

Hinckley Central PCN Newsletter

Spring 2024

What is a PCN?

Welcome to the first Hinckley Central PCN newsletter!

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

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:

The Centre Surgery • Maples Family Medical Practice

Castle Mead Medical Centre • Station View Health Centre

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 our Clinical Director

Hello to you all

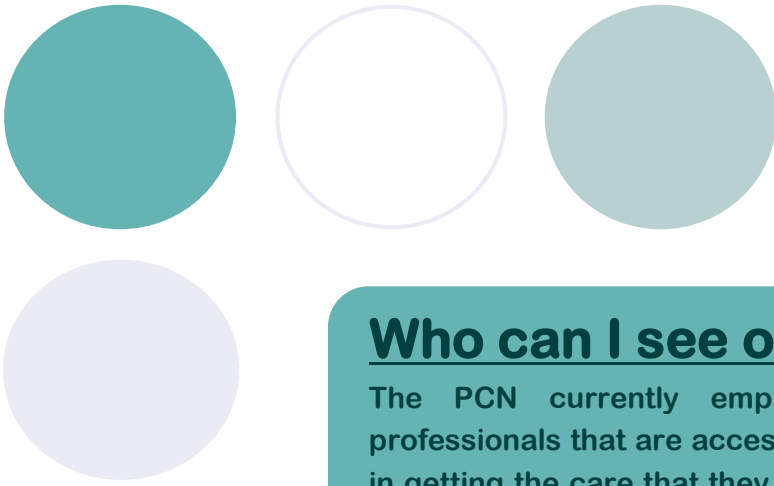
I have recently taken over the clinical director role for Hinckley Central PCN.

I have been a partner at Station View Health centre for over 20 years, and know the other three practices within our PCN well.

We are close geographically and have a good working relationship with many of the same shared values and objectives.

I hope that we can continue working closely together to achieve the best care and opportunities we can for our patients in Hinckley central PCN, in these challenging times within the NHS.





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.



Advanced Nurse Practitioners (ANP) —

Our Advanced Nurse practitioners, otherwise abbreviated to ANP's, can deal with minor ailments and on going problems. They are able to prescribe medication and complete referrals.

Social Prescribers —

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



Social Prescribing
Network

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.

Did Not Attends (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 Hinckley Central PCN Surgeries in April 2024

The Centre Surgery

89

Maples Family Medical Practice

117

Castle Mead Medical Centre

123

Station View Health Centre

Data unavailable

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

CANCEL IT!

CONSULTATION
ROOM



Need an appointment, but have work or other commitments?

The Hinckley Central PCN is proud to offer an enhanced service for our patients. The Enhanced Access Service makes it easier for you to get an appointment at a time that suits you, including weekday evenings and weekends. The service offers pre-bookable routine primary care appointments, that can be book up to two weeks in advance with one of our clinicians.

Monday to Saturday, the appointments are held at one of our member practices; The Centre Surgery, in Hinckley. We also offer the Enhanced Access service at Newbold Verdon Medical Practice.

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, Coils, Implants, and Ear Syringing.

The Centre Surgery

Hinckley Health Centre, Hill Street, Hinckley, LE10 1DS

Tuesday & Thursday 7am—8am

Saturday 8am-1:30pm

Phlebotomy Clinic

Monday — Friday 6:30pm — 8pm

GP and ANP (Advanced Nurse Practitioner) and Pharmacist

Saturday 8am—5pm

GP, ANP, Practice Nurse and other Clinicians are available



Newbold Verdon Medical Practice

St Georges Close, Newbold Verdon, Leicestershire, LE9 9PZ

Saturday 8am—5pm

GP, ANP (Advanced Nurse Practitioners)

and other Clinicians are available

Saturday 8am-11am

Phlebotomy Clinic

Saturday 8am-12:30pm

Practice Nurse



To book an appointment in an Enhanced Access clinic, contact the reception team at your registered surgery or book via the NHS app.

