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BARDOC NEWS



Summer 2016



From the Chairman

Welcome to the summer newsletter – I hope you manage to get a well-deserved break over the summer months.

As ever, there is a lot going on at BARDOC which will be covered elsewhere. I need to say a big thanks to the Bolton Supervisors in assisting with the mobilisation of the Bolton Call Centre – this was a big piece of work with very tight time scales. It is also pleasing to see the integrated care models which are developing in A&E at the Royal Bolton Hospital. Also a massive thank you to all involved in making the move from Moorgate to FGH – this seems to be working really well and many patients have commented positively.

An organisation is only as strong as its teams and I am proud to say we are an excellent organisation and this is down to all of you who work at BARDOC – well done and don't forget your sun cream!

Dr Stokes

Chairman of BARDOC



Smooth move to Fairfield

BARDOC's transfer to the Foulds Suite at Fairfield General Hospital has been heralded as a **"huge success"** by Chief Executive Vicky Riding.

Speaking a few weeks after the service moved from Moorgate to its new site just a stone's throw from A&E, Vicky said: **"This is a major development for BARDOC and I would like to say thanks to the staff for the mobilisation of the transfer. A lot of hard work has gone into making sure it has been a seamless transition."**

Open from 6pm to 8am Monday to Thursday and throughout the weekend from 6pm on Friday evening to 8am on Monday morning, the Foulds Suite will be staffed by three clinicians and a receptionist. Patients are seen by appointment only and Caron Brooks, Head of Clinical Services for BARDOC said: **"From better parking facilities to the reassurance that they will be treated quicker in an emergency, Bury patients will feel the benefit of BARDOC's move from Moorgate to Fairfield. This relocation reinforces our commitment to ensuring that patients are treated in the right place at the right time by the right person."**

Colocation of out of hours services within hospitals is becoming more prevalent across Britain. Its' perceived plus-points include quicker access to emergency treatment including CPR and a move towards better integration of NHS services.

Pictured left to right, are: Rebecca Barlow, Matthew Hindle, Joan Flynn, Osman Alam (back row), Caron Brooks, Melanie Riordan (back row), Virginia Ashton, Mike Watkins (back row) and Lucy Kelly.



Scheme supports Springhill

A BARDOC training programme complete with webview technology is helping to ensure that end-of-life patients' wishes are updated and relevant.

And nowhere is that package more appreciated than at Springhill Hospice in Rochdale which offers the very best in palliative care to patients and families – from diagnosis through to bereavement.

Pioneered at GP surgeries, the system was brought to Springhill two years ago by Melanie Riordan, Anticipatory Care Coordinator for BARDOC. **"You can imagine how many healthcare professionals are involved in caring for someone at end-of-life particularly if they choose to go home – including out of hours doctors and even night sitters. Previously, it was all about phone calls and this was time consuming and difficult. The training package we delivered to Springhill includes 30 minute sessions and the technology is easy to use. It seems to have really improved communications"** said Melanie.

Dr Stephanie Lippett, Community Specialist Doctor at Springhill is one of those who has completed the training. She added: **"End-of-life wishes need to be in place and updated and it has been really useful to communicate simply with GPs. This whole package has made the patient journey so much smoother."**



Unique take on the A&E brand

A challenging slant on the perceived A&E crisis was just one of the items on the agenda at BARDOC's most recent clinical education evening held at Bury Hospice.

Run four times a year, these events showcase technological breakthroughs and share good practice. Open to all BARDOC staff, surgeries and indeed any clinician in Bolton, Bury or Middleton, Heywood and Rochdale, they also allow delegates time to discuss and learn from any recent complaints.

Dr Chris Moulton A&E Consultant at the Royal Bolton Hospital and Vice-President of the College of Emergency Medicine

offered a fresh perspective on campaigns to dissuade patients from using casualty departments inappropriately. **"A&E is a super-brand which responds to a need and has helped create patterns of behaviour which will take years to change"** said Dr Moulton.

His solution was more colocation in hospitals of out of hours services, trained GPs and frailty specialists. Dr Moulton added: **"We should not be fighting the A&E brand. Instead we should be giving the public what they want – rather than educating them."**

Jacqueline Halstead from the Pennine Acute Hospitals NHS Trust opened the event with a precis of the Rapid Transfer Process in End-of-Life programme – pioneered at the Royal Oldham Hospital and now being trialled from Fairfield. Jaqueline said: **"There is a desperate need to make sure patients are discharged in a quick, seamless manner with everything they need particularly anticipatory medication. This is a work in progress but it is promoting better communication between wards and out of hours services."**

Helen Overfield, Territory Sales Manager for Alere Ltd (who famously manufacture Clear Blue pregnancy test kits) showcased new devices which, **"Within four minutes lets you know the patient's CRP."** These are currently being trialled by Clinical Commissioning Groups within Greater Manchester.

Pictured left to right are: Jaqueline Halstead (Project Lead UDNACPR) The Pennine Acute Hospitals NHS Trust with Dr Raj Khiroya (Educational Lead, BARDOC).



A big, top donation

For the third year in succession BARDOC is supporting charity Circus Starr as it aims to give disadvantaged children plus those with learning disabilities the chance to visit the big top.

Artistes from across the world are currently on the road with Circus Starr's summer tour and have introduced audiences to a Mexican clown, a talented aerialist and jaw-dropping "Space Wheel."

Learn more about the charity by visiting www.circus-starr.org.uk



Key help for those with dementia

May marked Dementia Awareness Week with a series of notable events in Bury, Bolton and Heywood, Middleton and Rochdale – including reminiscence sessions and music therapy.

And visitors to the Musical Memories with Making Space event at Whitefield Fire Station were keen to share with others what fans they were of BARDOC – and out of hours

support in general.

Claudia, who cares for her mother-in-law Maureen (diagnosed with vascular dementia two years ago), has had to contact BARDOC on a number of occasions recently and said: **“Those on the other end of the phone are so understanding and patient. They have sent us to the right place for treatment every time.”**

Making Space is a national charity providing health and social care services for adults with mental health conditions, learning disabilities, dementia and their carers. Dementia Project Worker John Pearcey who led the Whitefield session, said: **“Singing is great for those with dementia; it re-connects them with strong memories. We plan to sing around 20 songs each session but just let it go wherever it takes us. Sometimes we see people get up and dance!”**

Volunteer and former healthcare worker Ann Walsh added: **“You sometimes meet people who can’t speak properly and yet they know the words and join in. It’s magical, they just switch on.”**

Learn more about Making Space at www.makingspace.co.uk For more on their local sessions email: John.Pearcey@makingspace.co.uk **Pictured left to right are the team behind “Musical Memories with Making Space” (Whitefield):** Ann Walsh, John Pearcey, Elaine Valle-Jones and Florence Sokol.



Quality contract explained

Chief Officer Su Long (pictured) was a guest on Ben Gowland’s “Improving Healthcare” podcast recently – where she explained all about her CCG’s new GP Bolton Quality Contract.

A **“similar but even more ambitious”** programme to that created by Liverpool PCT some years ago, it aims to drive improvements in GP practices and better patient care whilst making best use of the “Bolton pound.”

“We were very conscious that practices were struggling with the burden of demand...and we needed effective and consistent primary care” said Su. Stating that access to surgeries was, **“the big ticket item”** she explained

benefits to the patients such as 60,000 more GP appointments each year, improved healthcare closer to home and same day assessment for children. Said Su: **“We’ve had a lot of “thank you for the Bolton Quality Contract” from practices – it has made a real difference”.**

Aside from the contract, Su outlined recent successes for the CCG including increased screening for bowel and alcohol conditions, a rise in the care indicators around asthma and heart failure plus capacity at primary care level.

Ben Gowland is Director and Principal Consultant at Ockham Healthcare - a think tank and consultancy working to create practical steps to a better future for healthcare.

You can listen to his interview with Su by visiting <http://www.boltonccg.nhs.uk/news-events/local-news/podcast-ccg-chief-officer-talks-about-the-bolton-quality-contract>



Nicola, Rina and Jodie join us

“Just because BARDOC may not be their only job, that doesn’t make some employees less valuable than others.” That’s the positive message from Nicola Caffrey as she takes up the post of Head of Operational Services at BARDOC. Nicola is amongst a trio of newcomers and she has a fascinating background – having once run her own virtual PA business! Bolton based Nicola said: **“I am really passionate about the NHS and worked at a learning and development organisation coaching and mentoring healthcare staff. As a mum of young kids I have used BARDOC – who triaged, saw and treated my child within an hour. What a super service!”**

Jodie Brown was appointed HR Officer back in June and has already enjoyed a friendly welcome from colleagues. **“Everyone here is so accommodating”** said the former Lancaster University student, **“I know this is going to be a learning curve with people in very different roles, clinicians and non-clinicians.”** With a background in retail and hospitality and degree in business and HR management, Jodie will be involved in what she calls, **“People management for employees and the business, helping new starters, dealing with recruitment enquiries and following up references.”**

With a grounding in social housing, private industry and primary care, Rina Paolucci-Escobar should be right at home as BARDOC’s new Senior Operations Manager. Joining from NHS Heywood Middleton and Rochdale Clinical Commissioning Group, she will be effectively managing staff from call handlers to drivers and receptionists – with many BARDOC employees engaged in several different roles. It’s fortunate then that Rina is a local councillor for Wardle and West Littleborough and a people-person! Also the vice-chair of Pennine Townships, Rina said: **“Many of my constituents have talked about BARDOC and I have seen how much it has grown. I want to do the best for my community in all the work I do.”**

Pictured left to right, are: Jodie Brown, Nicola Caffrey and Rina Paolucci-Escobar

In Brief

Make over for social enterprise mark

BARDOC is internationally renowned for making a difference – and it has a brand new mark to prove it. The Social Enterprise Mark recognises with certainty that an organisation has a central aim of, **“Using income to maximise positive impact.”** And its new logo is, say organisers Social Enterprise Mark CIC, **“Designed to more clearly communicate the status of those displaying the Marks as proven and accredited social enterprises, guaranteed to be trading for the benefit of the people and**



planet.” Learn more about the Social Enterprise Mark at <http://www.socialenterprisemark.org.uk/what-is-the-social-enterprise-mark/>

Become a N.A.P.P hand at patient participation

BARDOC is creating its first ever Patient Participation Group (PPG) with representation required from across our Bolton, Bury and HMR regions. As with all PPGs across the country, they will build patient involvement and engagement, helping to inform and even shape better care. Meanwhile, The National Association for Patient Participation (N.A.P.P) has launched a resource to help all established and new PPGs to reflect on what they do, how they work and how they might become even more effective. Hard copies of the guide will be sent to every N.A.P.P affiliated PPG – see <http://www.napp.org.uk/bbp.html> To learn more about the BARDOC PPG, contact alison.loftus2@nhs.net



Getting to the heart of the matter

BARDOC Non-Executive Director Dr Zahid Chauhan has joined forces with local charity Lagan's Foundation to push for compulsory CPR training to be taught to children. Visiting schools in company with the North West Ambulance Service, Dr Chauhan said: **“Children could teach CPR skills to others and use them throughout their lives – to save lives.”** Littleborough Boxing and Fitness Club have just fitted the town's first community public access defibrillators.

Text books young people an appointment

Young people in Rochdale will be able to book an appointment or get confidential advice on issues such as sexual health, alcohol and drugs – via text! Chat Health has been developed by Pennine Care NHS Foundation Trust and messages sent by 11-19-year-olds will be responded to by an HMR school nurse within one working day. Texts to the service outside of working hours will receive an automated message providing advice about where to get help. <https://www.penninecare.nhs.uk/news-and-events/news/2016/05/new-text-service-to-improve-young-peoples-health/>

Make a flying visit to our new Twitter account

BARDOC has a brand new Twitter handle @NHS_BARDOC where you will find our news plus that of our partners and healthcare professionals. We are pleased to see so many of you have joined us from our previous Twitter handles which will soon become defunct. So, make sure you make the switch to @NHS_BARDOC for all the latest developments.

Got a story for the next edition of BARDOC News? Email peter.gibson6@nhs.net

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