



**LEEK AND BIDDULPH PCN**

INTEGRATING GENERAL PRACTICE, LOCAL COMMUNITIES AND PATIENTS



# Leek and Biddulph Primary Care Network (PCN) External Newsletter December / January 2023-2024

Context:

- [PCN Facebook Page](#)

- Meet the team
- PCN Patient Satisfaction Data
- Leek & Biddulph Patient Locality Group
- Information for over the Festive period In Biddulph
- Information for over the Festive period In Leek
- Coping at Christmas
- Health Inequalities Project 2023/24 Social Prescribing – Supporting the Farming Community
- Health Inequalities Project 2023/24 Occupational Therapy Care Home Pathway
- NHS App

We wish you a Merry Christmas and a Happy New Year, from everyone at Leek and Biddulph PCN!



Are you following our Facebook page?



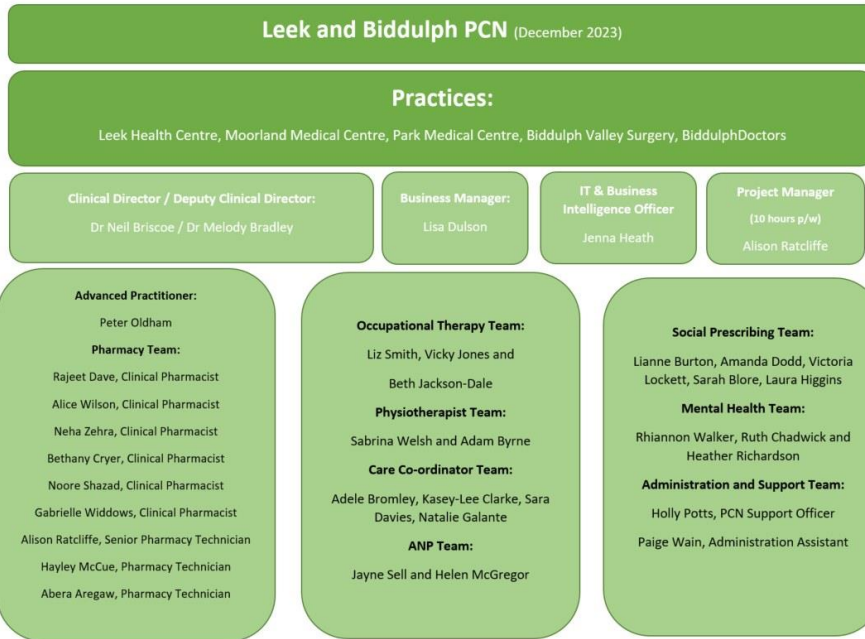
Don't miss out on events near you, or up to date information about your PCN!

Please feel free to share our page with your family and friends. You can like, comment or share some of our posts to help us to reach more people and give them the support they may need.

**Click the link below: [Leek and Biddulph PCN Facebook](#)**







## Meet the team







Did you know that your PCN team includes Pharmacists, Physiotherapists, Occupational Therapists and Mental Health Practitioners? When you contact your GP Practice you may be offered an appointment with one of our team that can better meet your needs at that time. Our Team have enjoyed working with you all during 2023 and look forward to being able to continue to support you in the new year



## PCN Patient Satisfaction Data

We are extremely pleased to report our Satisfaction data, collected from patients who have been treated by our team over the last 12 months. As you can see overall over 95% of patients who used our PCN services were Satisfied or Very Satisfied with the service.

1. Which Service did you use?			
Answer Choices		Response Percent	Response Total
1	Occupational Therapist		20.70% / 47
2	Pharmacy Team		50.66% / 115
3	Dietitian		13.22% / 30
4	Social Prescriber		7.93% / 18
5	Physiotherapist		2.20% / 5
6	Mental Health Practitioner		5.29% / 12
		answered	227
		skipped	2

2. What is your Age Group?			
Answer Choices		Response Percent	Response Total
1	Under 18		0.87% / 2
2	19-29		2.18% / 5
3	30-40		3.93% / 9
4	41-55		17.47% / 40
5	56-64		14.41% / 33
6	65-75		41.05% / 94

### 3. What is your Gender?

Answer Choices		Response Percent	Response Total
1	Male	44.10%	101
2	Female	55.46%	127
3	Prefer not to say	0.00%	0
4	Other (please specify):	0.44%	1
		answered	229
		skipped	0

Other (please specify): (1)

1	15/02/2023 10:52 AM ID: 211062057	Not had contact yet
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### 4. I felt that i was being listened to and the focus was on me and my needs

Answer Choices		Response Percent	Response Total
1	Strongly agree	81.58%	186
2	Agree	16.23%	37
3	Neither agree nor disagree	0.00%	0
4	Disagree	1.32%	3
5	Strongly disagree	0.88%	2
		answered	228
		skipped	1

### 5. I felt that i was shown care and compassion (feeling of genuine concern, connection with me on a human level)

Answer Choices		Response Percent	Response Total
1	Strongly agree	78.07%	178
2	Agree	20.61%	47
3	Neither agree nor disagree	0.44%	1
4	Disagree	0.44%	1
5	Strongly disagree	0.44%	1
		answered	228
		skipped	1

### 6. I was involved in the decision making about my care and my views were not ignored

Answer Choices		Response Percent	Response Total
1	Strongly agree	74.78%	169
2	Agree	18.58%	42
3	Neither agree nor disagree	4.87%	11
4	Disagree	0.88%	2
5	Strongly disagree	0.88%	2
		answered	226
		skipped	3

**7. A plan of action has been agreed about my care**

Answer Choices		Response Percent	Response Total
1	Strongly agree		68.58% 155
2	Agree		22.12% 50
3	Neither agree nor disagree		7.52% 17
4	Disagree		1.33% 3
5	Strongly disagree		0.44% 1
		answered	226
		skipped	3

**8. I felt that there was a positive approach and attitude towards my care**

Answer Choices		Response Percent	Response Total
1	Strongly agree		76.11% 172
2	Agree		20.35% 46
3	Neither agree nor disagree		1.77% 4
4	Disagree		0.88% 2
5	Strongly disagree		0.88% 2
		answered	226
		skipped	3

**9. How likely are you to recommend this service to friends and family if they needed similar treatment or care?**

Answer Choices		Response Percent	Response Total
1	Very likely		79.39% 181
2	Likely		16.23% 37
3	Neither likely nor unlikely		2.19% 5
4	Unlikely		0.44% 1
5	Very unlikely		1.75% 4
		answered	228
		skipped	1

**10. Overall how would you rate your experience of this service?**

Answer Choices		Response Percent	Response Total
1	Very dissatisfied		3.07% 7
2	Dissatisfied		0.88% 2
3	Neutral		0.88% 2
4	Satisfied		15.79% 36
5	Very satisfied		79.39% 181
		answered	228
		skipped	1

## Leek & Biddulph Patient Locality Group



The Integrated Care Board for Staffordshire and Stoke on Trent is a body which brings providers of Health and Social Care together and is responsible for ensuring the public across the area receive the best possible Health and Social Care. Currently the patients are represented on the Board by two Healthwatch representatives one from Staffordshire and one from Stoke on Trent.

According to the ICB they have a People Community Assembly which meets by -monthly but the Neighbourhood Place based Partnership and the People and Communities Committee groups have not yet become operational.

The members of the Patient Locality Group were very concerned that the Patient Voice was being lost and hence arranged for the ICB Director of Communication and Engagement, Tracey Sherwan to meet with representatives of all five Patient Participation Groups on 7th November 2023.

The PPG representatives raised a number of important issues with the Director of Communication and Engagement and these were noted and detailed replies are gradually being received. The delay is due in part to the questions having to be referred to Health Care providers and neighbouring ICB's.

The Patient Locality Group on behalf of all 50000 plus patients registered in the five GP Practices in Leek & Biddulph will continue to press the ICB to allow the Moorlands area to have an effective Patient Voice on the various engagement channels. Thus ensuring that patient concerns and problems are highlighted and dealt with effectively by the ICB.

## Leek & Biddulph Patient Locality Group Annual General Meeting



**WHEN:** Tuesday 16th January 2024

**WHERE:** Due to the current restrictions the meeting will be held digitally via Microsoft Teams commencing at 1.00pm

## Agenda:

1. Apologies
2. Chair's report for 2023
3. Approval of Updated Constitution
4. Election of Officers –
  - Chair
  - Deputy Chair
  - Secretary
5. Meeting Dates -2024/2025

If you wish to raise a specific issue, require the Nomination/ Shadowing Form for Officer Roles 2024 or wish to attend the AGM you should advise the Secretary by Tuesday 8th January 2024 via email [bas.pickering@yahoo.com](mailto:bas.pickering@yahoo.com). He will then arrange for you to receive the Microsoft Teams link.

As the meeting will be online and numbers limited, if you have any comments or concerns please ensure your Practice PPG Chair is aware and able to raise them on your behalf.

B D Pickering

Secretary

## Information for over the Festive period In Biddulph!

The image shows two leaflets side-by-side. The left leaflet is titled 'Biddulph Works Together 2023-4 A Warm Welcome Useful Numbers' and lists various local services with their phone numbers. The right leaflet is titled 'Biddulph Works Together 2023-4 A Warm Welcome Introduction' and provides information about local groups, food banks, and support agencies. Both leaflets feature the Biddulph Town Council logo and a decorative background.

Service	Phone Number
Biddulph Town Council (Community Help Point)	01782 498480
<i>The team at the Town Hall can make referrals to the Foodbank and provide advice on cost-of-living issues.</i>	
Biddulph Library	01782 485491
Staffordshire Moorlands Children's Centre, Albert Street	01782 297970
Biddulph Local People's Group	07898 322998
Biddulph Methodist Church & Victoria Centre (am only)	01782 513218
Biddulph Youth & Community Zone, Church Road	01782 244288
Hill Top Methodist Church, Chapel Lane	01782 513218
Life Stream Church, Newpool Road	01782 515122
New Road Methodist Church, Hot Lane	01782 513218
St John's Church, Knypersley	01782 512240
Christ Church, Biddulph Moor	01782 512240
Oasis Community Church	07736 953860
St Lawrence's Parish Church, Congleton Road (am only)	01782 513891
Beth Johnson Foundation	07867 003313
The Green Tree Food Club & Tea Room, 72 High Street	01782 852131
Approach Dementia Support	01782 214999
Citizens Advice- Local Advice Line	0800 278 7876

**Biddulph Works Together 2023-4 A Warm Welcome Introduction**

For the second year, Biddulph Town Council and partners are working to offer warm friendly spaces and free food opportunities, creating a network of places where Biddulph people can come together to try new things and seek support or advice. All groups offer a friendly welcome, with safeguarding policies and food hygiene rules in place.

There is lots of information about local groups and services here: <https://www.biddulph.co.uk/biddulph-directory/> or you can collect a paper copy of the Biddulph Directory from Biddulph Town Hall.

This leaflet contains information about how to access food via the different services and the Foodbank, but you can also contribute food items. The Stoke on Trent Foodbank welcomes food donations. They can be dropped at Sainsburys on Wharf Road in Biddulph, at your local church or at Biddulph Town Hall.

There is lots of information available on the Staffordshire County Council website about how you can live well in your own home: [www.staffordshire.gov.uk](http://www.staffordshire.gov.uk)

Type in 'Happy at Home' for more advice, which will also link to energy saving tips and local support agencies.

We've taken care to ensure the accuracy of this information; no responsibility can be accepted for errors or omissions. If you feel some information is incorrect or details have changed, please let us know. We are keen to support as many people in our town as possible. Please let us know if you can't get to these activities or would like something different.

Version 2, printed November 2023



MONDAYS	TUESDAYS	WEDNESDAYS	THURSDAYS	FRIDAYS	SATURDAYS	SUNDAYS
<p><b>Biddulph Library, 'Toucan and Rhyme', 10.30-11am</b></p> <p><b>Stoke-on-Trent Foodbank</b> St John's Church, Knyppesley 11am to 1pm</p> <p><b>St Lawrence's Church, Congleton Road 'Wibble and Wattle'</b> 10.30-1.00pm, sing, lunch, board games and refreshments.</p> <p><b>Biddulph Youth &amp; Community Zone, Church Road</b> Youth Club 6.30pm to 8.30pm - £1.50 inc. refreshments. Aimed at ages 9+, sports, craft, cafe, PS4 etc.</p>	<p><b>Biddulph Youth &amp; Community Zone, Church Road</b> Community Cafe in partnership with Oasis Community Church 9.30am to 11am, tea, coffee and refreshments.</p> <p><b>Biddulph Local People's Group, Biddulph Town Hall</b> Over 50's Social Group 10am to 12pm. Arts &amp; crafts, board games. £2.00 refreshments and materials included. Free hot food 12-1pm.</p> <p><b>The Green Tree Food Club &amp; Tea Room, 72 High Street</b> Community leader 10am to 3pm Soup and Sandwich (10am to 1pm)</p> <p><b>Biddulph Town Hall</b> Sally Johnson 10.30am to 12pm Bereavement Group 2<sup>nd</sup> Wednesday of each month, approx. meal (after session).</p> <p><b>Biddulph Town Hall</b> "Teatime and Ficks" Warm Light Lunch 12.30 to 1.30pm followed by a film.</p> <p><b>Staffordshire Moorlands Children's Centre, Albert Street</b> "Bak &amp; Bake" 1.2-2.30pm. Free drop-in session for families with little ones, refreshments provided.</p> <p><b>Biddulph Youth &amp; Community Zone, Church Road</b> Indoor Bowling 1.30pm to 3.30pm, £1.50 inc. refreshments.</p> <p><b>Dementia Friendly Cinema</b> Biddulph Town Hall Wednesday 14 December 1.30pm, includes tea/coffee and cake in the interval, accessible for people with dementia and open to everyone.</p> <p><b>English Martyrs' RC Church, Church Road</b> 11am to 12pm, free hot drinks, soup and sandwiches.</p>	<p>Sessions with a small fee</p> <p>Food available to buy/collect</p> <p>Free food and activities</p> <p>There are also many <b>volunteering opportunities</b> available with these groups, which would appreciate your support. Volunteering can help you learn new skills, meet new people, gain confidence, build relationships and make a difference. Skills and knowledge you acquire could also help you move towards paid employment.</p>	<p><b>Biddulph Local People's Group at Biddulph Youth &amp; Community Zone, Church Road</b> Over 50's Social Group 10am to 12pm. Arts &amp; crafts, board games. £2.00 refreshments and materials included.</p> <p><b>Biddulph Town Hall</b> Approach Dementia, carer support cafe, 10.30-12.30, 2<sup>nd</sup> Thursday of each month.</p> <p><b>Biddulph Youth &amp; Community Zone, Church Road, Community Party</b> 11.30am to 1.30pm, free food collection. Fruit &amp; Veg - 12.30pm to 5.30pm, £3.50 a box. Pre-order by 7am previous Friday.</p> <p><b>Christ Church, Biddulph Moor</b> "Branch Club" 10.30-1pm</p> <p><b>Biddulph Youth &amp; Community Zone, Church Road, SMILE Over 50's Social Group</b> 1.30pm to 3.30pm, £1.50 inc. refreshments.</p> <p><b>Oasis Youth Club (7-14 years), Grand Millers Hall, Church Road</b> 6pm to 8pm, £1.00 entry and free refreshments.</p> <p><b>Stoke-on-Trent Foodbank</b> English Martyrs Church, 6-8pm</p> <p><b>Biddulph Methodist Church</b> "Dementia Walkers" (fortnightly) 2-3.30pm</p>	<p><b>Staffordshire Moorlands Children's Centre, "Wake Up Shake Up Breakfast Group"</b> 9.30am to 11am, Healthy breakfast for parents/carer and children under 3 yrs.</p> <p><b>Biddulph Library, Coffee Morning</b> Cheese cakes, 10am to 12pm</p> <p><b>Victoria Centre, Station Road</b> Friday Coffee Morning &amp; Christian Aid Stalls 9.30am to 11.30am, Hot drink &amp; a snack.</p> <p><b>Biddulph Youth &amp; Community Zone, Church Road Youth Club</b> 6.30pm to 8.30pm - £1.50 inc. refreshments. Aimed at ages 9+, sports, craft, cafe, PS4 etc.</p> <p><b>Twilight Market</b> Biddulph Town Hall Friday 1 December 3.30pm to 7.30pm Refreshments provided - pay what you can. Please check <a href="http://www.biddulph.co.uk">www.biddulph.co.uk</a> for 2024 dates.</p> <p><b>The Green Tree Food Club &amp; Tea Room, 72 High Street</b> Community leader 10am to 3pm</p>	<p><b>The Green Tree Food Club &amp; Tea Room, 72 High Street</b> Community leader 10am to 3pm</p>	<p><b>Oasis Community Church</b> Worship, Biddulph Town Hall 10.45am. Refreshments served before and following worship. Adult worship, children and youth groups and a creche area.</p> <p><b>Biddulph Methodist Church, Station Road</b> Worship at 10.45am, tea coffee and biscuits to follow.</p> <p><b>Life Stream Church, Workshops</b> at 10.30am, tea coffee and biscuits to follow.</p> <p><b>Hill Top Methodist Church,</b> Station Road Worship at 10.45am, tea coffee and biscuits to follow.</p> <p><b>St Lawrence's Church, National Service 11am</b> Contemporary service 11am (with children's and youth groups) tea/coffee refreshments between services.</p> <p><b>English Martyrs Church Mass,</b> 9.10am</p>
<p><b>93 Bus Service Fares</b> Adult day ticket - £2.00 Young person (under 19) day ticket - £1.00</p> <p>You can:</p> <ul style="list-style-type: none"> <li>Use it as a return ticket to attend one of these sessions, or access other services in the town.</li> <li>Make a break in your journey</li> <li>Use it for a recreational/social ride around the route</li> </ul>						

*Biddulph Works Together 2023-4 A Warm Welcome*

## Holiday Activities and Food

**BOOK NOW!**

**FREE**

**Holiday Activities and Food**  
for children and young people aged 5-16 who get free school meals\*

Department for Education  
Staffordshire County Council

[staffordshire.gov.uk/holidayactivities](http://staffordshire.gov.uk/holidayactivities)

The Christmas Holidays are later this year, school children won't return until 8th January. Why not book activities with your local holiday clubs from 2nd January until 5th January?

This will give your child the chance to make new friends, do fun activities, and enjoy a healthy meal.

There's dodgeball, cooking, paintballing, bowling, boxercise, horse-riding, dance, football, bushcraft, pantomime, and lots more including get Santa!

If your child is eligible for a free place, school will issue a letter with a HAF code

Booking opens at 4pm on **7th December** – a button will appear

Book through the website [bit.ly/3f1O7Hd](http://bit.ly/3f1O7Hd)

Quote your HAF code to get a free funded place.



For any information on the below sessions,  
please get in touch.  
01538 387111

# MONTHLY ACTIVITIES

johnhall@rethink.org or via  
the John Hall Wellness Garden Facebook page

MONTH : DECEMBER 2023



MON	TUE	WED	THU	FRI	SAT
				1st 9am-4pm Open garden	2nd <b>CLOSED</b>
4th 9am-4pm Open garden 10am-12pm Leek History Group	5th 9am-4pm Open garden <b>Wellies Craft Sessions 10-3</b>	6th 9am-4pm Open garden	7th 9am-4pm Open garden 11pm-1pm Craft Group	8th 9am-4pm Open garden <b>10:30-12 Bereavement Friendship Group</b>	9th 9am-3pm Open gardens Children's Christmas Treasure Hunt 10-2 Reindeer Workshop 10-2
11th 9am-4pm Open garden	12th 9am-4pm Open garden <b>Wellies Craft Sessions 10-3</b>	13th 9am-4pm Open garden Social Prescribers 10 30 -12 30 Drop-in	14th 9am-4pm Open garden 11pm- 1pm Creative writing	15th 9am-4pm Open garden	16th 9am-3pm Open gardens Children's Christmas Treasure Hunt 10-2 Reindeer Workshop 10-2
18th 9am-4pm Open garden	19th 9am-4pm Open garden	20th 9am-4pm Open garden	21st 9am-4pm Open garden <i>John Hall Wellness Garden Christmas Party</i>	22nd 9am-4pm Open garden	23rd 9am-3pm Open garden Children's Christmas Treasure Hunt 1--2
25th <b>CLOSED</b>	26th <b>CLOSED</b>	27th 10am-2pm Open garden 10-12 Twixmas coffee & chat	28th 10am-2pm Open garden 11pm-1pm Creative Writing	29th 10am-2pm Open garden 1pm-2pm Walk & Talk meet at JHWG	30th <b>CLOSED</b>

## Information for over the Festive period In Leek!

**Leek foodbank** – Tuesday and Friday 12.30 – 2.30pm. There is also a representative from the CAB there on Fridays.

**Bereavement group** at John Hall Wellness Garden, Leek – Friday 12th January 2024

**Kidz2Kidz** is a charity run by the Werrington Volunteers. They will provide a toy/gift to children who might go without this year and also have limited capacity to provide a pack of food to make a Christmas dinner for families who are really struggling. Referrals would need to come via the Children & Families Team. Funds are limited so only for families who genuinely would not be able to afford a Christmas dinner/toy.

**Baby bank Christmas lunch hampers for struggling families -**

<https://www.facebook.com/leekchildrensandbabylibrary/videos/please-help-bring-the-magic-of-christmas-to-those-who-need-it-most-this-year-wit/3553634921562907/>

**Haregate Christmas lunch -**

<https://www.facebook.com/photo?fbid=751342583704950&set=a.364980815674464>

There is always a warm welcome at Staffordshire Libraries



**"There is always a warm welcome at Staffordshire Libraries"**

PLACES OF WELCOME

Why not drop in for a chat and a cuppa!

YOUR LIBRARY  
Staffordshire County Council

LIKE SUBSCRIBE

f i y t

www.staffordshire.gov.uk/libraries

A cup of coffee with latte art, coffee beans, and a small cake on a wooden tray.

Did you know Staffordshire Libraries provide safe, warm, and welcoming spaces with access to lots of great services, such as FREE books and electronic resources. With a Staffordshire library card, you can download eBooks, eAudio books, eMagazines, eComics, and eNewspapers on the go!

At Staffordshire Libraries you have access to Wi-Fi and desktop computers and can use a range of subscriptions such as Ancestry, Driving Theory Test Pro and Go Citizen and much more, FREE across our 43 libraries.

Staffordshire library staff and volunteers can signpost you to information and services in your local area - getting you the help and support you may need. Many of our libraries can help with online applications for Bus Passes and Blue Badges, and our Business Start-Up Hubs can provide anyone looking to start a business with information to get them on the right path.

Looking for something to do? We have a huge range of activities and events from Baby Bounce and Rhyme time for little ones, Coffee and Chat sessions, Local History activities, Craft sessions plus lots more. So, what are you waiting for! Why not Discover Your Staffordshire Library Today! And Join Up. Join In. Discover. Explore. Create.

Libraries have lot of regular events and activities and special events run all year - find out what's on near you [here](#)

Find out more about Your Staffordshire Library Service here: [How to join your library - Staffordshire County Council](#)

Or on [Facebook](#), [Twitter](#), [Instagram](#), and [YouTube](#) – search Staffordshire Libraries and follow us for updates.



### **Staffordshire libraries are still cornerstones of their communities**

New figures published in November show how vital Staffordshire libraries are to their communities.

As well as more than 1.5 million physical book loans in 2022/23, Staffordshire County Council's 43 libraries have offered business start-up advice and job clubs; recycled thousands of items of school uniform and old laptops; and created reading groups for young and old.

And both book borrowing and visits are recovering well after the pandemic, while online initiatives developed during Covid are still thriving.

Victoria Wilson, Staffordshire County Council's cabinet member for Communities and Culture, said: "For many years our libraries have been far more than a place to borrow books.

"They have become community hubs, responsive to helping people find the help, support and friendship they need.

"There are so many success stories and we intend to build on this excellent foundation."

Not only are Staffordshire's libraries being used to support the local economy and moves to net zero carbon emissions, they're a base for initiatives to support child development and good health and wellbeing in adults.

Successes include:

- 520 people accessing online support for businesses;
- 338 job club meetings;

- Families saved by an estimated £60,000 by recycling school uniform schemes;
- 1,096 Blue Badge applications made for residents;
- 12,983 young children gifted 'bookstart' packs;
- 254 items given via the Donate IT programme
- 58 'teacher's tickets' issued to promote classroom reading.

Other positives include winning grants to support the economically inactive, to promote grass roots activities to promote net zero carbon emissions, and to improve physical and mental health.

Recently published research by economists at the University of Eastern England revealed that a branch library typically provides £1 million in value annually by encouraging people on to High Streets.

Victoria Wilson added: "Libraries are a community anchor and a provide a 'front door' to many other services.

"As well as helping people with opportunities to learn new skills and find out information, they support town and village centres by encouraging footfall."

At the same time, the council is maintaining its digital and social media presence, which expanded through lockdown, so it can offer the best of both worlds for customers.

The service has launched a new library app and has a thriving Facebook reading group connecting readers from across the county and beyond.



### Looking for a good read this Christmas!?

Our Library shelves are bursting with seasonal books this December and we've added even more eBooks & eAudios to Borrowbox.

We've got crime, romance, classics history & traditions, cooking & plenty for the kids too!

Please visit Borrowbox via the App on your smart phone or tablet, or our [eLibrary](#) or pop into your local library and choose from a huge selection of seasonal titles!

The Winter Mini Challenge for Children is back!



It's back! Spark a love of reading even in the most reluctant reader with the free online Winter Mini Challenge. Unlock rewards for reading and find fun activities on the Reading Agency's dedicated children's website.

The Winter Mini Challenge is an online, bitesize version of The Reading Agency's annual Summer Reading Challenge. This summer, they teamed up with the Youth Sport Trust and public libraries to bring you Ready, Set, Read! – a Summer Reading Challenge that empowered hundreds of thousands of young people to read and play, keeping minds and bodies active over the summer break.

Following the success of Ready, Set, Read!, The Reading Agency are delighted to extend the theme into the Winter Mini Challenge. With the holidays approaching, now is the time to encourage families to discover the joy of reading or to build on good reading habits!

Our Libraries are filled with seasonal and other books for children to borrow over the Christmas holidays and we have lots of great eBooks and eAudios available on the Borrowbox App or via our [eLibrary](#).

Tackle the holiday reading 'dip' and join in [online](#) from the 1st December 2023.

## Coping over Christmas

**COPING AT CHRISTMAS**

Christmas can be tough. That's why it's important to know there's always someone you can talk to.

 ☎ 0300 123 3393 📍 Helpline 🌐 mind.org.uk	 ☎ Text SHOUT to 85258 📍 24/7 text service 🌐 giveusashout.org	 ☎ 116 123 📍 24/7 helpline 🌐 samaritans.org
 ☎ Text YM to 85258 📍 24/7 text service 🌐 youngminds.org.uk	 ☎ 0800 58 58 58 📍 Helpline for men 🌐 thecalmzone.net	 ☎ 0800 068 4141 📍 Under 35s Helpline 🌐 papyrus-uk.org

We know that the festive season can bring extra pressure, worries and fears. It is important to look after your wellbeing as well as yourself!

Christmas could affect your mental health if you:

- Feel alone, left out or frustrated because everyone else seems happy when you're not.
- Feel anxious about financial worries.
- Look back at difficult memories, regret things about the past, or worry about the coming new year.
- Feel overlooked, for example if you celebrate other religious festivals or holidays that get less attention.
- Feel like Christmas gives you something to focus on and look forward to, and find it difficult when it's over.

If you live with mental health problems, there may be other reasons that you find Christmas tough. It is important to remember that there is always someone you can talk to!

[Useful contacts - Christmas and mental health - Mind](#)

<https://www.brighter-futures.org.uk/staffordshire-mental-health-helpline/>

[Useful Contacts Over Christmas | North Staffs Carers \(carersfirst.com\)](#)

# Health Inequalities Project 2023/24 Social Prescribing – Supporting the Farming Community

Project Lead: Sarah Blore, Social Prescribing Link Worker



## Background information and key issues:

One member of the team initially held a drop-in at Leek Livestock Market to promote the service and offer advice and signposting. The majority of people passing through the doors were over 55 with many still farming in their 70s and 80s. Almost all were out of area, living in Derbyshire and Cheshire.

The sad thing was that the first three separate people spoken to had all experienced a friend, neighbour or family member from the farming community take their own lives ***in the past two months***.

When asked what could be done to help prevent this, feedback was that a lot of the rural social activities that used to happen have been stopped (hunts, local pubs are now 'gastropubs' rather than social hubs for farmers) so there is a lack of socialising. There was also a consensus that people should talk more about their mental health but there is still a massive perceived stigma. Many acknowledged that 'people just get on with it' until one day they break.

Everyone knew everyone else by name, which was lovely but some, who live alone, said that going to market was the only day they really see people.

A lot of farmers said how popular the Rural Health Clinic at Bakewell Cattle Market is (Nurse & Physiotherapist are there plus the Agriculture Chaplain for support & signposting) and said they would welcome something similar at Leek.

## What did you do to address the issues raised?



I approached the office staff and Market Manager about the possibility of having someone to come in to offer regular health checks at Leek and they were quite open to it.



As mental health was a recurring theme I approached the Farming Community Network (FCN) who were keen to support market-goers with specialist advice and mental health support from peers who understood the complexities of rural life. We worked together to create a three-week trial health drop-in service in conjunction with Everyone Health.

I also arranged for helpline posters to be placed in prominent positions at the market and tailored some of our SP flyers more to a farming audience.

Social Prescribers supported the Everyone Health Team and the FCN when they attended the market and engaged with a large number of people.

### **What outcomes were evident?**

There have since been four visits by the Everyone Health Trailer and six by FCN for mental health support and specialist advice. These services have now become familiar to market goers, staffed by approachable trustworthy people and a large number of people have taken the opportunity to have health checks and a meaningful chat in a location convenient and familiar to them.

Due to the success of the health trailer Leek Livestock Market are looking into setting up a permanent area for health checks within the market building provided by Everyone Health, with additional space for private conversations and advice.

Identifying a need and putting plans into action has made health services more accessible and is hopefully a good start in reducing health inequalities amongst the farming community.

## Health Inequalities Project 2023/24 Occupational Therapy Care Home Pathway

Author: Lisa Dulson, Business Manager

Project Team: Vicky Jones, Senior Occupational Therapist Elizabeth Smith, Senior Occupational Therapist Beth Jackson Dale, Occupational Therapist



### **Introduction:**

The Network Contract DES set out that:

PCNs are responsible for designing and delivering the intervention(s) described in the Network Contract DES and working collaboratively with commissioners who will offer support to do so. This includes:

- a. identifying and selecting the population experiencing inequality, working collaboratively across systems and localities;
- b. engaging with the community experiencing health inequalities;
- c. developing a plan by 28 February 2022 describing how the intervention will be delivered for the duration of the contract period; and
- d. identifying what outcome this intervention is expected to achieve and how that outcome will be measured. This measurement should support quality improvement activities within, and between, PCNs.

Our Project team met in early 2022/23 and undertook a number of projects supporting our cohort of patients experiencing health inequalities, due to Learning Disabilities and Autism.

This year however, we decided to work with our Occupational Therapy Team who were already developing their Care Home Pathway to support Care Home Patients. Helping residents to be active in their daily life is an essential part of good care. When a person is left to sit for most of the day with little movement or stimulation their physical and emotional wellbeing can suffer.<sup>2</sup> They may experience muscle wasting, poor sleep patterns, loss of appetite, confusion, low mood and poor concentration. Some people may have a range of health needs and it may be hard to know how best to support them. Occupational Therapists can support care home staff to identify barriers to engagement and support the patients to engage fully in meaningful activities of their choice and level of ability.

### **What are healthcare inequalities?**

Health inequalities are unfair and avoidable differences in health across the population, and between different groups within society. These include how long people are likely to live, the health conditions they may experience and the care that is available to them.

The conditions in which we are born, grow, live, work and age can impact our health and wellbeing. These are sometimes referred to as wider determinants of health. ([NHS England » What are healthcare inequalities?](#))

According to the 2018 report commissioned by NHS England, 'There are clearly inequalities in access and quality of services for people living in residential care homes. However, opportunities exist to address inequalities through the enhanced health in care homes programme.

Action is needed to ensure that care home residents have access to the same level and quality of services no matter where they are located, and that interventions and activities support social, economic and emotional needs as well as physical health needs; in short, to increase access to support and services in the community.' ([reducing-health-inequalities-through-new-models-of-care-a-resource-for-new-care-models.pdf \(instituteofhealthequity.org\)](#), 2018).

### **Care Home Pathway:**

The role of Occupational Therapy is varied, however the aim of this service was to enable patients living with a range of health problems and chronic conditions to maintain independence.

The team help them to overcome barriers which are preventing them from participating in the daily activities which they want and need to do.

Care Home Occupational Therapy can support a range of interventions including reminiscence, cognitive exercises, environmental advice, meaningful activity planning mental wellbeing and sensory processing advice.

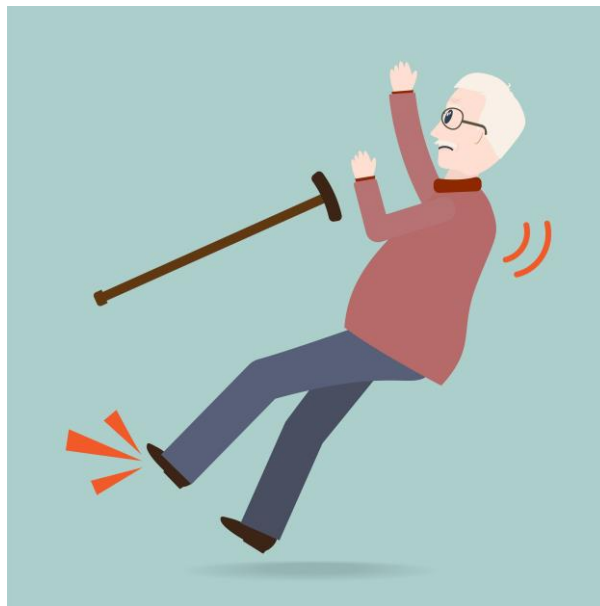
The service offers holistic specialist assessments, to provide individual treatment plans and recommendations to support the individual. This could include:

- Personalised action plans will be created for staff to support the patient's needs based on the identified level of functioning.
- Support for individuals struggling to engage with the hobbies/activities on offer.
- Support for staff who are struggling to engage with the residents.
- Support with residents who are restless and wandering or displaying anxiety/low mood that's interfering with their functioning.
- Support with behaviours staff find challenging, stemming from lack of stimulation/environment or disease progression.

The Inclusion and Referral Criteria can be found at Appendix A.

Two case studies of the service are set out below:

## Case 1



### Referral reason

Mr G is a 74 year old gentleman residing in Beech Dene Care home. Referred to the PCN O.T service for support with behaviour issues related to falls. Mr G had been assessed by the Physio service who advised use of a wheeled zimmer frame and reported that falls were related to behaviour rather than a physical difficulty. PCN O.T contacted for support around behaviour and falls.

This was our first referral to the new service for care home support and therefore this gentleman was seen jointly by Liz Smith and Beth Dale

## Assessments completed

PCN O.T Initial care home assessment completed with care home staff and patient. Established that although patient is known to have vascular dementia, he was able to provide accurate information and offered insight into his current physical and mental health needs.

Sensory Diet Checklist completed with patient.

Observational assessment of patient within the care home environment and of personal space (bedroom)

## Interventions



# Intervention

Following completion of assessments, it was established that lack of stimulus was a contributing factor to patient's falls. Patient himself was able to identify that he felt bored and that he was making a decision to stand up when he shouldn't be doing. He demonstrated a good level of self-awareness with regards to his physical limitations and was aware that he required assistance to stand and mobilise.

Further issues arose when it was reported by care home staff that family had expressed that they no longer wished to have any involvement with patient and were not releasing any funds or personal items from home for the patient. As a result, the safeguarding team were contacted, and an investigation was completed.

Due to issues with obtaining items from family, the PCN O.T team produced a number of local photographs which were laminated for patient to look through- all labelled with location for reference. These were set up in room for support. The care home staff helped to facilitate filing these photographs in a folder for patient to hold and look through, therefore also incorporating tactile stimulation within the activity. This was discussed with patient, who was able to verbalise this as his preference and an unstructured observation was also completed to ensure patients upper limb and fine motor skills were able to meet the demands of this activity.

## Outcomes

The following information was collated into a report which was given to the care home team for advice, guidance and support : -

- To facilitate engagement for patient with targeted indoor based activities from a seated position based on own insight into interests: Eg. Photography activities; magazines involving photography/ cars/ landscapes; scrapbook/craft; lego/maccano/ model building

- Daylight therapy as able to create a positive and stimulating environment within patients personal space (bedroom) to help with engagement and prevent boredom.
- Beech Dene to liaise with wife regarding permission to pass on details for PCN team to discuss regarding resources from home to provide stimulation.
- PCN OTs to collect resources for stimulation ie. Photographs/ information regarding targeted activities.

### **Referrals made to other services**

Safeguarding Team

## Case 2



### **Referral reason**

The patient was referred to the OT team following care home staff struggling to engage with them on a meaningful level since admission to the Nursing Home. Patient was admitted to Abbey Court in February 2023 following a period of assessment in a CCG bed. Patient had also experienced multiple lifestyle changes including the loss of her husband in 2021 and transition to the NH. From discussions with daughter, the patient had struggled with her anxiety levels for a long time and had progressively gotten worse alongside the progression of her dementia.

Medical history: Alzheimer's disease (diagnosed in 2022), recently exacerbated by acute delirium secondary to AKI. Osteoporosis, TIAs, SBO, total hysterectomy, GSF (green), DOLs in situ, ReSPECT in place (DNAR and ward based ceiling of care, to be admitted to hospital for management of reversible illness)

### **Assessments completed**

PAL (Pool Activity Level)

The PAL was completed through the use of unstructured observation and subjective assessment to assess how the patient's cognitive needs affect their functionally and summarise their current level of ability. The assessment process indicated that the patient had an exploratory activity level of ability.

### **Sensory Diet**

The sensory diet was completed following an initial assessment where it became apparent that the patient had the cognitive ability to verbalise and express her preferences and indicated that the patient had the capacity to make simple decisions regarding their day to day care within the home (i.e. What clothes to wear, what to eat etc.).

### **MEAMS (Middlesex Elderly Assessment of Mental State)**

The MEAMS cognitive assessment was completed over two sessions to limit risk of distress. During the assessment process it very quickly became clear that the patient struggled with:

- Short term memory
- Anxiety
- Attention and retention

The patient required thorough 1:1 support during the assessment and had to repeatedly receive external direction and validation from the OT. The patient demonstrated some insight into their cognitive and mental health needs, however, also demonstrated some very self-critical thoughts at which point then became disengaged.

The patient scored 3/12 following the outcome of the assessment which suggested that their cognitive skills were at a level significantly below normal range for their age and indicated that further psychological assessment should be sought.

**Cognitive strengths:** Naming, Association, Perception and Motor Perseveration

**Cognitive limitations:** Orientation, Comprehension, Retention and Short Term Memory, Arrhythmia, Spatial Construction, Identification, Verbal Fluency and Recall

### **Assessment and summary:**

The identified strengths suggested that the patient was able to identify and associate familiar items/ objects/ patterns of behaviour. This suggested that their cognitive ability would allow them to sequence familiar tasks and provide a means for independence. Their motor skills were also a strength- they were mobile unaided, however, frequently lost balance. They had good UL and LL strength and were able to adjust their position independently and sit to stand (STS) from a seated position.

The identified limitations suggested that despite strengths with recognition and sequencing the patient would often struggle to initiate meaningful tasks and communicate their care needs. The patient was not often not orientated to time and place and due to their poor attention and retention skills which indicated that psychological therapy intervention/ explanations/ talking advice would be futile. Therefore, it was identified that the patient would benefit from directed distraction techniques, focusing on areas of interest as identified within the sensory diet. The patient also evidently struggled with verbal fluency which subsequently heightened their level of anxiety.

### **Interventions**

Targeted activity ideas

- Simple crafts such as: wreath making, painting, drawing, knitting/ sewing
- Re-potting plants from a seated position

- Pet therapy
- Flower arranging
- Decorating cakes
- Encourage the patient to wash up mugs/ plates with care staff





### Key Outcomes:

Since the service commenced in January 2023, the team have received 67 referrals, of these:

- 45 patients were accepted for support around anxiety, lack of engagement, agitated behaviour etc.
- Only 6 patient referrals were rejected due to not being suitable for the service.
- 18 Care home patients have successfully completed their course of therapy, with some of the key outcomes being:

-All patients who received the service received a full written report which was shared with their carers and family where appropriate also. These were written following use of a number of Assessment tools available to the Occupational Therapists.



- Provided resources to families to support them with ongoing care of their family member.
- Support for the patient and their family, bridging the gap between home and the patient in the care home.
- Providing education to Care Home staff regarding managing challenging behaviours and anxiety within patients without turning to medications.
  - We currently have 15 patients on the waiting list for the service.

#### **Next Steps:**



As noted in the in main body of the report the service is currently closed to new referrals whilst the team tackle the current waiting list. It is hoped that with further clarity on PCN Funding post March 2024 that another team member can be recruited to the Occupational Therapy Team whose role can solely focus on this service and meeting its demand.

After engaging in a number of assessments at care homes the Occupational Therapy team have discussed whether a whole care home training approach would be supportive alongside individual assessments as some if the reasons for the patients referral may be due to institutional or environmental conditions impacting their wellbeing rather than any personal issues they may need support with.

#### **Adaptations to daily routine**

- 1:1 or small group engagement rather than large group based activities
- Ensure the patient is given opportunity to engage with simple decision making when being supported in ADLs in order to promote independence, opportunity for control and self-efficacy
- Place radio or television on when alone in room to facilitate distraction
- Where plausible, consider relocating their room to a location where they will be visible or will be able to observe residents and staff engaging outside

- Where appropriate, buddy the patient with a likeminded resident in order to provide an opportunity for 1:1 interaction when this is not possible for staff and further promote direction
- Allow them to style their own hair
- Allow the patient to keep flowers in their room
- Allow them to clean their own room
- consider a cleaning box, knitting kit or similar to provide sense of familiarity with household jobs
- Utilise means of distraction when they become upset- divert attention onto something they can see, smell, hear or taste to provide grounding and distraction
- Avoid conversations that will prompt reminiscence
- Consider activity box (family to create a box of familiar items that can be used as a prompt for discussions when visiting to alleviate distress)

### **Onward referrals**

- Abbey Court to consider referral to CPN
- Discussion had with clinical pharmacist regarding potential use of medication (SSRIs or benzodiazepines where clinical risk assessment indicates appropriate)
- GP to review medication on next care home round

### **Outcomes**

Increased carer awareness and confidence with utilising non pharmaceutical methods to manage the patient's challenging behaviours and anxiety.

Positive health and economic outcomes in advocating the use of non-pharmaceutical approaches to manage symptoms.

### **Referrals made to other services**

PCN Pharmacy team

The service has been incredibly successful with Care Home Managers and GPs alike all finding it a unique resource. Unfortunately for this reason the waiting list had to be closed in October 2023 as the team had a backlog of a waiting list with 15 patients waiting to be assessed, some of whom were referred back in July 2023. It is anticipated that this service be reviewed with a hope of more resources in the future to enable the service to continue uninterrupted going forward.

### **Referral Method**

- All referrals to be completed via Care Co-ordinator using care home referral form.
- Referral Log to be completed by B7 OT during triage with reason for referral, locality, accepted or rejected status and signposting to most relevant service if not meeting PCN OT Care home criteria.

### **Assessment**



**What will change:**

The homepage will be more streamlined, simplifying navigation and the language made clearer. Some services may move within the NHS App but the services you need will still be available. All NHS App settings will remain the same and you will continue to receive messages before and after the update.

**Communication:**

Over the next few weeks you will be prompted to update your NHS App. The roll out is planned to start before Christmas but not everything will change straight away.

**Help and support:**

You can access help and support by using the Help icon in the top right of the NHS App or by visiting [nhs.uk/nhs-app](https://nhs.uk/nhs-app)

**Why changes are being made:**

The NHS App will continue to be a simple and secure way to access a range of NHS services used by millions. The vision is to deliver a proactive, personalised experience. Changes are being made following extensive user research involving a diverse group of people of different ages, backgrounds, and digital confidence levels. The new design is built around patient need, with a layout and structure that makes it easier to carry out activities independently, giving users greater control of their healthcare.

Leek & Biddulph PCN are committed to equipping our patients with the tools and knowledge needed to navigate through an ever-changing digital landscape. Please look out for future information sessions demonstrating tools such as the NHS App in more detail.