



COASTAL CHAT


APRIL 2023 EDITION

Welcome to Coastal Chat our first PCN Newsletter

Newsletters are essential in building relationships with your employees, your colleagues and your patients. So this year we have decided to create a newsletter for the whole team.

Thank you for taking the time to read our first edition - take a break, go get a cup of coffee as we hope to inform and inspire you with all things Coastal PCN.

What's your story?

Has your surgery been innovative and had a brilliant light bulb  moment? Completed a great quality project to improve your efficiency? Have you had a great 'good news' story where someone has really made a difference? If so we would love to hear from you - please email alison.hunt11@nhs.net and we will include it in the next edition.

SCAN ME



Visited your website lately?

Newsletter Highlights

PCN ESTATE UPDATE



MENTAL HEALTH MDT

UPDATE FROM OUR DIETITIAN AND THE FRAILTY HOME VISITS

UPDATE ON OUR COMPLETE CARE COMMUNITY PROJECT

CURRENT VACANCIES

COMMUNITY HUB UPDATE

NEW APP FOR THE PCN



The PCN are hoping to secure some office space at Trevisson House and hope to use it as a central hub. The community nursing team and dementia and older people's mental health team are currently working there, and others are likely to move in soon as there is some unused space. The hope is that working here gives PCN staff a central hub to facilitate collaborative working and also enable conversations with the other teams at the site.



Mental Health MDT Update

The mental health team have now secured Dr Boydell's (Consultant Psychiatrist) attendance at the mental health MDT meeting going forwards, she will join each MDT which is every four weeks on a Thursday, and will offer an hour of her time from 13:30 - 14:30 to discuss acute and complex cases.

The PCN practices are therefore encouraged to release a GP for 15 minutes to attend these MDTs, they can bring any queries to Dr Boydell and the rest of the team to create a holistic MDT discussion with psychiatrist input.

Jack is organising these MDTs going forwards and is liaising with practices currently to determine what permanent slots practices would like.

If you need more information email jack.laird@nhs.net.

The team's patient contact in Feb

183 Appointments

**Which equated to
138 hours and 15 mins**



gillian.hall13@nhs.net - angie.rose2@nhs.net - ellie.sale1@nhs.net

SPOTLIGHT ON STAFF MEET TARNA OUR PCN DIETITIAN

tarnamorrison@nhs.net



Whilst establishing my role within the PCN, I have been mindful not to replicate existing services and the focus of my role is Diabetes and Frailty (see PCN Dietitian Referral Criteria for more information) link to document below.

I also accept referrals pre-diabetes or weight management if people are not able to attend group sessions or for people who need to achieve weight loss prior to surgery. Please continue to encourage the National Diabetes Prevention Programme (Thrive Tribe), Healthy Cornwall and NHS digital weight management Programme.

Diabetes

Diet and lifestyle changes are key to managing type 2 diabetes and have the potential to impact on all three treatment targets (BG levels, cholesterol and BP). Supporting people intensively early in the diagnoses, improves self-management, and thus may reduce long-term risks associated with diabetes.

In line with the [Best Practice in the Delivery of Diabetes Care in the Primary Care Network Guidance](#) published in 2021, on diagnosis, we can offer structured education, dietary input, individual goal setting and the opportunity of exploring remission of type 2 diabetes. Please offer everyone with newly diagnosed Type 2 diabetes referral to 'Diabetes and You' and for one-to-one Dietetic input with me. People with established diabetes who are interested in making lifestyle changes can also attend 'Diabetes and You' and / or have one to one dietetic support.

'Diabetes and You' (our local structured education programme for type 2 diabetes) is being delivered in local venues, by local educators (myself or Dawn Fuell, Perranporth Practice Nurse).

Going forward, I would like to work with practice and PCN staff to look at ways we can work towards creating a PCN Multidisciplinary Diabetes Support Team which is again discussed in the guidance mentioned above.

**TO BOOK A PLACE ON DIABETES & YOU
CONTACT: HAYLEY ON 07881 257452
or email hayley.burgoyne@nhs.net**

**or self refer to a virtual Diabetes & You Course
contact healthy cornwall 01209 615600 -
healthy.cornwall@cornwall.gov.uk**



**[TO ACCESS THE PROACTIVE
FRAILTY COASTAL PCN HOME
VISIT SERVICE CLICK](#)**

[HERE:](#)

**[TO ACCESS THE REFERRAL
CRITERIA FOR PCN DIETITIAN](#)**

[HERE:](#)

Frailty/Malnutrition

Malnutrition is common in older people, particularly in those living with long term conditions. The consequences of untreated malnutrition include physical and functional decline and poorer clinical outcomes, leading to greater hospital admissions, longer hospital stays, more GP visits and increased prescription costs. Malnutrition plays a key role in the pathogenesis of frailty and sarcopenia, which share common features such as lower lean mass and reduced physical function.

We have established a **Proactive Frailty Coastal PCN Home Visit Service** – Dietitian, Care Coordinator and Social Prescriber. We offer a holistic assessment of health to identify factors that could be placing them at risk or affecting their quality of life. Please see Proactive Frailty Coastal PCN Home Visit doc – link for more information

Nutritional Supplement Audit – Jessie Retallick (Prescribing Support Dietitian) is planning to re-audit nutritional supplement prescriptions across the four practices. She will look at information available on SystemOne and dietetic assessments to see if she can make recommendations about whether supplements can be discontinued or swapped to more cost-effective alternatives. Jessie has developed an excellent resources including a [quick reference formulary](#) to guide cost effective nutritional supplement prescribing, however, in many situations people can increase their nutritional intake through taking homemade nourishing drinks and food fortification (see fact sheets below).

- [6 steps to appropriate prescribing of ONS for adults](#) (icb.nhs.uk)
- [Homemade fortified drinks information leaflet](#) (eclipsesolutions.org)
- [Food first advice for adults with a small appetite](#) (cornwall.nhs.uk)

Advice and Guidance - feel free to task me if you have a nutritional query. I can offer advice, signposting or if the referral is out of my remit, suggest onward referral options.

There is a large team of dietitians providing outpatient services within Cornwall including Specialist Respiratory, Renal, IBD, Paediatric, Learning Disabilities, Bariatric, Diabetes (more geared towards Type 1), and Community General Dietitians.

In February Tarna had 39 Appointments which equated to 29.5 hrs

CLICK PICTURE BELOW TO ACCESS QUICK REFERENCE FORMULARY

NHS Cornwall and Isles of Scilly
Adults oral nutritional supplement (ONS)
Quick reference formulary November 2022

Read the 6 steps to appropriate prescribing of ONS for adults guidance

First line supplements

Foodlink Complete (Nutral)
Powdered milkshake. Prescribe 1 to 2 per day and make with 200ml of full fat milk. Available in banana, chocolate, natural, strawberry and vanilla flavours.

Size	Cost per unit	kCal per unit	Protein (g) per unit
175g sachet	£0.52	383	19

Foodlink Complete Compact (Nutral)
Powdered low volume milkshake. Make with 100ml of full fat milk. Available in banana, chocolate, natural, strawberry and vanilla flavours.

Size	Cost per unit	kCal per unit	Protein (g) per unit
175g sachet	£0.52	318	15

Second line supplements

Altrapien Energy (Nutral)
Ready to drink, 150ml milkshake style for individuals not able to make up a powdered shake. Available in banana, chocolate, strawberry and vanilla flavours. Lactose free and all flavours suitable for vegetarians.

Size	Cost per unit	kCal per unit	Protein (g) per unit
200ml carton	£0.89	300	12

Alternative second line for specific circumstances

Fortisip Compact (Nutricia)
Low volume milkshake style for individuals who can't manage larger volumes and aren't able to make powdered shakes. Available in apricot, banana, chocolate, forest fruit, mocha, neutral, strawberry and vanilla flavours.

Size	Cost per unit	kCal per unit	Protein (g) per unit
125ml bottle	£1.33	300	12

HEALTHIER YOU - THRIVE TRIBE

The Healthier You NHS Diabetes Prevention Programme, also known as the Healthier You programme, identifies people at risk of developing type 2 diabetes and refers them onto a nine-month, evidence-based lifestyle change programme.

The programme is available both as a face-to-face group service and as a digital service. When referred into the programme, people are free to choose between the two.

HEALTHIER YOU
NHS DIABETES PREVENTION PROGRAMME



The Complete Care Community Project

The Complete Care Community project has really taken off in the start of 2023. The project, aimed at addressing mental health inequalities, is targeting individuals who have mild to moderate presentations of anxiety, and once it has been piloted, the hope is to also run a trauma-informed group, as well as one for ECS. Solid plans are now formulating.



An excellent workbook has been put together by the mental health team, and the project is comprised of an 11-week modular course, which has a broad focus with sessions on everything from stress and anxiety management to breathing exercises, nutrition, and coping skills. We have now planned for the first mock run of one of the sessions so we can see how long it takes, how it works, and anticipate any obstacles we may run into when running the course with the first patient cohort.

Current Vacancies

Do you know friends, family or past colleagues who may be interested in a career with our PCN? If so please ask them to contact Pete Yates.

- Care Coordinator to cover St Agnes & Perranporth Surgeries
- Health and Wellbeing Coach to join the Mental Health Team
- Social Prescriber working across the whole PCN



HANDi App

Unsure what to do when your child's unwell? The NHS' HANDi App has a quick, easy-to-use child symptom checker for all types of childhood health conditions and advises on how best to treat them. The app has been developed by paediatric consultants and, covers conditions, such as:

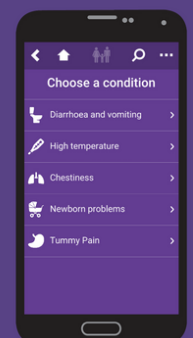
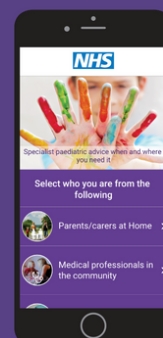
- Diarrhoea and vomiting
- 'Chesty baby' illnesses, such as bronchiolitis, asthma and croup
- 'Chesty child' illnesses, such as wheezing and asthma
- High temperature
- Abdominal pain
- Common new-born problems

If you are a parent or a carer of a child download the app now so you have it when you need it.

NHS

Not sure what to do when your child is unwell?

Download the free HANDi Paediatric app and get expert advice, support and guidance for common childhood illnesses.



Search
"HANDi Paediatric"

Download on the
App Store

ANDROID APP ON
Google Play

New App coming for the PCN Team



The PCN are in negotiations to purchase the Joy App.

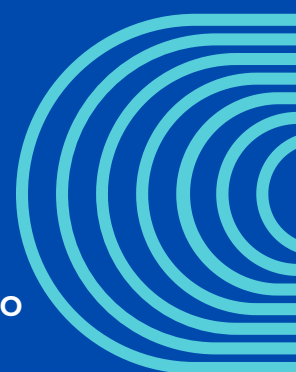
Joy takes the hassle out of managing large volumes of clients across several team members. The Joy Case Management System is designed to empower frontline workers to focus their energy on clients, rather than admin work. It will hopefully be installed onto your SystemOne Toolbar and it will be the gateway for all of your team to refer onto the PCN. As it is fully integrated in SystemOne it will be a powerful dashboard to aid the PCN team in their daily workload.

REFERRALS

- Triage new clients and track onward referrals
- Joy offers a full view on referral status, allowing you to provide timely support to your client when it is needed.
- Receive digital referrals and assign staff members
- Instantly refer clients to local services with a few clicks
- Track the status of referrals sent to other organisations
- Links to up to date local support within our community

Coming Soon - new Hub

Similar to the long running Health & Wellbeing Hub in Perranwell there is the potential of a new Community Hub starting up at Chacewater. Not confirmed yet but we are looking at hiring the Women's Institute space. The idea would be that it is a social hub where patients can come and meet together in a safe space but also have basic health checks.



Health Promotion and National Awareness Dates

Do your team who manage your Facebook page use the Public Health England Campaign and Resources website? It is packed with downloads and social media campaigns to use on your TVs or FB.

Go to: <https://campaignresources.phe.gov.uk/resources/campaigns>



Another useful site is the Upcoming Health Awareness Calendar website. Some are International days some are UK based. Food for thought.

<https://www.awarenessdays.com/awareness-days-calendar/category/health-awareness/page/2/>

