



Coventry  
Navigation 1

June 2024  
PCN Newsletter

This month hear about the upcoming Community Event (everyone welcome) and current campaigns the PCN is involved in - and more

Welcome to

**NHS  
HEALTH  
CHECK**

Helping you prevent  
diabetes  
heart disease  
kidney disease  
stroke & dementia

Aged 40-74? Find out about getting an  
**NHS Health Check** at your surgery!

Even though you might be feeling great, you may be at risk of heart disease, stroke, kidney disease, diabetes, or dementia. A FREE NHS Health Check can help you reduce these risks and make sure that you stay healthy. We will also be contacting eligible patients

Want to learn more? Follow the link

<https://www.nhs.uk/conditions/nhs-health-check/>





# Meet Your PCN & Local Services: Open Event at Shree Krishna Temple, Coventry

Previous events have been a huge hit, with attendees raving about the chance to discover hidden local services they never knew existed!

Friendly and welcoming atmosphere, nice refreshments provided and a chance to ask questions. We look forward to seeing you!

Follow our [Social Media](#) and join our Email list on our [PCN website](#)



[Shree Krishna Temple](#)  
[Harnall Lane West](#)  
[Coventry](#)  
[CV1 4EZ](#)



## Launching This Month!

### New Coventry Navigation PCN Website & Address

Bookmark  
this site

**coventrynavigationpcn.nhs.uk**



We're excited to announce a brand **new, streamlined website** designed to make your experience even easier!

Check for the launch and sign up for our **email list** to stay up-to-date. To keep you connected, we're also launching new social media channels – follow us on **Facebook and Twitter** for the **latest news and events!**

*Follow, Like, Share*



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

 [Facebook Page](#)

## Spring Covid Boosters

We are nearing the end of our Spring Covid Booster season. We have delivered over 1200 vaccinations!

This includes our housebound patients and patients residing in our care homes.

If you think you require a vaccine, please either speak to your GP surgery or come meet us on the **1st floor** of the **City of Coventry Health Centre**



## Enhanced Access

We proudly provided around 4,200 hours of enhanced access appointments last year.

These were a range of GP, Nurse, Physician Associate and Advanced Nurse Practitioner Appointments.

Following good feedback and demand across our PCN Member Practices, we are increasing our supply of appointments from 80 to 90 hours a week.

The service is there for patients who cannot attend in normal hours of their surgery. Please don't hesitate to ask your practice for an appointment

## Getting Online Made Easy: #CovConnects Digital Inclusion Device Bank

### Practices are Making Referrals Successfully!

Great news! We've partnered with the **#CovConnects Device Bank** and **WATCH** to bridge the digital divide and get people connected with free laptops & data for those who need them

This can be a lifeline for people needing to:

- Access healthcare services online, like booking appointments or managing prescriptions.
- Stay connected with loved ones
- Find services or training
- Improve their digital skills and confidence

Our PCN Practices can now directly refer requests to the #CovConnects Digital Inclusion team

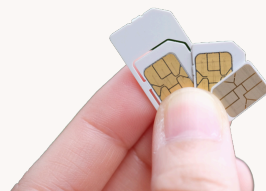


### Patients:

***Don't let lack of a device or data hold you back. Ask your Practice team for a referral to get connected.***

### Practice Teams:

1. Identify patients who could benefit from the Device Bank
2. Contact the PCN Digital Inclusion team for a referral form
3. We'll handle the referral and liaise with #CovConnects to get your patient the support they need





## NHS App Support Outreach a Success: Patients enjoy 24/7 Digital Access to Services

***Our NHS App support outreach program wraps up this June***

*We're thrilled to see it's been so well-received. The PCN Digital Team has also been busy developing helpful tips and tricks for both practices and patients to navigate the NHS App smoothly.*

*And the results speak for themselves!*



**We've delivered over 40 drop-in sessions across 10 libraries, community centres, and health centres,**

**& received around 50 happy feedback forms**

**Coventry Navigation PCN online prescriptions have soared by a whopping 38% *(April 23 to April 24 stats)***

The NHS App is clearly a hit! It offers patients convenient 24/7 access to manage appointments, order repeat prescriptions, and much more.

Our sincere gratitude to all health staff, Coventry Council and Library Team and all our patients and community members.

*Thank you!*



## ***Empowering Patients & Building Trust: Practices Showcase Friends & Family Test Results on Websites!***

***Practice Managers know FFT feedback provides valuable insights into patient satisfaction, highlighting areas where we excel and where we can improve.***

***Sharing these results on the practice website demonstrates transparency and a commitment to patient voices and lets patients see how their feedback shapes the practice***



Here's how to leverage FFT results on your GP Practice website

- **Feature the latest score prominently:** Include a clear breakdown of positive and negative comments.
- **Acknowledge feedback:** Briefly respond to both positive and negative comments, outlining any actions taken in response.
- **Make FFT accessible:** Link directly to the FFT survey for easy patient input.



The **PCN Digital Team** is here to help!  
We can offer guidance on displaying FFT  
results on your Practice website

