

Welcome to August's newsletter from the Wallsend PCN Link Worker. While remote working has not been without its challenges, there has also been much positive learning, including:



Attending MDT and Team meetings across practices - often not feasible previously when in allocated practice slots

Improved appointments for patients - more flexible appointments and no DNAs have enabled more patient contact

Improved engagement - patients who may have struggled to attend appointments in practices can speak from the comfort and safety of their home

Improved visibility - attending Teams meetings has increased PCN Link Worker visibility in smaller practices where room availability was previously an issue

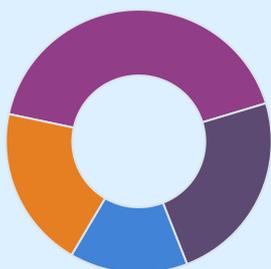
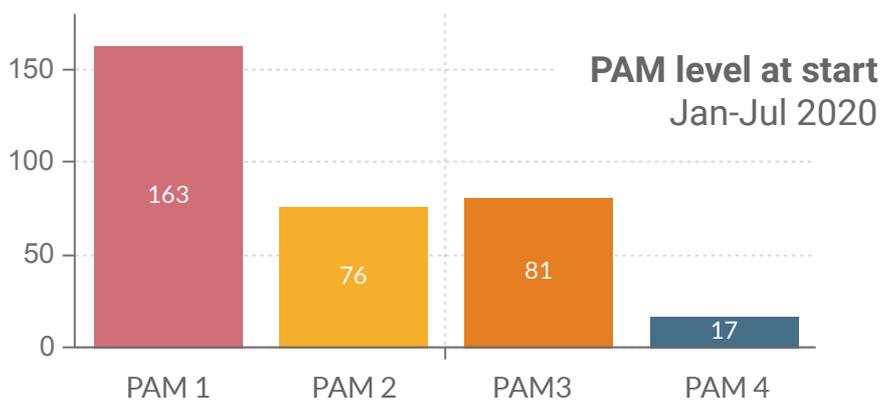
<p>Level 1</p> <p>Disengaged and overwhelmed</p> <p>Individuals are passive and lack confidence. Knowledge is low, goal-orientation is weak, and adherence is poor. Their perspective: "My doctor is in charge of my health."</p>	<p>Level 2</p> <p>Becoming aware, but still struggling</p> <p>Individuals have some knowledge, but large gaps remain. They believe health is largely out of their control, but can set simple goals. Their perspective: "I could be doing more."</p>	<p>Level 3</p> <p>Taking action</p> <p>Individuals have key facts and are building self-management skills. They strive for best practice behaviours, and are goal-oriented. Their perspective: "I'm part of my health care team."</p>	<p>Level 4</p> <p>Maintaining behaviours and pushing further</p> <p>Individuals have adopted new behaviours, but may struggle in times of stress or change. Their perspective: "I'm my own advocate."</p>
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The PCN service use the PAM® (Patient Activation Measure) to assess progress.

In July 2020, there was a **4.42% increase** in patient activation across the PCN.

The majority of our patients are PAM Level 1 at the start of their intervention

Click [here](#) for more details on the PAM®



- Bewicke 76
- Park Road 43
- Portugal Place 26
- Village Green 36

181 patients from Wallsend PCN practices are currently open to the social prescribing service