exercise referral scheme follow the same process as before through the below link:

<https://www.lleisure.co.uk/exercise-for-health-form/>

Password: L13ertyefh

If you have any questions, please do not hesitate to contact the team at activelifestyles@lleisure.co.uk

Exercise Referral Scheme

Overview

L Leisure's exercise referral scheme is available to help the community of Broxtowe to live happier and healthier lifestyles through guided activity and support from specialist instructors.

Available to anyone who is currently physically inactive, has an underlying physical and/or mental health condition and has not been a member with LLeisure in the last 3 months.

Scheme Details

Unlimited access to the: gym, swimming, classes and spa.

Work with a specialist exercise referral or cardiac rehabilitation instructor to help manage and improve your health condition through personalised plans and achievable lifestyle goals.

Visit us at:

Bramcote Leisure Centre
Chilwell Olympia
Greasley Sports and Community

**£18.50 per month
direct debit**

no joining fee / no contract

Contact the Active Lifestyles Team for more information
activelifestyles@lleisure.co.uk

Exercise Referral Member



"I am retired, obese, suffering from years of sedentary life and a type 2 diabetic. I would like to be able to keep up with and be around for my granddaughter, so I was referred by the GP. After just 3 months it has truly turned my life around. I have more energy and feel stronger. Going to the Gym under Sarah's supervision has helped me gain confidence in myself and my ability to get fitter, to lose weight and change my life. I look forward to going to the Gym and meeting like-minded people, they are not full of super fit slim people (some yes of course) but must be just like me, on the journey - getting there."

get active

0115 917 3572

Local support for people with dementia

Members of Eastwood Memory Cafe are eagerly looking forward to additional support in our local area.

A new weekly Friendship Group for people with early to mid-stage dementia started on Thursday 25 April, providing an opportunity to get together with people in a similar situation and have some fun in a relaxed and friendly environment. The group also enables carers/family members to have some regular quality time for themselves, knowing their loved ones are in a safe place.

Diane Rowley, Chairperson of Eastwood Memory Cafe, said: "Age UK Nottinghamshire have played a huge part in our Carers Wellbeing Programme, transforming our respite sessions using the SPECAL method. This method works with dementia in a positive and personalised way and we've seen some amazing results. We are really excited to be part of this new, local initiative."

Joint Chief Executive at Age UK Notts, Di Trinder, added: "Age UK Notts are delighted to be able to support Eastwood Memory Cafe with their Carers Wellbeing Programme and this fantastic new service supporting local people with dementia. The SPECAL method is amazing and quite simply changes the lives of people with dementia. We very much look forward to this new chapter."

Eastwood Memory Cafe guest and carer, Dougie, said: "People diagnosed with dementia react to the realisation in a variety of ways. Apart from being in the company of their own families, the greatest source of comfort they often get is from being with others in a similar situation. From personal experience of seeing my wife at the respite sessions, I am confident people attending the Friendship Group will get a sense of well-being and enjoyment, supported by a team of professional carers and trained volunteers. At the same time, those who care for loved ones with dementia will find the break will also benefit them by giving some much needed respite."

Eastwood Primary Care Centre have supported Eastwood Memory Cafe throughout the past seven years, since its start in 2017. Dementia Lead, Dr Beth Homer, says "As a local GP practice we are so pleased to see dementia support developing further in our area and we see first-hand the difference it makes to the lives of our patients with dementia and their carers. It is also pleasing to hear there will be volunteering opportunities at the Friendship Group for our local community."

The Friendship Group will run every Thursday from 10am until 2.30pm at the Social Hall at Hilltop, located at the rear of the car park at the Lady of Good Counsel Church, NG16 2AQ. The cost is £27 per session, including refreshments and a bite to eat, payable by direct debit. There is a necessary weekly commitment to attend. For further information please telephone Linda Crick on 0115 859 9262 or email linda.crick@ageuknotts.org.uk



Friendship Group

A new weekly Friendship Group for people with **early to mid-stage dementia** starts on Thursday 25th April, providing an opportunity to get together with people in a similar situation and have some fun in a relaxed and friendly environment.

This group also enables carers/family members to have some regular quality time for themselves knowing loved ones are in a safe place.

When: Every Thursday,
10am-2:30pm

Where: The Social Hall,
Hilltop
(rear of the car park at
the Lady of Good
Counsel Church, NG16
2AQ)

The cost is £27 per
session, including
refreshments and a bite
to eat, payable by direct
debit. There will be a
necessary weekly
commitment to attend.



For further information, please telephone
Linda on 01158 599262 or email
linda.crick@ageuknotts.org.uk



PCN Website

We have just launched our new website at

www.nottinghamwestpcn.co.uk

Why not go online and check us out! Let us know if there is more information you would like to see as we further develop the site.



Helping local people get online with the NHS app

Our special team of Digital Inclusion Officers is supporting people in the PCN area to access the online services that are available to everyone, not just those who are already tech-savvy. The team is working in partnership with Digital Notts.

Team leader, Pauline Clarke, said: “We hold weekly drop-in sessions at GP practices and visit community groups, where we encourage and help patients to register by connecting their smartphone or tablet/laptop. We help them to download the NHS app and set up a safe account with their GP practice.



“We can help patients to find their way around the app, including ordering repeat prescriptions and checking when they have been sent to their ‘nominated’ pharmacy. The NHS app can also be used to book or cancel appointments at their GP practice.”

You can also see hospital referrals, letters and upcoming appointments as well as your GP health record and all blood test results. If you are a ‘carer’ of a person of any age, or parent for a child under the age of 13, you can ask for ‘Proxy’ access to allow you to manage their prescriptions. You can also send queries in a message to your GP, including a photo if needed for a clinician to review. NHS services including dentists, pharmacies, urgent care services and mental health services, pregnancy service and sexual health services are also listed.

If you would like any assistance or to know more about managing your healthcare needs online, please contact Pauline Clarke on 07900 670841.

Focus on the PCN's Information Technology and Data Team

By Steve Murdock

My team's main purpose is to support the practices and the PCN with all aspects of Information Technology and Data. This work ranges from the assurance of IT systems meeting the national contract requirements, implementation of new or additional IT systems, simple tasks such as basic configuration of the GPs IT systems as well as longer-term, far-reaching changes to practice processes and the IT that underpins this change.



Our aim is that the IT should always make it simple and convenient for users (even invisible in some cases) so that clinicians and staff can get on with their main job of treating patients effectively and safely. We also use the data collected to directly analyse the impact of the healthcare provided but also importantly to discover gaps in care where care could be added or improved.

IT is also now moving more and more into the patient's world as well; the wide take up of smart phones and internet access means that we can use this to create new kinds of clinician to patient interactions and start to digitise the admin processes that have previously been labour and time intensive for all.

The NHS app is the patient front door to digitally engaging with their practice and the wider health system and so all the systems we implement connect into this app so it is seamless for a patient. The work that we do is best illustrated with examples, so below are two short case studies. These studies illustrate how IT and clinical process can work in tandem to produce safe, effective and efficient processes.

Long term condition recalls

Patients with conditions such as asthma or diabetes require an annual review. The systems for calling and recalling these patients is complex when patients have multiple conditions or special requirements. Additionally, it was prone to human error when the following year's call was missed off. We developed a suite of reports in the GP systems that pulled all the various diseases together into one call based on the patient's month of birth which is sent electronically to the patient with an instruction to simply contact the practice to book. On booking the administrators are presented with a comprehensive screen detailing the precise reviews the patient requires along with any blood tests or other outstanding issues they may have. This system has considerably simplified the process for both practice and patient and led to an increase in patients receiving regular quality reviews which in turn helps the practice achieve their national quality outcome framework (QoF) targets.

Care homes digital contacts

Care homes can create a large number of both contacts to the practice and clinician visits to see the patients in the home. This is understandable given the condition of those patients who are frail, elderly, and often at the end of their lives. On review many of these face-to-face visits could have been managed remotely by the clinician if they had a certain key set of information that could be provided by the home. Working with a local practice, we devised a simple electronic form that could be sent to a staff member at the home, either by email or to a mobile, which they could then access to complete and return to the practice for the GP to review. This work reduced face to face visits significantly and now around 80% of contacts can be managed via the phone or prescription.

Pharmacy First

Pharmacy First launched on 31 January 2024. The aim of the service is to free up 10 million GP appointments a year by enabling simpler conditions to be seen at the Community Pharmacy, enabling GP appointments to be used for more complex conditions.

This is a new Community Pharmacy service which can help with a range of illnesses people would normally see a GP for, like urinary tract infections (women age 16 – 64), sinusitis (age 12+), impetigo (age 1+), shingles (age 18+), earache (children age 1 – 17) or infected Insect bites (age 1+). Find out more about how your pharmacy can help: <https://notts.icb.nhs.uk/your-services/community-pharmacy/>

People can walk into a pharmacy or be referred. Information about the benefits of referring and training is available by contacting the ICB Community Pharmacy Clinical lead at Rebecca.dickenson7@nhs.net or from Community Pharmacy Nottingham's Mike Jones at Mikejones@cpnotts.org.

Brinsley Pharmacy – Quote from Thamid Khan

“At Brinsley Pharmacy, Pharmacy First has been hugely successful since it launched. We have been seeing patients daily which alternatively would have relied on their Surgery. By being able to visit their local pharmacy it has improved access for patients that can see their pharmacist which can be very convenient. In turn this also increases access to GP surgeries by freeing up appointments.”



The poster is titled 'Most pharmacies can help you with seven common conditions without needing a GP appointment'. It features the NHS logo and the text 'Providing NHS services'. A central green box lists conditions: Sinusitis (adults and children aged 12 years and over), Sore throat (adults and children aged 5 years and over), Earache (children aged 1 year to 17 years), Infected insect bite (adults and children aged 1 year and over), Impetigo (adults and children aged 1 year and over), Shingles (adults aged 18 years and over), and Urinary tract infection (women, aged 16 to 64 years). To the right, there are several small images of people in a pharmacy setting, including a pharmacist talking to a patient, a pharmacist talking to a child, and a pharmacist talking to a woman. The bottom of the poster says 'Visit your Pharmacy First!' in large, bold letters.

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

Speak to your pharmacist if you suspect you have:

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)

Visit your Pharmacy First!

NHS
Providing NHS services

Social Prescribing update

Our Social Prescribing team has now opened fully across all three neighbourhoods to self referrals. Beeston was the last area opened up last month, and the roadshow we organised to promote self referrals throughout the month was a great success and we were heavily involved within the community doing this.

We were successful in our application for funding to complete the Social Prescribing Level 3 qualification. This means that some of the team who were in a position to take forward this commitment will be working towards this qualification for the next seven months.

We have a range of team projects with different services involved, including the community. So, please keep an eye out for more promotional work and different offerings to patients that the service will soon be able to give.

The team as usual have excelled in their commitments to patients and the community work they do. We successfully finished our 70 mile charity walks last month and raised £150 for Samaritans, more importantly raising awareness of this charity. We are very active on our Facebook page, so please come and join us – search 'Nottingham West Social Prescribing'.



Image from the Stapleford walk

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