

# PRIMARY CARE NETWORK (PCN) STAFF WORKING ON BEHALF OF Henfield Medical Centre

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Primary Care Networks (PCNs) are a key part of the NHS Long Term Plan, designed to provide structure and funding for services to be developed locally, in response to the needs of the patients they serve. PCNs support the delivery of joint up services at a local level, delivering to the specific needs of our local population. PCNs build on current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care.

Chanctonbury PCN consists of Henfield Medical Centre, Steyning Health Centre, Billingshurst Surgery and The Glebe Surgery.

The needs of our local community are greater than ever. Our population as a whole is being impacted by more and more complex health needs and with an ageing population the impact of complex long term conditions are becoming apparent. Such pressures have meant that Henfield Medical Centre is employing new, additional, health professionals to support our existing practice teams and provide an array of integrated service for our patient population.

## **Additional PCN roles within our practice workforce include**

### **Pharmacy Team**

We have a Pharmacy team comprising Clinical Pharmacists and Pharmacy Technicians. The pharmacy team support our clinical teams.

Their roles and responsibilities involve structured medication reviews, monitoring of high risk medication, ensuring medication is prescribed safely and resolving day-to-day medication-related issues.

You may speak to any member of the Pharmacy team about medication related matters e.g. when you have started a new medication, or you have been recently discharged from hospital.

#### **Clinical Pharmacists:**

Clinical pharmacists work in primary care as part of the multidisciplinary team in a patient focussed role to clinically assess and treat patients using expert knowledge of medicines for specific disease areas. They work with and alongside the GPs and wider general practice team, taking responsibility for patients with chronic diseases and undertaking clinical medication reviews to proactively manage people with complex medication use, especially for the elderly, people in care homes and those with multiple conditions.

#### **Pharmacy Technicians:**

Pharmacy technicians play an important role within general practice and complement the more clinical work of clinical pharmacists through their technical skillset. Working within primary care settings allows them to use their pharmaceutical knowledge in tasks such as carrying out audits, hospital discharge management, and medication reviews and, where appropriate, informing patients and other members of the PCN workforce. Work is often undertaken independently but always in collaboration with clinical pharmacists or GPs as part of the PCN team.

Our practice pharmacy team comprises:

Lead Clinical Pharmacist Mike Slator

Clinical Pharmacist Ezim Eneli

Clinical Pharmacist Michael Pritchard

Lead Pharmacy Tech Zenobia Dzisiewsk-Smith

Should you feel unsatisfied with your care and wish to raise a complaint about our Clinical Pharmacist please email [ipc.patientexperience@nhs.net](mailto:ipc.patientexperience@nhs.net) directly.

### **First Contact MSK practitioners (FCP):**

First contact MSK practitioners are qualified independent physiotherapy clinical practitioners who can assess, diagnose, treat and manage musculoskeletal (MSK) problems. Our FCPs are aimed at patients with new MSK issue onset. For conditions that require ongoing physiotherapy, practitioners will refer patients to the physiotherapy service. The service allows patients speedy access to an MSK appointment, specifically for any new MSK condition acting as the first point of contact for patients.

Appointments will be arranged through the GP reception team and booked directly onto the FCP's clinic, held on the practice clinical system.

Our FCP here at the practice is Ryan McDermott

Should you feel unsatisfied with your care and wish to raise a complaint about our First Contact Practitioner, please email [ipc.patientexperience@nhs.net](mailto:ipc.patientexperience@nhs.net) directly.

### **Physician Associates (PAs):**

Physician Associates are healthcare professionals with a generalist medical education. They are clinical graduates trained in the medical model (intensive 2 year university course at diploma or masters level to learn clinical knowledge and skills after completing a 3 year biomedical or healthcare related degree). They train in both the acute sector and primary care to gain a rounded patient centred clinical experience. PAs work alongside doctors providing medical care as an integral part of the multidisciplinary team. They are practitioners who can work autonomously, but always under the supervision of a fully trained and experienced doctor. They bring new talent add to the skill mix within teams, providing a stable, generalist section of the workforce which can help ease the workforce pressures that the NHS currently faces.

Our physicians associate here at the practice is Sue Sargent

Should you feel unsatisfied with your care and wish to raise a complaint about our Physicians Associate, please email [ipc.patientexperience@nhs.net](mailto:ipc.patientexperience@nhs.net) directly.

## Care co-ordinator:

Our Care co-ordinators provide extra time, capacity, and expertise to support patients in preparing for clinical conversations or in following up discussions with primary care professionals. They work closely with the GPs and other primary care colleagues within the primary care network (PCN) to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers (if appropriate), and ensuring that their changing needs are addressed.

Care-coordinators focus on the delivery of personalised care to reflect the local PCN priorities, health inequalities or at risk groups of patients. They can also support PCNs in the delivery of enhanced Health Care in Care Homes.

Should you feel unsatisfied with your care and wish to raise a complaint about our Care Coordinator, please email [ipc.patientexperience@nhs.net](mailto:ipc.patientexperience@nhs.net) directly.

## Health and Wellbeing Coaches:

Our Health and Wellbeing coaches offer 121 coaching sessions, using health coaching and motivational skills to support people to develop the knowledge, skills and confidence to become active participants in their care, so that they can more in control and motivated to reach their own health and wellbeing goals. They may also provide access to self-management education, peer support and signposting our social prescribing team. The HWBC will support people to identify existing issues and encourage proactive prevention of new and existing illnesses and will work alongside people to coach and motivate them through multiple 121 sessions; supporting them to identify their needs, set personal goals, and help to implement personalised health and care plans.

Health and wellbeing coaches can support in a variety of issues/conditions, including:

- Cardiovascular disease
- Hypertension
- Pre-Diabetes and diabetes management
- Weight management
- Diet
- Activity levels
- Stress, mood and low level mental health issues

Our health and wellbeing coach here at the practice is Lucy Case.

Should you feel unsatisfied with your care and wish to raise a complaint about our Health and Wellbeing Coach, please email [ipc.patientexperience@nhs.net](mailto:ipc.patientexperience@nhs.net) directly.

## Social Prescribing team

Chanctonbury PCN works in partnership with local community and voluntary services (MIND and AGE UK) to provide a multi-disciplinary social prescribing team. This team support patients to improve their overall mental health and wellbeing by offering a range of non-medical care through 1-1 person centred support such as mental health support, emotional wellbeing support, and those who may be feeling lonely and isolated.

Through our mental health social prescriber you will be able to receive mental health support in your GP practice or in other local, confidential places.

### Young Persons Mental Health social prescriber

West Sussex mental health charity MIND is working in partnership with your practice, to offer mental health support to children and young people. This service offers free mental health support to children and young people, aged 12 to 18. We recognised that children and young people can face many issues and challenges, and having these sessions can help find positive steps towards improved emotional and mental health.

Our young person's mental health social prescriber here at the practice is Sharyn Brazier

**You can self-refer to this service by filling out the following form: [West Sussex Mind | Support enquiry form](#)**

### Adult Mental Health Social Prescriber

This service is for anyone ages 18 or over looking for support with their mental health. Our adult Mental Health Social Prescriber will use a person-centered approach to build good relationships with patients, working with you to identify your personal goals. They are able to identify any support needed for underlying mental health problems, address mental health needs and also have good knowledge of local counselling services that they can refer to should you need this, to promote mental wellbeing.

**Our young person's mental health social prescriber here at the practice is Lizzie Hollands**

### Social Prescribers

This service is available to patients who have one or more long term condition, who may be feeling lonely and isolated, struggling with housing, employment or debt which is affecting their wellbeing. Our social prescribing team can also signpost to other local agencies such as counselling services, or support with issues such as housing and debt.

Our Social Prescriber here at the practice is Alex Nevatt

### GP Access Hubs

Chanctonbury practices also offer patients additional evening and weekend GP, Advanced Nurse Practitioner and Paramedic Practitioner appointments who meet the following criteria:

- A new problem of less than four weeks duration;
- The patient hasn't seen a healthcare professional for this problem before;
- The problem isn't related to pregnancy or mental health.

The service also offers a range of weekend nurse appointments for:

- Dressings
- Cervical Screening
- Chronic Condition reviews (such as asthma, diabetes, COPD)

The clinician you see at a GP Access Hub will have full access to your medical record (with your consent.)

**These appointments can be booked via your registered GP surgery.**