

**BHR PCN Newsletter**

**October 2021, 8th edition**

***Our principles, keep staff safe, support each other and protect patients***

**Contents**

1. **Message from your Clinical Director**
2. **Starters/leavers**
3. **PCN workforce/recruitment**
4. **Feedback from “Reset/Restart” Vinery Event**
5. **Covid Vaccinations**
6. **Melissa - Health & Wellbeing Coordinator**
7. **Patient Ambassadors projects**
8. **PCN website**
9. **Extended Access Services**
10. **Care Homes**
11. **Good news stories**

**Message from Dr Nadia Anderson CD/GP**

*Hello Everyone,*

*I hope you had a chance to have a break over the Summer. We are now back and gearing up for Autumn and all that that entails. It was lovely to see some of you in person at our recent events.*

*Thank you to those who in June were able to contribute to where our PCN should prioritise and we’ve started work on these areas. Also, we are discussing more about our governance and future plans over the next few months. Stay well.*

*Nadia*

**Starters/Leavers**

* Gill Lambert has left her role as Practice Manager at Roundhay Road Surgery to take up a new role as Operational Lead for the PCN’s Covid vaccination clinics.
* Liz Richardson, Practice Manager of Conway Medical Centre has left her role to take up the position of Primary Care Development Facilitator in Mat King’s team.
* Deehan Mair has recently left NLMP to take up the role as Practice Manager at Shakespeare Medical Practice.
* Sohail Asmat has left and taken up a role as Apprentice Project Manager in Public Health

who are funding his degree.

**Recruitment**

We have successfully recruited 2 new PAs who will be starting shortly.

Positions to be advertised shortly:

* Care Coordinators x 3
* Pharmacists and/or Pharmacist Technician
* Physios (FCPs)

****

**Reset Restart Feedback – Vinery Event 10th June 2021**

Three months have passed since many of our PCN members met at the Vinery Centre to discuss Hot Topics, Practice Clinical Priorities and their expectations of our PCN. The session was well attended by 41 colleagues; CDs, GPs, PMs, Nurses and 10 of our practices were represented. The event was opened and facilitated by Dr Nadia Anderson who welcomed the members.



The overwhelming message from the session was that you wanted the PCN to:

* support your frontline staff dealing with abusive patients
* improve preventative health especially with cervical screening and vaccinations/immunisations
* support practices to improve the health outcomes for their patients suffering from Diabetes and Mental Health

**Support for frontline staff**

Practice Managers indicated their staff would engage and benefit more from online training. The Confed supported us by arranging 3 dates for online training; 11th August, 14th September (to be rearranged) and 14th November. Please encourage your staff to attend.

“*This workshop provides operational front-line staff, in Primary Care, with the skills and understanding to be have greater confidence in dealing with any aggressive behaviour, which they may experience, safely. It also provides the opportunity for personal reflection as well as peer-to-peer learning”*

**Preventative Health**

* Cervical Screening – more appointments available in extended access
* Cancer Wise Leeds coordinator to help with specific groups
* Vaccinations and Immunisations project to improve take up across our PCN being led by Sarah Schofield, more details to follow.

**Diabetes and Mental Health**

* We will soon be offering a Diabetes clinic within our PCN’s extended access service. A population health approach will be used; patients with the highest HBa1Cs will be reviewed as a priority. More details to follow.
* Lisa Gildea, our Integrated Nurse, has recently achieved her Diabetes diploma and is planning to run additional diabetic clinics.
* The PCN has signed up to the “Productive General Practice Quick Start programme” funded by NHS England looking at high frequency attending patients.  Work has begun on 3 different work streams for Diabetes, COPD and Mental Health; we are currently collecting and analysing data.
* **Diabetes:** Ashton View has signed up for this and Sarah Schofield is the lead.
* **COPD**: NLMP has signed up for this and Melissa Canavan is the lead.
* **Mental Health**: Bellbrooke has signed up for this and both Miranda Arieh & Sarah Wadsworth are leading on it.

***Additional feedback from the event can be provided by request***[***tania.swaine@nhs.net***](mailto:tania.swaine@nhs.net)



**Covid Vaccinations**

Our PCN Covid clinics continue to run at the Bilal Centre on Wednesday and Friday afternoons, providing vaccines to an average of 150 people each session. We continue to offer Pfizer and AstraZeneca, there are still many people of all ages coming for both their first and second doses.

We have had the announcement to start on the booster program and are making plans about how to provide clinics to support this, if needed, in addition to Bilal sessions. The Bilal staffing is generally now provided by the Covid team of 3 nurses and the Operations Manager, medical students and St Johns volunteers, HCP support is still needed, so please do continue to look at when you are able to support this. If it is decided to run extra booster sessions at East Park on the weekends, we will be asking support from the wider PCN once again.

Young people between 12 and 15 years of age at clinical risk or living with people at clinical risk are being offered an appointment in a booked clinic at East Park on Thursday afternoons. This offer is supporting CCG wide young people to access their Covid vaccine. At the moment the CCG is planning to offer healthy 12 -15-year-olds their vaccine through a team from Elland Park going into schools.

The Covid nurses provide inclusion vaccine clinics across the PCN working alongside PHE and the council to identify areas in need and opportunities for popup clinics. There are popups at Touchstone and the Lincoln Green mosque running on Tuesday mornings. St Aidan's Church on Roundhay Road has a clinic at PAFRAS on a Wednesday morning and we are trialling a popup at the food bank on Saturday mornings. There continues to be ad hoc sessions in the Bevan bus around Harehills in partnership with the council's Gypsie, Roma, Traveller team, as well as sessions at homeless hostels and recent arrival asylum seeker hotels.

These inclusion sessions support people to understand and access PCN services, receiving a second dose at Bilal and being supported to register with their nearest GP practice and understand the importance of this. The PCN Patient Ambassadors have been attending Bilal sessions to increase awareness of their role. We are looking at how the clinics could provide more opportunities to engage people with primary care support.

Planning is in progress to deliver the **booster program**. The Bilal staffing is generally now provided by the covid team of 3 nurses and an operations manager, medical students and St Johns volunteers, ***HCP support is still needed, so please do continue to look at when you are able to support this.***

Young people between 12 and 15 years of age at clinical risk or living with people at clinical risk are being offered an appointment in a booked clinic at East Park on Thursday afternoons. The CCG is planning to offer healthy 12 -15 year-olds their vaccine in schools.

The PCN is working alongside Public Health and the council to identify areas in need and opportunities for popup clinics. There continues to be ad hoc sessions in the Bevan bus around Harehills in partnership with the council's Gypsie, Roma, Traveller team, as well as sessions at homeless hostels and recent arrival asylum seeker hotels. We are looking at how the clinics could provide more opportunities to engage people with primary care support.

**Health & Wellbeing Coordinator**

Health coaching is a partnership between health and care practitioners and people. It guides and prompts people to change their behaviour, so they can make healthcare choices based on what matters to them. It helps people gain and use the knowledge, skills and confidence to become active participants in their care so that they can reach their self-identified health and wellbeing goals.



Mel will be coaching and motivating patients through multiple sessions to identify their needs, set goals, and supporting patients to achieve their personalised health and care plan objectives.​ Coaching can help with losing weight​, managing a long term condition better​, exercise​, stress​, low self-esteem and lifestyle changes (job, college, etc.)​. Sessions are patient led and usually last from 45 mins to 1 hour, they can have up to 10 sessions and a follow up in 6 months. Referrals can be made via email [m.canavan@nhs.net](mailto:m.canavan@nhs.net).

Mel will mainly be managing and prioritising a caseload in accordance with the health and wellbeing needs of the PCN priorities and also identified through risk stratification.​ Complex and/or at risk respiratory patients on QIS registers will be reviewed in the nursing context with a CCSP review and then screened to see if they would like health coaching.​

**Patient Ambassadors are currently involved with these projects** –

* Active Travel
* Peer Support Groups- Mental Health
* Quick Start Programme
* NHS Healthy Start
* ESOL Classes Research
* Integration and cultural orientation-based group
* Resilience based copying strategies group
* Freedom for Girls
* Sleep well sessions
* Digital inclusion/Exclusion re: LMWS support
* Pain Management Group
* Bereavement group
* Carers

**BHR PCN website**



Over the last few weeks IATRO have been developing a website for our PCN. An initial draft version will be available shortly; an invitation will then be sent out to PCN members to watch a demo. Any feedback and suggestions will be welcomed. The website has been designed for the benefit of the practices but in time this may change to be more patient focused. The draft is expected to be fairly basic and will be a work in progress for many months. We will continually need to add and update it.

**Extended Access**

The delivery of our PCN’s extended access services was transferred from Conway to Bellbrooke on Saturday 28th August. Seacroft Hospital closed on 30th September so all other extended access services will now also be delivered from Bellbrooke.

The Sunday model starts on 3rd October. There will potentially be more services on a Saturday and Sunday; services are currently under review. An advert is out to recruit ANPs. ***Should any staff be interested in working in Extended Access, clinical and admin, please email*** [tlindsay2@nhs.net](mailto:sam.cunningham@nhs.net)

* Paediatric: Monday to Friday, 4 pm – 6 pm (children routine appointments only)
* HCA: Saturday, 9 am – 3 pm routine appointments (HCA currently being recruited)
* Smears: Practice Nurse, Saturday, 9 am – 3 pm
* LARC: GP Sexual Health Clinic; coils and implants insertion and removals. Saturday, 9 am – 3pm (with 1 HCA chaperone & stock replenishing)
* GP: Saturday, 9 am – 3 pm routine appointments
* Smears/Practice nurse x 2: Sunday, 9 am – 1 pm
* GP x 2: Sunday, 9 am – 1 pm

Practices currently have not been allocated a set number of appointments for each of the above clinics; they are all on a first come first served basis. The rotas can be found on the Extended Access hub under BHR PCN.

Whilst the following PCN services do not fall under extended access, the rotas are also held on the extended access hub under BHR PCN.

* Physios
* Patient Ambassadors
* Wound Clinics

Should you have any queries regarding any of these services please contact **Tracy Lindsay,** Operational Team Leader on **Tel:** or 0113 887 3899 M: 07857603709 **Email:** [tlindsay2@nhs.net](mailto:sam.cunningham@nhs.net)

**Care Homes**

The Care Home Team at East Park continues to support residents and staff with care coordinated by Tracy Booth. All BHR PCN care homes have now moved over to East Park and the feedback has been exemplary. Homes have commented on the efficiency of the service they receive facilitated by having a dedicated phone line and email address. Anna Willis and Ayesha Hussain both physician associates provide the day to day care offering proactive daily telephone check in’s with the homes and visits when required.

Abdha Parveen the Care Home Pharmacist continues to provide day to day support for medication queries from care homes and members of the care homes team. She has been completing the care home SMRs and annual medication reviews and providing additional support to East Park with medication reconciliation and acute prescription requests from the care homes and CIC beds. Abdha has also provided support to one PCN care home who were struggling with an increase in medication errors and has seen a reduction in cases due to her interventions. As a result she plans to provide the same support to the other care homes to ensure their medication ordering, checking, administration and destruction processes are robust. East Park has taken on a new Advanced Practitioner and GP working across care homes and CIC beds.

**Good news stories**

Bevan presented at the Leeds Digital Festival webinar on 29th September. Speakers included Sadhana Patel and Darren O'Connell and some of their Peer Advocates. All are welcome to watch the webinar and more details can be found here: ‘The Doctor will Zoom You Now’… Overcoming Digital Barriers to Healthcare - Leeds Digital Festival**<**[**https://leedsdigitalfestival.org/events/the-doctor-will-zoom-you-now-overcoming-digital-barriers-to-healthcare/**](https://leedsdigitalfestival.org/events/the-doctor-will-zoom-you-now-overcoming-digital-barriers-to-healthcare/)**>**

Bevan are delighted to reveal their new logo which is part of a rebrand of the organisation. Bevan have removed the word 'healthcare' from their name to reflect that they also offer a wide range of wellbeing services alongside primary care. The new look logo encompasses a heart and a hand to represent the nurturing and caring values of the organisation and which also depict a 'B' for Bevan. Bevan's new strapline is simply 'Inclusive Health and Wellbeing' to better explain the services the organisation offers. The values of Health, Hope and Humanity are still firmly held and Bevan remains committed to its founding values shared with those of its namesake, Nye Bevan, that no individual should be denied access to medical aid due to a lack of means.

