

# **Coventry Navigation PCN**



## ***November 2024 PCN Newsletter***

### **Introduction**

**This month we hear about**

- the successful PCN Community Event
- new PCN Website
- PCN Social Care Service *Joy*
- current community Health & Wellness campaigns the PCN is involved in

# PCN Community Engagement Event.

## Thank you for coming!

In June, our PCN hosted a fantastic community networking event, open to all, at the Shree Krishna Temple in Coventry

It was a wonderful opportunity to connect with our community and learn about the various services available to support your health and wellbeing

The event showcased a range of services, including

***Talking Therapies*** - Accessing mental health support has never been easier. Our team of experts is here to help you manage stress, anxiety, and depression

***Continence Services*** - Discreet and professional support for bladder and bowel control issues

***PCN Digital Team*** - the convenience of online consultations, appointment booking, and accessing your medical records digitally

***PCN Paramedics*** - Our paramedics are working hard to improve community health and well-being through a variety of initiatives, including health checks and support for vulnerable individuals

### The PCN Building a Healthier Community Together

The success of our PCN community event highlights the importance of collaboration between healthcare providers and the community. The PCN works with the community to address health inequalities and create a healthier future for everyone. We look forward to more opportunities to connect with our community.

[Click here to watch video of event](#)

## ***Enhanced Access (EA), Making Healthcare More Convenient for You***

Coventry Navigation PCN has been working hard to provide Enhanced Access to healthcare services for our patients

This means you can book appointments **outside of regular GP Surgery hours**, including evenings and weekends

Our dedicated team of healthcare professionals, including GPs, Advanced Nurse Practitioners, Physician Associates and other Clinicians, are available to see you during these **extended hours**

By offering these **additional appointments**, we aim to make healthcare more accessible and convenient for you

Table showing number of EA appointments delivered

Month	GP	Other Clinicians	Total Appts	GP%	Other%
April	752	487	1,239	61%	39%
May	901	519	1,420	63%	37%
June	922	460	1,382	67%	33%
July	720	528	1,248	58%	42%
August	804	765	1,569	51%	49%
September	704	672	1,376	51%	49%
October	714	633	1,347	53%	47%
<b>Total</b>	<b>5,517</b>	<b>4,064</b>	<b>9,581</b>	<b>58%</b>	<b>42%</b>

If you're interested in booking an enhanced access appointment, please contact your GP practice

## ***Winter Hub (Extended Access)***

### ***A PCN Additional Service***

Helping with increased demand of appointments this Winter

#### **What is the PCN Winter Hub?**

The Winter Hub offers extended GP practice hours, operating from **Monday to Friday, 5pm to 8:30pm**. This means you can access healthcare services **outside of regular working hours**, making it easier to fit appointments into your busy schedule

This is an **additional service available to all patients** of our PCN Member Practices, giving access to GPs, nurses, and other clinicians

**To book an appointment at the Winter Hub** simply contact your GP practice. They will be able to assist you in booking a suitable time

# ***Stay Warm, Stay Healthy This Winter with the NHS***

The NHS wants to ensure you stay warm and well

Here are some key takeaways from their "Stay Well This Winter" campaign

## **Protecting Yourself from the Cold**

Heating Your Home: Aim for a living room temperature of around 18°C (65°F). This helps prevent cold-related illnesses, especially for vulnerable individuals

## **Staying Warm When Outside**

Dress in layers and wear a hat, scarf, and gloves when outdoors. Remember, you lose a lot of heat from your head!

## **Looking Out for Others**

Check in on elderly or vulnerable neighbours who might struggle to heat their homes

## **Additional Tips**

Eat Well: Maintain a balanced diet that includes plenty of fruits and vegetables to support your immune system

## **Stay Active**

Regular exercise, even light activities indoors can help improve circulation and keep you warm

## **Get Your Vaccinations**

Protect yourself against flu and COVID-19 by getting your vaccinations.  
By following these simple tips, you can stay healthy and enjoy a comfortable winter. For more information, visit the NHS website:

<https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/>

## **Some people are more vulnerable to the effects of cold weather**

- *people aged 65 and older*
- *babies and children under the age of 5*
- *people on a low income (so cannot afford heating) people who have a long-term health condition*
- *people with a disability pregnant women*
- *people who have a mental health condition*





## ***Joy - A New Way to Support Your Health and Wellbeing***

**Did you know that one in five GP appointments are for non-medical reasons?**



And that 70% of people referred to Adult Social Care could benefit from services that address the root causes of their problems, like **loneliness or debt-related stress?**

That's where Joy comes in, a digital platform that connects people to life-changing local services, so they can get the support they need, when they need it.

### **How does Joy work?**

Your GP Surgery or another healthcare professional can refer you via Joy.

**For some services on the Joy Market Place of Services**, you can contact the service yourself. Once referred, you'll be matched with a link worker who will work with you to understand your needs and connect you with the right support

### **Why use Joy?**

- **Improved Health & Wellbeing** - Joy can help you address the social factors that affect your health, such as loneliness, isolation, and financial difficulties.
- **Enhanced Patient Experience** - streamlined user-friendly experience, making it easy to access support
- **Efficient Referrals** - Joy is integrated with the **clinical system, making it easy for Practices to refer patients**
- **Better Outcomes** - helps provide **preventative care** and improve long-term health outcomes

**From 15th December, Joy will become the single channel for non-clinical referrals**



[@CovNavPCN](https://twitter.com/CovNavPCN)



[Coventry Navigation 1 PCN](https://www.facebook.com/CoventryNavigation1PCN)



[@CovNavPCN](https://www.youtube.com/channel/UCvNvPCN)

## **Joy - A New Way to Support Your Health and Wellbeing**

With Joy, we can Instantly refer clients to high-quality support on our marketplace of services

Automatically keep our service directory up to date Measure the effectiveness of our preventive health initiatives

Identify health inequalities & gaps in service provision Work with organisations to enable connection with people in Coventry

### **Example Services**

**Age UK Coventry and Warwickshire**, Provides services for older people, including social activities and advice

**Talking Therapies Coventry & Warwickshire**, free NHS service to help people

**Coventry Haven Women's Aid**, Provides support & advice to women and children experiencing domestic abuse

**Coventry Mind**, Offers mental wellness support services

**Creative Kindness** run friendly craft sessions to tackle loneliness and isolation, and create safe spaces for people to find friends and build community

### **What Does This Mean for You?**

***If you're a patient***, Joy means you can get the support you need more quickly & easily ***If you're a healthcare professional***, Joy means you can spend more time focusing on patient care, knowing that your patients are getting the support they need ***If you're a community member***, Joy means a healthier happier community for everyone

**From 15th December, Joy will become the single channel for non-clinical referrals**

The PCN will be able to use the system to identify where best to focus PCN resource

If you have any questions about **Joy**, please contact the PCN or your GP practice



## ***Join Us on Social Media!***

You can now follow us on Facebook,  
X (formerly Twitter), YouTube, and our PCN website and mailing list

### **Why Social Media?**

Social media is a powerful tool for connecting with our community and sharing important health information. It's a great way to stay up-to-date on the latest news and events, ask questions, and get involved in discussions

### **Social Media and the NHS**

The NHS is committed to using social media to improve communication with patients and the public

### **Improve access to healthcare information**

We can share helpful tips, advice, and resources on a variety of health topics

### **Promote health and wellbeing**

We can raise awareness of health issues and encourage healthy behaviours

**Build trust and confidence in the NHS** We can share stories of how the NHS is making a difference in people's lives

Social media is a great way for the NHS to reach a wide audience  
& provide info in a way that is accessible and engaging  
56.2 million people in the UK are using social media!  
That's about 82.8% of the total population!

The NHS & your PCN uses social media to share information about health conditions, treatments, and services

For example, we might share a post about the importance of getting a flu vaccine or a video about how to manage diabetes

YouTube was founded in February 2005. you can still find the first video, titled "Me at the zoo,"



YouTube is the second most popular website in the world, after Google

Over 5 billion videos are watched on YouTube every day!

YouTube is a great way to learn new things. There are many educational channels on YouTube that teach everything from cooking to yoga & meditation

The first tweet was sent on March 21, 2006, and read "just setting up my twttr."  
Twitter quickly gained popularity and became a platform for people to share news, ideas, and connect with others

Feel free to contact and suggest content or articles

Links:

**[X @CovNavPCN,](#)**

**[Facebook Page,](#)**

**[YouTube @CovNavPCN](#)**

Find Your Way to Better Health

## The Coventry Navigation PCN Website! **coventrynavigationpcn.nhs.uk**

The PCN Digital Team keep the PCN website up to date with useful information on news services, activities and events

*Visit our brand new website, [coventrynavigationpcn.nhs.uk](http://coventrynavigationpcn.nhs.uk)!*

***This user-friendly platform is designed to be your one-stop shop for all things related to your health and wellbeing within the Coventry Navigation PCN***

Whether you're a new patient or local, the website offers a wealth of information, easily accessible at your fingertips. Here's a glimpse of what you can expect

- **Easy Access** - Discover the comprehensive range of services offered by our PCN, including GP services, talking therapies, and social prescribing
- **Extended Access clinic details** - find details and locations
- **Stay Informed** - Get the latest news and updates about our PCN, including important service changes or upcoming community events
- **Health Information Hub** - Explore reliable health information on various topics • **Contact Us:** Need to get in touch? Find all the necessary contact details for our practices and services, including phone numbers, email addresses, and opening hours.

**Join the email list for updates!**

**It's user-friendly and easy to navigate for everyone. The website is optimised for mobile devices, allowing you to access information and services on the go!**

## ***PCN Physician Associate Profile***



**Hi! My name is Sonia Malhotra**, and I am proud to be a Physician Associate in our primary care network. We have a lovely team of physician associates working in different surgeries across the PCN

### **What do we do?**

A physician associate (PA) can support GPs in the following ways

- Give Health Education & Disease Prevention Advice
  - Update Medical Histories,
- Perform Physical Examinations,
  - Analyse Test Results,
  - Diagnose Conditions,
- Managing Treatment Plans

PA's often provide continuity in patient management, especially for chronic conditions, contributing to more consistent and personalised care

**We aim to improve patient access to care, and support a multidisciplinary team in delivering efficient healthcare, bridging the gap between patients and physicians.**

## Memories matter...don't let them shatter

*In honour of World Alzheimer's Day, the Lions Club of Coventry Godiva hosted a Dementia*

*Awareness and Prevention event in September, at the Coventry Dementia Partnership Hub.*

This initiative, is in collaboration with Coventry Navigation Primary Care Network and Ms. Crina Moldovan, Community Engagement Lead at Xyla Health & Wellbeing

### Event Highlights

- **Free Health Checks & Results:** Participants received essential health screenings and advice.
- **Preventive Health Promotion:** Attendees learned about dietary and lifestyle changes to support brain health.
- **"Message-in-a-Bottle":** A valuable resource for recording health conditions and medications, ensuring easy access for healthcare professionals.
- **Cultural Resources:** Information on managing dementia was shared through traditional folklore, music, and cultural practices.

Participants enjoyed free, freshly prepared, healthy meals, fostering a sense of community and well-being. Due to the positive feedback and recognition of its importance, **the Lions Club** plans to hold similar events regularly to further support the wider community in Coventry.

A heartfelt thank you to Lion Shashi and all the volunteers who contributed to the success of this event!

[Check out the Lions Club Facebook page here!](#)





## ***Care-Coordinator Profile***

**Supporting Patients from Birth to Cradle!**

**Our dedicated Care Coordinators play a vital role in the Primary Care Network, ensuring that patients receive comprehensive support throughout their healthcare journey.**

### **Here's how we contribute**

- Proactive Support, ensuring no one falls through the cracks
- Referring to Professionals, becoming a liaison between patient & specialist care
- Collaborate with Specialists, such as Health & Wellbeing coaches
- Regularly reviewing patients, ensuring they feel supported every step of the way
- Care Coordination, acting as a central point of contact for patients
- Develop personalized Care Plans

**Together, our Care Coordinators are committed to building a healthier community, one individual at a time**