

# NIMBUSCARE NEWSLETTER

## Patient Participation Groups

### Annual Report 2025-26

We are pleased to share our Annual Report highlighting the impact of partnership working across York and beyond. This year's achievements include national recognition for the Community Frailty Hub, a Regional NHS Excellence Award for Urgent Care, expansion of integrated frailty and discharge support services, a 56% increase in community pharmacy utilisation, and publication of transformation work in urgent care in the British Journal of General Practice. These achievements reflect our continued commitment to improving patient outcomes, enhancing patient experience and supporting sustainable primary care services.

[Read our Annual Report Here](#)

Welcome to the latest edition of the Nimbuscare Patient Participation Group (PPG) Newsletter. Thank you to all PPG members and patient representatives for your continued support, engagement and commitment to helping improve healthcare services across York.

### Annual PPG Meeting 2026

A big thank you to everyone who attended the Nimbuscare Annual PPG Meeting.

We were delighted to welcome representatives from PPGs across York and greatly appreciated the thoughtful discussion, questions and feedback received throughout the session.

A Conversation with the Team:

- Professor Mike Holmes, Executive Chair
- Dr Daniel Kimberling, Medical Director & Director of Clinical Services
- Mr Simon Morritt, External Chief Executive Officer

The discussion focused on who we are and where we sit in the health and care system, how the organisation has developed over recent years, and what the future could look like as we continue to support patients, practices and communities. A key part of the conversation explored the foundations required to build a strong, sustainable healthcare organisation. A copy of the presentation has been shared with attendees, if any PPG Chairs have not received a copy, please reach out to [Alicia.Lago@nhs.net](mailto:Alicia.Lago@nhs.net)

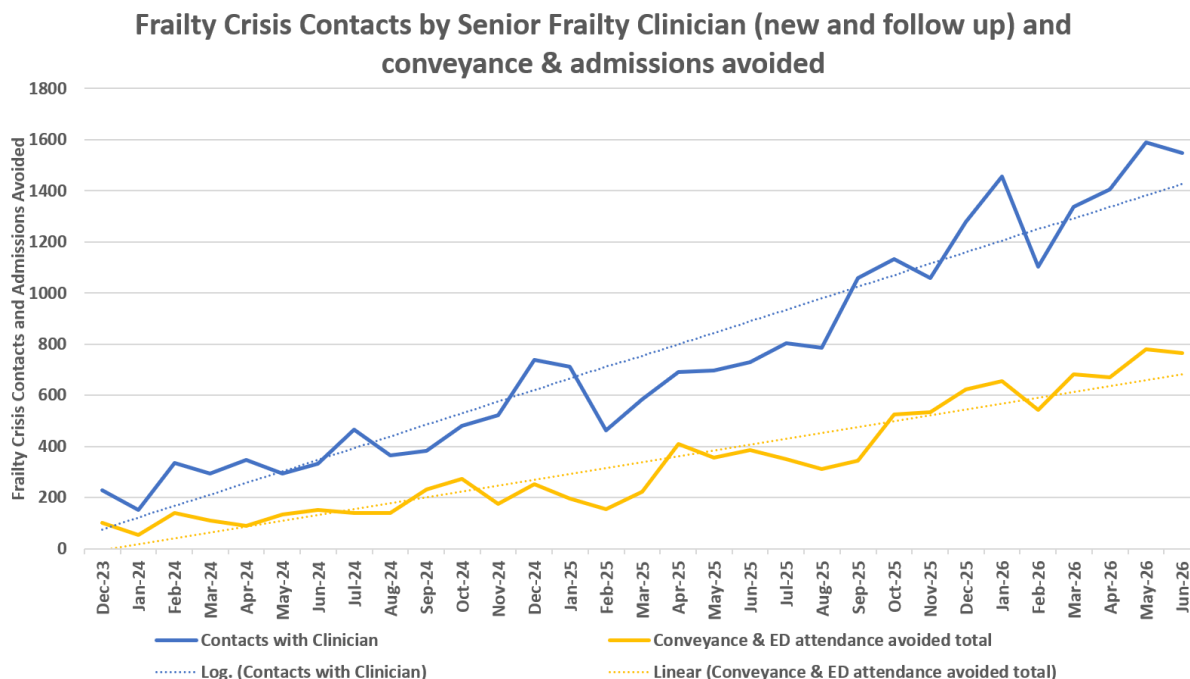
# Community Frailty Hub - Social Prescribing in Action: Rebuilding Confidence and Connections

This case study provides an insight into a patient experience in the Community Frailty Hub; it has been anonymised to protect patient confidentiality.

An 85-year-old York resident was referred to the York CVS social prescribing team, as part of the Community Frailty Hub, after experiencing increasing loneliness and a loss of confidence following the death of her husband. The effects of a previous stroke had also made her less confident about going out alone, leading her to withdraw from activities she once enjoyed, including volunteering and painting.

The social prescribing team provided emotional support, explored her interests, and helped identify local opportunities to reconnect with her community. This included information about art groups, coffee mornings and other community activities, as well as practical support with an Attendance Allowance application.

As a result, she reported feeling more positive and motivated, expressing an interest in attending local groups, making new social connections and returning to hobbies she had previously enjoyed. The support helped improve her confidence, reduce feelings of isolation and strengthen her independence and wellbeing.



A graph to show the number of new and follow up calls the Frailty Advice and Guidance line received per month (blue) plotted against the number of hospital admissions avoided (yellow)

## York Patient Participation Group Network

Nimbuscare was delighted to host the first York Patient Participation Group Network meeting on 6 May 2026.

It was encouraging to see such strong engagement and enthusiasm from PPG representatives across the city. Discussions highlighted shared priorities, common challenges and opportunities for greater collaboration between practices.

The event laid the foundations for a patient-led network, allowing PPG representatives to shape how the network develops and identify shared priorities for the future.

### What is the York PPG Network?

The Network will bring together PPG representatives from practices across York three times each year to:

- Share good practice
- Learn from one another
- Explore common challenges
- Receive key updates
- Strengthen the collective patient voice across York

Importantly, the Network will be patient-led, with members helping shape future agendas and priorities.

### Next Meeting: Wednesday 19 August 2026 5.30pm to 7.00pm

If your PPG Chair, or another representative, would like to attend, please contact [Nimbuscare.Conference@nhs.net](mailto:Nimbuscare.Conference@nhs.net)  
We would also welcome:

- Agenda suggestions from local PPGs
- Volunteers interested in chairing future meetings



## Future Topics with Dr Daniel Kimberling

We are exploring introducing a regular feature from Dr Daniel Kimberling our Director of Clinical Services and GP Partner from Member Practice Haxby Group within future newsletters with topics potentially covering:

- Accessing Nimbuscare services
- Developments in primary care
- Self-care and prevention
- Understanding how healthcare connects across the City

If there are subjects you would like Dr Kimberling to address, please let us know via [nimbuscare.businessdevelopment@nhs.net](mailto:nimbuscare.businessdevelopment@nhs.net)



# Community Engagement

In this quarter Nimbuscare attended a number of local events including:

- York Older People's Assembly 31 March 2026
- Ageing Well Fair - 15 May 2026
- York Health and Arts Mela - 17 May 2026

These events provided valuable opportunities to:

- Listen to patient experiences
- Engage with communities that may not traditionally access healthcare services
- Share information about local support services
- Understand what matters most to our population



## Improving Health Navigation

Feedback from the Health and Arts Mela highlighted that patients can sometimes find it difficult to know which service is best suited to their needs

As a result, we are looking into developing clearer patient information and guidance to help people understand:

- Which healthcare service to use
- How to access support quickly
- Where alternative services may be available

Further updates will be shared as this work develops.



## Feedback From You

*A huge thank you to Steven and the frailty nurses who looked after my husband before he passed. I am incredibly grateful for everything they have done.*

*Committed to excellence in care!*

*Feedback to the Community Frailty Hub from a patient's partner.*

*Claire's attitude removed all my worries ahead of my first ECG appointment. She explained everything thoroughly, made me feel comfortable and did everything gently. She is a diamond worker.*

*Community Diagnostic Centre*

*Committed to excellence in care!*

*Patient's feedback after appointment at the Community Diagnostics Centre*

*Amazing clinician, so thorough and informative. The receptionist was so nice too.*

*OOH Selby Hospital*

*Committed to excellence in care!*

*Patient's feedback after Out of Hours appointment at Selby Hospital*

## Website Redesign: Have Your Say

We are currently redesigning the Nimbuscare website to make it more accessible, easier to navigate and more useful for patients and carers. We'd love to hear from PPG members about:

- What you have used the Nimbuscare website for in the past?
- If you found the information you were looking for and how easy was it to find?
- What information do you think is missing?

Your feedback will help shape a website that better meets the needs of patients, carers and our local communities.

Please contact [nimbuscare.businessdevelopment@nhs.net](mailto:nimbuscare.businessdevelopment@nhs.net) with any suggestions.

# Making Every Appointment Count

Did you know that missed appointments cost the NHS millions of pounds every year? At Nimbuscare within our Clinical Services directorate over **750** appointments were not attended between April and June.

When appointments are missed:

- Clinical time is lost
- Fewer appointments are available for other patients
- Waiting times can increase
- Valuable NHS resources are wasted

If you are unable to attend an appointment, please let your healthcare provider know as soon as possible so the appointment can be offered to someone else.

Together, we can make sure NHS resources are used where they are needed most

## Meet Michelle Bennett, Head of Health Inequalities

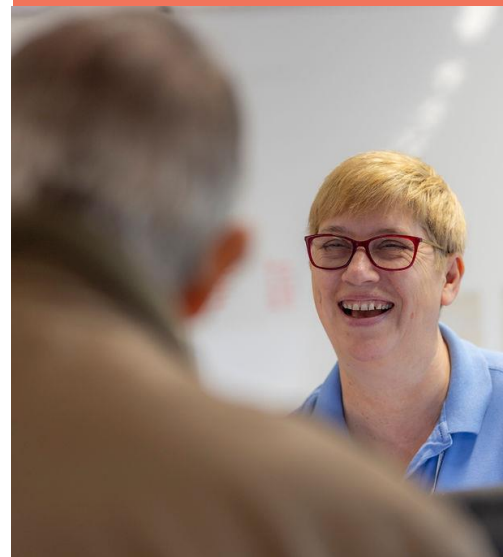
We are delighted to welcome Michelle Bennett, who joined Nimbuscare in June 2026 as our new Head of Health Inequalities.

Michelle is a registered nurse with more than 30 years of experience across critical care, primary care and inclusion health services. Throughout her career, she has worked with people facing significant barriers to healthcare, including those affected by addiction & involvement in the criminal justice system.

Passionate about health equity, trauma-informed care and inclusive services, Michelle will lead work to reduce health inequalities across our patient population at Nimbuscare, helping to improve access, experience and outcomes for underserved communities.

*"I'm really looking forward to working with colleagues across Nimbuscare and contributing to improving care and reducing health inequalities across our communities."* – Michelle Bennett

Michelle's appointment strengthens our commitment to ensuring healthcare services are fair, inclusive and accessible for everyone.



## Our Commitment to You

At Nimbuscare, we believe patients should know what they can expect from the care and services we provide.

- Respect and dignity
- Compassionate care
- Continuous improvement
- Listening to feedback
- Working collaboratively with patients and communities

[Read more here](#)



# Nimbuscare is becoming a Community Interest Company

We are excited to share that Nimbuscare is becoming a Community Interest Company (CIC).

## What is a Community Interest Company?

A Community Interest Company is an organisation that exists to benefit communities and make a positive social impact.

It means that the organisation's focus is on supporting people and communities, with any surplus income reinvested into improving services, supporting staff and developing new ways to improve health and wellbeing.

## Why are we making this change?

Nimbuscare has always been committed to improving care and supporting local communities. Becoming a CIC helps us strengthen that commitment and ensures community benefit remains at the heart of everything we do.

## What does this mean for patients?

For patients, the services you receive will continue as normal. However, becoming a CIC will help us to:

- Invest more into local healthcare services and community initiatives.
- Develop innovative services that meet local needs.
- Work even more closely with NHS and community partners.
- Focus on improving health outcomes and reducing inequalities.
- Ensure decisions are made with community benefit as a priority.

## What won't change?

- Our commitment to providing high-quality services.
- Our focus on improving patient experience.
- Our partnerships with local healthcare organisations.
- Our dedication to supporting the health and wellbeing of local people.

This change represents an exciting step forward and helps ensure that Nimbuscare can continue making a positive difference across our communities now and in the future.

