

HILLVIEW  
ST STEPHEN'S  
MAPLE VIEW  
THE DOW  
ELGAR HOUSE  
THE BRIDGE

August 2021

Hello and welcome to our Primary Care Network Newsletter, to bring you information and updates on the progress of your PCN. During this coronavirus period your GP surgeries are still open and working hard to support all our patients, whilst protecting our staff and vulnerable patients.

Kingfisher PCN practices share a vision to support and empower patients and carers wherever possible with an effective range of self-management options.



The PCN website is being developed as a patient facing platform with the key intention of presenting an effective range of options and solutions for patients to manage their own needs.

**THE TEAM SO FAR:**

**CLINICAL PHARMACIST**

Nancy Bryan

**FIRST CONTACT PHYSIOTHERAPIST**

Melanie Clarke | Jason Siluvaimani

**PHARMACY TECHNICIAN**

Sally Hale

**PHYSICIAN ASSOCIATES**

Henna Zulfiqar

Shariq Mazhar

Clare Potter

**CARE COORDINATOR**

Sherree Salter | Chianne McGowran

**WELCOME TO OUR NEW RECRUITS!**

**CLINICAL PHARMACIST**

Rachel Durman 1st September

## Clinical Pharmacist



**Nancy Bryan**

“Hi my name is Nancy. I’m a pharmacist that joined the PCN in December 2020. My role involves talking to patients about their medication changes when they are discharged from hospital and answering medicines related queries from patients and colleagues. Since starting at the PCN I have been regularly diluting vaccines at the Covid vaccination clinics and I have been setting up the GP community Pharmacist Consultation Service.”



## Pharmacy Technician

**Sally Hale**

“Hi, my name is Sally and I am the Pharmacy Technician for the PCN. I joined in February 2021 having recently located back to England from Wales. I have over 17 years experience of working as a technician, having worked in hospital, community and doctors surgeries. Since joining the PCN I have been assisting with clinic letters and running various audits across the practices. I am currently ensuring that all patients requiring a steroid emergency card are issued one. I have also spent time working at the Winyates Covid clinics, helping to dilute the Pfizer vaccines. I have recently started CPPE course and am looking forward to gaining more experience working with all of the practices.”

## Physician Associates



**Henna Zulfiqar**

“Hey I am Henna, I’m a physician associate currently working at Maple View Medical Practice. I started working here at the beginning of December, I have had my own list of patients since qualified with blocks of supervision with doctors. My day involves telephone and face to face consultations. Everyday is a learning day. I have learned a lot since qualified and hope to continue to learn as I gain more confidence and independence as a physician associate.”



**Shariq Mazhar**

“Hi, I’m Shariq. I’m a Physician associate working at St Stephens surgery. For the past 6 months I’ve had my own patient lists, which are supervised by doctors. I have a great support network around me which include doctors, nurses, pharmacists, physician associates and other healthcare professionals. The more time I spend seeing/talking to patients the more I learn and grow within my role. I very much look forward to developing in my position and gaining the confidence to practice safely.”



**Clare Potter**

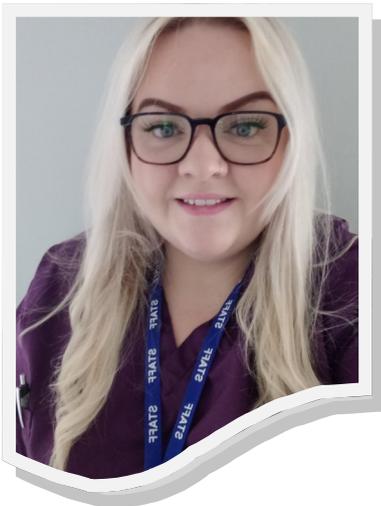
“I’m Clare, a Physician Associate who has worked in general practice in Redditch for the last 5 years. I can see patients for most medical problems and will seek guidance from a P if needed. I am particularly interested in working with patients in regards to their mental health. My role for the PCN includes supervising other PA’s and PA students.”



## Care Coordinator

### **Sherree Salter**

“I’m Sherree, I joined the PCN as Care Coordinator in December 2020 and to date I have been coordinating Covid clinics which ran at Winyates Health Centre, along with booking patients into these clinics for the practices. I am also coordinating our PCN holiday requests and creating induction timetables for the new starters. Going forward, I will be introduced to the frailty team that cover our care homes.”



### **Chianne McGowran**

“I joined the PCN as Care Coordinator in June 2021 and I have been creating our newsletters and website to give staff and patients information and updates on the PCN. I support our Covid clinics when needed along with booking patients into these clinics on behalf of the practices. I will also be coordinating our frailty team that covers our care homes so I am currently learning how the frailty team will work.”

## First Contact Physiotherapist



**Melanie Clarke**

“As a first contact practitioner (FCP) within the PCN framework, I work as an experienced physiotherapist who has the advanced skills necessary to assess, diagnose and recommend appropriate treatment or referral for musculoskeletal (MSK) problems on a patient’s first contact with healthcare services. In the UK, an average of 30% of GP appointments are for MSK problems. Having physiotherapists work within GP practices and take over these appointments, means that patients get seen quicker and recover faster; Plus the workload is reduced for GP’s helping to ease the pressure off general practice.

As an experienced clinical practitioner I am in the position to offer advanced diagnosis immediately; provide individualised advice and exercises or refer for further testing/screening. I am experienced enough to look out for and recognise Red flags, systemic illness and treat patients from a holistic healthcare approach.”



**Jason Siluvaimani**

“As a first contact practitioner I can give quick access to expert Musculoskeletal assessment, diagnosis, treatment and advice. The short-term problems are treated faster, preventing them from becoming chronic. I will be able to refer patients for investigations such as x-rays, blood tests etc. I can also prescribe medications and will offer customised treatment plans depending on the patient’s needs. I have experience in doing joint injections as a part of managing the pain. Patients can have the opportunity to get lifestyle and physical activity advice from a qualified professional.”

## Social Prescribers

### **Claire Lojko**

“My job title is Community Health and Wellbeing Lead.

I work for Worcestershire Association of Carers but commissioned by the PCN to deliver the Social Prescribing and Lifestyle Advisors services.

Social Prescribing offers support to patients who are experiencing social/emotional issues and we use signposting in order to support their needs and overcome the problems they are facing.

Lifestyle Advisors support and motivate patients to make positive lifestyle changes, focusing on the 5 key areas of health including healthy eating, increasing physical activity levels, reducing alcohol, smoking cessation and improving wellbeing.”



**Jo Pearce**



**Tricia Pridding**

## Frailty Team

### Helen Abdullah ACP



“Hello, my name is Helen and I am an Advanced Nurse Practitioner. I have many years of community nursing experience working as a Specialist Respiratory Practitioner in COPD and also a Community Matron for long term conditions. In the past have been involved in setting up and developing new services including a community COPD service, case management team, falls service and an enhanced care team.

My new role in the Frailty Team will give me the opportunity to work collaboratively within the community providing comprehensive personalised care to residents of care homes and nursing homes with an aspiration that this will develop into proving this service for residents still living at home. The aim of the service is to move away from traditional reactive models of care to a service providing proactive management plans for residents with complex care needs.”



# PPG

The **Patient Participation Group** consists of patients who wish to be involved in the local practice whilst taking an active role in the development of local health services.

The purpose of the group is to facilitate patients and the practice staff working together to share ideas to help improve the services offered at the practice in addition to sourcing out any local community services that would help enhance aspects of the patients lives.

**Our next PPG meeting is on the 2nd September**

**Have your say in new developments  
of your local health services.**



# Clinical Leadership

Kingfisher PCN has a strong clinical representation with an elected lead GP from each member practice representing their practice their practice and forming the core membership of the Kingfisher PCN Board is the key decision maker in terms of driving meaningful change. Kingfisher PCN has wealth of overreaching clinical leadership; provided by 2 Clinical Directors– Dr Rich Burling and Dr Jonathan Wells.



**Dr Rich Burling**  
**Clinical Director**



**Dr Jonathan Wells**  
**Clinical Director**

“I’ve been looking after Cedars Nursing Home for many years under the local Care Home Enhanced Service: I spend Thursday afternoons dealing with this instead of doing a surgery. The idea is that providing regular structured care will prevent problems arising and reduce calls to the surgery on other days of the week, and in general this has been working well, although inevitably calls do continue to come through at other times throughout the week.

The current practice-based arrangements terminate at the end of September to be replaced by a new PCN-wide Enhanced Service for Care Homes, with system-level responsibility for delivery, in essence meaning the PCN’s and the Health & Care Trust. Helen Abdullah has been seconded by H&CT to lead the newly formed Kingfisher PCN Frailty Team, which will bring together a range of professionals including GPs, Advanced Clinical Practitioners (ACPs), PCN Pharmacists, PCN Care Coordinators and Community Nurses to care for all Kingfisher care home patients. We are also considering the possible introduction of PCN Nursing Associates. Helen accompanied me on my Cedars round last week and I was greatly impressed by her detailed plans for this service, which will build on and improve what has gone before. The ambition for the Frailty Team isn’t limited to the care homes either- we aim to expand the team and provide structured and anticipatory care to our frail housebound patients as soon as we are able to.”

-Dr Jonathan Wells



# GP Board Leads

Dr Meeraj Shah

**Elgar House**



Dr Tessa Franklin

**The Bridge**



Dr Rich Burling

**Maple View**



Dr Kerry Walsh

**St Stephen's**



Dr Jonathan Wells

**Hillview**



Dr Amy Howell

**The Dow**



# Management Team

**Andrea Guest**

**Kingfisher PCN Director**



**Linda Pratt**

**Hillview Practice Manager**



**Judy Langford**

**Kingfisher PCN Manager**



**Jonathan Wells**

**Clinical Director**



**Rich Burling**

**Clinical Director**



# Glossary

- PCN– Primary Care Network
- FCP– First Contact Physiotherapist
- MSK– Musculoskeletal
- COPD– Chronic Obstructive Pulmonary Disease
- CPPE– Centre for Pharmacy Postgraduate Education
- GP– General Practitioner



# Awareness

## Emergency Services Day– September 9th

Emergency Services Day begins at 9am on 9th September (9th hour of the 9th day of the 9th month) with two minutes' silence to remember the more than 7,500 members of the emergency services who have been killed as a result of their duties.

## National Fitness Day - September 22nd

National Fitness Day is a chance to highlight the role physical activity plays across the UK, helping us raise awareness of it's importance in helping us lead healthier and active lifestyles. This day sees a huge range of activity options enjoyed by participants of all ages, such as 'plank offs', yoga and pilates classes, treadmill challenges, high street HIIT classes, dance offs, mass walks and many more.

## Worlds Biggest Coffee Morning– September 24th

People all over the UK host their Coffee Mornings and donations on the day are made to Macmillan. The first ever Coffee Morning happened way back in 1990. It was a rather small affair with a simple idea: guests would gather over coffee and donate the cost of their cuppa to Macmillan in the process. Since then, Coffee Morning has raised over £275million for Macmillan.

## Covid update

### **More than 89 million vaccines have now been administered in England by the NHS**

Health chiefs are encouraging more pregnant women to get their COVID-19 vaccine, as new data shows that 51,724 pregnant women in England have received at least one dose.

Coronavirus remains a serious health risk. Find out how to manage the risks and protect yourself and other by visiting [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Find out which coronavirus test you should get by visiting NHS.UK. Find out about the different types of coronavirus (COVID-19) tests and ho to get tested.

### **From 16th August– England**

If you're fully vaccinated or under 18, you will not need to self-isolate following close contact with someone who has COVID-19. You'll still need to take a PCR test and self-isolate if it's positive.



Check out our website!  
[www.kingfisherpnc.nhs.uk](http://www.kingfisherpnc.nhs.uk)

