



**COAST&COUNTRY**  
PRIMARY CARE NETWORK

# Coast & Country News Online

SUMMER 2026

## Welcome to our latest newsletter!

We're excited to share updates, insights, and practice news from across the PCN.

Take 5 minutes and enjoy reading through what we have been doing this quarter!





We thought we would start the Summer newsletter issue with our exciting news!

### NHS Excellence awards

The core purpose of NHS ConfedExpo is to help spread the best of the NHS to the rest of the NHS. The NHS Excellence Awards have been created to take this mission to the next level.

The awards will celebrate the people and local teams already driving the changes envisioned in the 10 Year Health Plan and inspire others to adopt and adapt proven ways of improving access, quality and patient experience.

Following regional judging, regional champions have been selected for each award category.

Improving health outcomes award		
Region	Name	Organisation
East of England	Youth Workers in Hospital	NHS Essex Integrated Care Board
London	Gypsy, Roma and Traveller (GRT) Engagement Project	NHS North East London Cancer Alliance
North East and Yorkshire	Wakefield Family Nurse Partnership Team	Harrogate and District NHS Foundation Trust
North West	"Let's Talk Boobs"	Pennine Care NHS Foundation Trust
South East	Isle of Wight Ambulance Service – Isle of Wight NHS Trust Out-of-Hospital Cardiac Arrest Survival Improvement Programme	
South West	The Market Health Hub	Coast and Country Primary Care Network

**Our Award winning Farming Health hub has gone from strength to strength** and we are delighted to let you know that we were selected as a regional champion in the **Improving health outcomes category** for the first NHS Excellence Awards. This is a fantastic achievement and a testament to the impact of our work.

Our farming hub project is thriving, with relationships and trust among our PCN staff, Debbie, and Buffy continuing to deepen.

The health hubs continue to enhance healthcare for the farming community at Holsworthy Livestock Market. The health checks offered include assessments of blood pressure, blood sugar levels, height, weight, and guidance on healthy living, particularly regarding smoking and drinking habits.

The rewards evening was held in mid June in Manchester where the ceremony showcased the outstanding work taking place across the NHS and partner organisations and celebrated the national winners.

Although we didn't win our category we feel it's really important to showcase that out of 2500 applicants across all awards and over 350 applying to the same category as us, we were shortlisted down to the finalists which was quite incredible!

We also managed to meet Duncan Burton, Chief Nursing Officer (England) on the night and he expressed that he would love to come and see the work we are doing for our farming communities. We will be following this up! 😊👍



## Practice News



RCMG continue using EMMA AI to support the excellent work their team provide.

RCMG surgery are now using EMMA AI full time.

Emma AI has been actively supporting the RCMG practice, ensuring that patients are kept

informed about their progress and the positive impact on our phone lines. As with any new system, there have been some initial challenges, particularly with prescription queries. However, the team was quick to identify these issues and effectively communicated the changes to patients, demonstrating their commitment to providing excellent service.

**Neetside Practice introduced EMMA AI phone system from 16th June**

This will provide much needed phone cover during lunchtimes and staff shortages, patient calls will be answered, allowing their reception team to focus on essential administrative tasks such as managing online queries, registrations and appointments, all crucial to their role.

## PCN Projects

1. Farming Health Hub
2. 361 Energy Project
3. Student Counsellors
4. New Police recruitment student placements



### 1. Farming Health Hub

Our vital support for our farming community and visitors to the Holsworthy Livestock continues. The relationships being built by Debbie and Buffy are crucial in offering 'Healthcare Where You Are'

Working closely with The [Farming Health Hub](#) we continue to connect together to provide advice, support and guidance to farming communities in local venues, such as livestock markets and popup venues rather than farmers and their families having to visit more formal environments.

↓ we have details of the pop up events during July and the regular pop up skin screening events.

## POP UP EVENT



Your Local Farming Health Hub at Holsworthy Livestock Market

Find us on Facebook @ Holsworthy Market Health Hub

WEDNESDAY 8<sup>TH</sup> JULY  
NDDH AUDIOLOGY JOIN US

HEARING TESTS WHERE YOU ARE



FIND US IN THE MARKET CAFÉ



## POP UP EVENT



Your Local Farming Health Hub at Holsworthy Livestock Market

Find us on Facebook @ Holsworthy Market Health Hub

1<sup>ST</sup> WEDNESDAY OF  
EACH MONTH

Adding skin screening to our Health Hubs



FIND US IN THE MARKET CAFÉ



Buffy continues her work alongside Catherine and her team at Holsworthy Market Health Hub, where they invite regular guests to join them.

On the 1st Wednesday of each month skin screening is being added to the health hub run by Sentinel Health and Wellbeing, an essential service for anyone working outdoors.

A special pop up event on the 8th July 'Hearing test where you are' as the health hub welcomes members of NDDH Audiology.

## 2. 361 Energy Project

The Energy Advice Charity





2. Our collaboration is progressing with the 361 energy project in North Devon and Torridge. Please continue to read below [↓](#)

## All year round support [+](#)

Although during May we experienced a summer heatwave, the Great British weather means the vital work still continues with the 361 Energy Project, providing all year round support to ensure advice on reducing your energy use, saving on bills and ensuring your home is warm enough for healthy living.

## What do they do? [+](#)

The Energy Advice Charity ...provide free, independent advice to homeowners, tenants, landlords, businesses and community organisations throughout Northern Devon to find practical ways to manage bills, reduce energy usage and access cleaner heat and power, saving money and cutting harmful carbon emissions. Their goal is to create a more sustainable, fairer future where everyone can afford to keep healthy and warm in an energy-efficient home. [↓](#) Help with retrofit advice and planning Help landlords to future-proof their properties Help businesses become more eco-friendly Educate and engage with the local community Help people reduce their energy bills



## Current Oil Price Crisis

The PCN's ongoing work to identify patients who may benefit from the work the 361 Energy provide, continues. The PCN has been working with the National Institute for Health and Care Research (NIHR) to gain a better understanding of how we can enhance participation in the 361 energy initiative. This effort focuses on addressing the comprehensive needs of our patients, considering both their physical requirements and overall well-being. Please see the article below regarding the current support for



Oil Price Crisis



## 3. Student Counsellors

Holsworthy Surgery welcomes a further student counsellor to their team. This provides vital support to the PCN mental Health services, an area that continues to face significant challenges.

The demand continues to grow and recent research shows a concerning rise in issues such as self-harm, grief support and loneliness.

Following a summer working with the Holsworthy team, our student will continue her placement at Stratton Medical Centre, whilst a new student has started his placement at Holsworthy

We wish them both well with their counselling journey.



#### 4. New Police recruitment student placements

Devon and Cornwall police contacted us about offering 3 day placements for their new recruits.

Initially, there were some doubts about the value of placements in a GP surgery from the new

recruits, compared to those in settings like prison services. However, the feedback has been overwhelmingly positive.

Holsworthy surgery embraced the opportunity for police recruits to observe social prescribing, safeguarding, healthcare assistants, and mental health practices, all with patient consent. The recruits were so interested to witness the behind-the-scenes operations at the GP surgery, gaining valuable insights into the collaborative support systems in place for public interactions, whether involving police officers, GPs, or surgery staff.

Strengthening the collaboration between GP surgery and police has encouraged stream lined approaches to multi-disciplinary working and health care for our patients with consent.

## June Health Campaign - Diabetes



Diabetes Awareness Week in June is on a mission to "Strike Out Stigma"

To show people that nobody chooses diabetes. That it isn't anyone's fault. And that by changing the way we talk about diabetes, together we can create a world where

diabetes does no harm. - Diabetes UK <https://www.diabetes.org.uk/support-us/diabetes-week>

We are so lucky to have our **PCN dedicated Diabetes Care Coordinator, Rowena Hoseason:**

Rowena works alongside our nursing and GP teams to help support patients who already have or who might develop Type 2 diabetes in future.

Many of the **serious long-term complications associated with diabetes** can be prevented or reduced, and she works 1:1 with patients to identify the easiest and most effective tactics for their personal situation.

Rowena's background in clinical nutrition and more than **20 years** of personal experience managing diabetes means that we can look for practical, real-world strategies - taking into account other conditions like high BP or cholesterol, gallstones or liver issues.

"Over the last three years it's been **especially rewarding** to see many people who've successfully lowered glucose levels, often reducing the amount of medication needed, sometimes returning glucose to the normal range - **either preventing or putting diabetes into remission.**

There are also several **brilliant programmes** to help support people with or at-risk from diabetes, like the **NHS diabetes prevention programme**, or the **'soups and shakes' Path to Remission scheme**. If patients are interested in these, we can talk through the details and arrange a referral.

And of course there's also our **PCN's in-house Diabetes & You programme** which **health coach Helen** and I present. This is for anyone with Type 2 diabetes, and offers three F2F group sessions. More than **75%** of the people who attend this programme lower their glucose levels in the next 12 months - and improve many other aspects of health and wellbeing at the same time.

Rowena is also one of the people working behind the scenes - it might be Rowena who invited you for a blood test or left a reminder on your voicemail! Or you might see her at a health fair or wellbeing event, providing info about diabetes prevention and management.

If you ever have any questions about diabetes, she is always happy to have a chat either on the phone or F2F at Holsworthy, Stratton and Hatherleigh. Just contact her via reception at your own surgery."

Rowena 😊



Take a look at the super positive PCN's Diabetes & You group education sessions stats [↓](#)

Since Nov23, 104 people have attended.

Of those, we have follow-up blood results for 81 patients, which show:-

90% improve their glucose levels

30% reduce HbA1c to under 48

Youngest participant: 34 Oldest participant: 82

58% of participants are in the 50-69 age group

60% of attendees are male, 40% female

The proportion of participants with improved HbA1c (blood test that measures the **average blood sugar levels**) is increasing over time. That's encouraging - it means that people we saw 2yrs ago are getting long-term benefits, not just an improved result at the next check. Several factors likely to be involved, not least:- ongoing support for the more complex patients, inc 1:1 with Helen (PCN's Health & Wellbeing coach) or to Rowena have increased awareness & referrals to other programmes.

## Outdoor Swimming in Summer Risks & Tips

**As you will have seen in the news, 15 people in the UK, including a grandfather in Cornwall, tragically lost their lives in rivers, lakes, reservoirs and the sea as people took the plunge to cool off in the heat of the May heatwave.**

Be aware - 'Cold shock response' in the water's around the UK. The water will still be at winter temperatures leading up to summer\*, causing hyperventilation which can often leads to drowning.

Professor Mike Tipton, chair of the National Water Safety Forum, said "People look to cool off by going into the water. \*The problem is the air temperature shoots up very quickly. It's very easy to heat air, but the water temperature takes much longer. In fact, it doesn't reach its peak until about September.

There are benefits of outdoor swimming:

- Improves fitness and cardiovascular health
- It can support mental wellbeing and stress reduction
- Encourages time outdoors and social activity
- Helps people stay active throughout the year

Common risks of outdoor swimming:

Even in summer, lakes, rivers and the sea can remain surprisingly cold. Watch out for Cold water shock - Gasping, rapid breathing, panic and muscle weakness.

Watch out for currents and hidden hazards - strong tides/currents, sudden drops in depth, rocks, weeds or debris and boat traffic.

Check the water quality, swimming in contaminated water can increase the the risk of gastrointestinal illness, ear infections and skin irritation.

You can still sunburn, dehydrate and feel heat exhaustion whilst in the water.

Don't swim alone. Don't drink alcohol then swim.

Before swimming, check the weather and local water conditions, choose lifeguarded areas if possible and tell someone where you are going.

Enter the water slowly to adjust to the temperature. Stay within your ability. Wear bright swim wear. Wear water shoes if a rocky terrain.

Avoid inflatables in the sea.

Seek urgent help if you or someone with you develops

- Difficulty breathing
- Confusion
- Blue Lips
- Loss of consciousness
- Persistent vomiting after water exposure

Click [RNLI Safety tips](#) to read more information 😊

Click [Water Safety England](#) including lakes and rivers.



## Local Community Groups continue their valuable support

Local support groups play a vital role in small communities by **fostering connections and providing a sense of belonging**. These groups create a safe space for individuals to share their experiences and challenges, allowing members to offer empathy and understanding that can be hard to find elsewhere. The close-knit nature of small communities means that support groups can **quickly build trust and rapport, making it easier for people to open up and seek help**. Additionally, these gatherings often lead to lasting friendships and networks that extend beyond the meetings, enhancing the overall well-being of the community.

Photo links to just a few of the valuable groups available in our area.

# Bude Cancer Support Cancer Café



Every second and fourth Monday of the month.

1:30-3:30pm

Room 1  
The Parkhouse  
Centre  
Bude



Healthy Cornwall  
CORNWALL COUNCIL

Stop smoking. Start living.

## Free Stop Smoking Support Session

Come along and get support from our friendly stop smoking advisors - with support you're 3 times more likely to succeed.

**Bude**

Berries Community Cafe  
Every fourth Tuesday  
10:00 - 12:00

Our sessions are completely FREE



To book your place:  
Call us on 01872 324200  
Email us at  
healthy.cornwall@cornwall.gov.uk

For more information on our services:



www.healthycornwall.org.uk

## Holsworthy Day Companions




Providing day care for the elderly in Holsworthy and surrounding parishes.

Where: Find us at the Scout & Guide HQ, Well Park, Holsworthy

When: Every Wednesday afternoon 12 noon-4pm

Session charge £5 - includes refreshments - soup & granary bread, tea/coffee



Enjoy a friendly chat or join in a variety of Covid safe activities, games, quizzes, reminiscence.

Open to all whether you're just lonely, a carer wanting some 'me' time, bereaved looking for some space, or a volunteer wanting to help in our community.

Please pre-book your visit, do not attend if you have any Covid symptoms.

Email: holsworthydaycompanions@outlook.com  
Phone 07798 520675 - 9am to 6pm or leave a message

# Holsworthy Monthly Hub

FOR PEOPLE LIVING WITH AND BEYOND CANCER

2.00pm - 4.00pm on the  
SECOND THURSDAY MONTHLY

Manor Suite, Holsworthy Memorial Hall  
North Road, Holsworthy, EX22 6HF

\*support\*coffee\*help\*tea\*advice\*cake\*chat\*company\*



Bringing the Fern Centre closer to you!

Please pop in and find out how we can help you!

For more information contact the Fern Centre on 01271 311855 or email rduh.theferncentre@nhs.net





## Accidental Counsellors

Playing a part in supporting healthy farming communities

Farming can be a lonely and stressful job. Are you a farmer, accountant, vet, land agent, feed supplier, or anyone who lends a listening ear to Farmers? In your day-to-day work people may have opened up to you, and perhaps you find yourself providing more than just professional expertise. You might have stepped into the role of Accidental Counsellor.



We all have a role to play in supporting healthy farming communities. The Holsworthy Farming Health Hub, which takes place at Holsworthy Livestock Market offers accessible training, and resources to empower you to respond in a helpful and appropriate way.

**FREE Accidental Counsellor Introductory Session**  
At Kivells Office, Holsworthy Farmers Market or join online  
**WEDNESDAY 17<sup>TH</sup> JUNE, 2-3:30pm**  
Book your space by emailing: [catherine.white@imagineif.net](mailto:catherine.white@imagineif.net)

FEEL CONFIDENT TO TO ENGAGE IN CONVERSATIONS WITH PEOPLE WHO NEED TO TALK.

Farming Health Hub at the Holsworthy Livestock Market  
Second Weds of each month (13th May, 10th June) 11am-1pm  
The Market Nurse is available every week.



[www.imagineif.net/accidentalcounsellors](http://www.imagineif.net/accidentalcounsellors)

This project was part-funded by the People in Mind Community Wellbeing Fund.

## WHAT'S ON

AT BERRIES COMMUNITY CAFÉ



IN JUNE

- TUE** CRAFTING FOR WELLBEING 2.30-4.30PM - WEEKLY  
SEE POSTERS/SOCIALS FOR MORE DETAILS
- TUE** COODES DROP-IN CLINIC  
10AM-12PM - 1ST TUESDAY/MONTH
- TUE** FREE STOP SMOKING SUPPORT 10AM-12PM, TUESDAY 30<sup>TH</sup> JUNE  
TO BOOK: 01872 324200 OR HEALTHY.CORNWALL@CORNWALL.GOV.UK
- WED** COWORKING WEDNESDAYS 10AM-2PM - WEEKLY  
SEE POSTERS/SOCIALS FOR MORE DETAILS
- WED** ZERO WASTE KITCHEN - A FAMILY FRIENDLY COOKING SESSION  
WEDNESDAY 17<sup>TH</sup> JUNE, 4-7PM - FREE - ALL WELCOME
- WED** WELLNESS WARRIORS  
7-9PM - 1ST WEDNESDAY/MONTH
- THU** CUPPA COMPANIONS 10AM-12PM - 1ST & 3RD THURSDAY OF THE MONTH  
OCCASIONAL GUEST SPEAKERS. SEE POSTERS/SOCIALS FOR DETAILS
- THU** ST PETROCS - HOMELESSNESS ADVICE & SUPPORT  
10AM-12.30PM - ALTERNATE THURSDAYS FROM 11<sup>TH</sup> JUNE
- SAT** BUDE COMMUNITY LARDER  
11AM-12PM - WEEKLY
- SAT** BUDE FRIENDS OF THE EARTH GARDENING GROUP  
10AM-12PM - WEEKLY - WEATHER PERMITTING
- SAT 6<sup>TH</sup>** RSCP BIG BIRTHDAY BASH! - AT NEETSIDE COMMUNITY CENTRE  
10AM-3PM - STALLS, MUSIC, FOOD, FUN! FREE ENTRY - ALL WELCOME

SCAN THE QR CODE TO SIGN UP FOR OUR QUARTERLY NEWSLETTER



BE THE FIRST TO HEAR ABOUT SPECIAL OFFERS, UPDATES ON EVENTS, NEW MENU ITEMS, COMMUNITY NEWS, AND MORE!

FOLLOW US ON FACEBOOK AND INSTAGRAM @BERRIESCOMMUNITYCAFE

Engaging with our patients is **essential to our practices**, and our social media presence serves as an excellent platform to keep everyone informed about news, events, and any important updates.

**We need your support** in encouraging your friends and family to follow their respective surgery's Facebook pages to stay connected and informed.

Links below 😊

**Bradworthy Surgery on Facebook**

**Neetside Surgery on Facebook**

**Ruby Country Medical Group on Facebook**

**Coast & Country PCN on Facebook**

### Coast&Country PCN

Medical Centres in Bradworthy, Hatherleigh, Holsworthy, Neetside & Stratton

01409 253692

A Primary Care Network covering 5 practices in Devon & Cornwall

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United Kingdom**

**Clinical Director: Dr Judy Parsons**

**Operations Manager: Vicky Parker**

[Website](#)

