

Transformation

- By working more closely together, 4 of the 5 York Central PCNs are now using Klinik (for treatment and urgent care workflow) and are moving towards a single patient record system.
- We are shaping community Diagnostic Hub conversation through their GP federation (Nimbus) with a view to maintaining the Askham Bar Vaccination Centre as a primary/community care hub for York residents.

In the Spotlight

- Exceeding pre-pandemic rate of primary care appointments.
- All 5 PCNs are working together in a single provider organisation (Nimbus).
- Nimbus has become the voice of York Central GPs at York 'place'.
- Involved in Urgent Care transformation to inform 'place' redesign.



On Track

- Delivered IA and Opel 4 cover in 2020-21 and shaped the collaborative future of PCNs in central York.
- Achieved the NHS England model for primary care in York at multiple levels.
- Expanded capacity by employing locum nurses and GPs with more sessions to cover annual leave.
- Released partner sessions and increased practice management to ensure efficient practice functioning and setting up of the vaccination programme.
- Supported the established of COVID oximetry@home.

York Central in Numbers

There are 11 practices and 5 PCNs which make up York Central. This area is coterminous with City of York Council.

Across the Vale of York CCG, there was over 167,000 appointments in March 2021 and York Central PCNs have 10% more appointments available now than pre-pandemic.

Face to face appointments in York Central PCNs are currently at 90% capacity.

York Central PCNs End of year review

Engaging with our Communities

- Built on relationships already established with other central York stakeholders through York Health and Care Collaborative to locally define delivery of Ageing Well, Frailty, and population health/inequalities agendas for York 'place'.
- We have provided increased support for vulnerable and housebound patients, engaged additional GPs and Mental Health Practitioners (not funded via ARRS), and created an access team to review and improve access for patients.
- Improved system networking by linking with wide range of stakeholders including community pharmacy as part of the vaccination campaign.

Our workforce

PCNs across Central York utilised an average of 73% of available ARRS funding with £1,077,000 invested in additional roles.

New posts include: Pharmacists, Practitioners, Primary Care Mental Health Workers, Physician Associates, Social Prescribing Link Workers, Health and Wellbeing Coach, and Care Coordinators.

Priory Medical Group recruited primary care mental health workers to support patients in advance of the Additional Roles funding expected in 2021/22 and, in doing so, have established a model now being replicated by other York Central PCNs.

4 out of 5 PCNs are Exceeding LD checks target

Our Covid-19 response



- Established Covid SPA to support patients at high risk of rapid decline and supported asylum seekers and Peppermill Court services.
- Mass flu and covid vaccination (local and national) delivered through Nimbus at the Askham Bar Vaccination Centre.
- Over 200,000 vaccines delivered across the 5 PCNs, of which over 173,000 were delivered to CYC residents.

Transformation

- Worked with partners to establish earlier diagnosis and earlier support for patients with dementia.
- Development of new same day urgent care pathways.
- Improved pathways of care for people with mental illness.
- Partnership working with community services to provide better joined up care.
- Increased the number of people who are seen in 2 hours in a crisis.
- 40% increase in health checks for people with serious mental illness.
- New posts to support people with cancer and those at end of life.
- Development of new heart failure pathway.
- Implemented a new first contact physiotherapy service.
- 50% increase in recording patients with a recognised learning disability - facilitating improved support.
- Introduced a new holistic nurse-led review for all cancer patients.
- 29% increase in severe mental illness checks.

82.1% LD checks complete

EXCEEDING TARGET

In the spotlight

- Vaccination roll out, volunteer network, new surgery openings, General Practice 2020 award wins and PCN of the Year all featured in the local and regional media.
- Social media development with practices and patients to ensure clear messaging on COVID-19 vaccines, NHS App downloads and health awareness.
- Campaigns to support additional roles: 'What is a PCN?'
- Our work with care coordination has a national profile.

Our patients

We are a rural Primary Care Network made up of 7 practices covering approximately 600 square miles across the Vale of York and North Yorkshire.

Throughout the COVID-19 pandemic we offered alternative ways of accessing primary care, including e-consultations and telephone triage.

We also maintained face-to-face appointments for those who have needed them and improved access to MSK services.

South Hambleton & Ryedale PCN
End of year review

Our workforce

Additional workforce to enhance the primary care team includes recruitment **10 new posts** - the highest uptake of additional roles in the Vale of York.

These roles include: Clinical Pharmacists, Social Prescribing Link Workers, Care Co-ordinators, First Contact Practitioner Physiotherapists and Pharmacy Technicians.

The team will increase to include an Occupation Therapist, Nursing Associates and First Contact Mental Health Practitioners over the next few months.

Engaging with our communities

- Building partnerships and networks across health, care, local authorities, district councils and the voluntary sector
- Designing urgent care for a rural community
- Involving people who have Parkinson's in shaping joined up personalised care
- Delivered an extensive neighbourhood-based flu campaign that led to exceptional uptake.
- Improved how we contact patients who find it hard to access our services.
- Easingwold community services review
- Focus on dementia.

94% COVID-19 vaccination rate



Our COVID-19 response

- Set up two vaccination sites in Easingwold and Pickering.
- Achieved 94% in cohorts 1 to 9.
- Fantastic partnership working with a huge network of volunteers, and partners in the district councils and county council.
- Vaccinations delivered at home for our most vulnerable residents.

Transformation

- Established a **frailty clinic** at Selby War Memorial Community Hospital in partnership with colleagues from the Trust, and community therapy teams – one stop clinic to provide a comprehensive assessment for those needing support.
- Enhanced **services for home visiting** through the addition of paramedic roles across the PCN.
- Worked with partners to enhance primary care based **mental health services** through the appointment of new mental health practitioner roles.
- Supported patients through the social prescribing link worker service, **supporting and signposting** patients to services across the Selby District.
- Delivered **12 week programmes of support** through health and well being coaches.
- Worked with our patients to develop **improved services** around blood pressure monitoring and hypertension.



On Track

- Focus on structured medicines review for patients on more than 10 medications.
- Over 80% of women attending for cervical smear tests with extra clinics established.
- Focus on cancer pathways.
- Health and Wellbeing Coaches - 112 referrals and over 450 consultations in 4 months.
- Social Prescribing Link Worker - 115 home visits and 397 calls in 6 months.

Engaging with our communities

- Campaigns to raise awareness of additional roles.
- Vaccination roll out and volunteer network both featured in the local and regional media.
- Social media development with practices and patients to ensure clear messaging on COVID vaccines, NHS App downloads and health awareness.
- Communications around 'what is a PCN?'

Who Are We?

Tadcaster and Rural Selby Primary Care Network
3 practices: South Milford, Sherburn in Elmet, and Tadcaster.

A rural primary care network that is ~34 square miles with a patient population of over 28,000 people.

Tadcaster and Rural Selby PCN End of year review 20-21

Examples of Support

Signposting and connecting people to:

- Welfare and benefits advice
- Debt management support
- Volunteering opportunities
- Mental Health and wellbeing advice
- Access to aids and community equipment
- Assistance with applications – attendance allowance, disability home improvements and housing applications.
- Information and support to attend local groups

Our workforce

Additional workforce to enhance the primary care team with additional roles including:

Care Coordinators, Social Prescribing Link Worker, Health and Wellbeing Coaches, and Paramedics

Currently recruiting: Mental Health Practitioner, Primary Care Network Manager, and Pharmacists.

Our Priorities

- Supporting patients with hypertension
- Obesity
- Cardiovascular disease
- Urgent same day primary care response

Our Covid-19 response



- Set up of clinics to deliver the vaccination. Working with partners to set up the vaccinations at the airfield.
- Over 30,000 vaccines delivered.
- Partnership working with a huge network of volunteers, and partners in the district councils and county council.
- Vaccines delivered at home for our most vulnerable residents

Our priorities

- **Primary and community care** redesign
- **Community engagement**
- **Strategic partnership** and Assets
- **Population health management** – focusing on the needs of our communities to deliver the ambition for a healthier and more equal Selby.
- Specific **focus on dementia, mental health, obesity, frailty and cardiovascular disease.**
Future focus on vulnerable children.

Our COVID-19 response



- Set up of the Summit joint vaccination programme and site.
- Over 41,000 vaccine doses delivered.
- 100% of our population with learning difficulties have received the COVID-19 vaccine.
- Achieved 94% in cohorts 1 to 9
- Partnership working with a huge network of volunteers, and partners in the district councils and county council.
- Vaccinations delivered at home for our most vulnerable residents

Engaging with our communities

- Vaccination roll out, volunteer network and new surgery openings all featured in the local and regional media.
- Working with voluntary and community sector colleagues on mental health.
- Social media development with practices and patients to ensure clear messaging on COVID-19 vaccines, NHS App downloads and health awareness.

Who Are We?

Selby Town Primary Care Network
4 practices: Beech Tree Surgery, Escrick Surgery, Posterngate Surgery, and Scott Road Medical Centre.

We are an urban Primary Care Network with a patient population of over 50,000.

Our workforce

We have appointed additional workforce to enhance the primary care team for our patients. Including an additional 11 new posts.

Roles include: Clinical Pharmacists, Social Prescribing Link Workers, Care Co-ordinators, First Contact Practitioner, Physiotherapists and Pharmacy Technicians.

Recruiting to: Health Care Assistant focussing on LD and SMI, Primary Mental health Workers and Advanced Nurse Practitioner.

Selby Town PCN End of year review 20-21

Working towards a healthier, more equal and more resilient Selby.



Our ambition

We will keep working to improve:

- Patient experience.
- Quality of care.
- Population health.
- The experience of primary care, community health and care staff.

Transformation

- Provided additional support for our patients with learning disabilities to support annual health checks and care planning - 82% of LD patients have had health checks.
- Invested in new primary care posts to support patients with dementia and their families, significant increase in the number of people receiving a diagnosis and earlier support.
- Participated in a Yorkshire and Humber programme to improve the health of our community (population health management approach with a focus on frailty and hypertension).
- Co-created a frailty clinic at Selby War Memorial Community Hospital to provide a comprehensive assessment for those needing support.
- Established a new mental health partnership group to improve links between services, and to develop shared priorities for improving the mental health of our communities.
- Worked with partners to redesign urgent care services across the Selby District: developing an urgent treatment centre model and improving same day access for urgent primary care.