PCN Patient Care Coordinators

Deben Health Group PCN

Deben Health Group PCN, Care Coordinators prove that prevention and collaboration is possible when you step outside the clinic walls. Whether on the well bus, in local businesses, or patient homes, they turn communities into healthcare hubs. Their work epitomises holistic, neighbourhood-based care by bridging gaps between healthcare, social care, and community assets; preventing illness and injustice through early intervention in non-clinical settings; and prioritising vulnerable groups with wrap-around support addressing medical, social, and practical needs.

The team reaches underserved populations by holding clinics on the Be Well Bus and in local businesses, engaging those who might not seek traditional healthcare. Through holistic problem-solving, they assess risk to prevent falls, and also secure meals, equipment, and carers to tackle the root causes of falls. Their work with Woodbridge Integrated Neighbourhood Team ensures multi-disciplinary expertise benefits the most complex patients. The team is shifting from reactive to preventive care, through CVD screenings and falls support stop crises before they happen. By avoiding admissions, they ease strain on hospitals and social care. They are also empowering communities, using partnerships with businesses to normalise health conversations in daily life.

The team is making a real difference to people's lives. It is raising awareness through early detection of hypertension in community settings. The team has restored independence to elderly patients post-fall support (e.g. one patient avoided a care home after receiving a stair lift, another was given clothing to help them through the winter). And they are reducing isolation by connecting vulnerable people to Social Prescribers and community services.