



## FOCUS: ARRS ROLES Mental Health Practitioner's

Wickford PCN have historically had 2 mental health practitioners assigned to the network. Monica, is our band 7 prescribing mental health practitioner and David, is our band 6 mental health practitioner.

Recently though, Wickford has taken part in a pilot which aimed to share the workload of 3 participating PCNs amongst the staff working for the networks. When a patient phones or when the clinician would like a patient to be seen by the MHP, the patient is booked into a clinical screening appointment to ensure service users receive the most appropriate support as quickly as possible. This means we move from the allocation of appointments per PCN to a shared, needs-based model. So far feedback on the pilot has been exceptionally positive so we hope this way of working continues as we believe this is ensuring patient needs and preferences are prioritised and dealt with in the most beneficial way!

### Responsibilities:

- Available to patients aged 17.5 years and over, presenting with MH needs
- The service consists of RMNs and non-medical prescribing RMNs
- Appointments available remotely and face-to-face from London Road surgery



Appointments can be booked remotely as normal where patient is triaged and booked with the most appropriate clinician.

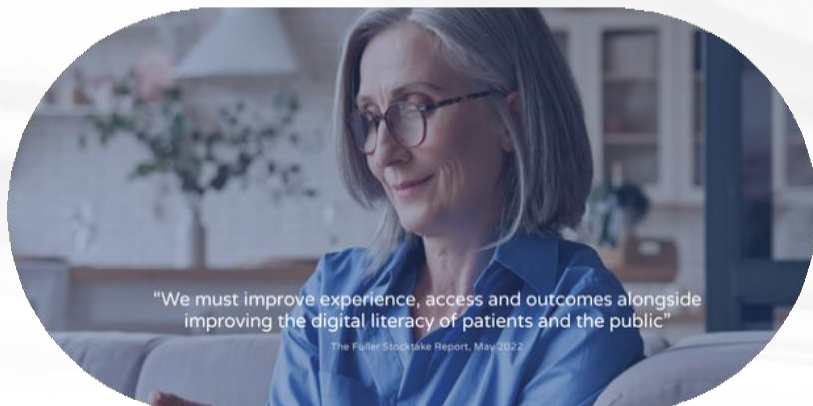


"Really felt the need for some support at time of call and got call back within 2 hours for which I am so grateful."

## EDATT!

### Enabling digital access through telephony

Wickford PCN have been working with the team at Hanley consulting to get the EDATT digital solution up and running. Things have gone well with Swanwood Partnership already live and London Rd and Robert Frew due to go live any day before the end of the year! On Swanwood's first day, before the afternoon, there were already 47 interactions with the bot. We have high hopes for this digital tool, and we hope once forms are digitalised and added to the bot, we will be able to leverage even more patient access through this platform. We will have some data to share in the coming weeks!



"We must improve experience, access and outcomes alongside improving the digital literacy of patients and the public"

The Fuller Stoppé Report, May 2022



# Monthly Newsletter

## December 2023



## What's coming up!?

Mini Mindfulness project starting January!

We are very much looking forward to getting started with this mindfulness project for children in Wickford and delivered in the community at the New life church. Comms and marketing campaign tools will be coming out to you in the new year to explain the booking process to patients. Estimated start date will be WC 29.01.24.

Health event 2.0!

We are planning our second health event for Saturday February 24th to be held at the Nevendon Village Hall. We will take all our learning points from the last event and hope to hold another successful event next year with a new health inequality focus. (If anyone would like to be involved in the event please ask them to contact the PCN manager and we will invite them to the planning meeting on Monday 15th January).

- Integrated Neighbourhood Team - 2nd meeting

The frailty work is underway with all practices having active rotas for our care coordinator to work from. Now the work has begun and we receive regular discharge lists, we will plan the second INT meeting for early next year where we will invite outside stakeholders and community providers to try and enhance the care for our chosen cohort of patients. The TOCH (transfer of care hub) team are also in close contact with the PCN, which should encourage better relationships between secondary, primary and community care providers. A member of the PCN is encouraged to join the daily de-brief for 1/2 hour.