

CENTRAL BOURNEMOUTH PCN NEWSLETTER

Panton - St Albans - Moordown - James Fisher | Winter 2023

WHAT'S NEW?

Welcome to our quarterly network newsletter! This will be a space for us to let you know what's going on across our four surgeries, from new services and groups, to local campaigns and topical health news. We hope to provide a helpful and interesting insight into some of the work that's happening in your local NHS services.



Telephone
Appointments

33,999

Telephone appointments are offered based on your needs, to save you having to visit the surgery and helping limit the spread of infectious diseases. Since 1st April 2023, 24% of our appointments have been conducted via telephone.

STAFF SPOTLIGHT

Tracy is our Children and Young Person's Active Monitoring Practitioner working with us from Dorset Mind. This service gives young people aged 11-18 the opportunity to have one-to-one guided self-help sessions, and explore their feelings and emotions with a friendly, trained practitioner, giving them a toolbox to manage their mental health needs. If you know a young person that might benefit from this service, referrals can be made through their school or their GP.



A FRESH START

We have been running a monthly Positive Mental Affirmations group for those experiencing long covid or fibromyalgia for over 9 months, giving people with these conditions the opportunity to learn coping strategies for everyday life. We're pleased to announce that from January 2024, the group will be expanding its focus by being open to anyone registered within our network, and introducing more ways to improve your outlook. The Living Mindfully group will be starting on Tuesday 30th January at East Way Clinic from 6:00pm. As with all our groups, there's no booking required!

Find us on Facebook!
Search "Central
Bournemouth Primary
Care Network"



Face-to-face
Appointments

109,090

The majority of the appointments we offer are face-to-face. Since 1st April 2023, over 100,000 face-to-face appointments have been conducted across our four surgeries, including 43,332 in-person GP appointments.



Healthier Together

Improving the health of children and young people
in Dorset, Hampshire and the Isle of Wight

HEALTHIER TOGETHER

As Winter approaches, so do the seasonal coughs and colds. If you're a parent, pregnant, or a young person, consider seeking advice from the Healthier Together website or app. This incredible NHS-backed resource is full of instant information about a range of common concerns in those aged 0-18, as well as during pregnancy, including when to contact your surgery. Visit <https://www.what0-18.nhs.uk/> or search "Healthier Together" to get started.

Want to get this newsletter right to your email inbox? Send a request to cbpcn@dorsetgp.nhs.uk to receive the newsletter every quarter!

WHAT IS A PCN?

We've mentioned "the network", but you may not be familiar with everything that entails! A PCN, or "Primary Care Network", is a group of surgeries that work together and with outside organisations to share resources, provide services, and employ staff that they may not be able to alone, enabling better proactive care for patients. Our PCN serves nearly 50,000 people across four practices, with our dedicated PCN team primarily working out of East Way Clinic. You may have had contact with them already - if you've heard from or seen a Social Prescriber, Health & Wellbeing Coach, Network Pharmacist or Frailty Nurse, you've benefitted from the work of our network staff! You can read up more about the benefits of PCNs online. Just search "NHS PCN".

Did Not
Attend

3,914

Patients not turning up for appointments are a massive drain on resources across the NHS. While sometimes there are valid reasons why you may be unable to make your appointment, please call and let us know if you can.

THE RECEPTIONIST'S ROLE

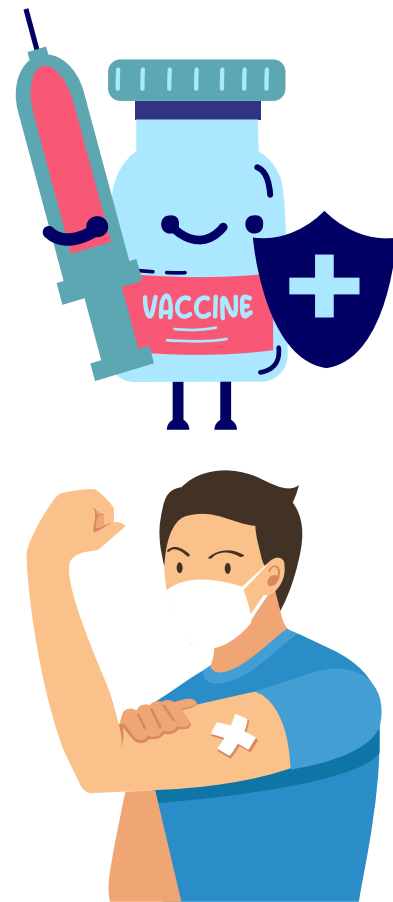
You probably know the receptionists as the face of your surgery, but did you know that they do a whole lot more? Each member of the reception team has been specially trained to help direct you to the care you need. If they ask for some details on what kind of help you're seeking, it's not because they're being nosey! By providing as much information as possible, you can be directed to the most appropriate professional for your needs, which may get you seen sooner. Everything you share with a member of staff is always 100% confidential.



The figures presented in this newsletter are taken between 1st April 2023 and 15th October 2023, and are gathered from the NHS Digital GP Appointments Dashboard.

VALIANT VACCINES!

Every Winter we see an uptick in the number of bugs and illnesses working their way around the population. This is why it's so important that you get vaccinated against the nastiest of diseases to keep you fighting fit. If you're eligible, your surgery may have already offered you a flu jab. You will also be offered certain vaccinations when you reach specific ages, such as the Shingles vaccine at age 65 (or between 70 and 79 if you're older), and the Pneumococcal vaccine when you're 65. You may have these vaccinations at a different age if you fall into certain risk groups. The majority of our age-related vaccinations are conducted at our East Way Clinic, but let your surgery know if you need any special provisions.



Have your say about your surgery - sign up for our bi-monthly Patient Participation Group (PPG) on your Practice's website to provide constructive feedback on how we're doing. The group usually meets on the first Tuesday of every other month from 6pm at East Way Clinic. The next meeting is 9th January.

DON'T WORRY, BE APP-Y!

Have you downloaded the NHS App? Available for your smartphone, tablet, or your computer, the NHS App allows you to access some NHS services from the comfort of just about anywhere! It includes a range of advice on all sorts of conditions, allows you to make prescription requests for your repeat prescriptions, and even lets you view entries into your GP health record from 1st November 2023 onwards. The NHS App is always being updated with new features and ways to access healthcare, so it can be an invaluable and easy-to-use tool for managing your health.



Look out for the Spring edition of our newsletter in March 2024!