



14 October 2019

Message from our Primary Care Network Directors (Dr Judy Lindsay and Dr David Newman)

Over the past few years GP Practices have been coming together to offer services to patients they could not do on their own – as Primary Care Networks. This is not a merger. We are two practices working within their community, sharing a common vision (currently being finalised and to help shape it please email ruralwest.pcn@nhs.net) and values. We organised a community engagement event (Please find details in the Powerpoint presentation available on our websites) to explain this in more detail.

Why set up Primary Care Networks?

- Improved services offered to patients
- Support for practices from each other
- Improved resilience of practices
- Improved learning and knowledge
- Improved health outcomes as practices learn and share best practice

What does this mean for patients?

Over the past year we have been able to offer these services:

- Improved Access appointments offered across the Network Monday to Friday 6.30 – 7.30 pm and Saturdays mornings, Sunday mornings provided by Hantsdoc
- Proactive Care Nurse working with our housebound elderly
- Clinical Pharmacist – to help with medication questions and reviews
- Musculoskeletal First Contact practitioner
- Dietician

This month:

- Red Cross Community Connector (also known as social prescriber) – working with patients to help them access support and help from other organisations
- Andover MIND Mental Health Support Advisor – to signpost those with mental health problems to the correct support.

Both Practices have multi-disciplinary teams working within the surgeries. Access to these teams is via our Receptionists (and sometimes via the practice websites or on-line Apps) who can help you see the correct clinician for the first appointment:

- Phlebotomists – for blood tests
- HCAs – health checks, blood pressure reviews, heart tracing, wound care
- Practice Nurses – Diabetes, Asthma and COPD reviews, smears and contraception, some also help with triage calls in our same day access clinic
- Paramedic (WDH) – working in our same day access clinic
- Doctors – we would still ask that you see the same doctor for on-going problems and with complex health problems as this is important with continuity.

There are many ways to access the advice you may need:

- Telephone
- Face to Face
- E-consult – accessed through our website, useful for a range of symptoms and advice including Travel
- email a question in through website (Watership Down Health)
- online access – for booking appointments, medication repeats, checking results and full access to your records on request
- in the future – video consultations

Our wider Community

Community Pharmacists – can give advice on your medication and minor illness and there are many other organisations which can help with social, mental and financial advice.