



# COASTAL CHAT

SUMMER 2023 EDITION


## Welcome back to Coastal Chat our PCN Newsletter

Newsletters are essential in building relationships with your employees, your colleagues and your patients. Thank you for taking the time to read our updates - take a break, go get a cup of coffee as we hope to inform and inspire you with all things Coastal PCN.

It's World Wellbeing Week from June 26 - 30 so we have included some tools and links for your teams.

Polly Joke is at it's finest so get some #vitaminsea and see this marvel on our doorstep.

## 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](mailto:alison.hunt11@nhs.net) and we will include it in the next edition.

SCAN ME



## Visited our PCN website lately?

### Newsletter Highlights

ST AGNES HOST HEALTH  
PROMOTION EVENT

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NEW TEAM MEMBERS  
JOIN OUR PCN

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SPOTLIGHT ON  
SOCIAL PRESCRIBING

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WELLBEING MONTH  
AND HEALTH  
AWARENESS DAYS  
FOR JUNE

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UPDATE FROM TARNA

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IT'S PRIDE MONTH



IF YOU WOULD LIKE TO FEATURE IN THE NEWSLETTER PLEASE EMAIL [ALISON.HUNT11@NHS.NET](mailto:ALISON.HUNT11@NHS.NET) - ALL FEEDBACK GREATLY APPRECIATED - WE WANT YOU TO ENJOY THE CONTENT AND FIND IT USEFUL. SO PLEASE LET ME KNOW WHAT YOU LIKED OR DISLIKED OR WHAT YOU WOULD LIKE IT TO INCLUDE

# St Agnes host Health Promotion Event

On May 13 all four surgeries hosted their covid spring booster clinics but St Agnes saw this as a great opportunity to run a tandem health promotion event.

The event was to showcase all the services that are on offer within General Practice. With the introduction of the new GP contract it is especially important to show what other support is on offer to our patients.

Supporting the event they had the care co-ordinator Jane, Mental Health Practitioner Angie, Dietician Tarna and Clare their FCP, all present. They also had their diabetes lead nurse conducting finger prick test and their HCA Amy was undertaking BP checks.

The surgery were very kindly supported by their local PPG group who had previously organised an event with the surgery and the volunteer services. Tracey and her team decided to have the event on the same day as their COVID booster clinic to ensure as much footfall to the event. Tea and coffee was served to the public by the PPG which gave them a great chance to talk to the patients and explain the various roles and staff members who were represented on the day.

As a practice they felt it was a worthwhile event and are considering a similar event during the Autumn/Winter flu vaccination campaign.

If you want more information contact Tracey at St Agnes Surgery.



TARNA, JANE, AMY, SUE, ANGIE & CLARE



ST AGNES PPG

## WELCOME - New team members

Pentreath has successfully recruited to fill our vacant Health and Wellbeing Coach post. The successful supplicant is Julie Thomas-Smith who you may have seen in and around your surgeries.

Julie started in early June and will be undergoing a period of induction before holding her own clinics. Julie worked as a Health and Wellbeing Coach for North Cornwall Coast PCN and so has experience of General Practice and PCN working, in fact she was the first H&W Coach in Cornwall!



# SPOTLIGHT ON STAFF

## MEET VICKY OUR

### PCN SOCIAL PRESCRIBER

vicky.taylor39@nhs.net - NEW NUMBER 07874 830682



Vicky started with our PCN in October whilst working with Imagineif but in January 2023 she transferred to our team on a permanent basis.

Vicky trained as a hospital medical secretary but with the arrival of her family she had to change to a job which worked with the family timetable so found herself in school canteens, cleaning and then when the children reached school age, she started her role as a Community Rehab Support Worker in STEPS. Within the two years of working for STEPS she progressed up the ladder to become and team leader and working in RCH as a discharge lead. In 2021 she started working for HUMANS Cornwall as a locality and hospital discharge lead and then realised her real driver was to work with prevention and help avoid the admissions in the first place. Hence her role with Imagineif and then finally with our team here at the Coastal PCN.

## Who can Vicky offer support to?

Although it is called 'prescribing', there is no medication involved in social prescribing! Vicky can help with all things non-medical. It is particularly useful for people who need more support with their mental health, people who need to get more active, have one or more long-term conditions, are lonely or isolated, or have complex social needs that affect their wellbeing. She will connect people with non-medical support such as day centres, charities or community groups to reduce loneliness and improve their quality of life. She also works closely with the PCN Mental Health team and the Care Co-ordinators linking all the pieces together so that the patient has an holistic approach to their wellbeing. Vicky could really make a difference to your patients, those frequent attenders, those that are clearly lonely and isolated, particularly in the aftermath of covid.

## How do we refer?

Use the PCN shortcut on your desktop on S1

- (A) Remember to use the dropdown button to read code the referral
- (B) Complete the Task box on the left
- (C) Complete the referral form on the right.

Save to the patient document.

Vicky can pick the letter up from the patient's record when she receives the task or you can email it to her direct at Vicky.taylor39@nhs.net.

Other Details... Exact date & time Wed 07 Jun 2023 12:05

Changing the consultation date will affect all other data entered. To avoid this, cancel.

PCN Referrals | PCN CVD

### PCN Quick Shortcuts

Referral to primary care mental health team  PCN Mental Health Referral  
Help2Wellbeing Referral Form

Referral to Social Prescribing service?

Social Prescriber Referral Task Template Social Prescribing Referral Letter

↑ B      ↑ C      ↑ A

# How does Vicky keep up to date?

Vicky is on the Volunteer Cornwall mailing list so gets very up to date info on new groups and various associations. She has really close links with case co-ordinators in Adult Social Care and she attends various meetings within the local social prescribing community. She has many years of being involved with Disability Cornwall, Age UK, Volunteer Cornwall and the whole voluntary sector, these acquaintances and long-term relationships enable her to always be in the know and share good practice and success stories with each other.

## Who has she helped?

Since starting with the PCN she has had over 200 referrals – her average caseload at any given time is 50 patients so this is a huge amount of time which is not ending up at the surgery front door/phone. Her cases have ranged from:

- 68-year-old female very complex medical history with a neurological problem. Very anxious and depressed but has now engaged with Vicky and has progressed. Her anxiety levels were at a max when family members were going into a care home and a sibling had recently died. Vicky has been a constant relationship that has helped her sort out finances, estate agents and all the other stressful things families have to go through when there is a crisis. Continues to be a support and touches base every 1 – 2 weeks.
- Young male with complex mental health and drug/alcohol misuse history who was not engaged with any agencies at all. Vicky has spent 5 months building a rapport and he has now engaged with the medical profession, detox programme, the police, safeguarding team and a large MDT including housing and his employer. Not at the end of the road yet but huge steps forward helping this young man engage with people who can keep him safe and alive.
- 15-year-old girl who lost her father suddenly. The family recently moved to Cornwall, had engaged in therapy, mother had changed jobs to be working from home due to separation anxiety plus the child had other complex medical problems. Therapy wasn't successful but after meeting with Vicky it came apparent, she had an interest in horses so after trial and error she is now set to start her equine therapy sessions with HUGS Foundation which Vicky arranged.

**So, as you can see Vicky can help all ages – nothing is too complex – she is the listening ear and the kind calm voice to build strong relationships and help people have a good quality of life. If she can't help them, she knows someone who can!**

**NEW WORK NUMBER 07874 830682**

**vicky.taylor39@nhs.net**

# WHAT MATTERS TO ME?



The graphic above is available for your TV in your waiting room - a great example to show how all the PCN teams link together to support the patient.

The flyers below were recently sent out to the teams for your reception/patients and wider healthcare teams - if you need the tv screen or the flyers email [alison.hunt11@nhs.net](mailto:alison.hunt11@nhs.net)



**VICKY TAYLOR**  
SOCIAL PRESCRIBER FOR THE  
COASTAL PCN



COASTAL  
PRIMARY CARE  
NETWORK

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**WHAT IS SOCIAL PRESCRIBING?**

Social Prescribing is a free and confidential service to help you improve your health and wellbeing. With the support of a trained advisor you will be able to access further support and community groups in your area.

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**WHO IS IT FOR?**

Social Prescribing can help if you:

- feel lonely or isolated
- are caring for someone
- are feeling low, stressed or down
- you want to lose weight or quit smoking
- want to get more active
- want to improve your management of a new or long term condition
- want to get involved with your local community

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**WHAT CAN I EXPECT?**

- ★ Vicky will contact you to introduce herself and book your first appointment.
- Your first appointment will be up to an 1.5hr long. Vicky will listen and provide help based on a what matters to you



**VICKY TAYLOR**  
SOCIAL PRESCRIBER FOR THE  
COASTAL PCN



COASTAL  
PRIMARY CARE  
NETWORK

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**HOW VICKY CAN HELP**

I can offer a short term service initially by telephone to support you to connect with people in the community. Signposting you to the essential services available, personalised to your individual requirements.

**HOUSING AND ENVIROMENT**

Vicky can support you to find services required and make necessary referrals for aids within the home to help ensure safety at home is being covered.

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**MANAGING MY HEALTH CONDITION AND MY HEALTHY LIFESTYLE**

First contact will be a conversation to enable Vicky to get to know you and look at opportunities available for your specific requirements and gaining permission to make essential referrals whilst at the same time ensuring it's what you would like to do.

**MEETING PEOPLE AND FINDING NEW SOCIAL GROUPS**

There are lots of groups available in the community. Vicky will support you to find a group of your interest and look at ways to overcome barriers stopping us accessing the community.

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**EMPLOYMENT, TRAINING AND VOLUNTEERING**

Vicky can support you to find any desired opportunities in relation to employment, training and volunteering. Vicky can signpost you in the right direction or offer more of a 1-1 support depending on your individual needs.

**FINANCES AND BENEFITS**

Vicky can also support you, with your permission, with your finances. This includes processing important referrals to professionally trained advisers and support you to navigate confusing forms.

# WELLBEING + HEALTH PROMOTION AND NATIONAL AWARENESS DAYS

## WHAT IS WORLD WELLBEING WEEK?

Now in its fifth year, World WellBeing Week returns in June 2023 from the 26th to the 30th. It provides the opportunity for participants worldwide to celebrate the many aspects of wellbeing, from meaningful, purposeful work to financial security, physical, mental and emotional health, social resilience and empathic corporate and civic leadership, community relations and care for the environment.

Wellbeing has never been so important to our lives and livelihoods.

An increasing number of businesses now also embrace wellbeing as a strategic priority, and the week will provide a platform for employers, large and small, to celebrate their own teams, activities and events, and in so doing to show their appreciation for valued employees, patients and their PCN and wider healthcare colleagues.

The two topic areas for QOF QI for 2023/2024 are workforce and wellbeing and optimising demand and capacity in general practice. So there is no better time to think about our own wellbeing and that of our colleagues, friends and family.

Looking after you: free confidential coaching and support for the primary care workforce

Primary care teams continue to work tirelessly in their communities to provide high quality care and support for their patients.

There are three confidential coaching offers which have been designed to be easily accessible and tailored to your individual needs. Our experienced coaches can help you as an individual, support you to manage your team and reflect on your career goals and ambitions. This is an opportunity to prioritise your needs whilst you are also taking care of others. View each offer on the link below, available to everyone working in primary care.

On 5th July 2023 the  
NHS celebrates its  
75th Birthday

**NHS** 75  
England



<https://www.england.nhs.uk/supporting-our-nhs-people/support-now/looking-after-you-confidential-coaching-and-support-for-the-primary-care-workforce/>

# THE CAN DO CHALLENGE



WHAT IS THE 'CAN DO' CHALLENGE? THE FIVE WAYS TO WELLBEING ARE FIVE THINGS WE CAN ALL DO THAT ARE SCIENTIFICALLY PROVEN TO HELP US FEEL BETTER. TAKE PART IN THE CAN DO CHALLENGE BY CHOOSING A DIFFERENT WAY TO WELLBEING EACH DAY OF THE WEEK. EVERY DAY, A DIFFERENT WAY

## THE FIVE WAYS ARE:

C

**CONNECT** - CONNECT WITH OTHER PEOPLE CALL AN OLD FRIEND OR COLLEAGUE YOU HAVEN'T SEEN IN AGES. CHECK IN WITH THEM, NOT CHECK UP BUT ACTUALLY CHECKIN AND SAY HI. #CONNECTMONDAY

A

**ACTIVE** - BE ACTIVE - MOVE YOUR BODY GO FOR A RUN/WALK/SWIM OR DANCE AROUND THE KITCHEN #ACTIVETUESDAY

N

**NOTICE** - TAKE NOTICE OF THE ENVIRONMENT AROUND YOU AND GET OUTSIDE IN THE FRESH AIR. TURN OFF YOUR PHONE FOR AN HOUR AND GO SEE THE POPPIES AT POLLY JOKE #NOTICEWEDNESDAY

D

**DISCOVER** - LEARN SOMETHING NEW READ A BOOK YOU HAVEN'T READ BEFORE - FIND A PODCAST - FIND A NEW RECIPE #DISCOVERTHURSDAY

O

**OFFER (OR GIVE)** - DO SOMETHING FOR SOMEONE ELSE. GIVE YOURSELF FREELY. VOLUNTEER FOR A LOCAL COMMUNITY GROUP OR VISIT AN ELDERLY NEIGHBOUR AND MOW THEIR LAWN, BAKE A CAKE OR WALK THEIR DOG JUST GET INVOLVED #OFFERFRIDAY

## NEED TO TALK?

If you need someone to talk to, we have introduced a confidential text support service, you can access support by texting **FRONTLINE** to **85258** for support 24/7. This service is available to all our NHS colleagues who have had a tough day, who are feeling worried or overwhelmed, or who have a lot on their mind and need to talk it through.

## UPDATE FROM TARNA DIABETES & YOU

The first Diabetes and You meetings were held in Blackwater and we had 13 patients in attendance, 12 of which attended both 2.5 hr sessions in May and June.

We had great feedback and plan to run the courses from the village hall in Blackwater again, at least quarterly.

Tarna tells us 'They were a fantastic group to work with. They definitely benefitted from having peer support, they shared experiences and enjoyed working in smaller groups to complete group activities.'

Please could all Practice Nurses remember to put the patients onto their waiting lists and we will invite them to the next course.

For more details email Tarna at [tarnamorrison@nhs.net](mailto:tarnamorrison@nhs.net).



## DIABETES AND YOU

### Participant Feedback from May/June course



PS Coming soon !!! Accessibly Diabetes and You for people with learning disabilities

# More awareness days coming soon

## JUN 12 - 18 - MENS HEALTH WEEK

This annual event is organised by the Men's Health Forum and aims to raise awareness of preventable health problems that disproportionately affect men and encourage them to gain the courage to tackle their issues.

The iPhone was born in 2007. Those born in the same year will turn 16 this year. They've grown up with a high-performance computer in their pocket. What are the implications for men's health?

Every single app you use on it knows this full well and is designed to keep you using it. But what about when it starts costing money, relationships, work... ?

For this year's Men's Health Week, we'll be developing new information resources on internet-fulled addictions.

<https://www.menshealthforum.org.uk/mhw>

## MEN'S HEALTH WEEK

MEN'S HEALTH FORUM

## SMART PHONE. STUPID O'CLOCK.

Too much time on your tech? Phones and laptops can pull you in and stress you out. Turn them off and try the CAN DO challenge.



MEN'S HEALTH WEEK

#menshealthweek  
#screenbreak  
#canidochallenge  
www.healthforum.org.uk/mhw

Take a screen break

## DIABETES WEEK

12-18 June 2023

## JUN 12 - 18 - DIABETES AWARENESS WEEK

Diabetes doesn't stop, but neither do you. You juggle the ups and downs, you face diabetes head on every morning (whatever your blood sugar!) and you don't let it hold you back. So, this Diabetes Week, we want to celebrate everything that makes you, you. Because you're so much more than your numbers.

<https://www.diabetes.org.uk/>

## JUN 14 - WORLD BLOOD DONOR DAY

The slogan for 2023 World Blood Donor Day campaign is "Give blood, give plasma, share life, share often." It focuses on patients requiring life-long transfusion support and underlines the role every single person can play, by giving the valuable gift of blood or plasma. It also highlights the importance of giving blood or plasma regularly to create a safe and sustainable supply of blood and blood products that can be always available, all over the world, so that all patients in need can receive timely treatment.

<https://www.who.int/campaigns/world-blood-donor-day/2023>



## JUN 19 - 24 - CERVICAL SCREENING WEEK



Jo's Cervical Cancer Trust raises awareness and shares information about cervical screening (smear tests) including tips, experiences, and work with experts to help those who find cervical screening difficult.

<https://www.jostrust.org.uk/information/cervical-screening/cervical-screening-tips>

<https://www.macmillan.org.uk/cancer-awareness/cervical-screening-awareness-week>

## JUN 19-25 : LEARNING DISABILITY WEEK

This year we want to show the world the incredible things that people with a learning disability achieve, smashing misconceptions about what people can do and shining a light on the stigma many still face every day.

<https://www.mencap.org.uk/LDWeek>

## JUN 24 - ARMED FORCES DAY HERE IN CORNWALL

Armed Forces Day is a chance to show your support for the men and women who make up the Armed Forces community: from currently serving troops to Service families, veterans and cadets. There are many ways for people, communities and organisations across the country to show their support and get involved.

This year Falmouth is the host so as we are all Veteran Friendly accredited practices we need to reach out and support and help advertise what a great celebration it will be right on our doorstep.

<https://www.armedforcesday.org.uk/>



#VeteranFriendlyGP

RCGP Royal College of General Practitioners NHS

## GP COMMUNICATION RESOURCES

Ahead of the public campaign around the primary care recovery plan, NHS England has shared this [quick access resource pack](#) of existing GP materials that are available for your use.

It includes information on the general practice team, access routes and staff respect.



# HAPPY PRIDE MONTH

Every year, during the month of June, the LGBTQ community gets together to celebrate Pride in many different ways. This special month is host to many events that recognise the influence and positive change that LGBT people have brought to the worldwide community over the years. Why is Pride held in June? This was when the Stonewall riots took place back in the 60s. But more of that a little later.



Pride Month commemorates the Stonewall uprising, which occurred in June 1969. The first Gay Pride Liberation March was held in Manhattan in 1970 to mark the one-year anniversary of the uprising. However, it would take a further 30 years before Pride Month became official. Let's take a closer look at the history.

## **The Stonewall Riots**

In the early hours of the 28th of June 1969, police raided the Stonewall Inn in New York City. Three nights of unrest and riots followed as the LGBT people started fighting back against the police brutality and prejudice they had been victims of for too long. The anniversary is a reminder to LGBTQ people and the world how important it is to stand together in defiance of those seeking to divide us. Back in Britain, not long after the Stonewall riots took place, the British chapter of the Gay Liberation Front was founded. The first Gay Pride Rally took place in 1972 in London. The rest, as they say, is history.

## **The Evolution of Pride Month**

What started out as a protest back in 1969 is now a celebration and symbol of hope for LGBTQ+ communities around the world. However, there is still so much work to do. While a lot of progress has been made, there are many LGBTQ people in repressive settings that still need to live and love the way they choose to under the radar. Pride will continue to grow and evolve to help communities worldwide to gain the rights they deserve and make a stand wherever necessary.

## **How Pride Month is Celebrated Today**

Today, Pride celebrations include parades, parties, picnics, peaceful protests, concerts, workshops and so much more. LGBT events around the world attract millions of participants and everybody, gay, straight, in or out, is welcome to attend.

Memorials are also held during Pride Month to remember members of the community who have lost their lives to HIV/AIDs or hate crimes



**BODMIN PRIDE - JUNE 17**  
PRIORY CAR PARK, PL31 2DE, 11:45AM - 6PM

**BUDE PRIDE - JULY 01**  
THE CASTLE, EX23, 11:45AM - 6PM

**PENZANCE PRIDE - JULY 08**  
PROMENADE, TR18 4HH, 11:45AM - 6PM

**REDRUTH PRIDE - JULY 15**  
THE BUTTERMARKET, TR15 2AU, 11:45AM - 6PM

**NEWQUAY PRIDE - JULY 22**  
KILLACOURT, TR7 1DT, 11:45AM - 8PM

**CORNWALL PRIDE (TRURO) - AUGUST 26**  
LEMON QUAY, TRURO, TR1 2LW, 11:45AM - 8PM

## **CORNWALL PRIDE**

A range of LGBTQ+ help & support is available from Cornwall Pride and our partners.

Get help right now or access support services like community LGBTQ+ sports groups and well-being. This website signposts you to support all over Cornwall and support available from certain organisations nationally.

Cornwall Pride also has an initiative called Penguin Soup which offers mental health workshops free of charge to anyone who feels they need them.

Our support initiatives are kindly supported by our partners and generous donors helping deliver help and support in Cornwall's LGBTQ+ community where it's needed most.