



Northolt PCN Newsletter



Welcome to the First newsletter for the Northolt PCN!

These newsletters are released quarterly to keep practice staff and patients up to date on the progress and events in the Primary Care Network.

What is Primary Care Network?

This is a new national NHS initiative where clusters of local practices will work together to improve patient care. This was developed as a part of the recently published NHS Long Term Plan. Initially the emphasis is on improving patient access and creating less variation in services available at different GP practices.

The Northolt PCN covers population of approximately 38000 patients, geographically covering Northolt and its local rural areas.

The PCN management team includes our two Clinical Directors – Dr James Swain, Dr Surentrhan Perinpanayagam, Management Lead – Mr. Suresh Shah and PCN Administrator – Mr. Akshay Mota. We also have our board members from each practice and they meet regularly to discuss issues concerning patients residing in Northolt area.

Inside this issue:

- PCN Introduction & Development
- New Team Members
- Report of PPG Meeting

Below is a quick update on the services we provide at the Northolt PCN!



1) Enhanced
Extended Hours



2) Clinical
Pharmacists



3) Physician
Associates



4) Social Prescribing
Link Worker

- 1) **EEH** - Currently PCN provides extended hours through individual practices on every week day from 6:30pm to 08:00pm and alternate Saturday from 09:30am to 1:00pm. With effect from 1st October 2022 a change has been proposed by NHS. The Extended hours service will be called as Enhanced Access and has to be provided from a central location within PCN from 6:30pm to 08:00pm every weekday evening and on Saturday 09:00am to 05:00pm. We would like to have your views by 30th June 2022. Please note our email - nhsnwlcg.northoltpcn@nhs.net.
- 2) **CP** - Patients are able to book an appointment with their surgery to help with any medication problems, routine medication reviews and bloodpressure checks.
- 3) **PA** - Under supervision of the GP in the practice, the PA provides care for the presenting patient from focused history taking, clinical assessment, diagnosis, treatment and evaluation of care. PA provides safe, clinical decision-making and expert care, including assessment and diagnostic skills, for patients within the service. PA works collaboratively with the healthcare team to meet the needs of the patients, supporting the delivery of policy and procedures. PA provides a holistic and clinical service, with support and supervision of GPs, implementing agreed management plans and following approved protocols as appropriate
- 4) **SPLW** - Social prescribing link worker will see patients to direct them to local non-clinical services to help for a range of social, financial and environmental problems. The SPLW have been busy supporting patients from home during this difficult period. He has been able to offer time with people over the phone and face to face to focus on what matters to them and their Health and wellbeing. He helps them to identify their priorities, any challenges or issues they may be facing and support them to access the services they need. The aim is to enable people to make informed decisions about their Health & Wellbeing and know where to go for support when they need it.

PCN SPLW has been able to support and empower people to adopt healthier lifestyles. Working in partnership with each patient on areas they are concerned about he is able to assist them in making steps towards their goals. This includes helping them to develop the skills to become independent in achieving and maintaining changes.

He can support in 5 areas: healthy eating and weight management, physical activity, low level alcohol consumption, smoking and mental wellbeing.

Flu Campaign 2022/23

PCN has to start making preparation for the coming Flu Season coming this Autumn.

A Booster for Covid Vaccine may be necessary for elderly and vulnerable patients.

It is very important that patients who are eligible for a vaccine make an appointment via the telephone when they are invited by their own practice.

New Team Members

Since the last year we have recruited new members of staff!

Pharmacist: Karan, Jasmine and Sumaiya has now joined the team consisting of Ashish, Aabha, and Rajee.

Social Prescriber: Joseph has replaced Ruksana whom some of you may have consulted in the past.

Physician Associate: Janani has now joined the team consisting of Thadchagini & Dwayne.

Events

Northolt PPG Group Meeting On 25-02-2022

Organized by inviting patients from all 6 practices in the PCN via S1 messages and asking RSVP to PCN via email and phone call. Invite poster was sent with all details like guests, presenters, agenda, date, time, and RSVP details). After every presentation it was an open session for 2-5 minutes for members to ask questions and get further information if needed. Lead GP's from each practice represented and informed about services they have and the new services adapting in near future.

After all presentations CD's and Management lead informed patients about current achievements of the PCN and upcoming events which will be organized by the PCN in near future.

The Future of the PCN

Over the next 3 years our primary care network will expand to increase capacity for these new services as well as introducing first contact physiotherapist services and community paramedics. We look forward to expanding the range of services available to our patients and improving access to existing services.

WE NEED YOUR HELP!

In the future when expanding and developing new services for our primary care network it will be important to have patient input in how these services should be delivered. We will communicate via each practices PPG meeting if there are any updates or developments on our plans. If you have any questions or feedback please relay this via the Practice PPG who can feedback to the Clinical Directors.

Contact Us

Going forward we are aiming to issue a newsletter every quarter, to keep you up to date on the progress and new targets of the Northolt PCN. We would love to hear your feedback or ideas you may have on the development of the PCN, please contact Mr. Akshay Mota - PCN Administrator on the below email address:

nhsnwlccg.northoltpcn@nhs.net

If you develop symptoms of COVID-19.

You can visit the NHS for more information.

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

PCN Practice Members:

• Broadmead Surgery • Goodcare Practice • Yeading Medical Centre • West End Surgery • Jubilee Gardens Medical Centre • Somerset Medical Centre.