

NEWSLETTER

Autumn 2024 Issue #2



WELCOME!

Read more about how by working together, we as a Primary Care Network strive to provide **Better Health & Wellbeing for Everyone in West Northumberland!**

GP Patient Survey Results 2024

We were delighted to see that the West Northumberland PCN featured amongst the highest scoring in the North East and Yorkshire Region in the recently published GP Patient Survey for 2024.

Thank you to all patients who have taken the time to complete the survey!

In this current climate when so much negative attention in the media is focussed on the challenges at general practice and particularly access to services, this recognition from our patients means a lot to our whole team and is something we are very proud of.

If you would like to view the GP Patient Survey results, please visit <https://www.gp-patient.co.uk/>

Having difficulties with your
mental health?

NHS



Call 111
Option 2

Did you know
that NHS 111
now also offers
Mental Health
support?

Mental health crisis support
available **24/7** for **all ages** via **NHS 111**

1,024 x 512

West Northumberland Living Well Coordination Service



Meet the team (left to right): **Emma, Rebecca, Alexander, Luran and Bethany**

There are many things that can affect your health and wellbeing, not only medical issues. In these situations, a Living Well Coordinator may be able to help.

The PCN has allocated your GP practice with an allocated Living Well Coordinator.

Just ask any member of your GP practice team for more information.

Their main role is to connect you to appropriate forms of support, and they can help access a variety of services which may include:

Housing support & advice

Benefits and financial support & advice

Employment, training, courses and volunteering

Healthy lifestyle and physical activities

Social networks and groups, activities and befriending

Emotional support groups and counselling services (such as professional or peer-led support for specific circumstances or conditions)

Relationships, family and parenting support

They can offer you up to 8 sessions if you are aged 16 + years old – this can be extended upon review.

Once a referral has been received, your coordinator will contact you and assess your needs and priorities. The intensity of support you receive will depend on your individual needs.

You can be referred to the Living Well Coordination Service by your GP practice or you can self-refer into the service.

Self-referral forms are available via <https://adapt-ne.org.uk/index.php/living-well-coordination-service/>, or you can contact the service directly via **01434 600599 (option 4)**.

PCN PATIENT GROUP

We still need some patient members to represent our Prudhoe practices.

Why should you join a Patient Participation Group?

You haven't got the time! How can you make a difference?

Our PCN Patient Group is actively involved in decisions we make as a PCN. Members offer valuable feedback and suggestions, and act as a link between our network and their GP practice.

By working together, we do make a difference!

Please read below why Lynne joined the PCN Patient Group, and what she gets out of it.

"I have been a member of my patient panel group (PPG) for four years. Last year my experience there led me to volunteer as a virtual member of the Patient Group of the West Northumberland Primary Care Network. Through membership of these groups I have learned a great deal about how NHS services are delivered and how financial, staffing and environmental constraints can impact services. I feel I have been able to make a worthwhile contribution when discussing matters which affect the well-being of patients. We have regular presentations from service providers who give us an overview of the assistance they offer. Any new information can then be fed back to patient panel members at the next PPG meeting, which helps to maintain a vital link between the two groups. Patient Group members are able to contribute by giving personal feedback on topics. Meetings also offer opportunities to highlight problem areas which could have an impact on patient welfare, whilst also giving positive feedback when new policies and initiatives have produced beneficial results. Although it is not a platform to air personal problems, occasionally it is appropriate to raise an issue which someone has encountered that might affect other patients in a negative way. Any valid concerns can then be reported and addressed appropriately. I believe it is extremely important that all practices should have a patient panel group, where members are representative of every age group and differing social backgrounds. This is vital so that they can voice their opinions about issues which are specifically age or socially related. My experience is that it has been personally rewarding to contribute to groups which support the local community, and this makes it well worth the minimal time commitment involved."

If you would like to be involved and have your say in the development of healthcare services you and your family receive, please do get in touch!

You can leave your contact details with a member of staff at your GP practice, and we will make contact, or message us via Facebook.



HM Government



SAY YOU SERVED

Tell your GP practice if you've ever served in the UK Armed Forces.

It could be relevant to your health and means you'll get the support that's right for you.

Find out more at

[nhs.uk/veterans](https://www.nhs.uk/veterans)

If you have served in the UK Armed Forces, it's crucial to let your NHS GP practice know. By informing your GP about your service, you ensure they have a complete picture of your health, including any issues related to your time in Service.

For more information and to find out how this can benefit you, visit:

www.nhs.uk/veterans



You may have noticed that some of our GP practices now have blister pack and/or inhaler recycling box in place.

These are to encourage all patients to recycle empty medication packs and avoid them going into landfill.

Let's make a big difference together!

To ensure we recycle safely;

-Only return empty blister packs.

-Don't return cardboard packaging.

-Don't return medicine packaging including bottles, aerosols and inhalers (or dispose in appropriate box)

If unsure, please ask a member of staff.

To receive the next PCN Newsletter directly via email

Message us via our Facebook page or leave your details (name and email address) with a member of staff at your GP practice to be added to our distribution list.

Facebook [@WestNorthumberlandPrimaryCareNetwork](https://www.facebook.com/WestNorthumberlandPrimaryCareNetwork)