

Fosseway PCN Newsletter

Spring 2024

Welcome to the first Fosseway PCN newsletter!

In this Quarterly Publication we will highlight key achievements, news and information for practices within the Fosseway PCN, to keep all patients informed of what is happening in their surgeries.

What is a PCN?

To meet the needs of patients, GP practices are working together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in groups of practices known as primary care networks (PCNs).

These surgeries work together to provide proactive, personalised care that is valued and makes a difference to local patients and staff.

Our PCN comprises of four surgeries: Barwell and Hollycroft Medical Centre, The Burbage Surgery, Orchard Medical Practice—Broughton Astley, and the Old School Surgery—Stoney Stanton.

This Youtube video explains simply what a PCN is, how it benefits the NHS and ultimately patients. To view, click the following link: <https://www.youtube.com/watch?v=W19DtEsc8Ys>

A Message from the clinical Director—Dr Arshad Khalid:

Welcome to our first newsletter. We hope that through this we can keep you up to date with Fosseway PCN.

I have been a partner at Orchard Medical Practice since 1995. I shared the Clinical Director role half time from the inception of PCNs in 2019 and then assumed sole responsibility from 2022.

The four practices in Fosseway are geographically adjacent to each other. We have had good relations with each other for many years and share a similar outlook on Primary care delivery.

Because of this, combined with excellent management support from the Federation, we are able to work in a cohesive manner as we attempt to improve and modernise primary care services within our area.

We in healthcare along with society as a whole recognise that these are challenging times. I hope to strengthen our bonds in order to continue to develop services more locally.

It is my hope that moving forwards we can develop services within Hinckley that Fosseway member practice patients can use.



Who Can I see other than a GP?

The PCN currently employs numerous additional healthcare professionals that are accessible to patients, who can assist patients in getting the care that they require without the need of seeing a GP. This allows GP's to dedicate their valuable time to those who really need it, so everybody involved gets the healthcare they deserve. Here are just a few of the healthcare professionals that are available within your surgery:

Clinical Pharmacists —Our Clinical Pharmacists clinically assess & treat our patients using their expert knowledge of medicine. They work alongside the team to undertake Medication Reviews and promote health, wellness and disease prevention.



Mental Health Practitioners—Our Mental Health Practitioners help promote mental and physical wellbeing as well as treating mental health problems effectively through evidence based psychological / pharmacological approaches.

Physiotherapist —Our First Contact Physiotherapists can assess, diagnose, treat and manage musculoskeletal problems and discharge a person without a medical referral. Those working in these roles can be accessed through direct referral.



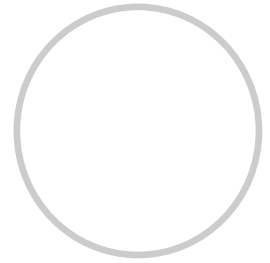
Social Prescribing
Network

Social Prescribers—Our Social Prescribers connect people to community groups and agencies for practical and emotional support. They complement other approaches such as care navigation and active sign-posting, helping patients in difficult social situations get the help they need.

If you feel that you would benefit from the help of one of the above healthcare professionals, please contact your surgery to see how you can be connected. In some instances, when you call for a GP appointment the receptionist may sign-post you to the appropriate clinician.

Wasted Appointments (DNA'S)

A significant number of appointments per week are classified as 'Did Not Attend' (DNA). DNA means that the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change the appointment.



Fact:

NHS England has estimated that there are 7.2 million missed general practice appointments annually, at a cost of £216 million. Reducing these numbers is important for an efficient primary care sector.

The effect of DNA's is:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources

By reducing the number of DNA'S Surgeries can:

- Reduce costs
- Increase productivity
- Enable more effective booking
- Allow efficient running of clinics

DNA'S Within Fosseway PCN Surgeries for February 2024

Old School
125

Burbage
136

Orchard
117

Barwell & Hollycroft
329

GP appointment?
Can't make it? Don't need it?

CANCEL IT!



Need an Appointment, but have Work or other Commitments?

The Fosseway PCN is proud to offer an enhanced access service for our patients. The Enhanced Access Service makes it easier for you to get an appointment at a time that suits you including evenings and weekends. The service offers pre-bookable (up to two weeks in advance), routine primary care appointments with our clinicians out of The Centre Surgery and Newbold Verdon Medical Practice Monday to Saturday. We offer appointments with a range of staff members, these include; General Medical Practitioners (GP), Nurses, Advanced Nurse Practitioners (ANP), and Health Care Assistant's (HCA). We offer additional clinics such as Bloods, Smears, Implants and Coils.

<p>The Centre Surgery Hinckley Health Centre, Hill Street, Hinckley, LE10 1DS</p>	<p>Newbold Verdon Medical Practice St Georges Close, Newbold Verdon, Leicestershire, LE9 9PZ</p>
<p>Appointments Available:</p> <p>Tuesday & Friday 7am – 8am Bloods</p> <p>Monday to Friday 6:30pm – 8pm GP and ANP</p> <p>Tuesdays 6:30pm – 8pm Paramedic</p> <p>Saturday 8am – 5pm GP, ANP, Nurse and other clinicians are available.</p>	<p>Appointments Available:</p> <p>Saturday 8am – 5pm GP, ANP, Nurse and other clinicians are available.</p>
<p>Virtual Appointments Available:</p> <p>Monday to Friday 6:30pm to 8pm GP Health & Wellbeing Coaches Clinical Pharmacist</p>	

To book an appointment in the enhanced access clinic, call the reception team at your usual surgery or use the NHS app.

