

## Coventry GP Connect PCN March 2026

Welcome to the latest edition of the  
**GP Connect PCN Newsletter!**



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## Introduction

Welcome to this month's edition of the **GP Connect PCN Newsletter!** Inside, you'll find updates on how we're working together to support our community's health and well-being. From upcoming events like **our PCN Community Fair** to exciting initiatives such as the **Coventry and Warwickshire WorkWell Programme**, there's something for everyone. Whether you're a patient, a community member, or part of our GP practice teams, we hope you'll find inspiration and opportunities to get involved.

In January, we hosted an interactive **Patient Participation Group (PPG) meeting**, bringing together patients and staff to share ideas and feedback. These meetings are a vital way to ensure community voices shape the services we provide. Topics included improving access, digital innovation, and building stronger connections between patients and practices. If you'd like to join future meetings, turn to page 5 for details!

**Join Us for the PCN Community Fair This April** - at the **Coventry Resource Centre**. This friendly event is open to all and will feature stalls from local health and well-being providers, giving you the chance to meet teams, collect resources, and discover hidden gems in Coventry. Save the date and join us for a day of connection and discovery!

For more updates, explore the full Newsletter and see how we're working to make a difference in our community.

Join Us for the PCN Community Fair This April 🏠  
**Come and Discover Coventry's Hidden Health Gems**

### Your Invitation to the PCN Community Fair

We're thrilled to invite you to our upcoming **PCN Community Fair** this April at the Coventry Resource Centre on Red Lane.

This friendly, welcoming fair is open to everyone and celebrates the incredible social, health and well-being services available right here in Coventry

**Date: Thursday 23rd April 2026 1pm to 4pm**

**Location - Coventry Resource Centre, Red Lane, Coventry, CV6 5EE**

This is a great chance to

- **Meet the Teams** - Chat with PCN staff, GP practice teams, and local health and well-being providers
- **Explore Stalls** - Wander around and discover a wide range of services, from mental health support to fitness programmes, and collect brochures and helpful resources.
- **Learn About Hidden Gems** - Find out about the fantastic, lesser-known services that make a big difference in our community

The atmosphere will be fun and relaxed - more like a community fair than a presentation formal event. Whether you're a patient, a family member, or just curious about what's on offer, there's something for everyone

We're also still welcoming new providers to join us with a stall. If you're part of a service that supports health and well-being in Coventry, we'd love to hear from you!

We thank our GP Practice colleagues for always using the promotional materials and help pass the word on, your help is always valuable – contact the PCN Digital Team with any custom media requests. If you are a community member that works with a group and would like promotional materials too (flyers, social media tiles, TV Display slides), do contact us, we'll be happy to help.

**Save the Date** - Mark your calendars and bring your friends and family for an afternoon of discovery, socialising and connection

For updates, follow us on social media or visit our website:

 [CoventryGPConnectPCN.nhs.uk](https://CoventryGPConnectPCN.nhs.uk)



## Encouraging PCN Patient Participation Group Meeting - Enabling Community Voices Thank you to everyone who kindly joined our GP Patient Participation Group (PPG) event on 12 January 2026

It was a well-attended and constructive session, bringing together patients, community representatives, practice staff and GP leads from Coventry Navigation and GP Connect PCNs. The meeting covered a range of important topics, including

- Patient experience across practices in Coventry
- Access to appointments, including feedback around 8am call demand
- A live demonstration of the **PCN Joy social prescribing directory**
- NHS App navigation and digital support
- An overview of the patient journey and care pathways
- Governance, data protection and respectful engagement principles

Attendees shared thoughtful feedback, around digital inclusion, clearer NHS App guidance and ensuring consistent communication. These insights are helping shape practical next steps, including improved digital support and clearer information for the community

A highlight was the growing interest in our new **Community Voices Panel**. This refreshed, patient-led approach is gaining momentum, with volunteers already coming forward to take part. The PCN team will fully facilitate the panel, ensuring structured involvement and a clear feedback loop into practice leadership.

 **Our next session will be an in-person meeting in Coventry this April**

To stay informed

- Join our [mailing list via the PCN website](#)
- Follow our social media channels

We look forward to continuing this important conversation together



Come Join the Patient Participation Group, Get your voice heard!

We're inviting **more** patients to join our **GP Patient Participation Group (PPG)**, a forum where you can share your views and play a role in shaping the future of healthcare services.

We're also facilitating a patient panel to help give patients a voice and partner with our PCN. Your feedback is essential. Meetings are facilitated both online and in person

[PPG Info and Joining page link](#)



Register via our [website](#) or contact your GP Practice to get involved.  
Once registered, you will receive updates on meeting dates

Alternatively, you can email us directly at [cwicb.coventrygpconnectpcnweb@nhs.net](mailto:cwicb.coventrygpconnectpcnweb@nhs.net) to express your interest and share your thoughts.

## PCN Enhanced Access Clinics

### The PCN making Extra GP Appointments available after-hours

Enhanced Access is a service we provide to allow patients book appointments after normal working hours

Just over 5,000 appointments delivered since April

*Table of Enhanced Access Appointments delivered April to January 2025*

Month	Appointments
April	472
May	545
June	488
July	510
August	581
September	465
October	494
November	520
December	467
January	638
<b>Total</b>	<b>5,180</b>

Our dedicated team of healthcare professionals are available to see you via this **Enhanced Access service**

They include

- **GPs**
- **Nurses**
- **Advanced Nurse Practitioners**

and other Clinicians. Contact your Practice for details



## Helping People Back to Work, The Coventry and Warwickshire WorkWell Programme

This month our colleagues in the **GP Connect PCN Health and Wellbeing Team** tell us about this powerful partnership providing an innovative service that will help many in the community, thank you Bethany and Serena!

### What is WorkWell?

WorkWell is a new programme that supports people across Coventry and Warwickshire who are facing mental health or health-related challenges in their work.

### The programme aims to help participants

- Return to or remain at work
- Find and access work
- Connect with various support services in the area

### How Does WorkWell Help?

Following a referral, participants are assigned a dedicated *Journey Guide* who will work with them to create a personalised plan. The support available includes

- One-on-one coaching
- Barrier-breaking workshops
- Confidence building and disclosure techniques
- Upskilling and training opportunities
- Assistance in finding employment
  - Including help with CVs
- Guidance on workplace rights and adjustments
- Return to work planning



### Accessing the WorkWell Programme

Patients can either contact their GP practice or fill out the online referral form. Practices teams can also make referrals through the GP Practice Joy Platform. The WorkWell team will then assign a Journey Guide to work closely with each participant.

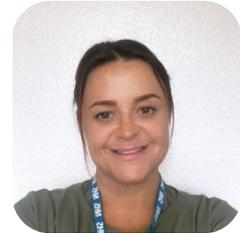
The GP Connect team has already seen the positive impact of WorkWell, having trialled the service at Park House Surgery in Coventry. Patients have benefited from the programme's holistic approach, which combines employment support with lifestyle clinics and other tailored assistance.

By partnering with the Coventry and Warwickshire WorkWell programme, the GP Connect PCN is committed to improving the wellbeing and employment prospects of our community. We encourage all eligible individuals to take advantage of this valuable resource.

## GP Connect Health and Wellbeing Coaching

### Empowering Your Health Journey, The GP Connect PCN Health and Wellbeing Coaching Service

At the **GP Connect PCN**, we're committed to supporting the overall wellbeing of our community. This month we take a look at our Health and Wellbeing Coaching service, a self-referral programme designed to empower patients on their journey to better health.



Through this service, individuals can access personalised coaching to help them achieve their health and lifestyle goals. Whether it's managing a chronic condition, improving mental health, or adopting healthier habits, our experienced coaches are here to provide the guidance and support needed to make positive changes.

### To make the process as seamless as possible, the team have implemented a self-referral system

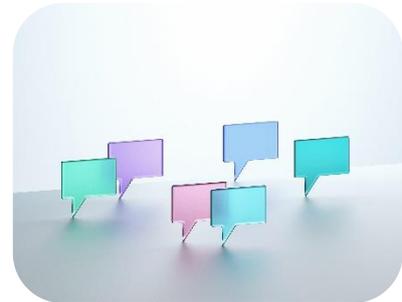
Patients can simply scan the QR code on our flyers, which are now available at our Phoenix Family Care surgery and will soon be distributed to Stoke Aldermoor and the remaining Practices in the Coventry GP Connect PCN group. **This streamlines the process, allowing patients to take the first step towards improved wellbeing.**

Our PCN team members and practice staff are also on hand to promote and assist with the self-referral process. You'll find posters in our surgeries, and our digital team will be sharing information on our social media channels as well.

We encourage all our patients to take advantage of this valuable resource and embark on a transformative health journey with the support of our Health and Wellbeing Coaching service.

## Connecting with Patients Through SMS and the NHS App

Patient messaging is becoming an essential part of how primary care supports patients and manages services. By sending timely, direct messages via SMS and the NHS App, practices can improve patient experience while reducing the burden on phone lines and admin teams.



GP Practices have really embraced this helpful facility, and the numbers speak for themselves. Across our five member practices,

- we care for over **33,000** registered patients in Coventry.
- Between April 2025 and early February 2026, we sent **over 170,400 SMS messages**
- that's an average of 5 messages per patient!
- Out of these, more than **66,000 were appointment reminders**,
  - helping us all stay on track with their care
- Over **19,000** messages included self-booking links,
  - giving patients the convenience of booking appointments directly.

Other messages included health campaign updates, questionnaires, and post-appointment follow-ups.

The practices have worked hard to adopt modern GP Practice access solutions, such as AccuRx and the NHS App, which integrate seamlessly with the GP patient record and are appreciated by a large part of the population who find things like SMS reminders to be a godsend in their busy lives. These tools not only make communication more efficient but also align with NHS goals for improved access and patient engagement

The PCN member Practices also gain insights on usage tips and learn from each other, so we can continue to improve how we communicate and ensure we're meeting patients' needs effectively

**What this means for patients** - Fewer missed appointments, quicker access to information, and a smoother overall experience. For staff, it means less time spent on the phone and more time focusing on care and core duties

**170,413** SMS sent via accuRx

**33,050** Registered Patients

## Call to Practice Teams, Become a Practice Digital Navigator

We're inviting more GP practice teams to nominate a volunteer for the role of **Digital Navigator**. This enjoyable opportunity allows you to act as the key link between your practice and the PCN Digital Team.

As a **Digital Navigator**, you'll help ensure your practice's voice is heard, relay updates to your team, and support innovation by participating in digital trials. You don't need to be tech-savvy. just enthusiastic and willing to help.

**Full support will be provided, and we promise to make the role fun and rewarding!**

If you or a colleague are interested, please contact the PCN Digital Team at [cwicb.coventrygpconnectpcnweb@nhs.net](mailto:cwicb.coventrygpconnectpcnweb@nhs.net)

PCN Digital Transformation  
 Team



## Closing Notes

Thank you for taking the time to read our Newsletter

**[Join the mailing list via the PCN Website and get the next PCN Newsletter direct to your inbox!](#)**