



# People, Communities and PCN Partnership Project

Exploring how people and communities can  
work with Primary Care

**healthwatch**  
in Sussex

# Running order

- 10.00** Welcome
- 10.15** Introduction to project aims by NHS Sussex
- 10.30** Bexhill PCN – How they support patient voice
- 11.00** Workshop one
- 11.30** Networking
- 12.00** Workshop two
- 12.30** Plenary and questions
- 1.00** Close

# Who are Healthwatch

**We are your health and social care champion**

If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences.

As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care.

Last year Healthwatch in East Sussex;

Had 2,179 people shared their experiences of health and care with us.

Supported 467 people through our information and signposting service to navigate health and care services and access support.

Published 27 reports as HWES, and authored/contributed to 3 as HWiSx. These generated a combined total of 69 recommendations for health and care commissioners, providers and other organisations.

# Overview of the project

## Project background

Since April 2015, all GP Practice NHS core contracts require GPs to have a PPG and make reasonable efforts to ensure that it is representative. PCNs do not have any contractual responsibilities this project will support PCNs to consider how partnering with people and communities could improve services and access.

The project will align with the NHS Sussex **Working with People and Communities Strategy** and will inform approaches to neighbourhood-based working in Sussex.

Working with a diverse steering group to ensure co-production is authentically applied when producing the Best Practice Resource.

# Project overview

The steering group is made up of representatives from ICS, PCN's, GP's, PPG, VCSE & Healthwatch.

The work is commissioned by NHS Sussex and delivered by Healthwatch Brighton & Hove, Healthwatch East Sussex, Healthwatch West Sussex.

Project outcome

To produce a best practice resource pack to patient and community engagement for Primary Care Networks

# Project overview

Project time line

Deliver 3 workshops

2<sup>nd</sup> May – Healthwatch West Sussex

9<sup>th</sup> May – Healthwatch East Sussex

24<sup>th</sup> May – Healthwatch Brighton and Hove

6<sup>th</sup> June – steering to meet and discuss findings

30<sup>th</sup> June – Best Practice Resource pack produced

# Introduction by NHS Sussex to the project

# Bexhill Primary Care Network

**Nikki Stanley – PCN & Federation Manager**

**Josh Broadway – Digital and Transformation Lead**





# Bexhill Primary Care Network

*working towards a healthier community*





# **We're working towards a healthier community – together.**

As a team we are committed to working with people and communities across Bexhill.

# Welcome

## Why are we here?

Primary Care Networks were created as part of the NHS Long Term Plan with an ambition to bring together primary care to work together at a local level.

From the very beginning, PCNs have been created in response to what people want their health and care services to be; connected, accessible and here for you when you need it.

Our priorities for 2023-2024 is to:

- 1) Improve access
- 2) Reduce demand
- 3) Reduce health inequalities
- 4) Increase uptake of digital services

# Welcome

## What do we do?

Bexhill PCN employs a team of people to work alongside our GP practices.

**We want to improve access for people in Bexhill and support people to see the right person first.**

This means that where a person's needs can be better met by another member of the primary care team they can see them directly, first time, rather than having to be referred by their GP.

This saves GP time and ensures that those people who do need to see a GP can see one.

# Working together

**Involving people in their care**

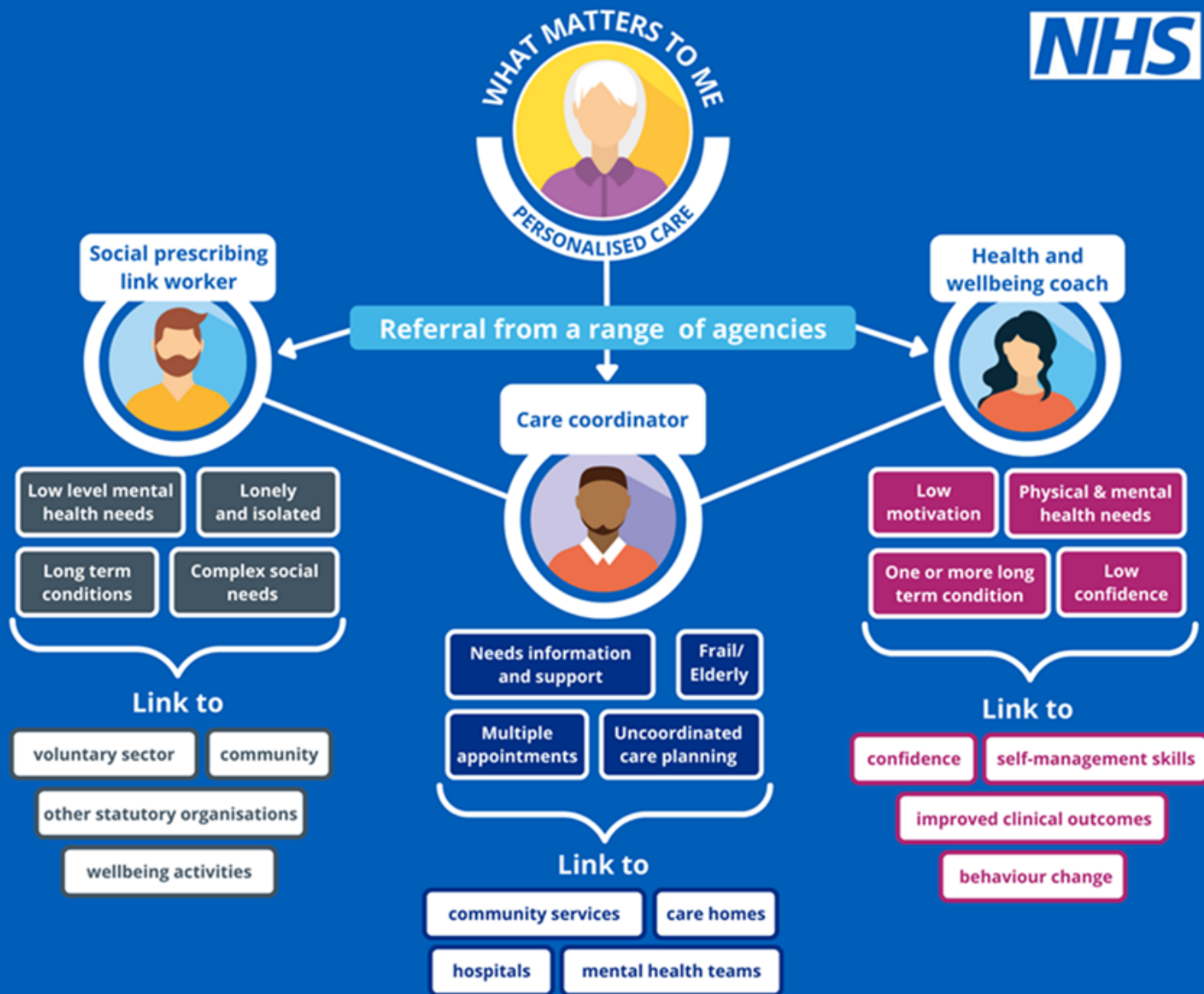
Involving our practices and PPGs

Involving our community

# Our team includes everyone in our GP practices



Across the PCN there are lots of new people doing new roles but with one aim – to support people to lead a happier, healthier, fulfilled life.





# Personalised care

## What is it and how does it work?

**Shared decision-making ensures that individuals are supported to make decisions that are right for them.**

It is a collaborative process between our team and the patient – supporting them to reach a decision about their treatment.

The conversation brings together:

- Our expertise, such as treatment options, evidence, risks and benefits
- Your expertise: preferences, personal circumstances, goals, values and beliefs.



# **Bexhill Primary Care Network** *working towards a healthier community*

## **Feedback Form**

### **How did we do?**

We would like you to think about your recent experience with Bexhill PCN and the support you received from us. Please complete the below form to let us know how we did or scan the QR code if you'd prefer to complete online.



**SCAN ME**

- 1. Date of interaction (appointment, consultation, telephone call)**

\_\_\_\_/\_\_\_\_/\_\_\_\_

- 2. Please select the service(s) you had an appointment with (this may have been face to face or on the telephone)**



**100%**

**OF PEOPLE RATED THEIR APPOINTMENT WITH US  
EXCELLENT OR VERY GOOD**

**[bexhillpcn.nhs.uk](https://bexhillpcn.nhs.uk)**

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**99%**

**OF PEOPLE SAID THEY WERE  
'EXTREMELY LIKELY'  
TO RECOMMEND OUR SERVICE TO  
FAMILY AND FRIENDS**

**[bexhillpcn.nhs.uk](https://bexhillpcn.nhs.uk)**

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**WHEN ASKED IF THEY WOULD  
HAVE CONTACTED THEIR GP  
IF WE WERE NOT HERE**

**82%**

**SAID YES**

**(MEANING MORE GP APPOINTMENTS FOR THOSE WHO NEED ONE)**

**[bexhillpcn.nhs.uk](https://bexhillpcn.nhs.uk)**

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# Working together

Involving people in their care

**Involving our practices and PPGs**

Involving our community

## **We're working with our practices and PPGs**

We've trained receptionists and our general practice teams to help them better understand how we can support people. Our practice PPGs are kept updated on the work of the PCN and they've been involved in projects such as our PCN website project.

# Your general practice team is here to help you

Talk to us to find out more



Your  
health  
matters



# Working together

Involving people in their care  
Involving our practices and PPGs  
**Involving our community**

# We're passionate about our community

We've loved meeting people through our events and online. Our team continues to partner with others working to improve the lives of those in Bexhill and beyond.



# Auditorium



A light blue, semi-transparent background image showing the roofs and gables of a row of houses, suggesting a residential community.

# *Bexhill*

## **PCN COMMUNITY NETWORK**

*working towards a healthier community*



# Bexhill Primary Care Network

*working towards a healthier community*

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## Please make the right choice



**SELF-CARE**



**PHARMACY**



**YOUR GP  
SURGERY**



**NHS 111**



**URGENT  
TREATMENT  
CENTRE / MINOR  
INJURIES UN**



Sore throat, cuts and grazes, hangovers, headaches



Treat minor



Coughs, colds, tummy trouble, rashes, aches and pains



Persistent symptoms and long-term conditions



Speak to y



Not sure where to go or what to do?



Visit 111.n



Sprains, burns and minor fractures



Visit your



# Bexhill Primary Care Network

1.1K likes • 1.4K followers



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# We're still learning, here's our thinking on what's next

We know we can do more to better involve people and communities in what we do. We're looking forward to taking forward ideas from today.

# Coming up

## How can I get involved?

**Here are some of the ways we're involving people and our communities in 2023/24:**

- PCN website project (with PPGs and Healthwatch)
- Bexhill town centre pop-up
- Public meet and greet event
- Community network event (in partnership with RVA)
- Have your say on access and our plans
- Co-design shared decision making resources
- Bring together PPGs across Bexhill





# Thanks for listening – have you got any questions?

Keep in touch by following us on  
Facebook, Twitter or LinkedIn.

Not online? Pop in and see us – we'd  
love to see you.



# Bexhill Primary Care Network

*working towards a healthier community*



# Workshop One

1. What does diversity look like in Primary Care (i.e. PPG) ensuring we are inclusive, and all local people have a voice
2. How can diverse patient, public and voluntary sector voices be heard in Primary Care Networks

# Networking

# Workshop Two

- 3.** How can we tailor patient involvement to allow for the unique environment and geography of GP practice communities.
- 4.** What does effective communication with patients and communities look like to allow for a two way conversation.

# Next steps & Questions



## Contact details

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