

## **NHS England Modern General Practice**

Dear Patient

Primary care has changed in recent years. Please find below a short update for your information. You can also find more information on the following websites -

<http://ambervalleyhealth.com/about.html#who-we-are>

<https://www.england.nhs.uk/integratedcare/what-is-integrated-care/>

Following recommendations from NHS England our practice is now part of a larger Primary Care Network (PCN) called ARCH PCN. This is made up of nine local practices across Alfreton, Ripley, Crich, and Heanor. This Primary Care Network collaboration allows us to offer a wider array of specialised services to better meet your needs. There are currently 15 PCNs in Derbyshire. The networks will provide the structure and funding for services to be developed locally, in response to the needs of the patients they serve.

In addition to the usual GP services you would normally expect we are now able to also provide;

- GPA Mental Health Assistants - these professionals provide support for mental health issues to help you navigate challenging times. GPA MH assistants can conduct dementia reviews.
- First Contact Physios (FCPs) - FCP's have extensive experience in the assessment and management of musculoskeletal conditions – such as back or neck pain - and see these patients without the need for a GP appointment. If you have bone, joint or muscle pain, you can see an FCP.
- Pharmacists and pharmacy technicians - our pharmacy team is authorised to change prescriptions and conduct medical reviews, ensuring that your medications are appropriate and effective for your health conditions.
- Social Prescribers - this role focuses on addressing your non-medical needs. For instance, if you're struggling with housing or financial issues, the social prescriber can connect you with local support organisations to develop a care plan that fits your situation.
- Youth Social Prescribers - specialising in support for younger individuals, this specialist helps address the unique challenges faced by youth, linking them to resources that promote their wellbeing.
- Home Visiting Service - for patients requiring end-of-life care or those unable to travel, this service ensures compassionate medical support in the comfort of your home.

In addition to these services, we have introduced an extended hours service through Church Farm which offers GP appointments, women's health, ear syringe, etc.

When you call the practice with a health-related issue, our receptionists are trained to assess your needs. They will ask about your symptoms and direct you to the most suitable specialist, whether that's a physiotherapist, mental health expert, or another professional, without requiring an initial appointment with a doctor. This streamlined process means you receive specialised care more quickly, allowing our doctors to focus on more complex medical issues.

To enable us as a group of practices to recruit staff to work across the PCN a company called Amber Valley Health Limited has been set up. More information is available on their website - <http://ambervalleyhealth.com/about.html#who-we-are>

This new approach ultimately enhances the quality of care you receive, ensuring you get the right help at the right time. Your health and wellbeing remain our top priority as we adapt to these changes together.