

# Welcome to the Phoenix PCN Diabetes Event 2024



Joan Pin Group



Phoenix PCN Luton  
TRANSCEND | TRANSFORM | TRIUMPH

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## Newsletter: November 2024

- Diabetes Event Outcomes
- Stakeholder Feedback
- Patient Feedback
- Phoenix PCN Team



PCN Practice Members

- Conway Medical Centre • Kingsway & Bramingham Health Centre • Malzeard Medical Centre • Neville Road • Pastures Way Surgery



# Diabetes Event October 2024

On the 31<sup>st</sup> October, the PCN ran a Diabetes Event at Denbigh High School.

- We invited 128 Patients to our Diabetes Event
- We supported the event with 30 staff and volunteers
- We built an inspiring presentation to raise awareness and activate patients to take charge of their health so they could leave empowered to manage their diabetes well or begin the pathway to diabetes remission
- Collaborated with Denbigh High School, Luton Podiatry service, our practices, Health Watch, Diabetes UK, Bedford Hospital, Xyla Health care, the ICB & Total Well - Being Luton for the event
- Offered the full 8 care processes at the event along with education.
- 65 patients attended and completed their reviews
- We completed 585 diabetic care processes, including the height, weight, BMI, BP, Smoking status and advice, bloods, foot checks, Urine ACR
- Completed medication reviews, assessed alcohol intake and offer advice, making a total of 715 individual interventions.
- We identified 3 complex secondary care referrals
- We referred 5 patients for ECG clinics in primary care
- We identified & referred 14 patients for social prescribing
- We identified & referred 11 patients for urgent podiatry
- We identified & referred 37 patients for hypertension clinics
- We identified & referred 16 for retinal screening

## Stakeholder Feedback from the Event:

### **Usha Panchal - Transformation Manager ICB**

*It was a great, innovative approach to engaging patients who don't normally engage with healthcare, especially with Diabetes. Having to go to several appointments over the year to achieve the 9 care processes can be overwhelming for patients. It would have taken some organisation to achieve the 'turnout' of patients that you did. Great teamwork! I have learned so much from this project. Thank you for letting me be a part of it.*

### **Patricia Lattimer CEO for Healthwatch Luton**

*Thank you for inviting Healthwatch Luton to this event, I would like to feedback, what a well planned and well organised event. The attendance was also really good. Happy to attend future events, or attending your PPGs to share information on HealthwatchLuton.*

### **Courtney Riches Bedford hospital, retinal screening:**

Your team did so well and I was glad to be invited. I look forward to working with you in the near future and will look at how we can provide a clinic at the GP practice for these patients to get their eye screening done.

### **Deniece Dobson from LBC:**

(she did not attend but sent feedback following what she heard from colleagues who attended.)

Sounds like it was a great success – well done all. Sorry we missed it

### **Noreen Hussain ELFT podiatry**


*Thank you for hosting such a wonderful and much-needed diabetes remission event..... Please keep us updated on the outcomes, and Podiatry would be more than happy to collaborate on any future projects.....Thanks again for your great work!*





## Patient Feedback from the event:

- Space could be a little warmer.
- Good for the first event. Presentation could be more interactive and get people involved. Live demo with food portion and calorie count. Info about CGM. Snack could be better as there was custard biscuits, some might think it's okay for a snack.
- Everything was good.
- Fantastic service.
- Friendly clinicians.
- Everything was fine.
- This was beautiful awareness. Programme was very informative.
- Good event, great we had all check ups done together as opposed to multiple appointments.
- Everyone was really supportive and friendly.
- Great team, great efforts.
- Good.
- Very happy.
- Looking forward to more events.
- Lack of organisation, however once all started all organised. Breast feeding can hold back control of diabetes. This event was more organised than going to GP appointments.
- Enjoyed presentation, learned a lot.
- Print out of slides would be nice.
- Thank you for putting all this together.
- I liked the program, and I will be looking forward to future events.
- Good, very excellent.
- Great event, friendly staff.
- Everything good, I am happy.
- Good event, very helpful for myself.
- Found this amazing, could see I was not alone with this condition.



Our Mission is to **TRANSCEND** to proactive ways of working, to **TRANSFORM** the health & wellbeing of our staff & patients & **TRIUMPH** in our endeavours for change

### The Team

#### Clinical Directors

Dr A Ali-Khan

#### Clinical Team

Dr A Daulatzai – Clinical Lead GP

M Crawshaw – Paramedic

J Farrington - Paramedic

T Choudhury – Physician Associate

M Rahman - Physician Associate

A Ali – Physician Associate

S Vellisamay – Physician Associate

#### Pharmacy Team

H Latif – Lead Pharmacist

A Al-Hasani– Clinical Pharmacist

T Ahmed– Clinical Pharmacist

S Gandhi – Pharmacy Technician

K Muzyczka – Pharmacy Technician

#### Care Coordinators

M Choudhury, O Caglar, N Mansha, H Ahmed, S Wallis.

#### Health & Well-Being Coaches & Social Prescribers

Z Fazal, M Laukaityte, M Brewis, S Dalvi

#### Finance & Management Team

F Mehmood – D&T PCN Manager

A Begum – Operations Manager

J Thompson – Finance Lead