

The logo for Shrewsbury Primary Care Network is displayed within a green, brush-stroke style rectangular background. The text 'SHREWSBURY' is written in a large, white, serif font, with a thin white horizontal line underneath it. Below this line, the words 'PRIMARY CARE NETWORK' are written in a smaller, white, sans-serif font.

SHREWSBURY

PRIMARY CARE NETWORK

Year in review 2022/23

Our first full year focusing on things other than Covid as a network has been busy, the clusters have developed and the PCN team has grown rapidly. We have welcomed many new faces in to the team. During the past 12 months, we have hosted collaborative training days with our ARRS and practice members of staff, which we hope to continue in the new year.

Achieved targets

At the beginning of the year, PCN's were tasked to achieve a number of targets known as Investment and Impact Fund targets. We have all worked tremendously hard to try to achieve the maximum payments for each target.

As a PCN we have successfully achieved 26 targets out of 32. The targets achieved cover flu, cardiovascular disease, care homes, medication reviews and social prescribing referrals. This is an amazing achievement, given this has been the first year we have had to accomplish additional targets.

These targets could not have been achieved without the support of our practice members of staff and ARRS staff working incredibly hard across the past 12 months.



The 23/24 contract

The new contract for PCN's across the country has been released, which covers many aspects of last years contract but also has significant changes. The service requirements we are expected to deliver as a PCN include the following: provide enhanced access appointments, carry out medication reviews, support care homes, improve early cancer diagnosis, offer a social prescribing service, carry out cardiovascular prevention and diagnosis activities, tackle neighborhood inequalities and support anticipatory care conversations with our commissioners.

We also have Investment and Impact Fund targets to achieve, but are expected to deliver 5 instead of the previous 32 targets. These are as follows: ensure patients aged 18-64 and 2-3 have had their seasonal influenza vaccination, complete a learning disability Annual Health Check and Health Action Plan for patients on the QOF Learning Disability register and have their ethnicity recorded, ensure lower gastrointestinal two week wait cancer referrals accompanied by a FIT have the result recorded in the 21 days leading up to the referral and finally we will be measured on the percentage of patients where booking to appointment is 2 weeks or less.

Although we have fewer targets to achieve this year, the main focus will be centered around improving access for patients, which is a very big target to tackle. PCNs will be given a Capacity and Access Payment, which is to provide the space, funding and license to focus on making improvements to help manage demand and improve patient experience of access.

The PCN Management Team will be working towards setting out clear objectives for all staff and a strategy day will be taking place in June. The purpose of the strategy day is for GP's and Practice Managers to get together

to review the new contract and work out a plan going forward. Watch this space for more information to come!

Accurx Patient Triage Launch

Accurx Patient Triage will replace eConsult for all Shrewsbury PCN practices from 1st May 2023. Training and support materials have been sent out throughout April and include:

- step by step training guides
- patient communication guide
- website content templates
- webinars
- case studies
- a link to book a one to one call with an implementation specialist

Access to Patient Triage also includes the Self-Book feature allowing you to send a routine telephone booking link to patients via text message. Patients can then select a time, when they're available and are automatically booked into your appointment book.

Accurx have also launched AccuMail, a free to use secure way to contact any healthcare professional or service about a patient, straight from your Accurx toolbar – for secure cross-network conversations that let you save to and attach from the patient record. More details of the AccuMail system can be found here - [Accumail](#)

Meet Sarah and Nina!



Sarah - Compliance Manager

Hello, my name is Sarah and I have been working for the PCN since the beginning of the year. My role is to advise the 15 Practices within the PCN to ensure that they comply with the regulations the Care Quality Commission have in place for GP Practices and to help them prepare for any CQC inspection.

Since starting with the PCN, I have made introduction visits to each Practice as well as creating a toolkit which allows Practices to benchmark their current position and produce an action plan. In my day-to-day role I have been developing a suite of PCN policies and risk assessments, which could be used and adapted by the Practices. I am in the process of getting to know people both within the PCN, the Integrated Care System and our local CQC Inspectors. I am available to answer questions or find out further information for our Practice Managers.

In my spare time I enjoy spending time with my family and friends, reading, cooking and going for walks. We are in the process of moving to Shropshire from Bournemouth, however the housing market is pretty stagnant and therefore a lot of my time is currently spent on the M5, travelling up and down the country!



Nina - Digital and Transformation Lead

Hi, I'm Nina and I joined Shrewsbury PCN in February and will be supporting practices to identify, plan, implement and sustain change through the adoption and use of existing and new technology. With a focus on enhancing patient access, patient experience and PCN productivity. I believe building relationships is a key part of this role and I will focus on supporting integration and collaboration with our wider health and care system partners.

I have spent my first few weeks in post visiting Practices and meeting with Practice Managers to carry out a digital stocktake to understand the systems and tools being used across the network and to identify current issues and areas for improvement. I've also had introduction meetings with key contacts across the wider system, engaged with the other Digital and Transformation Leads in post across STW and started to develop our website and social media communication mechanisms. I am here to support and champion Practices so please let me know your ideas and any questions you have.

I am still trying to work out how to balance working full time and parenting two daughters so that I have a social life that will sound exciting here! But I do enjoy catching up with friends, having a walk whilst listening to a podcast, and a G&T preferably consumed whilst sitting in the sunshine.

Asylum Seekers - Continued support

We are continuing to support the Asylum Seekers staying at the Lion Hotel through registering new arrivals with Practices, providing an initial Health Check as well as offering regular GP appointments once a week.

The Health and Wellbeing Coaches at the Shrewsbury Town Foundation have opened up their gym and pitch to any residents who would like to use it. They have also donated old football kits and give 5 tickets every match day to the residents to watch the game at Shrewsbury Town Football Club! This has turned out to be fantastic collaboration with the team, which has allowed the Asylum Seekers to engage in physical activity and have fun together.



Upcoming events

International Nurses Day - 12th May

International Nurses Day will be celebrated on the 12th May 2023, which is part of a yearlong 'Our Nurses. Our Future' campaign, which highlights what nursing needs now and in the future to address the global health challenges and

improve global health for all. The International Council of Nurses have launched a series of posters to celebrate the work of nurses. Please click the button below:

Posters

Equality Diversity and Human Rights week - 9th-13th May

Tuesday 10th May - Focus around Disability in the workplace. In the UK, 1 in 5 people have a disability and 80% of those are hidden disabilities. Click the below button to watch the webinar for how employers can support staff with a hidden disability.

Disability in the workplace

Thursday 12th May - Inclusive recruitment. The Learning Disability Employment Programme supports local and national solutions to remove barriers and increase employment opportunities for people with a learning disability and/or autism in the NHS. There are many supported internship programmes, but the main two are Project Choice and DFN Project SEARCH. These programmes support NHS organisations to develop supported internships.

Friday 13th May - Intersectionality. This theory asserts that people are often disadvantaged by multiple sources of oppression: their race, gender identity, disability, religion, sexual orientation and other identity markers.

- Familiarise yourself with history, including the contributions different cultures and communities have made to society
- Encourage people to ask questions
- Empower your diverse workforce and encourage them to establish support networks

Mental Health Awareness Week - 15th-21st May

It is important that we understand the factors that affect mental health and employers have regular wellbeing conversations with their staff members. Click the button below to watch a video on what wellbeing conversations are.

Wellbeing conversations

Develop a culture where open and honest communication is encouraged, bullying and harassment is not tolerated and people are treated with dignity and respect.

Don't forget you can signpost patients to our 'Understanding Emotional Wellbeing' Group with our Clinical Psychologists. To find out more information, click the below button.

Understanding Emotional Wellbeing

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