Welcome to Cambridge City 4 PCN – PPG Newsletter - 1st issue

We are pleased to share this update from Cambridge City 4 Primary Care Network (PCN) with members from all six of our practices.

CHERRY HINTON & BROOKFIELDS MEDICAL CENTRE
CORNFORD HOUSE SURGERY & FULBOURN HEALTH CENTRE
MILL ROAD SURGERY & CHERRY HINTON SURGERY
PETERSFIELD MEDICAL PRACTICE
QUEEN EDITH MEDICAL PRACTICE
WOODLANDS SURGERY

Our PPG members play an important role in helping practices understand patient experience, shape services, and improve communication between patients and healthcare teams. Thank you for your continued support and engagement.

What is a Primary Care Network?

Primary Care Networks were introduced across the NHS to encourage neighbouring GP practices to work more closely together. By collaborating as a network, practices can share resources, recruit additional healthcare professionals, and deliver services that support patients beyond traditional GP appointments.

PCN also work closely with community services, pharmacies, mental health teams, local authorities, and voluntary organisations to provide more coordinated care.



Clinical Director

The Clinical Director provides strategic and clinical leadership for the PCN. They work with the six practices, the Integrated Care Board, and other healthcare partners to guide the development of services across the network. Their role includes identifying local health priorities, supporting collaboration between practices, and ensuring that patient care remains at the centre of PCN activities.

Pharmacy Team

Our pharmacy team works alongside your GP practice to support your health and ensure your medicines are safe, effective, and right for you.

Our team includes clinical pharmacists, pharmacy technicians, a trainee pharmacist, and both on-site and remote pharmacy professionals.

All of our pharmacists are qualified prescribing clinicians. This means they are trained to assess patients, make clinical decisions, and prescribe medicines independently where appropriate. They run their own clinics and work closely with GPs and the wider healthcare teams. Our pharmacy technicians play a vital role in supporting safe and effective care. They focus on medicines safety, ensuring prescriptions are accurate and appropriate, supporting medication monitoring, helping patients receive the right formulations of medicines (for example liquids or alternative forms where needed), assisting with safe hospital discharge processes, and ensuring prescribing follows the local formulary. They also carry out safety checks and support systems that help identify and prevent medication-related problems.



What We Do

You may have contact with the pharmacy team through face-to-face appointments, telephone consultations, or as part of your routine care. We support patients with medication reviews to ensure medicines remain safe and effective, help manage long-term conditions such as diabetes, asthma, heart disease and high blood pressure, and provide advice and treatment for minor illnesses.

We also support care home residents and patients with more complex needs, working as part of a wider multidisciplinary team.

Alongside this, a large part of our work happens behind the scenes. We monitor blood test results and clinical observations, follow up abnormal results, run safety searches to identify patients who may need review, and support safe prescribing across all six practices.

Social Prescribers

Social Prescribing Link Workers support patients whose health may be affected by social, emotional, or practical challenges. They work with individuals to understand what matters to them and help connect them with local community groups, activities, and services such as exercise programmes, support groups, financial advice, or life changing events like bereavement.

Care Co-ordinators

Care Coordinators help patients with care needs, carer support, home adaptations, community groups and activities and they work with different services to ensure each patients care is well coordinated.

First Contact Physiotherapists (FCPs)

They work within GP practices and specialise in assessing and managing musculoskeletal conditions such as back pain, joint problems, muscle injuries, and mobility issues. Patients may be offered an appointment directly with a physiotherapist without needing to see a GP first, helping people access the right expertise quickly.

Out of Hours appointments

Evening and weekend appointments to see a GP, Nurse or Health Care Assistant are now available to all patients.

We are offering evening and weekend appointments as part of Extended GP opening hours. These are for routine, non-urgent issues.

You can book your appointment through receptionist who will give you a time, date and venue for your appointment.

Receptionist will also at be able to answer any questions you have about the service and how to cancel or change your booking.

Working Together with PPGs

Patient Participation Groups play a vital role in helping practices and the PCN understand patient experiences and identify opportunities to improve services. By sharing feedback, highlighting community needs, and supporting communication between patients and practices, PPG members help ensure that patient voices are heard.

We look forward to continuing to work closely with PPG members from all six practices to strengthen patient involvement and improve services across Cambridge City 4 PCN.

Thank you for your ongoing support.

Kind regards,

Cambridge City 4 Primary Care Network

