



**Newbury Street Practice
Patient Participation
Group**



**Church Street Practice
Patient Participation
Group**

JOINT NEWSLETTER

Number 1 – Spring/Summer 2022



Dear All

Welcome to our first Church Street & Newbury Street joint PPG newsletter of the year. There is currently so much going on at the Health Centre that affects both Practices that we felt it would be helpful to patients to have joint communications and save the trees.

The really good news is that planning permission has now been granted for the extension and contractors have been appointed. Whilst that is excellent news, we are aware that there will be significant disruption and hope that, by keeping everyone informed with regard to what is happening, any inconvenience to patients (and staff) will be kept to a minimum but be assured it really will be worth it in the end! As the work progresses, please look out for updates on the surgery websites and Facebook.

Other good news is that the Primary Care Network (PCN) is working well in Wantage. You may be wondering what the PCN does and how it impacts on you personally, so we have dedicated the majority of this joint newsletter to explaining its purpose and introducing you to the team.

As always please get in touch with us if you have any queries, suggestions, or any comments. You can do so via NSPG@Wantage.com and churchstreetppg@gmail.com
Newbury Street Practice Website: <https://newburystreetpractice.co.uk>
Church Street Practice Website: <https://wantagechurchstreet.co.uk>

Sandie Helm
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PRIMARY CARE NETWORK (PCN)

Q : What is Primary Care Network (PCN)?

A : Primary Care refers to healthcare provided by General Practice, Community Pharmacy, Dental Care, District Nursing, Health Visiting amongst others. Primary Care Networks were introduced by NHS England in 2019 to align Primary Care with the NHS Long-Term Plan. The aim was to bring healthcare closer to home for patients and promised to do this by expanding the team working in General Practice so offering increased access to local patient centred care. Practices were encouraged to form a close working relationship with other practices in their geographical area to create a shared patient population of between 30,000 and 50,000 – hence the joint working between the Church Street and Newbury Street Practices.

Q : How does it work?

A : A PCN must have a Clinical Director who is a practicing clinician from within the PCN's member practices, who is accountable to the PCN members, provides leadership for the PCN's strategic plans and works collaboratively with Clinical Directors from other PCNs within their local Integrated Care System (ICS). The post is for 2 years and Dr Carrie Ladd, (Newbury Street Practice), took over the role of Clinical Director in April 2021 from Dr Joy Arthur (Church Street Practice) in addition to her normal GP responsibilities.

Q : How is it managed?

A: The Partners and Practice Managers (of both Church Street and Newbury Street) and the newly appointed Operations Manager, form the Executive Committee for Wantage PCN. They meet monthly to review and agree the strategic development of the PCN, its finances, whether it is meeting the key performance indicators (KPIs) and discuss any major and significant updates to the contract. Currently the Wantage PCN team consists of:

- 2 clinical pharmacists
- 1 pharmacy technician
- 1 physiotherapist
- 2 social prescribers
- 1 paramedic
- 1 mental health practitioner
- 1 health and well-being coach



It is currently reviewing its budget and workforce requirements for 2022/23 and 2023/24.

MEET THE PCN TEAM

PCN Clinical Director – Dr Carrie Ladd

I am the Wantage PCN Clinical Director and also a GP Partner at Newbury Street Practice.



I have been in post just over a year and have worked closely with DI, and my PCN Executive colleagues to develop the Network to a really strong and exciting stage of its development. I am delighted we have recruited so many brilliant colleagues (who are introducing themselves below!). Their expertise is very welcome and their passion for helping those in their community shines through their work every day. Through the PCN we have offered a hugely successful Covid Vaccine Programme to our patients and most recently have offered a Spring Booster to our care home residents and our housebound patients. We are working on various innovative projects that are addressing area of need in our community and I look forward to sharing news of these in the next joint newsletter.

Operations Manager – Diana Donald ‘AKA Di’



I was appointed as Operations Manager for Wantage PCN in July 2021 and feel honoured to be able to work with Wantage PCN which has made such significant progress in seeking opportunities to work with the community and develop its multidisciplinary team.

My role in the PCN is to support Dr Ladd, to ensure that the PCN meets the requirements of the contract, including monitoring and reporting of key performance indicators, financial oversight for the PCN, support and work alongside the new multi-disciplinary team and work in collaboration with the two practice managers, identify new opportunities for the PCN both internally and externally and engage in stakeholder meetings with members of the community and healthcare. I work Wednesday and Thursday 08:30-15:00 and Friday 08:30-14:30. I can be contacted by email on diana.donald2@nhs.net

Clinical Pharmacists – Toyosi Akinbami and Nazat Fahmi

Hello, I am Toyosi and I joined the PCN in April 2019. Hi, I am Nazat and I joined the PCN in March 2021. We both previously worked in community pharmacies and bring a wealth of knowledge and experience with us. To become a clinical pharmacist, you have to complete a five-year programme of academic and practice-based teaching. In the first four years, you study for a Master's degree in pharmacy (MPharm) at university which is followed by a one-year paid work placement called a foundation training year.

Clinical Pharmacists – Toyosi Akinbami and Nazat Fahmi (Cont)

As clinical pharmacists we work as part of the general practice team and provide expert advice on medicines for our patients and are able to consult with and treat patients directly. This includes providing extra help to manage long-term conditions and advice for those on multiple medicines.

Pharmacy Technician – Martina Paparo

Hi everyone! I joined the PCN team in February 2021 as a Pharmacy Technician. Before then, I trained as a Pharmacy Technician at a community pharmacy working there for 5 years. I earned my Diploma in Pharmaceutical Science and Level 3 NVQ in Pharmacy service skills in 2020.

Paramedic – Rachael Floyd

My name is Rachael Floyd, I joined Wantage PCN on 1st July 2021 as a PCN paramedic working across both Practices. I am a fulltime employee, working the first half of the week in Newbury Street Practice and the second half in Church Street Practice. My role consists of on the day, face to face and telephone consultations for patients with acute conditions and minor illnesses. I also attend some of our local care and nursing homes assisting the GPs with their weekly rounds. Within my role, I have also undertaken all the booster covid vaccines for the practice's housebound patients. I really enjoyed this opportunity to go out and provide this service for our patients. Whilst there I took the opportunity to undertake any outstanding reviews such as observations, assessments, and blood tests. It is extremely rewarding to manage these patients within their homes, plus it is familiar territory for me, being out in the community, locating and attending to patients.



Prior to my PCN role, I worked as a frontline paramedic for 18 years, for South Central Ambulance NHS Trust. During this time, I was based in Berkshire and Oxfordshire, working as either a crew in a frontline ambulance or as a solo paramedic in a response car. My new role is quite different to what I have done before, some of my previous skills have been transferable into this new role, but it has also been an excellent developmental opportunity for me to extend my skills and knowledge in primary care.



Social Prescribers – Claudia Edgeworth and Mandie Mitchell

We joined Wantage PCN in 2021 and have a background in either Social Work or previous experience of working in GP Practices. As social prescribers we are able to give people time, focusing on ‘what matters to me’ and taking a holistic approach to people’s health and wellbeing. We are able to connect people to community groups and statutory services for practical and emotional support. Social prescribing works for a wide range of people, including those with one or more long term conditions, people who need support with their mental health, those who are lonely or isolated and those whose social needs are affecting their wellbeing. Your GP, nurse, HCA, or any member of the practice team can refer patients to us.

First Contact Physiotherapists (FCP) – Tom Jacobs and Jack McGowan

We work at the surgery as First Contact Practitioners. A First Contact Practitioner (FCP) is an experienced physiotherapist who has advanced skills to assess, diagnose and recommend treatment/referral for Musculoskeletal (MSK) problems. They are often the first person the patient may see at their surgery for a problem relating to joints, muscles and bones, hence the term ‘first contact’.

Patients with MSK complaints can be booked in to see an FCP by one of the practice staff or by a GP. An FCP offers expert MSK opinions but if appropriate, an FCP may refer the patient for an XRAY, blood test or other investigations. They may also refer the patient on to other services like routine physiotherapy, if further appointments are required, or to other specialties such as rheumatology or orthopaedics.



Mental Health Practitioner – Ashley Pullinger

I am a qualified Mental Health Nurse. I have experience in working in secondary care with the Adult Mental Health Team locally and have established links with local third sector mental health services.

I was appointed in post in early January 2022 and have imbedded into both practices in the PCN. I share my time equally across the PCN working clinically on a Monday and Tuesday in Church Street Practice and Thursday and Friday with Newbury Street.

My role is to support all adult patients in the network with a diagnosis of serious mental illness and to try to support patients who may not meet criteria for support from either Talking Space Plus or the local Adult Mental Health Team.

Health & Wellbeing Coach – David Bosley

I have worked for many years in business. However, in my spare time, I was developing an absolute fascination for health, fitness, and wellbeing. I trained in Neuro-linguistic programming, with the focus on performance in Sport and Business, then working as a Personal Trainer and Cycling Coach. I did a Mental Health First Aid course, then started to work with Mind Oxfordshire on their Active Body Healthy Mind initiative, and with Achieve Oxfordshire, with GP referrals for weight loss, supporting a psychologist led course providing exercise and motivation. I was delighted to learn of the position as Health and Wellbeing Coach with Wantage PCN, as an opportunity for me to work full time and develop a career following my passion of helping people improve their health, in a non-clinical capacity. My role will involve work with small groups, plus one to one consultations, sign-posting to external organisations and internal resources including our other PCN resources. I am also keen to promote health and wellbeing to the general population of Wantage, through outreach, social media, and other channels. I work Monday to Friday 08:30 to 17:00, and can be contacted via e-mail on David.bosley1@nhs.net



Special Days for May, June & July

- Skin Cancer Awareness Month in May. Raises awareness of the dangers of unprotected sun exposure and how to prevent skin cancer.
- Action on Stroke Month. Also known as 'Make May Purple', the aim is to increase awareness around stroke and stroke prevention, while raising funds for research into this condition.
- National Growing for Wellbeing Week 6-12 June. A celebration of how growing your own produce can help your physical and mental wellbeing.
- Bike Week 6-12 June. An initiative to showcase cycling and getting people out on two wheels.
- Loneliness Awareness Week 13-19 June. Organised by the Marmalade Trust, the annual campaign aims to get people talking about loneliness.
- Men's Health Week 13-19 June. The goal of this week is to highlight and tackle the health issues suffered by males.
- Love your Lungs Week 20-26 June. An initiative to raise awareness of lung health.
- Sarcoma Awareness Month throughout July This month aims to increase awareness around one of the least understood forms of cancer.
- Talk to Us Month A Samaritans-led event that encourages communities to become better listeners during July.
- World Chocolate Day 7 July. An annual celebration to appreciate all things chocolate. Yumm!



‘Out of County’ Treatment



Sometimes you or your relatives may be offered Hospital Consultations or Treatment in a county other than Oxfordshire, i.e. Great Western Hospital in Swindon or The Royal Berkshire Hospital, Reading. This may be because there is a shorter waiting list or more choice of dates for appointments.

Did you know that if you opt for “Out of County” treatment, NHS England will transfer less data about you than if you are seen at a hospital in Oxfordshire?

The NHS England Summary Care Records (SCR) make the following information available

- Your current medications
- Any allergies you have
- Any bad reactions you have had to medicines

This is shared electronically with the “Out of County” hospital and access is limited to health and care staff, and viewing is also available to community pharmacies.

Because of these limitations you may find you are undergoing some repeat tests at the Hospital, and as the hospital will communicate in writing with you, it is probably prudent to keep an old-fashioned paper file for correspondence, until your treatment is well and truly finished.

For patients who do have “Out of County” Hospital treatment, after examination treatment the Hospital will write a letter stating what has happened and why, including plans for follow up if necessary.

A Treatment Hospital, (even the JR) won’t transfer files. Your GP is sent an electronic “clinic letter” by the Hospital consultants/medical team which contains results, medications started or ended and plans for follow up, or it will notify your practice, if it’s a discharge back to GP care. Each hospital will hold its own paper notes/electronic notes on every patient they see which do not “link” with GP notes.

Spring Booster Campaign

It is recommended that patients aged 75 years + and those aged 12 and over who are immunosuppressed received a Spring COVID-19 vaccine booster jab 6 months after their 3rd jab to offer the best protection against becoming seriously ill from Covid.

If you are in either of these groups you will receive a letter from the NHS, when it is your turn, inviting you to book an appointment through the National Booking System, or by calling 119. You will be able to get your jab at a large Vaccination Centre such as the Kassam Stadium in Oxford or at several Oxfordshire community pharmacies.

The Health Centre is not providing vaccine clinics so please wait for your letter from the NHS to book your appointment. Please do not phone the Practice.

The link to the NHS Advice line is:

The NHS website <https://www.nhs.uk>



NHS consultation on working in partnership with people and communities

NHS England and NHS Improvement is consulting on new guidance on working in partnership with people and communities. This new guidance will support health and care systems to work effectively with their communities and ensure that people are involved in decisions about health and care services. For full details about this consultation, which closes on Monday 30th May, see the [NHS website](#).

LOCAL PHARMACIES:

- Boots 50-51 Market PI, Wantage OX12 8AW
Tel: 01235 765227
- Brett's Pharmacy 11-12 Millbrook Square, Grove OX12 7JZ
Tel: 01235 763941
- Cleggs Pharmacy 3, Kings Walk, Wantage OX12 9AJ
Tel: 01235 763046
- Lloyds Pharmacy New Health Centre, Mably Way OX12 9BN
Tel: 01235 763028