# Rushcliffe Primary Care Network

#### 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.

NHS

#### **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!

**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.

#### **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.

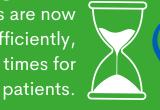
To achieve these objectives, the Rushcliffe Dementia Action Network has been established and continues to grow, fostering crucial collaborations among primary care, councils, businesses, volunteers, and educational institutions. These partnerships enhance patient care and work towards transforming Rushcliffe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

#### 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.

#### Less waiting time Appointments are now utilised more efficiently, reducing waiting times for













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.