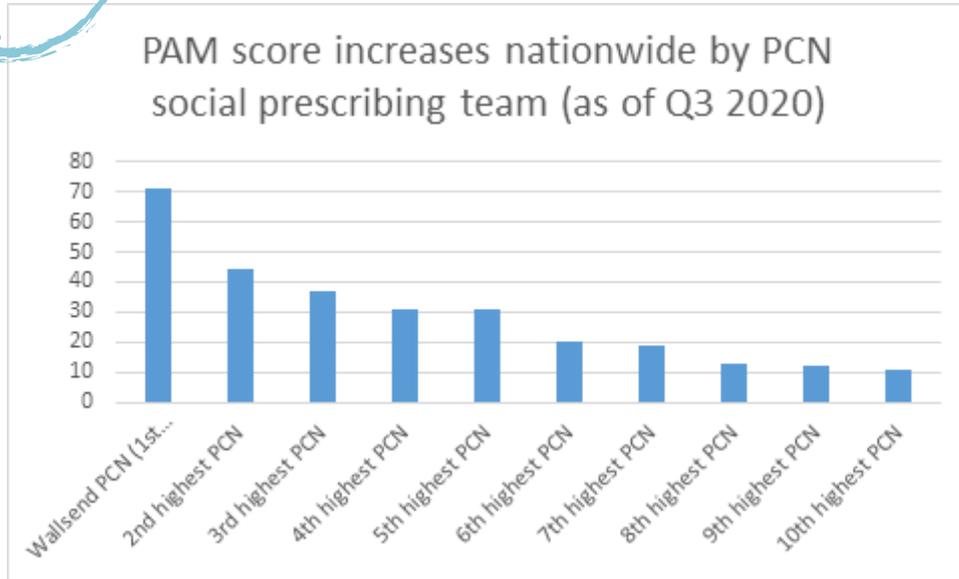


Highest nationwide PAM score



*Patient activation is a widely recognised concept. It describes the knowledge, skills and confidence a person has in managing their own health and health care **

Welcome to April's Wallsend PCN Social Prescribing newsletter.
This month we share a retrospective look at our work throughout the Covid-19 pandemic.

Of the 215 PCN Social Prescribing teams in the country, Wallsend PCN achieved the highest PAM score increase (71, 14.5% of total nationwide PAM increase).

Only the ten highest-performing PCNs are shown here.

(source: Future NHS <https://future.nhs.uk/SupportedSelfManagement>)

Patient Activation Measure

The Patient Activation Measure (PAM) is a questionnaire that aims to gain insight into how a patient is currently managing their wellbeing. This helps identify which intervention is most suitable for them.

With four levels, lower activated patients tend to become **overwhelmed** with managing their health, whereas highly activated patients understand **their role** in the care process.

(The Kings Fund, 2014)



Here we share some of the responses made since the Covid-19 pandemic began.

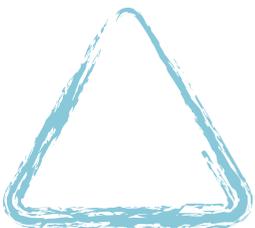
Responses and Ways of Working



1. We continued working with patients on caseloads, and additionally worked with lists of shielding patients

2. By 16th March 2020, 100% remote working was implemented

3. Demand in service is reflected by additional roles within the Wallsend PCN, including additional Link Worker and most recently, two Care Co-ordinators



Positive Impact for Patients and Practices

For patients:

Increased attendance rates, particularly for individuals with anxiety

Increased flexibility between GP practices & days

Increased contact - greater use of DNA slots for other patient contact

Flexible appointment times

For practices:

Increased attendance at meetings whilst working remotely

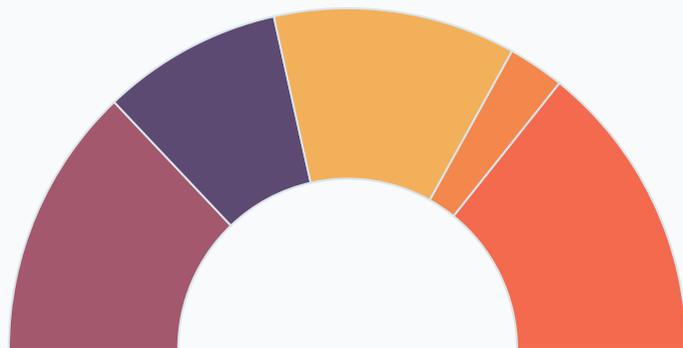
Improved response time for referrals and tasks

Increased visibility - for example newsletters and sharing of data

Staff wellbeing - supported by First Contact Clinical, Tyne Health and Wallsend PCN staff

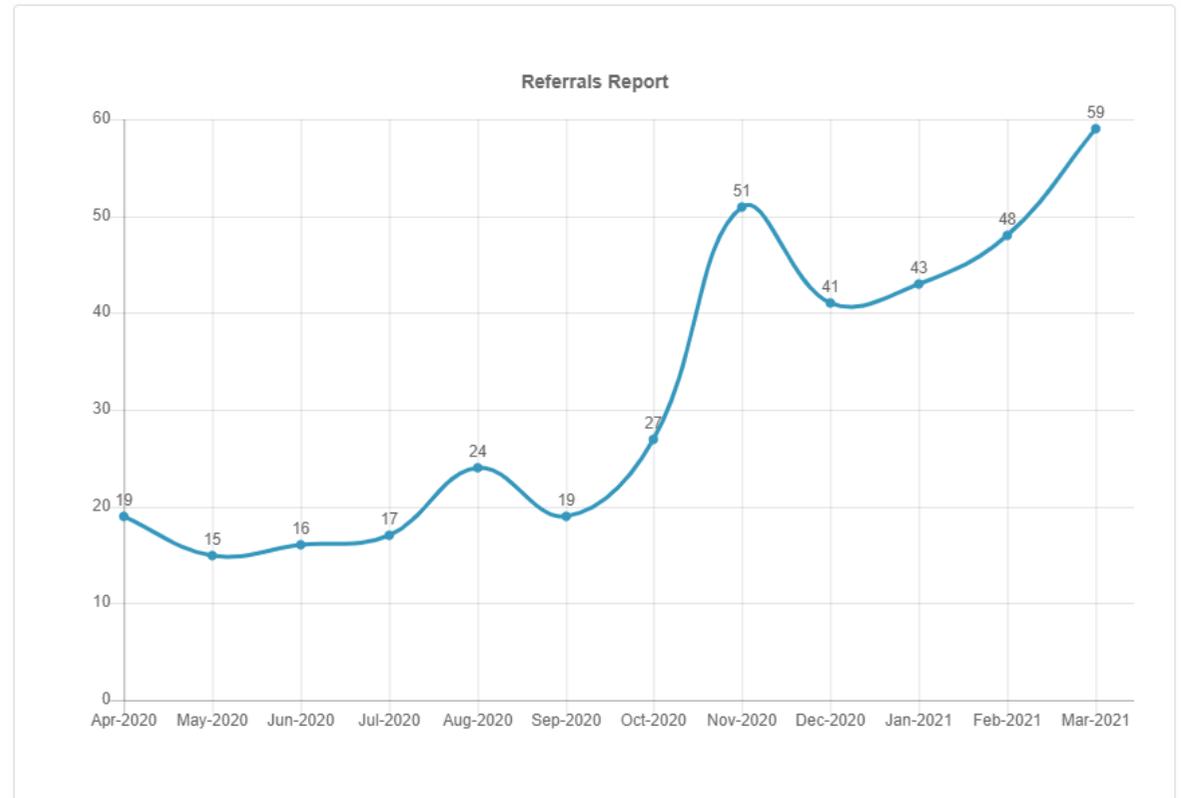
Caseload data from across the Wallsend PCN.

Current caseload



■ BMC	48	■ Park Road	32
■ Portugal Place	43	■ Garden Park	10
■ Village Green	53		

Referrals YTD Apr 20 - Mar 21



If you have any feedback about this newsletter, please send a message via EMIS/S1 or email Locality Lead helensmith@firstcontactclinical.co.uk

Phone: 0191 432 4829 **Email:** fcc.ntsps@nhs.net www.firstcontactclinical.co.uk