



Arrow Health Quarterly Newsletter

"Committed to improving quality and providing safe and effective care to meet the needs of all our population"

NOVEMBER 2023 - THE AUTUMN EDITION:

- Recent Updates and Congratulations
- Introducing Mark Stevenson
- Introducing Yvonne Pritchard
- Population Health Management Calendar
- Introducing Arrow PCN Care Co-ordinators
- November PHM Newsletter

IN THIS ISSUE

The Autumn Edition comes along with a change to the temperatures and Christmas creeping into view. This quarter we extend congratulations and meet more of our PCN's additional roles as well look ahead to what is on the Population Health Management campaign over the next 3 months. Don't forget, Arrow Health PCN have an email address (details below) where you can contact us with suggestions for content, or to share your thoughts.

RECENT UPDATES

Well done!

Huge congratulations go out to Dominika Kluk who won the Rising Star Award at the Nottinghamshire LMC General Practice Awards Ceremony. Dominika works as a Nurse Associate at Plains View Surgery.



Do you have comments, suggestions, or thoughts on what you would like to see in future issues of the PCN Newsletter?

We have a new email address you can contact us on: Arrowhealth.pcn@nhs.net

Get in touch, we would love to hear from you!

INTRODUCING – Yvonne Pritchard



Yvonne Pritchard
Clinical Pharmacist – Arrow PCN

My name is Yvonne and I am a Clinical Pharmacist. I started my working life in Industry, working in Research and Development developing asthma inhalers. I then spent 18 years working in a community pharmacy, before moving into Primary Care 18 months ago. I have just finished an 18-month course for pharmacists moving into Primary Care and am hoping to start my prescribing course in January.

Outside of work I enjoy walking and training our dogs, horse riding and outdoor swimming.

We'll be highlighting many more of the PCN Additional Roles in coming editions, so be sure to check out future editions to meet the team and learn more. Work is underway to add the PCN Additional Role profiles to the Arrow Health PCN website.



Arrow Health Quarterly Newsletter

"Committed to improving quality and providing safe and effective care to meet the needs of all our population"

INTRODUCING – Arrow PCN Care Co-ordinators

Over the last 4 years we have seen a big increase in PCN Clinical Staff. The PCN currently employs 8 pharmacists, 3 children's mental health councillors, 2 paramedics, 5 social prescribers, 1 care home nurse and 1 care home co-ordinator. This activity has had a huge benefit to the patients of Arrow but generates a lot of administration duties. In addition, with the rapid changes in primary care we felt that the practices in Arrow PCN would benefit from having a care co-ordinator role.

Arrow PCN now employs a total of 5 care co-ordinators based in each of its member practices. Care Coordinators provide coordination and administrative support to Care Homes, General Practices, and existing services as part of the Enhanced Health & Care Homes (EHCHS) contract requirement. Duties includes the coordination and delivery of multidisciplinary team meetings for care home residents and proactively identify residents who require a personalised care and support plan. They support the practice with the day-to-day operational back-office functions. Some duties include running reports, monitoring of LTC & QOF recalls, booking of patient appointments and supporting the practice with various projects, programmes, and clinical initiatives.

Ivy Medical Group

Elaine Osborne has a wealth of experience having worked in the NHS in different roles.

Contact email: elaine.osborne5@nhs.net

Westdale Lane Surgery

Laticia Unwin has a background working in PICS pain and gynaecology clinics

Contact email: laticia.unwin@nhs.net

Unity Surgery

Jenny Jones moved from QMC were she looked after patient flows

Contact email: jenny.jones67@nhs.net

Plains View Surgery

Ellie Forde has a background working in PICS pain and gynaecology clinics.

Contact email: ellie.forde@nhs.net

Daybrook Medical Practice

Becca Walker has worked as a reception manager/medical secretary for the last 10 years.

Contact email: becca.walker1@nhs.net





Arrow Health Quarterly Newsletter

"Committed to improving quality and providing safe and effective care to meet the needs of all our population"

INTRODUCING – Mark Stevenson

Mark Stevenson

Senior PCN Mental Health Practitioner – Arrow PCN



My name is Mark Stevenson and I am the new Senior PCN Mental Health Practitioner for Arrow PCN. I have worked for Nottinghamshire Healthcare NHS Foundation Trust for 22 years, starting on an acute psychiatric ward. I moved to the Crisis Resolution/ Home Treatment teams when they were set up, working there for 8 years. I moved to the Department of Psychological medicine at NUH and worked there for 9 years. Most recently

I have worked as the lead nurse for NNE at the Primary Care Psychological Medicine team.

In this new role I will be based in the GP practices offering a timely and responsive mental health service to the patients of Arrow PCN who are experiencing mental health problems that can be treated effectively in primary care. I will provide specialist mental health care in a primary care setting enabling primary care staff to access expertise without the need for time consuming and cumbersome referral processes and deliver evidence based mental health care. I will provide mental health assessments and short term, focused, psychological interventions for people in primary care. I will aim to improve access to and engagement with mental health services for marginalised groups presenting in general practice who experience difficulty in engaging or accessing services through mainstream routes. There will be embedded pathways in to mainstream mental health services therefore enabling a person's care to be stepped up as required, aligning to the wider mental health service pathway.

Population Health Management Calendar – The next 3 months

The Population Health Management (PHM) Calendar is a guideline on health focusses each month where relevant campaigns are often carried out in conjunction with national, local, and/or community based organisations.

November

Frailty Prevention

- Improving strength and balance
- Exercise for health referral scheme
- Your Health Notts
- Falls Prevention [info](#)



December and January

Alcohol Reduction

- Alcohol Support Health Directory
- Drink Free Days App
- Tips on Cutting Down on Alcohol
- Alcohol Quiz
- Dry January





Arrow Health Quarterly Newsletter

"Committed to improving quality and providing safe and effective care to meet the needs of all our population"

South Notts PHM Newsletter - AUGUST

Below is the November issue of the South Nottinghamshire Population Health Management newsletter. All issues available on TeamNet: [PHM Population Health Management Newsletters | Editions \(clarity.co.uk\)](https://www.clarity.co.uk)



South Nottinghamshire
Place-Based Partnership



TARGET AREA:



Nottingham and Nottinghamshire

POPULATION HEALTH MANAGEMENT Supporting people in South Nottinghamshire

Improving Strength and Balance



If you haven't exercised for a while, don't worry, exercises are gentle and easy to follow. Build up slowly and aim to complete two of the above series of exercises twice a week. Consider exercises that focus on strength and balance including sitting and flexibility exercises can reduce the risk of falling.



Scan or visit
<https://www.nhs.uk/live-well/exercise/>

Exercise for Health Referral Scheme



Are you sedentary and would like to be more active? Or do you have a medical condition that would benefit from an increased level of physical activity?

With the Exercise for Health referral programme, you may be eligible for a reduced rate at your local leisure centre giving you the opportunity to participate in regular physical activity under the guidance of qualified exercise professionals.

To find out if you are eligible, contact your GP or healthcare professional.

Your Health Notts



Your Health Notts

Your Health Notts health offer a FREE 12 week Falls Prevention Programme covering strength and balance exercises, catered for all abilities with a fully qualified specialist instructor.



Scan or visit
<https://yourhealthnotts.co.uk/sign-up/>

Falls Prevention Information

Saga Healthcare produced the **Get Up & Go: A Guide to Staying Steady** for those who are less mobile, older and/or at risk of a fall.

It includes information about:

- How to reduce your risk of falls
- How to fall-proof your home
- How to stay safe out and about
- How to keep moving and exercises for strength and balance to follow
- How to get up from a fall safely and what to do if you can't get up



Scan or visit
<https://www.nottinghamshire.gov.uk/media/115630/getupandgo.pdf>

