

The logo for Shrewsbury Primary Care Network is a green brushstroke with the text 'SHREWSBURY' in white, uppercase letters above a thin white horizontal line, and 'PRIMARY CARE NETWORK' in white, uppercase letters below it.

SHREWSBURY

PRIMARY CARE NETWORK

May 2023

Mental Health Awareness Week

Mental Health Awareness Week took place from 15th-19th of May and focused on the theme of 'Anxiety'. Anxiety is something we can all experience from time-to-time and it's important that we talk to the people around us to check up on their wellbeing.

Some things that we did in the PCN office to have a think around Mental Health included creating a gratitude wall. Each morning staff members were encouraged to post something that makes them happy or that they are grateful for. This allowed everyone to shed some light on what brings them joy and to share them with other members of the team.

PCN Staff Event

The PCN organised a collaborative event for our PCN members of staff at the Shrewsbury Football ground. It was great for the team to get together to network, see familiar faces and meet new people. The purpose of the event was to briefly talk through the new contract for Primary Care Networks, but more importantly give the team the opportunity to discuss their ideas for how the PCN can adapt to changes within the contract.

From the 15th of May, Practices must offer an assessment of need, or signpost to, an appropriate service at the first contact with the practice. This could include offering a telephone or face-to-face appointment, directing patients to complete an online consultation, signposting to walk in centres as well as community pharmacy, NHS website or 111.

All Primary Care Networks must submit a Capacity and Access Plan, which must provide the details on the changes they intend to make to improve capacity and access for patients. The baseline criteria for the improvement plan consists of the below elements:

- Cloud based telephony in place and call-back function activated
- Use online consultation system(s) effectively
- Accurately record all appointments, at a PCN and Practice level, in appointment books

The main topic of conversation centred around how PCN services can support practices to improve access. There were a multitude of ideas that are being collated for the PCN Strategy Day in June. This day is for a GP and Practice Manager representative from each practice to spend time reviewing the Capacity and Access Plan so it is ready to submit to the ICB.

The morning also consisted of looking at our PCN members of staff wellbeing and how the PCN can improve in this area. The team were asked to discuss ideas surrounding wellbeing they felt could be worked on in order to make their working environment even more of a pleasant experience.

Pharmacy Team

Many members of the Pharmacy team have been working in the PCN for a number of months, but we have welcomed new faces more recently too. Prior to April, the team operated in clusters but we have now taken the decision to group them as one team and to jointly combine their workload to meet new contractual elements. Once their new workload process has been confirmed, Practices can expect to receive an update on this.

Recruitment

Cancer Care Coordinators

We have two Cancer Care Coordinators starting with the PCN on the 12th of June. These will be brand new roles to the network and they will be working across all 15 Practices. The Care Coordinators will be focusing on supporting and developing coordination of the Early Detection & Prevention of Cancer across the PCN and ensuring that the early part of the patient's cancer journey is as seamless as possible. Once their workload has been streamlined and processes are in place, Practices will receive an update.

Mental Health Practitioner

We have a new Mental Health Practitioner beginning on the 26th of June. They will be covering Alina's maternity period.

Healthy Lives Advisors

We have three new people joining us as Healthy Lives Advisors in July. The team will be delivering health checks across the network as well as working on projects surrounding health inequalities within Shrewsbury. There will be more information on this work to come.

Upcoming dates

Cervical Screening Awareness Week - 19th-24th June

The Care Coordinator team have been working on cancer screening leaflets that can be sent to patients across the network encouraging patients to get checked. Practices will be receiving these soon.



Men's Health Week - 12th-18th June

This week has been organised by the Men's Health Forum to encourage men and boys to seek professional advice for health-related problems as well as raising awareness of preventable health issues.

You can sign up to receive communications regarding Men's Health Week by clicking the below button.

Men's Health Week

Coming soon

We are working on creating new slides for Practices reception screens. These will include information around Extended Access and the different ARRS roles we have. This will enable patients to be more aware of the additional services they can use as well as have a better understanding on how other members of staff can see them for an appointment.