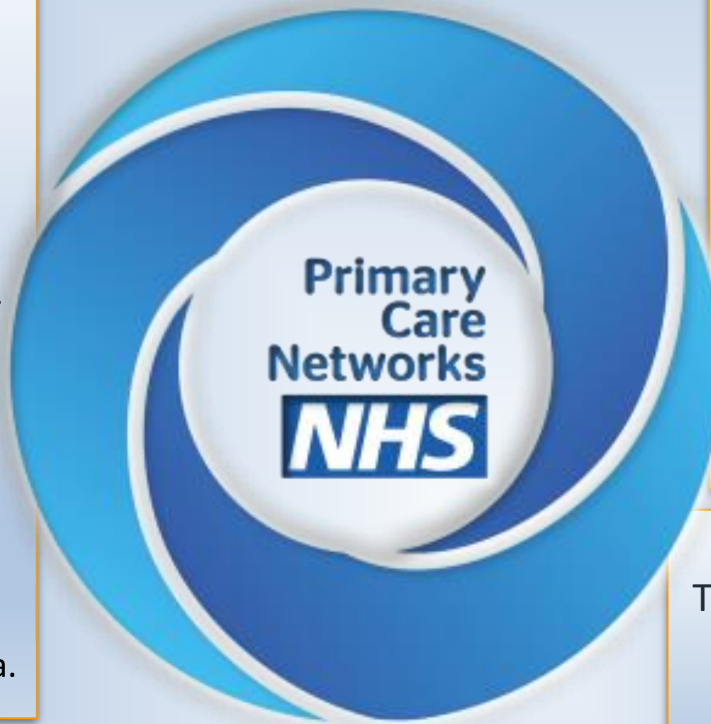


Your practice belongs to Carillon Primary Care Network. Did you know that GP practices are working together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in groups of practices called PCNs. This is not a merger of practices, and your practice will still work the same but by working in a PCN your practice is able to offer new services.

WELCOME!
**To the Second
Carillon PCN
Newsletter,**
which includes
information about
who we are and our
latest news.

In this quarterly
publication we will
provide key
information about
services being
provided in your area.



Our PCN comprises of 5 GP Practices:

- Bridge Street Medical Practice
- Campus View Medical Centre
- Park View Surgery
- Pinfold Medical Practice
- Woodbrook Medical Centre

And provides services to a
population of 56,918

Take a look at this short film
from NHS England which
explains how they work:
<https://www.youtube.com/watch?v=W19DtEsc8Ys>

Across the 5 GP practices in Carillon PCN last year:
278,114 appointments were provided at patients usual
GP practice.

Including:
203,050 face to face appointments and **75,064** other
appointments such as telephone appointments.

In addition to this we have also provided:
9,112 appointments in our PCN enhanced access service
(which provides extra appointments that can be booked
by GP practices when appropriate) in the evening and all-
day Saturdays.

We would like to say thank you to the 99.7% of patients
who attended their appointment or let us know in
advance that it could be cancelled.

Patient Participation

Are you interested in
finding out more about your
GP practice?

Would you like to influence the
development of the surgery and
other local health services?

If yes why not consider
contacting your practice to ask
them how you can get involved
with their Patient Participation
Group.

New roles & services helping your doctors and nurses that your practice may refer you to



What is Pharmacy First?

Patients across England can now get prescription-only treatment for seven common conditions at their local high street pharmacy, without needing to see a GP.

These conditions are:

- Sinusitis.
- Sore throat.
- Earache.
- Infected insect bites.
- Impetigo.
- Shingles.
- Uncomplicated urinary tract infections in women.

Treatment can include prescribing and supplying antibiotics and antivirals where clinically appropriate.

Physicians Associates are healthcare professionals who work alongside GPs providing medical care. Physician associates are dependent practitioners who work under supervision of a fully trained and experienced GP.

Social Prescribing Link Workers connect people to Community groups and agencies for help and support and offer a holistic approach to health and wellbeing.

Clinical Pharmacists work alongside the general practice team, taking responsibility for patients with chronic diseases and undertaking medication reviews.

Mental Health Practitioners can help promote mental and physical wellbeing as well as treating mental health.

Paramedics can help patients with long term conditions, minor illness, and minor injuries. Paramedics can supply a range of medicines including antibiotics.

Physiotherapists can assess, diagnose, treat and manage musculoskeletal problems and discharge a person without a medical referral.

Pharmacy Technicians help support the clinical pharmacist team.

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help and cannot cope without their support. The care they give is unpaid. It can be difficult for carers to see their caring role as separate from the relationship they have with the person for whom they care. Caring for someone can be rewarding, exhausting and sometimes overwhelming.

If you provide care to a family member or friend, please contact your local carer support service (<https://vasl.org.uk/services/support-for-carers-leicestershire/>) and let your GP practice know so that you can get the help and support that is available to you. Ask your GP practice for a Carer registration form.

*Do you
Care for
someone
???*

The case study below, outlines the importance a Pharmacist can bring to general practice:

PATIENT-65 years old

GENDER-Male

PAST MEDICAL HISTORY- Diabetes, Gout, and Osteoarthritis in knee

REASON FOR APPOINTMENT- To discuss with Clinical Pharmacist high cholesterol from latest blood test.

This patient had a face-to-face consultation with the Clinical Pharmacist to discuss latest blood test results. These showed high cholesterol levels. The Clinical Pharmacist informed the patient about possible cardiovascular problems from this. A full discussion on diet and lifestyle took place and a shared decision made to start cholesterol lowering medicine.

As the Clinical Pharmacist was finishing the consultation, the patient mentioned that sometimes they felt short of breath, dizziness and palpitations. As these are considered 'red flag' symptoms, the Clinical Pharmacist decided to do some basic clinical checks before discussing with a GP.

- The patient's blood pressure was within normal range at 135/80
- A manual pulse check showed the patient's pulse was irregular and their heart rate was high at 110 beats per minute.

The Clinical Pharmacist told the patient what they had found and alerted the Duty Doctor for further checks. The patient had an emergency electrocardiogram (ECG) done at the practice and this confirmed the patient had a condition called atrial fibrillation (AF). Atrial fibrillation can make your heartbeat irregular.

Once the patient had finished the ECG, the GP discussed with the Clinical Pharmacist the correct dose of a blood clot reducing medicine for the patient. The patient was started on the correct medicine, given information on signs and symptoms to look out for and when to seek medical help. The patient was also referred to Cardiology Department at the hospital for further investigations.

This is just one of the ways where the Clinical Pharmacist made a vital intervention and improved the quality of a patient's life."