



Townsend House Medical Centre
 Axminster Medical Practice
 Seaton & Colyton Medical Practice
d-icb.tascpcn@nhs.net

TASC PCN NEWSLETTER



AXMINSTER'S NEW PHARMA BOX

Axminster surgery is now using the latest technology to improve waiting times at their dispensary and make it easier for patients to collect prescriptions.

The high tech 'Pharma box' was delivered in the back of a horse box – a very East Devon mode of transport!

The 'Pharma box' has been installed close to the entrance to the surgery and enables anyone who currently has their medications dispensed at the surgery to collect their prescription without having to queue. The patient receives a message when their prescription is ready to collect and they are then able to collect and pay via the Pharma box – as modelled here (thank you Sharon)!



PCN PROJECTS

Improving uptake of the NHS App is a cornerstone of the NHS Ten Year Plan with the vision being that it will become a world-leading tool for patient access, empowerment and care planning.

By 2028 the intention is that patients will be able to use the App for;

- My NHS GP; instant advice for non-urgent care
- My Choices; choose a preferred provider
- My Specialist; book directly into tests
- My Medicines; manage medication
- My Vaccines; book vaccines
- My Care; manage long term conditions
- My Health; access and upload health data

In our PCN currently, between 53-58% of our patients have downloaded the NHS App to date.

Jane will be training as an NHS App Ambassador and we will be working on some ideas for increasing uptake of the NHS App in the practices over the coming months.

FLU & COVID VACCINATIONS

Flu and Covid season is here again...

By 13th October, practices had delivered over 4180 flu vaccinations at clinics held on the surgery premises – well done to everyone involved!

This year, Katie is completing care home vaccinations on behalf of both Seaton & Colyton and Townsend House with assistance from Jane. In the first week, four care homes were visited for Townsend and two for S&C and a further four care home visits are planned over the next couple of weeks.

Thanks to Jane and Katie for their support to the practices on this.

DATES FOR YOUR DIARY

HAPPY OCTOBER BIRTHDAY to;
 Lou K 21 October
 Oonagh 31 October

Christmas meal for PCN staff with S&C staff at The Ship, December 12th - please RSVP to confirm attendance

Approved PLT dates for next year –
 11 February 2026
 12 May 2026
 10 Sept 2026

PLT, 1st October 2025

We held our third and final PCN half day shut down for 2025 on 1st October which was held at Axminster Medical Practice for clinical staff and Seaton & Colyton for non-clinical staff. Thank you very much to both practices for hosting the sessions 😊

The PLT events have been very successful this year and provide a great opportunity for time with peers as well as shared learning. We are beginning to plan for PLT 2026 so please make sure that the dates are in your diaries.

The clinical staff had an informative pain management talk from Dr Andrew Gunatilleke who is a Consultant Anaesthetist and Lead for Chronic Pain at Torbay and South Devon Healthcare NHS Trust. A key outcome from this was a discussion about opioid prescribing levels within the PCN and as a result the practices will be reviewing their protocols around this and polypharmacy in general. This is in line with the PCN DES contract requirements around prescribing,

Thank you to Dr Nick Hodges from AMP who led an annual update BLS session for the clinical teams. Please note that we will be arranging one more additional BLS session prior to Christmas for those clinical staff who were not able to attend the PLT.

Non-clinical staff had an interactive session on managing challenging patient behaviour with Rebecca Nelson (MDU) followed by a talk from Ellen Nicholson who is the National Safety and Learning Lead for NHS Resolution.

Please do share suggestions for future PLT, particularly if you have any good leads on possible speakers for the events.

PCN EDUCATION SESSIONS

Dr Dani Harris and Dr Isobel Eaton have been successfully running monthly PCN education sessions for trainees and ARRS staff for a couple of years.

These have proved really popular and have included speakers on a variety of topics as well as providing the opportunity for some peer support and sharing for trainees.

The sessions are in a 'lunch and learn' format and are usually held monthly. Upcoming topics include;

October 16th at Townsend House – registrars bring and share case studies plus video consultation reviews

November 18th at S&C – Dr Peter Friend from the drug and alcohol service. Discussion around opioid reduction and gabas.

PCN NEWSLETTER

What would you like to see included?

Do you have content ideas that you would like to share?

Please share your thoughts d-icb.tascpcn@nhs.net.

All historic newsletters are uploaded to our website:

<https://www.tascpcn.nhs.uk/tasc-pcn-newsletters/>

SPOTLIGHT ON... THE CARE COORDINATOR TEAM

Each month we will bring you a focus on one of the PCN teams to highlight some of the brilliant work that the PCN staff are doing across the three practices and within our local community.

The care coordinator team is based at Seaton & Colyton and comprises;
Jamie Fry, GPA
Mia Jennings, care coordinator
Jane Tate, care coordinator

The workflow processing is going from strength to strength with the continuous refinement of the protocol and the development of Anima AI. Documents are now being entirely coded centrally by the PCN team which has released staff time at practice level and ensures a consistent approach and improved data quality across the three practices.

With some administrative support at practice level we are able to ensure that all documents are appropriately coded, filed or passed to the correct clinicians for action in a timely and consistent way.

We are excited that Jane's arrival will provide a boost to the workflow team to enable us to provide targeted care coordinator support to;

- our frailty team
- our social prescribing team
- the practices through engagement with particular patient cohorts eg carers.

Mia is our Carers Champion and is using quarterly Devon Carers data to;

- check practice coding of carers and follow up where there is inconsistent data
- speak to patients to ensure that they are referred to Devon Carers where appropriate

Are you an unpaid carer? Do you work with someone who is? We'd like to encourage our staff to consider whether they are actually carers themselves. There is much support available with the Devon Carers website being an excellent resource;
<https://devoncarers.org.uk/>