New Forest Primary Care Network



January 2025

**Newsletter**

The Autumn/Winter 2024 COVID-19 vaccination programme officially began on the 3rd of October. As part of this initiative, we successfully coordinated the vaccination of care home residents and the majority of our housebound patients. In addition, we organised Saturday vaccination clinics at Chawton House Surgery, which were integrated with our Enhanced Access service to maximise efficiency and accessibility.

In October, we were delighted to welcome Hannah Jones to our Social Prescribing team. Her addition strengthens our ability to support patients through holistic, community-centered approaches.

A significant milestone for the PCN this quarter was the submission of a comprehensive document, supported by robust evidence, to gain approval for our PCN to be recognised as a formal Learning Environment. A learning environment refers to the physical and cultural settings where education and training activities occur for learners. This approval process elevates the framework from individual practices to a PCN-wide level, enabling us to accommodate a broader range of primary care workforce learners. By establishing the PCN as a unified learning environment, we can work collaboratively at scale to expand educational opportunities and support the development of a sustainable healthcare workforce. I am thrilled to share that we were successful in this endeavor and have officially received approval.

Throughout the final quarter of 2024, we also hosted three highly engaging and informative evening Zoom education sessions. Two of these focused on prediabetes, while the third explored menopause. All three sessions were met with positive feedback and were considered a great success. As New Forest PCN serves a population of over 36,000 people, we recognise the value of implementing group-based initiatives to create a broader impact on community health. By fostering educational opportunities and collaborative efforts, we continue to work toward improving outcomes for our population at large.

**Rebecca Higgins**

**Network Manager**

# Social Prescribing and Wellbeing Team

The team spends the majority of their time dealing with patient tasks that are sent to us by GP’s, nurses, admin staff, schools, DWP, CMHT, MH teams and also self-referrals.

We regularly invite organisations in to talk to us about what they can offer or we will pop in to encourage collaboration. The most recent meetings have been with Basics Bank, The Coates Centre, New Forest Disability, Step up Safe Space and the Solent Mind Wellbeing Assessors. Pete has also done a presentation to help us understand the pharmacy teams role and answer our medicine questions.

Two psychiatrists who are being funded by the Parks Authority and ICB, are working on a project to find areas that need further community support have also been in twice to hear what we have to say.

We have now hosted two Wellbeing Wednesday talks at The Bridge in Milford. The first two talks were on the five ways to wellbeing and helping parents support their child’s mental health. Dr Neil Moody-Jones is hosting the January talk and covering Diabetes, diet and lifestyle.

Once a fortnight a social prescriber attends the Pennington Hub/Larder and also the Hive (Family drop in support).

As team we have spent some time getting ready for our new SP software, JOY, that goes live in January .

We said a fond farewell to Elaine who was working with us temporarily to help with maternity cover.

**Helen Clarke**

**Lead Social Prescriber**

One to one work continues to be busy and I am currently supporting 32 young people, with the main presenting issues emotional wellbeing. We have also delivered our first parent workshop on supporting your child’s mental health during one of the Wellbeing Wednesday Workshops. The workshop went well and positive feedback was received from the parent/carers who attended. We hope to start offering more regular parent workshops in 2025!

**Samantha Jenkins**

**Young People’s Social Prescriber & Wellbeing Coach**

I have had quite a few people at risk of homelessness recently and have seen the benefits of patients having support to liaise with NFDC Housing Department.

Most notably, I recently contributed to helping a young woman to get emergency supported living accommodation with NFDC after she had been homeless for over a year. Having input from myself and the GP through an Agency Homelessness referral highlighted her risks and needs and overturned their previous decision of having no duty of care to her. Following a disclosure by the patient to me, the GP did an emergency referral to CMHT which Helen discussed at the MDT and she now has support in place from them and the offer of therapy. I have since met with her new Homelessness Support Worker and the patient is now in a safe place that is suitable for her needs. She is also high on the priority list for a more permanent place to live once she is ready. I feel that we all worked collaboratively together, both within the PCN, with the surgery and linking up with outside agencies, which has made a huge difference to this young person's life.

**Jo Sheppard**

**Social Prescriber**

We have now completed two years of the 6-week menopause support programme. We have run 14 courses and seen 120 patients. The closed group format allows attendees an opportunity to talk candidly about their experiences in a safe environment They tell us they value the supportive nature of a group and feel more confident when engaging with a health professional afterwards. Word is spreading and we have had enquiries from other PCN's who are interested in setting up their own programme. The next course starts on Monday 13th January. Invitations have already gone out but patients can also self-refer via the link on the menopause page of the PCN website.

**Sue Arkle**

**Social Prescriber**

I was busy with the well being community talk about 5 steps to wellbeing & how they can improve your physical & mental & emotional wellbeing.

Most of my work this past few months has been managing patients expectations with housing issues as there is a housing crisis at the moment & it’s affecting our patients MH & wellbeing.

I have collaborated with Colten Care Woodpeckers home in Brockenhurst to provide space in their lovely Snug Room with coffee & biscuits for a weekly dementia & carers coffee morning, carers to connect & have a chat. A poster has been created & placed on the notice boards of all the surgeries with information of local New Forest community services that can support those managing daily with dementia & Alzheimer's.

Also, in the new year a dementia & carers weekly morning starts at Colten care home Lyndon house in Lymington, this will be with a Colten care home staff member overseeing & holding craft activities, while the carers can have an hour to rest & chat amongst there selves & connect or share experiences & guidance. This has all grown through supporting an NFCMG patient who is a carer for her husband & struggles daily caring for her husband, she requested more information to be accessible around Brock & Sway & more help support for carers needed. Supporting carers is paramount & there need for support will grow more & more with the increase of dementia amongst our biggest demographic of patients living & registered in New Forest surgeries.

**Diane Briggs**

**Social Prescriber**

**Care Home and Learning Disabilities Team**

I continue to visit the 13 care homes in the PCN - writing advanced care plans for new residents, reviewing advanced care plans, and ensuring staff have access to proxy medication ordering. Another two care homes have new senior management, and I am supporting them in their new roles. With the change in the roles within the ICB there is now not a designated person to support the care homes, which means the independent care home managers feel more isolated and I visit them more often.

The Autumn COVID and Flu vaccination programme for all the care homes was completed and I can’t believe the next will start on 1st April.

I continue to support patients with a learning disability in care homes and in their own homes. I have completed 47% of the health checks for those with a learning disability and sessions have been arranged for those outstanding, at surgeries or in their own homes.

**Debbie Powell**

**Care Coordinator**

# Medicines Team

# We continue to help practices treat their hypertensive patients to target blood pressures. We are also working with Lucy the Physicians associate at Chawton to manage our patients on HRT who maybe need a higher progesterone dose. I am assisting with opioid reductions and continue to refer to the social prescribing teams for their help with non-pharmacological strategies for pain and insomnia. We also continue to run prescribing safety audits, and review those patients, and review medicines safety notices. We continue to assist with day to day queries from patients and clinicians. Our newest pharmacy technician Erin is starting her PCPEP training course this month and I will be supervising her through the course.

# Wendy Williams

# Clinical Pharmacist

# Home Visiting Team

Myself and Sam continue to respond to acute home visit requests across the PCN, which has been a busy period during the winter pressures. We have also been trying to protect the housebound population, giving Shingles, Pneumococcal and RSV vaccines to those who wish to have them – with approximately 90% of these having been completed.

We continue to have regular meetings/ clinical updates with Dr Janssen, Dr Anderson (Lymington Hospital), as well as other training mornings organised – such as with the Community Respiratory Team at the start of the year.

**Chris Vaughan Sam Kimber**

**Paramedics**

**Physicians associate**

I can't believe it's been a year since I joined the PCN as a newly qualified Physician Associate. It's been an exciting and challenging year. I've been incredibly well supported by my colleagues throughout my preceptorship at Wistaria and Milford surgeries (1 year supervised programme for newly qualified PAs) which I'm so grateful for. Together we have developed the role, enabling me to focus on women's health and menopause care. I continue to be involved with the menopause support group which I've been lucky enough to be part of since I was a student, which has been running for 2 years this January. We recently ran a Menopause evening zoom meeting, which was an exciting new way of "talking Menopause" with patients.

I've also been involved in health promotion/education initiatives with Dr Neil Moody-Jones, including high cholesterol/statin therapy and prediabetes. I recently completed the Cervical Screening Training and am looking forward to being part of this important women's health screening programme.

In October I joined the team at Chawton House Surgery which I'm excited about and look forward to developing the proposed initiatives.

Thank you for all the support I've received from both colleagues and patients throughout this year and I look forward to lot's more Menopause talk in 2025.

**Lucy Butterworth**

**Physicians associate**

**Social Media Links:**

 [New Forest PCN | Facebook](https://www.facebook.com/profile.php?id=100083074942583)

 [New Forest Pcn (@newforestpcn) • Instagram photos and videos](https://www.instagram.com/newforestpcn/)  Young People <https://www.instagram.com/nfyoungpeoplepcn/>  [New Forest Primary Care Network (@NewForestPCN) / Twitter](https://twitter.com/NewForestPCN)

 [New Forest PCN](https://www.newforestpcn.co.uk/)

 [New Forest PCN - YouTube](https://www.youtube.com/channel/UCGgumKS9dHkGEd9XtAct7HQ)