

NOTTINGHAM WEST PCN

NEWSLETTER

August 2024

Welcome to our newsletter for Summer 2024— a message from Clinical Director Ali Rounce

I hope you are all managing to get some time in the sunshine this summer and get a break.

In NHS news, we await guidance from NHSE on the contract uplifts to the GP contracts and what the new Government feels is the path for the PCN in the future.

In the meantime our PCN staff work to support practices and we are looking at further support we can give from our Digital Transformation Team of Steve and Jason. Thank you to those practices who are working hard either preparing or transitioning to the new telephone system. We believe this will support a better patient experience on the phone and for the teams in the practice. This is part of a national set of objectives around access that generates approximately £48,000 for the PCN if we all move to a cloud-based solution.

Communications survey

I'd like to thank everyone who took part in our communications survey—we will be using your feedback to develop our communications channels to better meet your needs.

In this issue

We have focused on our Social Prescribing service in this issue of the newsletter, to highlight the real added value that they offer and the difference they can make to patients' lives.

They do their work both through GP practices and in the community, so all our partners should be able to link in with the service.

We hope you find this focus feature useful—do let us know if you would be interested in hearing about any other specific services in the future.

We are also celebrating some great staff achievements, including Hayley Pritchett and Margaret Mobbs (pictured right) graduating as Nurse Associates. Do let us know if you have any news you would like us to feature too.

Please enjoy the newsletter and go to our website for any more news and information.



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.

Inside this issue

A focus on social prescribing—pages 2-5

Nurse Associate graduates—page 6

White Ribbon campaign—page 7



**Nottingham
West**
Primary Care Network

A focus on Social Prescribing

Listening to and empowering our patients

Our Social Prescribing team works across all 12 PCN GP practices as well as in community settings.

Their non-clinical service supports patients with their social, physical and wellbeing needs. The team's ethos is all about listening to a patient and what matters to them – empowering that person to be independent and increasing their wellbeing.

Here we focus on their work and the difference they can make with patients of all kinds.

About the Social Prescribing team



Our Social Prescribers are based within GP practices. They offer a short-term service made up of practical and emotional support, linking individuals to organisations that can also help. They spend time talking to people about their needs and this can be done at a GP surgery, within the community or, if required, through a home visit.

The team has set up and facilitates multiple groups within the neighbourhoods that they work in, so if you are interested in finding out more and what social opportunities there are available, then do consider reaching out to the team.

Anyone within a GP practice can refer a patient to the team, or people can self refer, including completing a slip at the GP reception.

Our service is now open to anyone of any age.

Out and about in the community

The team are constantly out and about and are proud of the working partnerships that they have created together with the community, voluntary and statutory sectors.

They try to keep everyone up to date via their Facebook page with pictures and videos – so go and have a look and give them a follow!

Walk this way, talk this way

The team's walking group has a name to reflect what it's for - 'Walk this way, talk this way'. The group meets up once a month at the Sherwin Arms pub in Stapleford to go for a one-hour walk at Bramcote Hills Park. They encourage people to bring their dogs if they have them, or to just to come for a walk. Afterwards they go for a drink and a chat in the pub for an hour.

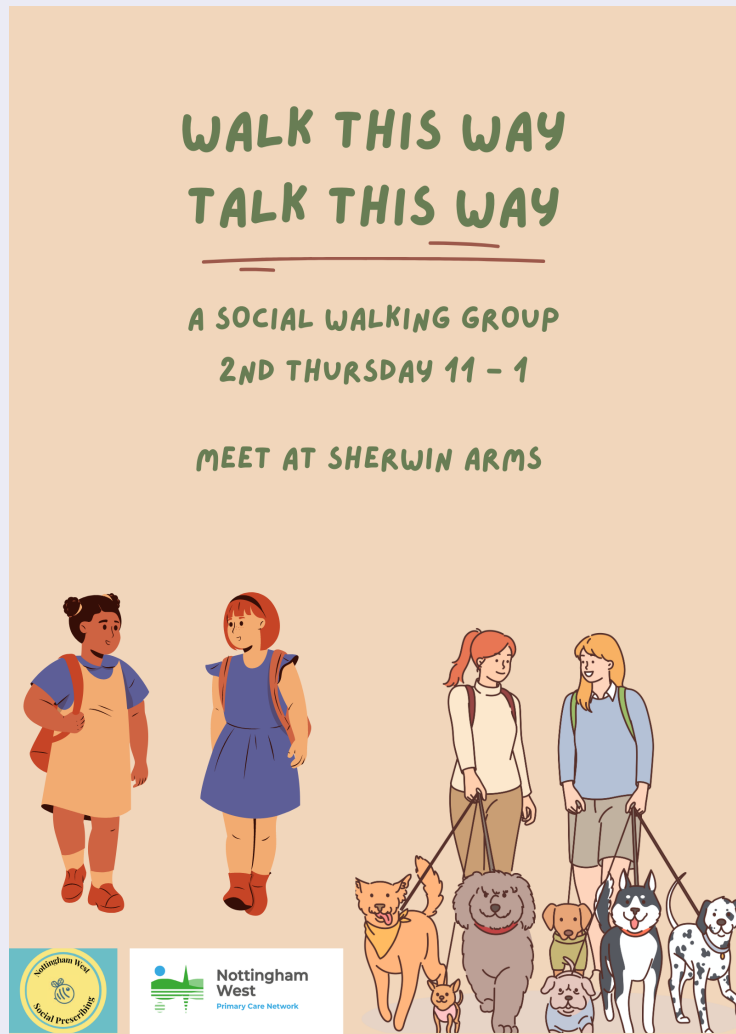
St. Barnabas and Chilwell Children's Centre

From September, we will be looking to support the after school drop-in on a Tuesday afternoon at St. Barnabas in Chilwell for any children and parents. On a Wednesday evening we will be supporting their new mental health wellbeing session.

Upcoming initiatives

We have a number of projects in development for this year, including:

- Working with the Community Stroke Team and the Stroke Association to bring the next stroke peers support group to Eastwood and Kimberley.
- Hayley - our Carers and Events lead – will be popping up with initiatives in all our neighbourhoods soon.
- Lynette and Lindsay – Women's health leads – are working with maternity services around women's wellbeing pre and post pregnancy.
- Sally and Ruby – Children's leads – are going to be working with local schools around supporting children's mental health and wellbeing.



Some other examples of what the Social Prescribing team does



Social Prescribing—Getting people involved

The Social Prescribing team have launched their first public and patient participation (PPG) group. The PPG group will help to shape and develop the service for the future through patients who have been/going through the service, as well as anyone else interested in being about of this planning.

Feedback on the Social Prescribing team

“She is very kind, and a great listener, she’s easy to talk to and makes you feel comfortable, she gives great help and advice and always makes you feel like you’re being listened to. She’s helped show me understand what’s most important and what to focus on.”

“I struggle with new people and she not only was a welcoming presence herself but she also facilitated me meeting another new person during her time with me. She made me feel valued and seen and understood and was very understanding even when I missed appointments. I like that she isn’t judgemental and she’s an interesting quirky person, very professional but made the experience feel more like having a friend rather than a worker.”

“Found out what my main concerns were and signposted me so I could be getting appropriate help. She asked questions and found out the problems from my point of view.”

“She has been incredible in providing me with the support I needed from the start, particularly since my needs turned out to be more complex and crossed three councils! Undeterred, she not only explored the possibilities but succeeded in making the connections and links to get them working together for my individual, acknowledged carer responsibility.”

“After going through a really horrendous six years I had lost all of my confidence at meeting people, She escorted me to a venue that I had chosen and stayed for the entire time. This broke the ice for me and I am now feeling as though my confidence is coming back.”

“This has been a really meaningful experience. I’ve been listened to and had suggestions related to our talks. I am now involved with groups I never knew about and I am a far more positive person moving forward.”

“It has been a life changing experience for the better and I am so happy with the help and support provided for me.”



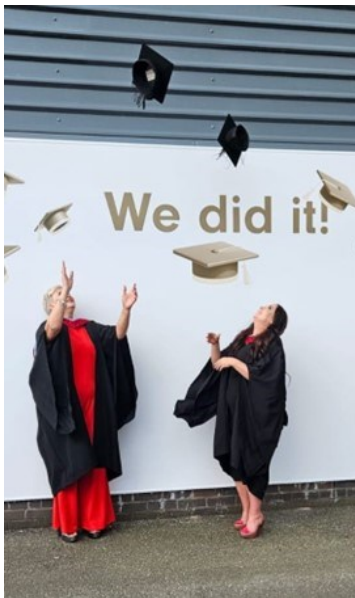
Contact the Social Prescribing team

To make a referral to the team, health professionals can complete the referral form on F12.

Patients can self refer through the boxes at GP practice receptions.

Congratulations to two Nurse Associate graduates!

Hayley Pritchett (left) and Margaret Mobbs (right) joined Nottingham West PCN in January 2022 as Trainee Nurse Associates and commenced the two-year Nurse Associate foundation degree programme at Derby University. During the two year programme they were based at Eastwood Primary Care Centre (Hayley) and The Oaks (Margaret) where they benefitted from the support of the nurses working in those practices.



The Nurse Associate role is a relatively new role and is said to bridge the gap between a Registered General Nurse (RGN) and a Health Care Assistant (HCA). It is a standalone role but also can be a route to becoming an RGN through a further 18 months 'top up' degree programme.

The 2 year course includes academic studies, external placements to expose them to a wide variety of clinical settings as well as learning through work. As a testament to their hard work and abilities, both Margaret and Hayley successfully passed all their assignments first time and with commendable grades.

Hayley and Margaret have juggled clinical work, placements and academic work and are now looking forward to having some time at weekends to relax. They attended a graduation ceremony on 17th July where Margaret also received a special 'Competence and Confidence' Award. All of us who have been involved in their development over the last 2 years are extremely proud of their achievements.

Hayley and Margaret are now part of a team of Nurse Associates who support the 12 GP practices in Nottingham West PCN with delivering primary care nursing services to housebound patients.



White Ribbon campaign

Can you help to support and promote the White Ribbon campaign?

White Ribbon UK is the leading charity in country for engaging men and boys to help end violence against women and girls. The aims of the White Ribbon Campaign are to get people involved in challenging the cultures and behaviours that lead to violence and to encourage allyship with men and boys to help tackle these issues at their source and to promise to never use, excuse or remain silent about men's violence against women.



**Broxtowe
Borough
COUNCIL**

Broxtowe Borough Council has been a

White Ribbon accredited organisation since 2021 and in order to reach as wide an audience as possible, we request that as many businesses and workplaces across Broxtowe take part in raising awareness by display White Ribbon information materials.

Healthcare providers and General Practice surgeries are a vital area that we want this message to be displayed in, and be accessible to, for anyone who may need support surviving through violence and anyone who may wish to engage in the movement.

If anyone in Broxtowe wishes to display fliers, posters, white ribbons and more, please contact harry.lees-manning@broxtowe.gov.uk and request free materials be delivered.

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