

## INNOVATION

Over the past year, the PCN has worked together to **innovate** and **overcome challenges** presented to us in an everchanging landscape of healthcare.

Through collaboration, streamlining, and working together we are **transforming services to benefit patients and staff**. Our goals include **reducing wait times**, **increasing appointment slots**, and reducing strain on GPs and practices by **utilising more of our PCN team and the ARRS roles**.



### Admin Forum

We established a reception and admin forum that convenes every couple of months, offering a **platform for staff from all 11 practices to connect**, share updates, **exchange feedback** and **address challenges** together. Referred to as a 'support group', it has seen **increased attendance**, fostering innovation in workforce development.

Staff value it for **collaboration**, **skill development** and **support**, with it promoting new roles and team cooperation while **enhancing staff wellbeing** and **effectiveness**.

## IMPACT



### Staff

Staff have more time to help patients and enjoy their job.

### Digitally Included

More people using and feeling confident with online tools.

## Digital Inclusion

The introduction of the Digital Inclusion Coordinator role has **unlocked new possibilities** within the PCN.

With a dedicated focus on **enhancing patient engagement** through **online services** and fostering digital competencies among both staff and patients, we've witnessed an **increase in digital inclusion** and the **use of online pathways**.

Providing **one-on-one** and **group education** sessions on the **NHS App**, **Online Access**, and digital tools empowers individuals to overcome digital barriers. As a result, the adoption and utilisation of the **NHS App has risen** and the rollout of online queries through Accurx is in progress, freeing up phone lines for receptionists, making **better use of time** and resources in practices and contributing to our goal of **supporting staff wellbeing**.



# Let's Live Well in Rushcliffe



## Rushcliffe Dementia Communication and Support

The Rushcliffe Dementia Project is making significant strides toward its mission of supporting individuals living with dementia and their caregivers, **enabling healthier and more independent lives**.

To achieve these objectives, the **Rushcliffe Dementia Action Network** has been established and **continues to grow**, fostering crucial **collaborations among primary care, councils, businesses, volunteers, and educational institutions**. These partnerships enhance patient care and work towards transforming Rushcliffe a Dementia Friendly PCN.

## Less waiting time

Appointments are now utilised more efficiently, reducing waiting times for patients.



## COLLABORATION

### Care-Cos

The Care Co-ordinator team has undergone **substantial growth**, as PCN Care Coordinators and practice counterparts collaborate to **enhance support and alleviate workloads**.

Through optimizing services like spirometry and recalls, **waiting lists have significantly decreased**, ensuring that appointments are directed to patients in need, whilst also ensuring a **smooth-running** service for Mental Health Practitioners and the Enhanced Access service.

Initially, their roles may have been uncertain within practices, but they have since become **indispensable members of the PCN**, leaving practices wondering how they managed without them!



### COVID Vaccines

As COVID continues, the PCN **supports practices to relieve the burden** and maximise valuable resources.

The PCN Care Homes Team plays a vital part by **visiting all care homes** across Rushcliffe, reducing practice staff travel and patient transport, **benefiting both practices and care homes**.

While some practices continue to independently host their clinics, the **PCN assumes responsibilities for vaccine management, safeguarding, and procurement**. These competencies let practices focus on patient invitations and administration, with the PCN organizing open clinics.

This collaborative approach ensures **efficient vaccine distribution**, fosters workforce development innovations, and reinforces our shared commitment to **working together as a team** to look after our population.



### Social Prescribing

Social prescribing has seen an **increase of engagement from GPs and practice staff**, making them busier than ever!

In order to provide all the support needed from them, **collaborations** with Rushcliffe Borough Council, Rushcliffe Community and Voluntary Sector and more are invaluable. **Initiatives between groups** have allowed **more events** to be run, **more patients** to be supported, and **more relationships** to be built.

By **engaging and inviting new groups** to work alongside us in the PCN, we have been able to provide **more services** to patients than ever before.

## WELL-BEING, EQUALITY, DIVERSION AND INCLUSION (EDI)

Some members of the PCN who have (near) fully implemented new features such as Online Access have reported **improvements in wellbeing** among work teams. With the goal of achieving full adoption of these pathways by next year, we anticipate a **positive impact** on workplace wellbeing throughout the **entire PCN**.

We are also in the process of establishing an Equality, Diversity, and Inclusion (EDI) Forum. This forum will **unite** members from all PCN practices, meeting quarterly to shape EDI strategy and support practices in becoming more **inclusive** employers.