

**Meet the team:**



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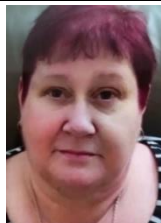
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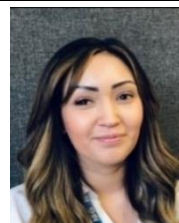
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**Welcome to our new PCN team members:**

<p><b>Dawn Allen – Care Coordinator</b></p> 	<p>I have been working in Bedford Hospital for over 20 years. Including A &amp; E, Care of the Elderly and phlebotomy, along with a variety of different departments. My role at the PCN includes:</p> <ul style="list-style-type: none"> <li>○ QOF Dementia reviews</li> <li>○ QOF L &amp; D reviews</li> <li>○ QOF SMI reviews</li> <li>○ Phlebotomy</li> <li>○ Flu vaccinations</li> <li>○ Diabetic foot reviews</li> <li>○ Supporting patients/carers/family with advice, referrals, and signposting</li> </ul>
<p><b>Natalie (Nat) Walople – Social Prescriber</b></p> 	<p>Hi, my name is Natalie. I am a mother to 3 beautiful children and live in Bedford.</p> <p>Since leaving school, I have always worked within the care industry. I worked in the operating theatres for 10 years then moved on to be a shift manager for NHS 111 for 8 years and now currently work for East Bedford PCN as a social prescriber. As a social prescriber I can meet many different types of non-clinical need, ranging from support and advice if you are experiencing debt, unemployment, housing, or mobility issues to tackling loneliness by building social connections through joining local community groups, such as walking, singing or gardening groups. I am very passionate about this role and find it very rewarding to be part of such an incredible team.</p>
<p><b>Gabi Pascari – Maternity Social Prescriber</b></p> 	<p>I am Gabi, for 17 years I worked in childcare and the last 7 years as a first aid trainer, with focus on pediatric / families.</p> <p>I now work as a Maternity Social Prescriber within the Wellbeing Team.</p> <p>This is an amazing, new, and challenging role, where I work, together with expectant mums, on identifying their social needs for good health and wellbeing, finding the right professionals, services, charities, classes, local groups etc that can offer the support that the mothers need.</p> <p>Also, part of my role is to interact with BAME and East European Communities, to identify barriers that the expecting mothers encounter in engaging with medical services and work, together with other professionals, on accessibility and reducing the barriers.</p>

## PCN Events

The PCN Wellbeing team continues to push forward with proactive social prescribing – reaching out to the community. On Wednesday 10<sup>th</sup> June we hosted a diabetes information session at London Road. Diabetes UK came along with leaflets and talked to patients, GP Dr ponanni, and some of the admin staff helped taking bookings for health checks/ BP measurements. Over 40 people attended a great session. We hope to be repeating this at Putnoe later in the year.

As well as our monthly coffee morning at Christ the king Church, to cover London rd. surgery and Cauldwell MC, we have now started attending Woodside church drop-in every month as well, this gives us the opportunity to access Putnoe/ Linden patients.

**LD Event - 20<sup>th</sup> September** we are hosting an LD information event at London Rd  
 We will also be present at the **Cauldwell MC open day on 19<sup>th</sup> September**

Other events planned this autumn (dates TBC).

Childhood immunisation Event

Population health – BAME – Diabetes event

**Services for People with a Learning Disability and East Bedford PCN are holding a:**

### Learning Disability Drop-In Session!

This is a drop in event open for patients with a Learning Disability and their carers!

If you are registered at London Road Health Centre, Linden Road, Cauldwell Medical Centre or Putnoe, then please drop in.

**Wednesday 20<sup>th</sup> September 2023**

You can pop in anytime between **11am -1pm!**

London Road Health Centre  
 84-86 London Rd,  
 Bedford MK42 0NT

**Find out about**

- Annual Health checks ✓
- Cancer Screening ✓
- Constipation ✓
- Lung Checks ✓
- Healthy Eating ✓
- Lifestyle ✓

**health check**

For More information Contact the team  
 Email: [blmkicb.eastbedfordpcn-sp@nhs.net](mailto:blmkicb.eastbedfordpcn-sp@nhs.net)

East London NHS Foundation Trust

## OPEN DAY CAULDWELL MEDICAL CENTRE

Find out about local services available to you and meet the team

Get your flu vaccination!  
(Eligibility criteria applies)

Learn about the different types of appointments available

**19th September 2023**  
 14.30-18.30

**Meet the team:**

- ✓ CMC clinical staff and managers
- ✓ Physiotherapist
- ✓ Wellbeing team
- ✓ Complaints team
- ✓ Care co-ordinators
- ✓ Learning disabilities and mental health specialist staff

To register your interest scan the QR code or go to:  
<https://bit.ly/3DtInTr>

Why not use Bedford Park and Ride? More details at <https://bit.ly/3DvIzI6>

This open day is for all patients registered at Cauldwell Medical Centre

# Coffee Mornings

The Wellbeing Team run a monthly drop in at Christ the King Church Hall on Harrowden Road. This is open to all patients and is supported by a range of local voluntary groups. Patients can have a coffee and a chat and can access advice and support on a wide range of issues including debt, housing, relationships, mental wellbeing, and isolation.

Organization's supporting this include:

- Age UK
- Bedford Pilgrims Housing Association
- Carers in Beds
- Citizens Advice
- Council for Voluntary Services
- Kingsbrook and Cauldwell Big Local
- Noah Enterprise
- Death Café
- Sight Concern
- Community policing team
- Beds fire Service
- Tibbs Dementia Foundation
- East London NHS Foundation Trust



## **\*\* STOPP PRESSS \*\***

The social Prescribing team now attend Project 41 @ Woodside church in Dover crescent once a month.

**COMMUNITY DROP-IN COFFEE MORNING**  
ALL WELCOME

NHS East Bedford Primary Care Network

East Bedford Primary Care Network with your GP surgery are pleased to be hosting a **FREE** drop-in session on the **first Thursday of every month**, between **10am and 12pm** at Christ The King Church Hall, Harrowden Rd, Bedford, MK42 0SP. **Open to all.**

You will be able to access **free** support and information, or you can just pop in for a chat with one of our attending organisations, and a free cup of tea.

We have been recognised as a 'HAPPY CAFÉ' by Action for Happiness.

Come and see **Terry & Natalie** – our Social Prescribers, **Gabriela** our Maternity Social Prescriber; & **Jill** – our Health & Wellbeing Coach for free confidential advice & support.

**Thursday 7<sup>th</sup> September – Thursday 5<sup>th</sup> October – Thursday 2<sup>nd</sup> November 2023.**

We have different organisations and charities attending each month. Please note, not ALL organisations are present each month. Some of the organisations that may be attending are: -

- citizens advice
- Bedford Community Policing Team
- healthwatch Bedford Borough
- ageUK Bedfordshire
- Direction for Bedfordshire
- Beds RCC Bedfordshire Royal Charitable Society
- From IAPT to NHS Talking Therapies: new name, same service
- LINKING LIVES
- Carers in Bedfordshire
- mind
- BLMK
- SKILLS FOR LIFE
- Sight Concern
- BLMK

For more information contact East Bedford PCN [blmk@eastbedfordpcn.nhs.uk](mailto:blmk@eastbedfordpcn.nhs.uk)

HAPPY CAFÉ PART OF THE HAPPY LIFE NETWORK

**COMMUNITY DROP-IN**  
ALL WELCOME

NHS East Bedford Primary Care Network

East Bedford Primary Care Network **Putnoe Medical Centre & Linden Road Surgery** drop-in advice session (No need to book)

You will be able to access **free** support and information, or you can just pop in for a chat with one of our team, and a free cup of tea.

Come and meet our social prescribing team **Terry, Natalie & Gabriela.**

**Thursday 14<sup>th</sup> September 2023**  
**Thursday 12<sup>th</sup> October 2023**  
**Thursday 16<sup>th</sup> November 2023**  
**10am – 12noon**

Other Organisations attending may include:

- citizens advice
- LINKING LIVES
- One Housing
- Beds RCC Bedfordshire Royal Charitable Society

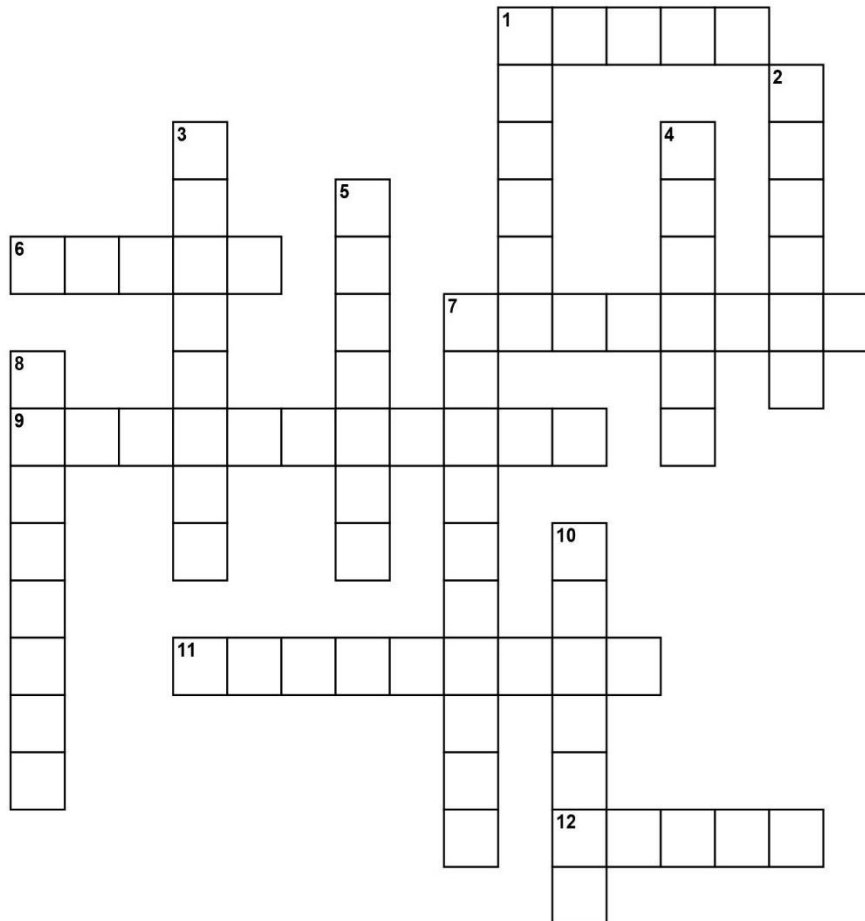
**Woodside Church, Dover Crescent, Bedford MK41 8QH**

This event is organised by Centre 41 Woodside Church

For more information contact East Bedford PCN [blmk@eastbedfordpcn.nhs.uk](mailto:blmk@eastbedfordpcn.nhs.uk)

East Bedford PCN @eastbedfordpcn

# What is Health



## Across

- [1] a settled or regular tendency or practice  
 [6] a person of the same age, status, or ability as another specified person  
 [7] relating to the body as opposed to the mind  
 [9] the surroundings or conditions in which a person, animal, or plant lives or operates  
 [11] the way in which a person or group lives  
 [12] expose (someone or something valued) to danger, harm, or loss

## Down

- [1] a person's mental or physical condition  
 [2] relating to disorders of the mind  
 [3] the passing on of physical or mental characteristics genetically from one generation to another  
 [4] relating to society or its organization  
 [5] having an illness persisting for a long time or constantly recurring  
 [7] the action of stopping something from happening or arising  
 [8] the state of being in good health, especially as an actively pursued goal  
 [10] the customs, arts, social institutions, and achievements of a particular nation, people, or other social group

## Maternity Social Prescribing

A new and exciting collaboration between the PCN and Bedford hospital has seen the introduction of a Maternity social Prescriber. Gabi started with the PCN in May, and has been part of the social prescribing team, firstly learning her craft, and increasingly taking relevant cases. Connections and relationships-built Gabi will now be concentrating on all things mother & baby. Referrals can be done via a task in SystemOne to the wellbeing team, or via a form, which can be accessed by the QR code on our poster.

### MATERNITY SOCIAL PRESCRIBING

We can support Black and Asian women who are pregnant to ensure they maintain their health and that of their baby.

Are you registered with one of these surgeries: Cauldwell Medical Centre, London Road Surgery, Putnoe Medical Centre, Linden Rd Surgery?

Our Wellbeing Team can help you with: -

- Your physical health
- keeping well during your pregnancy.
- Your mental health
- Money issues
- Housing problems
- Advice on jobs & education
- Relationships or isolation
- And more

Please scan the QR code for a form or contact us by email.



حاملہ؟ Pregnant?  
**گर्भवती?**  
 رازبھتی؟ سگاہی؟



Email:

[blmkicb.eastbedfordpcn-sp@nhs.net](mailto:blmkicb.eastbedfordpcn-sp@nhs.net)



#### Bangla

আমরা গর্ভবতী কৃষাজ্ঞ এবং প্রশীয়ে মহিলাদের তাদের এবং তাদের শিশুর স্বাস্থ্য বজায় রাখার জন্য সহায়তা করতে পারি।

আপনি কি এই জিপি ডাক্তারদের মধ্যে একজনদের সাথে নিবন্ধিত: কাউল্ডওয়েল মেডিকেল সেন্টার, লন্ডন রোড সার্জারি, পুটনো মেডিকেল সেন্টার, লিন্ডেন আরডি সার্জারি।

আমাদের ওয়েলবিং টিম আপনাকে সাহায্য করতে পারে: -

- আপনার গর্ভাবস্থায় আপনার শারীরিক স্বাস্থ্য এবং ভালো রাখা।
- আপনার মানসিক স্বাস্থ্য
- টাকার সমস্যা
- আবাসন সমস্যা
- চাকরি ও শিক্ষার বিষয়ে পরামর্শ
- সম্পর্ক বা বিচ্ছিন্নতা
- এবং আরও অনেক কিছু

অনুগ্রহ করে একটি ফর্মের জন্য QR কোড স্ক্যান করুন বা ইমেলের মাধ্যমে আমাদের সাথে যোগাযোগ করুন।

#### Punjabi

ਅਸੀਂ ਉਹਨਾਂ ਕਾਲੀਆਂ ਅਤੇ ਏਸ਼ੀਆਈ ਅੰਰਤਾਂ ਦੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੇ ਹਾਂ ਜੋ ਗਰਭਵਤੀ ਹਨ ਇਹ ਯਕੀਨੀ ਬਣਾਉਣ ਲਈ ਕਿ ਉਹ ਆਪਣੀ ਅਤੇ ਆਪਣੇ ਬੱਚੇ ਦੀ ਸਿਹਤ ਨੂੰ ਬਰਕਰਾਰ ਰੱਖਦੀਆਂ ਹਨ।

ਕੀ ਤੁਸੀਂ ਇਹਨਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਇੱਕ ਸਰਜਰੀ ਨਾਲ ਰਜਿਸਟਰ ਹੋ: ਕੌਲਡਵੈਲ ਮੈਡੀਕਲ ਸੈਂਟਰ, ਲੰਡਨ ਰੋਡ ਸਰਜਰੀ, ਪੁਟਨੋ ਮੈਡੀਕਲ ਸੈਂਟਰ, ਲਿੰਡਨ ਆਰਡੀ ਸਰਜਰੀ

ਸਾਡੀ ਤੰਦਰੁਸਤੀ ਟੀਮ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੀ ਹੈ: -

- ਤੁਹਾਡੀ ਗਰਭ ਅਵਸਥਾ ਦੌਰਾਨ ਤੁਹਾਡੀ ਸਰੀਰਕ ਸਿਹਤ ਅਤੇ ਠੀਕ ਰਹਿਣਾ।
- ਤੁਹਾਡੀ ਮਾਨਸਿਕ ਸਿਹਤ
- ਪੈਸੇ ਦੇ ਮੁੱਦੇ
- ਰਿਹਾਇਸ਼ ਦੀਆਂ ਸਮੱਸਿਆਵਾਂ
- ਨੌਕਰੀਆਂ ਅਤੇ ਸਿੱਖਿਆ ਬਾਰੇ ਸਲਾਹ
- ਰਿਸ਼ਤੇ ਜਾਂ ਅਲੱਗ-ਥਲੱਗ
- ਅਤੇ ਹੋਰ

ਕਿਰਪਾ ਕਰਕੇ ਫਾਰਮ ਲਈ QR ਕੋਡ ਨੂੰ ਸਕੈਨ ਕਰੋ ਜਾਂ ਈਮੇਲ ਰਾਹੀਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

#### Gujarati

અમે બ્લેક અને એશિયન ગર્ભવતી મહિલાઓને ટેકો આપી શકીએ છીએ જેઓ તેમના અને તેમના બાળકની તંદુરસ્તી જાળવી શકે.

શું તમે આમાંથી કોઈ એક સર્જરી સાથે રજીસ્ટર છો: કાઉલ્ડવેલ મેડિકલ સેન્ટર, લંડન રોડ સર્જરી, પુટનો મેડિકલ સેન્ટર, લિન્ડન આરડી સર્જરી અમારી વેબસાઇટ ટીમ તમને આમાં મદદ કરી શકે છે: -

- તમારી પ્રેગ્નન્સી દરમિયાન તમારી હલ્થ સારી રાખવી.
- તમારું માનસિક હલ્થ
- નાણાંની સમસ્યાઓ
- ઢાઉસિંગ સમસ્યાઓ
- નોકરી અને શિક્ષણ અંગે સલાહ
- સંબંધો અથવા એકલા હોવું
- અને વધુ

ફોર્મ કરીને ફોર્મ માટે QR કોડ સ્કેન કરો અથવા ઇમેઇલ દ્વારા અમારો કોન્ટેક્ટ કરો

#### Urdu

ہم سیاہ فام اور ایشیائی خواتین کی مدد کر سکتے ہیں جو حاملہ ہیں اس بات کو یقینی بنانے کے لیے کہ وہ اپنی اور اپنے بچے کی صحت کو برقرار رکھیں۔

کیا آپ ان میں سے کسی ایک سرجری کے ساتھ رجسٹرڈ ہیں: کالڈویل میڈیکل سینٹر (Cauldwell Medical Center)، لندن روڈ سرجری (London Road Surgery)، پوٹنو میڈیکل سینٹر (Putnoe Medical Center)، لندن روڈ سرجری (Surgery Linden Rd)

ہماری فلاح و بہبود کی ٹیم آپ کی مدد کر سکتی ہے: -

- آپ کی جسمانی صحت اور آپ کی حمل کے دوران تھیک رہنا۔
- آپ کی ذہنی صحت
- پیسے کے مسائل
- رہائش کے مسائل
- نوکری اور تعلیم کے بارے میں مشورہ
- رشتے یا تنہائی
- اور مزید

براہ کرم فارم کے لیے QR کوڈ اسکین کریں یا ای میل کے ذریعے ہم سے رابطہ کریں۔

## PCN Training

### Introducing our PCN Training Team

# Looking for new opportunities/development?



### CONTACT PCN TRAINING TEAM

<b>Medical Lead</b> Dr Sadaf Javed sadafjaved@nhs.net	<b>Nurse Lead</b> Svelta Roomes svelta.roomes@nhs.net
<b>AHP Lead</b> Tracey Drozdziol tracey.drozdziol@nhs.net	<b>Non Clinical/Admin Lead</b> Jill Doyle jill.doyle@nhs.net

Whether you are at the start of your career or coming to an end.  
Contact us for all your training, portfolio, learning new skills or  
self-development needs.

## PCN Update.

### Performance

The final outturn for the 2022/23 Investment and Impact Fund (IIF) showed that the PCN achieved the higher target in 12 of the indicators. We achieved the lower target in a further 10 indicators.

We did not achieve the targets in 6 indicators – these were mainly indicators involving medication reviews, which reflects our difficulties recruiting and retaining clinical pharmacists and pharmacy technicians.

The IIF targets for 2023/24 have been reduced to the following:

- Fu vaccination for at risk adults
- Flu vaccination for children
- Health checks for patients with learning disabilities
- Reducing to 2 weeks the time from booking to the actual appointment
- Lower GI suspected cancer referrals accompanied by a FIT result

The financial value of our achievement was £116k, which will be reinvested into services and equipment.

### Estates Strategy

The PCN has participated in an NHSE initiative to develop an estates strategy. Whilst it is not clear how this will be used locally, it does demonstrate the severe limitations on our Practices caused by size and structure of our surgery buildings. It is recognised that this is a major restriction on how primary care can develop across Bedford as a whole, and East Bedford particularly.

### Cancer Screening

The PCN has been awarded £1500 to promote the take up of screening generally and cervical screening as a priority. Cauldwell Medical Centre has developed some translated promotional material and is willing to share this across the PCN. Putnoe has also done some work which shows that take up can be improved through the use of translated material. We will also monitor take up of all relevant screening in our vulnerable groups – those with learning disability and severe mental illness.

### Capacity and demand

All PCNs have been asked to produce plans to show how they are assessing demand, and how they are managing the pressure of demand. Key to understanding pressure on the Practice is to record all interactions with a patient and on behalf of a patient, using dedicated rota slots. We will conduct some patient survey/group work on appointments, and promote alternatives such as online consults and self-directed help and booking via the NHS app. We have also committed to reviewing Econsult, to see if other systems have improved functionality and/or patient friendliness, and also considering platforms such as total triage to see if these would be beneficial in managing demand.



We are also trying to maximise our spending on PCN-funded staff as we have been assured that all permanent staff in post will continue to be funded, regardless of any changes to PCNs in April next year.

The Practice teams are meeting in October to further develop the plan and to agree any joint working/lead working initiatives to share the load.

### Improving the health of our patients

Each year the PCN Practices are required to undertake work focussing on improving the health of the patient population. This year we are focussing on diabetes management in the black (Afro-Caribbean) community. There are 8 key checks/processes in the management of diabetes, and these groups tend to go without some of the checks, leading to poorer health outcomes. Practice leads now have a list of patients to review, and promote the take up of the checks. We will review progress at the end of the year.



The **Shiny Mind** app is an interactive resource to help improve wellbeing. The app has several wellbeing sections, which include anxiety, relationships, sleep, stress, anger and other helpful topics. These sections have several short talks to listen to, along with mindfulness activities. The app is available to staff and patients. To find out more please use this QR code



### Sleepstation

Sleep station is an app which takes patients through sleep hygiene over several weeks. They will help to identify the underlying causes of sleep problems, help a patient to fall asleep quicker, stay asleep longer providing personal support throughout the programme. The sessions are based on CBT-I this focuses on exploring the connection between the way we think, the things we do and how we sleep. Sleep station helps to identify thoughts, feelings and behaviours which are contributing to the symptoms of insomnia. The treatment will reframe misconceptions and challenges in a way to make sleep more conducive.

### Social Prescribing rewarded.

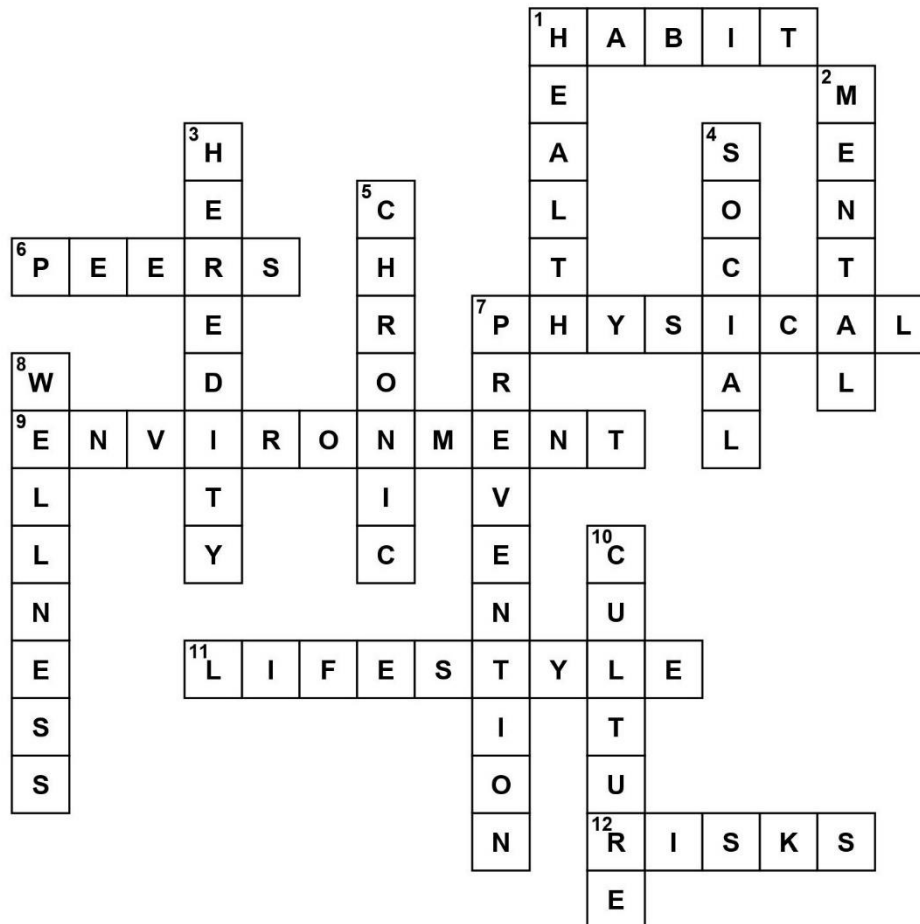


On 27<sup>th</sup> April our Lead Social Prescriber, Terry, was selected as a finalist in the 'Social prescriber of the year', category at the Healthcare show. Not the ultimate winner, but as Terry said, *"An honour to even be a finalist, I think it's validation of the work we are doing in East Bedford PCN"*.

Terry also opened the show with a talk on Digital Social prescribing.



# Solution



## Across

- [1] a settled or regular tendency or practice  
 [6] a person of the same age, status, or ability as another specified person  
 [7] relating to the body as opposed to the mind  
 [9] the surroundings or conditions in which a person, animal, or plant lives or operates  
 [11] the way in which a person or group lives  
 [12] expose (someone or something valued) to danger, harm, or loss

## Down

- [1] a person's mental or physical condition  
 [2] relating to disorders of the mind  
 [3] the passing on of physical or mental characteristics genetically from one generation to another  
 [4] relating to society or its organization  
 [5] having an illness persisting for a long time or constantly recurring  
 [7] the action of stopping something from happening or arising  
 [8] the state of being in good health, especially as an actively pursued goal  
 [10] the customs, arts, social institutions, and achievements of a particular nation, people, or other social group

## Referrals to the wellbeing team

Ok Apply Template Cancel

For East Bedford PCN Hub

Settings  Include past organisations

Click or Drag Files Here to Attach Delete

File Name

0 Attachments

Task PLEASE SELECT TASK TYPE Subject  No Subject  Minney Mouse-TestPatient  All recipients must complete

**B** *I* U SansSerif 12

Enter Task body

Status Not Started Due Flag No flag Presets

Thank you for all the referrals we receive.

Please follow the example above to ensure the referrals get to us.

We are now getting around 40 referrals a week, so have had to introduce a small waiting list.

We do contact the patient to let them know they are on a waiting list and hope to engage with them within two weeks.

We have an MDT every Monday morning where all patients are allocated to the correct support.

Finally, we would love to hear your thoughts on the PCN Wellbeing Team, and any suggestions.

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