




# Benfleet PCN

Primary Care Network

## August 2024 Newsletter

**Benfleet  Primary Care Network** is a collaboration of seven GP practices serving approximately 48,000 patients, from the Benfleet, Hadleigh and Thundersley areas in Essex.

Our PCN also includes:

Pharmacies, Community health services, Mental health services, Adult social care, Voluntary organisations, and our surgeries Patient Participation Group's

## Benfleet PCN Offices

The PCN is hoping to move into the Council Offices on Kiln Road by March 2025.



## COVID Vaccinations

The Spring 2024 vaccinations were carried out on our behalf by Rochford PCN. During April to June, they administered the vaccine to 950 patients.

The Winter COVID vaccinations will be available from October to December for those in Care homes and the housebound, plus their carers/family members and those over 65 or at risk.

The PCN is currently waiting to hear from the ICB as to who will provide the service for us.

Benfleet PCN will undertake care homes and housebound flu vaccinations only.

# Learning Disabilities & Veterans

Benfleet PCN is obtaining accreditation in this field. This will allow us to offer the appropriate consultations for these communities.

## Medicine Management

Currently, the cheapest blood glucose strips on the market, are GlucoRx. This company have supported us in identifying patients that use blood glucose strips on prescription, to contact them, offering to switch their machine and strips. This will help with a reduction in the cost of medicines, as per our yearly targets.

## Community Pharmacy

Benfleet PCN have a close working relationship with our local Pharmacies regarding short term drug situations. PALL MALL surgery in Southend, have set up a WhatsApp group with their Southend pharmacies and had great success.

This has now been replicated with Benfleet PCN and local chemists. Hema Patel from Cross Chemist Tarpots is setting up the WhatsApp group. Every pharmacy can conduct pill checks now.

Benfleet and Cross chemists can initiate and review any pill issue outside of Pharmacy 1<sup>st</sup> as well as prescribe for patients on the NHS.



## September 1<sup>st</sup> John Burrows Park Hadleigh Community Summer Fayre

There will be: - The Annual Fun Dog Show, Bumper Cars, a Merry-go-round, Craft & Game Stalls, Live Music, and an International Food area.

Plus, lots, lots more. Including  Benfleet PCN  
Primary Care Network

Benfleet PCN has a stall at this event, so why not come along and say hello.

It sounds like a great day out, with lots of fun and activities for all the family.

# The Benfleet PCN Fibromyalgia Warriors Support Group

## About Us

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The Benfleet PCN are introducing a new Fibromyalgia Support Group to provide a caring and compassionate space to connect with peers and discuss, debate and learn about living with Fibromyalgia.

Hosted by the Social Prescribing team the group will be supported by guest speakers who will expand on topics of:

- Mindfulness and meditation
- Medication and Alternative therapies
- Holistic therapies
- Lifestyle and Diet
- Physical health

**Meetings:** Fortnightly 10am – 11am

**Start Date:** 8th August 2024

**Venue:** Thundersley Methodist Church  
Kennington Ave  
South Benfleet  
Essex  
SS7 4BS

To confirm your  
place contact

The Social Prescribing Team on:  
07762 945 927 or 07762 945 928  
or email [social.prescriber1@nhs.net](mailto:social.prescriber1@nhs.net)



# Health Inequalities

- The PCN are looking to Identify people with a **BMI** over 30, **Type 2 Diabetes** and **High Blood Pressure**.
- **Hypertension** – 140/89 and no follow up. Over that, offering 24-hour BP monitoring machine then a further follow up with GP if needed if BP still high.
- **Cholesterol** – reviewing and either starting or adjusting dosage of statins based on the patient's recent cholesterol blood test results.
- **Smokers** – to be offered a 'quitting' process through different options.
- **Cancer** – there will be 2 weeks wait audit work to ensure the correct NICE guidelines are followed as well as identifying where cancer was diagnosed i.e. by primary care referral.
- **Asthma** – annual reviews and ensuring correct inhalers issued
- **Statins** – local community pharmacy project to identify patients who do not collect statins from chemist where they are on repeat prescription. Research to be done to understand why, by contacting patients and discussing the importance. The PCN will support with any patients that subsequently need a medication review following this conversation.
- **Care Coordination team** and **HCA** – are undertaking frailty assessments.
- **Strength and Balance** – Have now received excellent feedback from the strength and balance exercise programme as part of our **Population Health Management** project. Patients have confirmed that they have seen improvements in their balance and thank you notes have been received.
- **Women's Health Hub** – Pessary, coil, and implants to be offered within the GP practices for contraception and non-contraception purposes. This brings the service in house and saves patients being referred out of area or to the hospital.
- **Sheltered Accommodation** – there are currently 119 patients across 5 premises in Benfleet.



Castle Point

## Frontline - Support in Castle Point

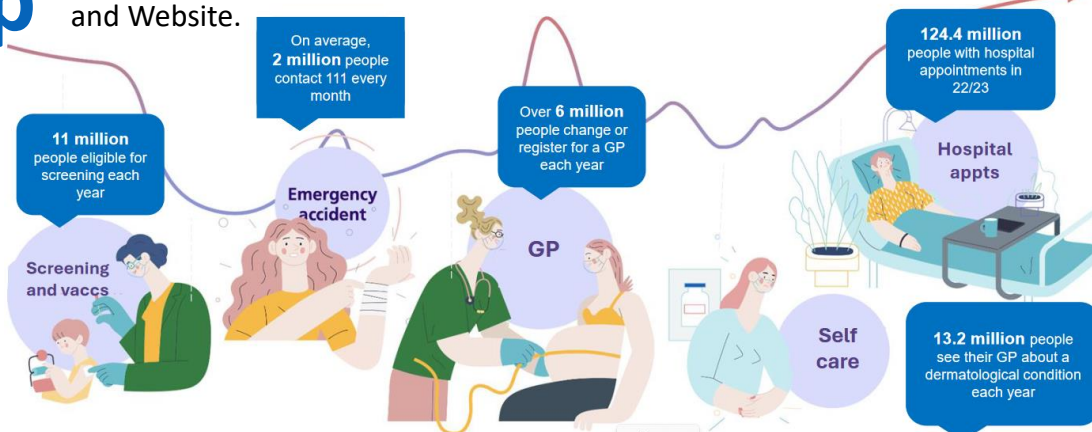
A website and app which lets you find and link to hundreds of support services across Castle Point all in one place. No login required, and many services don't require a referral from your GP.

<https://castlepoint.essexfrontline.org.uk/library>

Frontline is a community project. It helps frontline workers and the public to quickly find details on local health and wellbeing services and to contact services through call back and referral options.

# NHS App

There are currently ongoing improvements. Patients can now look at messaging, appointment reminders, request repeat prescriptions, send messages etc. Over the next five years, we want to transition a third of all interactions to be digital first via the NHS App and Website.



# New 0300 telephone numbers at Mid and South Essex NHS Foundation Trust



To improve our telephone systems, services at Mid and South Essex NHS Foundation Trust will have new telephone numbers starting with the prefix of **0300 443**. The new phone numbers are needed because we are introducing a new phone system that will provide a more reliable and improved service for calling our hospitals. This process will happen over the next six months.

Patients will be called by a number starting **0300 443**, answering or calling back the number costs no more than a normal call to a 01 or 02 landline number. 0300 numbers simply allow organisations like ours to have a single point of contact.

Once a service has their new **0300 443** phone number confirmed, it will be updated on any printed letters or other material given to patients. Departments will also update the relevant information on the Trust's website. Old phone numbers for key patient services will have a voicemail added to the line for a period of time confirming the new phone number for patients to call.

If you have any questions, please contact via email: - [mse.telephony.migration@nhs.net](mailto:mse.telephony.migration@nhs.net)

**TOGETHER**



**Your surgery needs YOU!**

Join your surgery's **Patient Participation Group**

With both staff and patients pulling together,  
we can create a health care that works for us all

**You too can be a part of this**

Just email your name and surgery name to: - [BenfleetPCN@nhs.net](mailto:BenfleetPCN@nhs.net)

