

South Havering
Primary Care Network

Patient Newsletter

Issue 1 - July August September 2022



South Havering
Primary Care Network

AN INTRODUCTION TO South Havering Primary Care Network

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Meet the leadership team

Clinical Directors



Dr Nikhil Rao
Maylands Healthcare



Dr John O'Moore
Upminster Bridge Surgery

PCN Manager and support team



Catherine Oates
PCN Manager



Julie Gaston
PCN Project Manager



Claudio Da Mata
PCN Administrator

Executive Committee



Dr Daniel Weaver
Wood Lane Surgery



Dr Noreen Tariq
Harlow Road Surgery



Dr Raj Kumar
Berwick Surgery



Rebecca Bond
Avon Road Surgery



Kay O'Moore
Upminster Bridge Surgery

Welcome to the first

South Havering Primary Care Network Patient Newsletter

As this is our first patient newsletter we would like to take this opportunity to introduce you to South Havering Primary Care Network and tell you a bit about who we are and the services the PCN support.

What is a Primary Care Network?

Primary Care Networks were introduced in 2019 as part of the NHS Long Term plan. As the population grows and people live longer, often with more complex needs, GP services have had to adapt to these changing needs.

GP practices are working together with community, mental health, social care, pharmacy, hospital and voluntary services in local areas in groups of practices known as Primary Care Networks.

Six NHS Values



*Maylands Healthcare
Upminster Bridge Surgery,
South Hornchurch Medical Practice
Harlow Road Surgery
Cranham Village Surgery
Haiderian Medical Centre
Upminster Medical Centre
Avon Road Surgery,
Hornchurch Healthcare
Wood Lane Surgery
Rosewood Medical Centre
Rainham Health Centre
Berwick Surgery
Dr V M Patel Surgery
P M Patel (Suttons Avenue Surgery)
Patient support for the patients of
Rahman & Tsoi (The Surgery)*

Who are South Havering PCN?

South Havering Primary Care Network is a collaboration of 15 local GP practices, comprising of the surgeries and medical centres shown here. The PCN also supports the patients of Rahman & Tsoi (The Surgery). We are one of four PCN's in the London borough of Havering.

The PCN has two Clinical Directors who provide leadership for the member practices and wider PCN. The leadership team also includes a PCN Manager and an elected Executive Committee.

Our Additional Roles team (ARRS) New professional health care staff and services available at your surgery

In order to provide proactive, personalised and more integrated health and social care, PCN's have been given funding to create bespoke multi-disciplinary teams to meet the needs of our local population.

South Havering PCN are actively recruiting for clinical and non-clinical roles to improve the health and lives of the people of South Havering.

Our team is constantly growing and evolving and they are here for you!

Each of the following team members are aligned to a surgery or care home in the PCN and their services are available to you via your surgery.

Meet the ARRS Team

*Do you have bone,
joint or muscle
pain?*

You can now be referred directly to a physiotherapist without waiting to see the GP

First Contact Physio Team

The role of the First Contact Physio (FCP) in primary care is to assess patients with soft tissue, muscle and joint pains and decide on the most appropriate management pathway. Direct referral to FCP gives patients quicker access to diagnosis and treatment, help manage conditions more effectively and recover faster. Ask your reception team for a direct referral.



Rukayat Adejumo
First Contact Physio



Andrew Quarcoo
First Contact Physio



Jennifer Luke
First Contact Physio



Meera Patel

Clinical Pharmacist

Clinical Pharmacy Team

Clinical pharmacists work in primary care as part of a multidisciplinary team in a patient facing role to clinically assess and treat patients using expert knowledge of medicines for specific disease areas. They work with and alongside the general practice team, taking responsibility for patients with chronic diseases and undertaking clinical medication reviews to proactively manage people with complex medication use, especially for the elderly, people in care homes and those with multiple conditions.



Hamida Jabar

Clinical Pharmacist

Pharmacy Technicians complement the work of the clinical pharmacists by using their pharmaceutical knowledge in tasks such as audits, discharge management, prescription issuing and where appropriate, informing patients and other members of the Primary Care Network (PCN) workforce. Work is often under the direction of clinical pharmacists as part of the PCN pharmacy team.



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Samira Patel

Clinical Pharmacist



Narmada Outtandy

Clinical Pharmacist



South Havering
Primary Care Network

Dipal Samuel

Pharmacy Technician



Marco Riddell

Clinical Pharmacist

If you have a long term condition the clinical pharmacist can talk to you about the medicines you are taking and if they working for you. They will also review your medication, normally once a year.



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Tervinder Chagar

Pharmacy Technician

Personalised Care Team

Personalised care means people have choice and control over the way their care is planned and delivered. It is based on 'what matters' to them and their individual strengths and needs.

Social Prescriber Link Workers

Social Prescribing Link Workers connect people with local services providing support on welfare, debt, housing or employment as well as community activities and voluntary services that can help improve their health and wellbeing.

Health & Wellbeing Coach

A Health and Wellbeing Coach takes a holistic approach; to support, educate and motivate patients to take a more active role in their own health and physical wellbeing, and make positive and confident behavioural changes.

Care Coordinators

Care coordinators are a central primary care service who coordinate, review and navigate to ensure patients and carers are able to access the services and support they require.

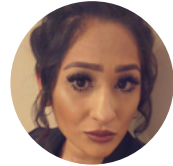


Agata Kruczek
Social Prescriber

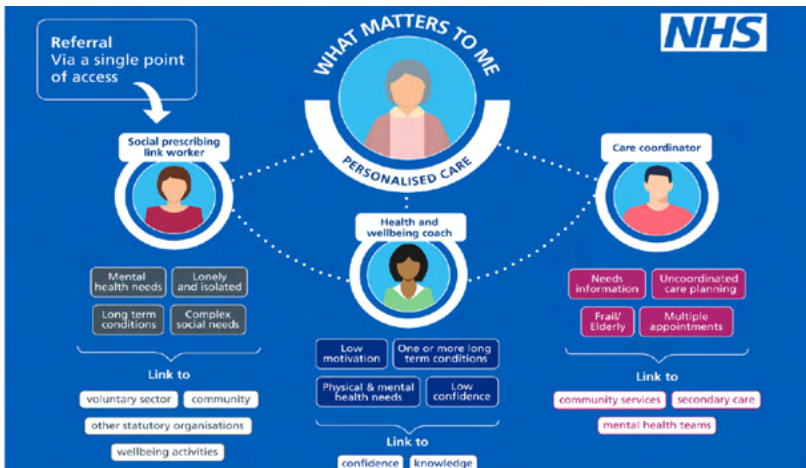


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Emma Mallows
Social Prescriber



Samita Raz
Social Prescriber



Do you need support for your mental health and wellbeing?

A mental health practitioner can provide you with the support you need to access the right pathway for your individual needs

Mental Health Team

Mental Health Practitioners are trained to assess and support people with common mental health problems, such as anxiety disorders and depression, in the self management of their recovery.

Mental Health Practitioners focus on your individual needs. They will listen to your concerns, discuss the support options available and together you will decide the next course of action.



Maria Simm

Mental Health Practitioner



Nikki Odukoya

Mental Health Practitioner

Want to know more?

We plan to produce a regular newsletter bringing you news and advice on health in South Havering.

If you would like to receive these newsletters you can sign up on our website or alternatively email us and we will send you the newsletter by return email.



www.southhaveringspcn.org.uk



southhaveringspcn@gmail.com



SCAN ME

Would you like to help improve your GP Practice?

Have you heard of Patient Participation Groups?

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff.

A PPG is open to anyone who is a member of the practice. All communities, groups, genders, ages, ethnicities and disabilities representing the patient list are encouraged to join.

Visit your surgery's website for more details or enquire at reception.

