

Coventry Navigation PCN 2024 Round Up Newsletter

A Big Thank You!

The PCN Clinical Director and PCN team would like to express their sincere gratitude to all the practices for their hard work and dedication throughout the year.

We also want to thank our patients for their continued engagement and for attending our community events. Your participation makes a real difference in improving healthcare in our community.



PCN Enhanced Access Clinics

Extended Hours for Your Convenience

Our PCN Enhanced Access Clinics have been a resounding success! Patients appreciated the opportunity to book appointments outside of regular office hours, and practice teams have found them to be a valuable addition to their services

Table of Enhanced Access Appointments delivered October to December:

Month	GP	*All Other Clinicians	Totals
October	714	633	1,347
November	979	645	1,624
December	885	543	1,428
Average	859	607	1,466

Community Events

Thank you to everyone who made our community events such a success! It was wonderful to connect with patients directly, share information about available services, and learn more about your health needs. We look forward to seeing you at our next event



NHS App Drop-In Sessions

Our PCN Digital Team, in collaboration with CovConnects, Coventry Watch Centre, Coventry Council, and local libraries, hosted 40 well-attended drop-in sessions across 10 Coventry locations. These sessions provided valuable support to patients in understanding and utilising the NHS App, including registration and navigating round the app

To download and use the app, click this link: <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/>

Topic 5 - Joy Non-Clinical Social Care

The Joy project has been a significant undertaking, but we are starting to see the positive impact it has on both patients and practice teams. Recognising that many health issues cannot be resolved solely through medical intervention, Joy helps streamline access to non-clinical social care services. Explore the Joy Marketplace to discover a range of services, some of which do not require a referral.

We encourage practices to link the Marketplace directly on their websites

for easy patient access. The PCN Digital Team can assist you with this on request



Social Media

We have invested time in building our social media presence to provide an easy-to-access communication channel for those who prefer to stay updated on news, events, and important information. Follow us on (insert social media platforms) to stay connected!

We have also launched a new PCN Website with a new address. Its designed to be easy to use and find useful information quickly, for example the directory of member Practices

Point your phone camera to this square code and touch the link when it appears
It will take you to our Social Media options so you can interact and keep informed



Diabetes Lions Group

The Diabetes Lions Group has been a continued success, providing a valuable space for people with diabetes to come together, socialise, and learn more about managing their condition effectively

Diabetes is a pressing global concern with dire long-term health implications. Alarmingly, many individuals, particularly those in South Asian communities, are vulnerable due to their dietary and lifestyle habits. In the UK, 4.3 million people in the UK live with diabetes. 850,000 people could be living with diabetes who are yet to be diagnosed. Among the two prevalent types - Type 1 and Type 2 - the latter is more widespread. Around 90% of people with diabetes have type 2 diabetes. Our recent event aimed to amplify awareness regarding diabetes-associated risks and complications. It also focused on empowering individuals to adopt healthier lifestyles, thereby reducing the chances of developing Type 2 diabetes. The Lions Club of Coventry Godiva is dedicated to hosting such events annually, furthering diabetes awareness in local communities.

Website for more information: godivalions.org.uk/diabetes

Digital Inclusion

The PCN has formed a strong working partnership with CovConnects and the Coventry Watch Centre to address digital inclusion. We are committed to providing access to devices, data, and training to those who wish to improve their digital literacy. We look forward to expanding this valuable service in 2025.



2025, What's Next from the PCN?

Exciting things are on the horizon for the PCN in 2025! We're committed to continuously improving the patient experience, and we have several initiatives in the works

- **Patient Digital Journey:** We're working on making it even easier for you to access and use our digital services, from booking appointments online to managing your prescriptions through the NHS App.
- **Digital Inclusion:** We'll continue to partner with CovConnects and the Watch Centre and develop the programme to provide devices, data, and training to help everyone get online and stay connected.
- **Social Care Impact:** We're gathering data and insights to better understand the impact of our social care services, so we can continue to improve and expand these vital programs.
- **Local Services:** we'll be featuring more local services available to the community, including some fantastic volunteer and small grass roots organisations in Coventry
- **Tech for Well-being:** We're exploring new ways of working and technology solutions that can help you achieve your health and well-being goals, whether you're looking to manage a chronic condition or simply live a healthier lifestyle.
- **Meet the Team:** We'll be featuring more bios of our talented PCN team members on our social media channels, so you can get to know the people who are working hard to improve your healthcare experience.

We're excited about the future of the PCN and working with Member Practices and the Community, and we look forward to working with you

Visit the PCN Website and join the mailing list now

<https://www.coventrynavigationpcn.nhs.uk/>