



Retford and Villages Primary Care Network

Partner Meeting Minutes

Thursday 2nd December 13:00-14:00

Attendees	Apologies
<p>Helen Azar (HA) PCN Manager Dr. Erik Kelly (EK) PCN Clinical Director Ema Keeling (EK) Bassetlaw Action Centre- new PCN SPLW Karen Whitlam (KW) Citizens Advice Kerry Peppard (KP) The Centre Place/ Talkzone Paula Graham (PG) Bassetlaw Action Centre David Bacon (DB) BCVS PCN- SPLW Nic Roberts (NR) Nottinghamshire Mind Neve Cairns (NC) Your Health Your Way Dr. Michael Bazlington (MB) Crown House Surgery Andria Birch (ABi) BCVS Nikki Warren-Metcalf (NWM) PCN Tracey Watson (TW) Kingfisher family Practice Steve Brown (SB) Bassetlaw District council Andrew Beardsall (AB) Bassetlaw CCG Oliver Lord (OL) Tuxford Medical Centre Sam Midgley (SM) Riverside Health Centre Jacqui Dickenson (JD) North Leverton Surgery Stephen Brown (SB) Bassetlaw District Council Dr. Mike Ho (MH) Riverside Health Centre Jen Mimms Crown House Surgery Dr Emalia Drughe (North Leverton Surgery) Jackie Lyons (JL) PCN</p>	<p>Anna Shaw- Aurora Wellbeing Alison Johnson- Riverside Health Centre</p>

Welcome and Introductions	
<p>All attendees were welcomed to the meeting and introductions were made.</p> <p>HA advised that the Retford & Villages PCN had not been able to facilitate wider partner meetings for some time due to the challenges with a 5-practice member PCN and the coordination of PCN programmes including the vaccination programme.</p> <p>HA and EK advised that Retford & Villages PCN value the input from wider partners and support collaborative working for the benefit of local people.</p> <p>HA advised that she will be leaving the PCN and joining the CCG January.</p>	
PCN Updates	Actions
<p>HA: The PCN Workforce consist of clinical and non-clinical staff- the Personalised Care Team.</p> <p>Personalised Care Team (PCT)</p> <p>X2 Care Coordinators</p> <p>X2 Health and wellbeing coaches increasing to 3</p> <p>X1 adult and x1 young people’s Social prescribers increasing with another adult Social prescribers</p> <p>Clinical staff</p> <p>Pharmacist</p> <p>Pharmacy Technician</p> <p>First Contact Physiotherapist</p> <p>Paramedic visiting service is being developed</p> <p>Exploring opportunities for Mental Health support with Nottinghamshire MIND commissioning Health and wellbeing coaches to focus on this area.</p> <p>Historically the PCN have not been open to referrals from outside agents due to limited capacity. The increase in workforce will address this and the PCN Personalised Care Team will be able to accept external referrals.</p> <p>HA has developed a newsletter and video which will be sent to all PCN partners.</p> <p>A PCT leaflet has also been created to inform patients of the services the team offers, and A PowerPoint presentation has been designed to inform patients what our PCN offers.</p>	<p>HA will Send Newsletter and video to PCN Partners.</p>  <p>Retford & Villages PCN Newsletter Nov</p>  <p>2021 Retford & Villages PCN Presan</p>

<p>EK highlighted the opportunities lost by not working in collaboration with the wider Bassetlaw network and GP practices. He would like to find out what our local issues are and how we can work together to serve the patients of Bassetlaw.</p> <p>HA encourages partners to share their issues in this meeting. The Covid clinic is now running 3 days a week from Retford hospital and 2 days a week from Tuxford Medical Practice. HA also emphasises the desire to increase the vac numbers.</p>	
<p>Long Covid Update</p>	<p>Actions</p>
<p>NWM provided a brief update on long covid referrals. She informed the group that there has been a huge number of patients, list continues to grow. 90% have recovered, 8% don't wish to be referred. 2% have been referred to the clinic. The LC team have been contacting patients 4/6 weeks since diagnosis. Continues to be part of the developing research on long covid. NWM informs the group that efforts are being made to code patients correctly. A social visit is also being designed for patients with no other options as a social element may help. 100% of patients have said they would like to attend. NWM has also been in contact with a paediatrician at Doncaster hospital so a referral pathway for young people is now available. Care coordinator social group has now been formed for support. The district nursing team has also shown interest in the LC work.</p> <p>AB advised the group that Vac. capacity has been scrutinised and the desired Jan deadline should be met. The CCG will also look at increasing the supply of vaccine to match the new increased demand.</p>	<p>NWM will speak to other PCNs regards this issue.</p>
<p>PCN partner updates.</p>	<p>Actions</p>
<p>YHYW</p> <p>NC highlighted the level of community engagement for Your Health Your Way. She went on to inform the group that Bassetlaw has been slow to get on board despite large appetite for these services. YHYW has now been using text messages to help patients refer themselves. GPs are now incentivised to refer to this service. NC informs the group that YHYW are willing to offer drop-in clinics to raise awareness for the service. This service will also help GPs to meet targets on lifestyle referrals.</p> <p>HA confirms that a member of the team is coming to covid clinic to run an info stall.</p> <p>JM outlined the steps that CHS are taking to refer to YHYW.</p> <p>AB poses the question of whether patients can freely choose the service or whether the patients are signposted across?</p> <p>ABi responded by confirming that training will be shared in the future.</p>	<p>NC will pass on active case</p>

<p>MH asked how active case findings have been identified and suggest that this data be shared with the surgeries so that they may offer additional relevant services at the same time.</p> <p>NC responded by saying that YHYW look at your patient numbers and then send text messages to the patients.</p> <p>MH suggests that this could be used in unison with the practices to target patients more effectively.</p> <p>Citizens advice</p> <p>KW highlights the new service that Citizens Advice are offering supporting energy and water bills and school food funding. KW emphasises that this cannot be advertised as the service must be manageable as patients need to meet strict criteria to be eligible. Mental health project is working well. Their team will be relocating next year. However, there is limited service while people are working from home during the transition. HA asked if there is any space that can be used by community services? KW is very keen to support this.</p> <p>Talkzone</p> <p>KP informed the group that Talkzone Counselling has increased their service offer to include non-counselling related mental health and support services across Bassetlaw. Working from home has been successful but face to face working has now begun again with online and phone services also being offered where accessing face to face is a barrier. New staff have been recruited and waiting times have reduced. A new phone call replacement service is now being offered.</p> <p>Mental and wellbeing worker is place for young people. Now have online referral system.</p> <p>Talkzone are experiencing issues with room availability in the Retford area and for later evening appointments.</p> <p>HA suggested that if partners have any space this would be very useful. AB confirmed that the CCG has a space at Retford hospital which could possibly be used.</p> <p>Bassetlaw Action Centre</p> <p>PG updated the group on BAC's progress. Rooms are available for use by other services. The Staying Well program is now a hybrid program and is now fully booked. Retention is also much better as people can access online. There will also be new actives starting at the bringing of January. Now going to mixed group for GOGA.</p> <p>Mind</p> <p>NR notified the group that Mind has doubled its workforce in the last year. They had moved to digital service but have come back to face to face but will continue to offer</p>	<p>information to GP practices</p>
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<p>both. The Crisis sanctuary is up and running 2 times a week. Peer support workers are in 1 year pilot. Stabilisation program is going to be offered to waiting list patients. Mind keen to implement active monitoring model within the PCN to support with addressing mental health issues.</p> <p>BCVS ABi reminded the group that demand is significant therefore increased staff. Shared infographic about the numbers that BCVS are supporting going into a new business panning cycle for the next 3 years. The number of volunteering services is also being increased.</p> <p>DB highlights the success of the increased number of link workers. Over 400 referrals. Get referrals from GPs, neuro teams and community nurses and others.</p> <p>EK thanked colleagues for updating us on what’s been going on and encourages partners to discuss ideas of how the PCN can aid their services.</p> <p>Dr Eric Kelly interim PCN Clinical Director erickelly@nhs.net</p>	<p>HA will share infographic with minutes</p>
<p><u>Summary</u></p>	
<p>Long Covid</p> <ul style="list-style-type: none"> • Huge number of patients. • The LC team have been contacting patients 4/6 weeks since diagnosis. • Continues to be part of the developing research on long covid. • A social visit is also being designed for patients. • referral pathway for young people is now available. • Care coordinator social group has now been formed for support. • The CCG will also look at increasing the supply of vaccine to match the new increased demand. <p>PCN Update</p> <ul style="list-style-type: none"> • Developed a newsletter • A PCT leaflet has also been created • A PowerPoint presentation has been designed • The Covid clinic is now running 3 days a week from Retford hospital and 2 days a week from Tuxford Medical Practice. <p>PCN partner updates</p> <p>YHYW</p> <ul style="list-style-type: none"> • YHYW has now been using text messages to help patients refer themselves. • Willing to offer drop-in clinics to raise awareness for the service • A member of the team is coming to covid clinic to run an info stall. <p>Citizens Advice</p> <ul style="list-style-type: none"> • Offering supporting energy and water bills and school food funding. • Mental health project is working well. • Team will be relocating next year. 	

<ul style="list-style-type: none"> • Limited service while people are working from home during the transition. <p>Talkzone</p> <ul style="list-style-type: none"> • Is now a mental health and support service across Bassetlaw. • Face to face working has now begun again. • New part time counselling service has started. • Waiting times have dropped. • A new phone call replacement service is now being offered. • Mental and wellbeing worker is place for young people. • Now have online referral system. <p>Bassetlaw Action Centre</p> <ul style="list-style-type: none"> • The Staying Well program is now a hybrid program and is now fully booked. • New actives starting at the bringing of January <p>Mind</p> <ul style="list-style-type: none"> • Back to face to face but will continue to offer both. • The Crisis sanctuary is up and running 2 times a week. • Peer support workers are in 1 year pilot. • Stabilisation program is going to be offered to waiting list patients. <p>BCVS</p> <ul style="list-style-type: none"> • The number of volunteering services is being increased. • Increased number of link workers. • Over 400 referrals. 	
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BCVS
Bassetlaw Community and Voluntary Service
BASSETLAW 2020/21

HEALTH & WELLBEING

SUSTAINABILITY

INCLUSION

DIVERSITY

EQUALITY

180 VOLUNTEERS
5336 VOLUNTEER HOURS
1566 PEOPLE HELPED TO ACCESS VCS SUPPORT
86 MEMBER ORGANISATIONS
1199 SOCIAL MEDIA POSTS
196 STRATEGIC MEETINGS ATTENDED
66 NEWSLETTERS PRODUCED
13 EVENTS & MEETINGS FACILITATED
5 GROUPS SUPPORTED
1 NEW GROUP DEVELOPED

ADDITIONAL COVID-19 RESPONSE WORK

4218 - Calls to identify support needed by local residents
2386 - Individuals supported
3099 - Food parcels delivered by BCVS