



Townsend House Medical Centre
Axminster Medical Practice
Seaton & Colyton Medical Practice
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TASC PCN NEWSLETTER

WELCOME TO THE MARCH NEWSLETTER



SOCIAL PRESCRIBERS DAY, MARCH 26th 2026

Social Prescribers Day is an annual celebration of the people, organisations and communities who make social prescribing happen.

The PCN newsletter is an opportunity to celebrate the way in which we connect with our local community to provide support to our patients in the Axe Valley.

Here is a small snapshot of some of their recent work:

Patient A referred to Rachel for low mood/family stress

Outcome for patient:

Increased motivation over our sessions

Discussed ways of improving self-esteem and confidence since retiring

Now volunteering in our community through Rachel's intervention.

Patient B referred to Rachel for bereavement support

Outcome for patient:

Increased motivation, attended wellbeing walks with social prescriber and other local support groups resulting in the patient volunteering at the allotments.

Supported to register for additional practical housing support.

Now self-manages emotions and is looking forward to the future

Outcome for practice:

Reduction in appointments from 9 GP appts in the six months prior to intervention to 1 LTC nurse appt in the 6 months post-intervention

Patient C referred to Toria with health issues and unexplained neuropathic issues

Outcome for patient:

This high service user was supported to establish habit change and developed increased confidence.

Contact was re-established with family and the patient is now able to self-manage much more effectively.

Outcome for practice:

Reduction in appointments from 45 pre-coaching to 3 post-coaching

SPOTLIGHT ON... THE SOCIAL PRESCRIBING 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.

Toria and Rachel receive around 40 referrals each month from the practices and triage these weekly to ensure that the patients are provided with the most appropriate support; either coaching from Toria or community connection with Rachel.

Toria works across the three practices each week, predominantly using telephone or face to face appointments to manage her referred patients. Toria currently has around 68 patients on her caseload who have been referred to her for coaching to support them with weight loss and to manage their health and wellbeing. Patients are encouraged to set goals and make plans to make positive changes in their lives.

Rachel's role is focused on supporting patients with low level mental health issues and those who feel lonely or isolated. Rachel has around 40 patients on her caseload and connects them to groups, activities and services in the local community.

She works closely with our fantastic local VCSE organisations including; Waffle House Axminster, Seaton Re:Store and the League of Friends.

NHS APP

Functionality of the NHS App continues to improve.

A recent change that has been implemented is that patients will be able to view elements of their RDUH medical information using the NHS App. From Wednesday 4th March, patients logged into the NHS App will start to see some of the RDUH appointment information alongside their GP appointments. This is the first step towards linking the NHS App and MY CARE.

MY CARE is the Trust's online service that allows patients to see their RDUH information using a mobile device or computer – for many this replaces the need for paper communication. A common request from patients has been to be able to access this information in one place via the NHS App and RDUH have been working with NHS England to find a secure way of doing this.

Practices are encouraged to continue to publicise the benefits of the NHS App for patients where appropriate; current uptake of the NHS App amongst our patient populations is:

Townsend House – 65%
Axminster – 61%
Seaton & Colyton – 59%

Levels of NHS App usage in Devon are lower than the National Average of 74% with just 67% of patients across Devon registered to use it.

For more information on how the NHS App is developing and ways in which it can benefit patients and practices please see:
<https://digital.nhs.uk/services/nhs-app/nhs-app-features>



PCN EDUCATION SESSIONS – LATEST UPDATE

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.

In March, Dr Antwee attended Seaton & Colyton to lead a talk on psychiatry.

Upcoming topics include;

30th April – lifestyle medicine, Axminster Medical Practice

14th May – TBC, watch this space!

PCN PROJECTS

We have now completed the review of our existing hypertension processes across our PCN and from April will begin the process of implementing some practice-level changes to streamline the way in which our hypertension patient cohort is managed.

Hypertension prevalence is relatively high in the Axe Valley and therefore any small improvements can make a huge difference!

Key areas of focus during the implementation will be;

- identifying the most appropriate staff according to patient clinical risk and urgency
- utilising digital tools where possible to streamline information flows
- monitoring to ensure that we proactively engage with all patient groups
- offering lifestyle information including smoking cessation where appropriate to encourage patients to self-manage risk factors

Risk stratifying hypertensive patients will enable us to focus clinical attention on those patients that most need our care, whilst at the same time ensuring that the lower risk groups continue to receive the monitoring and safety netting that is required.

DATES FOR YOUR DIARY

Happy March Birthday to:

Cheryl on 15th March
Matt on 17th March

Approved PLT dates for 2026:

12 May 2026
10 Sept 2026

Covid Spring Booster

Clinics will be taking place in the three practices from mid-April with the Outreach team covering our care homes and housebound patients.