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BARDOC NEWS



Autumn 2016



From the Chairman

Welcome to BARDOC's autumn newsletter which once again highlights the innovative, imaginative and inspirational work we and our partners are doing to ensure better healthcare for all in Bolton, Bury and Heywood, Middleton and Rochdale.

The BARDOC AGM will be held on Thursday 24th November at the Fusilier's Museum, Moss Street, Bury BL9 0DF with refreshments at 6.00pm.

This is a really important occasion when the accounts are published and we review the previous 12 months and look forward to future challenges. We have had a slowly increasing number of attendees and it would be wonderful to see you there – you are all an integral part of BARDOC and we would value your input. This is a public meeting and we are often scrutinised so come along and watch the Board being challenged!

Dr Stokes

Chairman of BARDOC



Ringling endorsement for telephone scheme

A same-day triage programme operated by BARDOC has saved resources and helped free-up GP time allowing doctors to concentrate on seeing and treating the more complex patients.

This has led to the disappearance of long queues of patients waiting at opening time at Kingsway Medical Practice in Burnage – where the service project is being piloted.

Starting at eight-thirty on weekday mornings, the service sees the first 18 calls deemed safe to triage, sent to a team of BARDOC nurses with a combined total of over 100 years' healthcare experience in diverse areas from gynaecology to elderly care. **“We have access to medical records and the surgery’s diary, with time blocked off for on-the-day appointments and within 24, 48 or 72 hours”** revealed one of the triage nurses, Jude Gorczyca, **“the response from patients has been absolutely amazing. They are really open to us.”**

The pioneering pilot is serving a unique community in Burnage, which is diverse but also without a single residential care home, meaning elderly patients with often complex needs are to be treated at home. Practice and Business Manager Zain Aslam added: **“Before the triage system, we were receiving complaints because patients weren’t able to see their GP on the same day. There was a lot of pressure and the situation had become quite challenging.”**



Left with the expensive alternative of hiring a locum, former BARDOC employee Zain approached partners at the practice with the idea for the service and has been encouraged by its progress. He continued: **“We wanted to see if this model worked and were convinced BARDOC had the expertise and the systems with the strong governance on data needed to get it up and running quickly.”**

Informing their 6,000 patients of the programme proved surprisingly simple, and as Service and QOF Co-ordinator Jane Winstanley revealed: **“We deliberately told patients they would be speaking to a clinician – not a nurse. They got over this barrier very quickly and in fact, we have had no complaints at all!”**

Senior Partner Dr Gillian Alexander believes the programme has, **“Completely changed the way we work, we don’t feel as pressured and the whole team is managing better. When we see patients that have been triaged, we now have more meaningful and useful information which means we have a better idea in our mind, don’t duplicate work and can ask more tailored and personalised questions.”**

The pilot is under constant review and its successes are being shared with other surgeries and health care professionals. Zain Aslam concluded: **“I feel confident in the scheme and this is a true reflection of what partnership working can achieve to help alleviate some of the pressures within general practice whilst avoiding hospital attendances and possible admissions.”**

Picture one features BARDOC triage nurse Jude Gorczyca **and picture two (back row left to right):** Dr Miles Wilks, Zain Aslam, Jane Winstanley and Oliver Smith. Front row: Dr Gillian Alexander and Christina Chadderton (Kingsway Medical Practice).



Help us branch out like Birches

BARDOC is beginning a new Patient Participation Group to help bring the same fresh perspective to their work that a Prestwich PPG has brought to its surgery and community.

The Birches Medical Centre on Polefield Road may be a relatively small surgery but its PPG has had a mighty impact in helping to run their practice even more efficiently. From the introduction of a telephone system to a new self-check-in for patients, the PPG has done its part to ensure that appointment

queues are reduced and hard-working staff supported. The PPG even consults patients in an annual survey.

PPGs have advised and offered constructive criticism to healthcare professionals since 1972. Recent legislation means that every surgery in England has a contractual requirement to form a patient participation group and to make reasonable efforts for this to be representative of the practice population.

Membership of BARDOC's new PPG is open to all patients entitled to our emergency support in Bury, Bolton and Rochdale. To learn more about how you can support it, contact susan.obertelli@nhs.net

Pictured is the Birches Medical Practice Patient Participation Group, Polefield Road Prestwich



Taking the lead at the 10K

A team from BARDOC pounded the streets to raise cash for Bury Hospice during the town's first-ever 10 kilometre road race.

And by completing the gruelling trek which began at The Rock and passed landmarks including Bury Parish Church, Bury Art Museum and the Fusilier Museum, our eight-

strong troupe of health carers contributed £1208.25.

A total of 1,400 runners entered the race, which was started by the Mayor of Bury, Councillor Mike Connolly. Our team was an eclectic mix of clinicians and corporate staff and reflected the field – in that it contained regular runners plus those content to complete the course. All however, were bound by a desire to raise money for their local hospice.

“The staff decided to support Bury Hospice because during the course of their work they have seen what a valuable service they provide for patients and their families” said BARDOC Chief Executive, Vicky Riding, **“it is also important we as health professionals set a good example. With campaigns such as I Will If You Will, Bury is becoming a town where exercise is accessible and helps build health and community.”**

Bowel Cancer UK, The Alzheimer's Society, Mind and Home-Start Bury were amongst the other great causes aided by the 10K, which is now set to become an annual event.

Under starter's orders, our BARDOC team are (left to right) Adam Cheong, Carley Hunter, Liz Smith, Dr Khalid Mushtaq, Dr Jack Leach, Dr Zahir Mohammed, Adele Hardacre and Kathy Woodgates.



Check out food bank when you fast

If done safely, replacing food with contemplation can be good for the body and the soul.

But BARDOC Non-Executive Director Dr Zahid Chauhan also told Rochdale residents that fasting should also be a time to help charity and your community - by donating missed meals to your local foodbank.

Speaking to the media during Ramadan, Dr Chauhan said: **“Fasting can help you lose weight and start to think**

about an improved lifestyle. You can discover wholesome food that provides an energy boost that can then become an integral part of the food you consume for life. But I also genuinely believe that the best way of balancing your mind and feeling good about yourself is to help others.”

Bury’s vibrant Jewish community fasted for 25 hours on October 11/12th to mark Yom Kippur or the Day of Atonement.

For NHS advice on fasting safely, go to:

www.nhs.uk/Livewell/Healthynamadan/Pages/fastingandhealth.aspx

Read Dr Chauhan’s thoughts at: www.rochdaleonline.co.uk/news-features/2/news-headlines/103563/muslims-urged-to-donate-to-food-bank-during-fast

Pictured is Dr Zahid Chauhan



Middleton team star at HMR Awards

A tenacious battle to re-build following a fire won Clough Street surgery Stockton and Thompson the Heywood, Middleton and Rochdale Clinical Commissioning Group’s Team of the Year Award.

The Middleton practice (pictured) which serves 4,400 patients was presented with one of the CCG’s six STAR (Special

Thanks and Recognition) Awards, at a presentation ceremony held at Rochdale Masonic Hall.

Other health heroes saluted included Dr Imran Ghafoor who was voted the People’s Star by patients and his peers. The Peterloo Medical Centre GP was praised for “his outstanding bed side manner” professionalism and for his “likeable, cheerful” approach.

This is the third year the Awards have been held and their purpose is to celebrate and recognise GP Practice staff, GPs and CCG employees for the excellent work carried out to achieve HMR CCG’s vision of ‘Healthier people, better future’.

Dr Chris Duffy, Chair of HMR CCG said: **“I have been very impressed again this year and the standard of nominations is extremely high.”**

For more information on the STAR Awards and winners, visit: <http://www.hmr.nhs.uk/index.php/getinvolved/hmr-star-awards>



Help carers message percolate through

“Signpost carers who may present with symptoms of stress to the Bury Carers service.”

That’s the message Councillor Joan Grimshaw gave to GPs at a coffee morning to celebrate National Carers Week.

The former Mayor and current councillor for Unsworth, is chair of the Bury Carers Forum and still spends precious time looking after a constituent

with severe learning difficulties. She said: **“We believe there are around 17,000 carers in our borough alone and they need all the information and emotional support we can offer them so that they don’t feel alone.”**

One of those carers is former psychiatric nurse E.M Kessebeh whose husband is living with memory loss. She said: **“Coming to the Carer’s Centre is a luxury. Everyone here is in the same boat and we are one big family. The coffee mornings on a Friday have saved me – this is a blessing.”**

Managed by charity The Gaddum Centre and funded jointly by NHS Bury CCG and Bury Council; Bury Carers provide activities at their Silver Street base (including talks from medics) and do outreach in areas such as Ramsbottom. Award winning worker Sheila Blackman said: **“Once GPs signpost carers to us we act very quickly and are able to offer them an assessment including details of financial help available.”**

Pictured are the staff and volunteers from Bury Carers Centre <https://carers.org/partner/bury-carers-centre>

Charity fundraising



Round of applause for Matt’s Dryathlon

A donation of £100 from BARDOC helped their Contact Centre Agent Matthew Bailey to get over the line in his marathon month of abstinence. Matt pledged to give up alcohol as part of Dryathlon – a September campaign that encourages participants to banish the booze for 30 days. Thanks to BARDOC’s generosity and Matt’s determination, organisers Cancer Research received £200 to support their work ensuring fewer people in the future suffer from cancer. Cheers, Matt!

Pictured is Matthew Bailey

Discover more about Dryathlon at

<http://www.cancerresearchuk.org/support-us/find-an-event/charity-challenges/dryathlon>

Peak performance by Carer’s Trust

An intrepid team led by Paul Parlby, Chief Executive of Carer’s Trust in Greater Manchester, completed the Wales Three Peaks Challenge as part of a bid to help raise funds to give young carers a weekend away. Twenty-three explorers scaled Snowdon as part of a challenge that saw them traverse 17 miles and climb a staggering 4,920 feet. There are an anticipated 700,000 carers aged between seven and 17 in the UK and the skilled staff from Carer’s Trust offers them vital respite and support.

You can learn more about their work at <http://www.gmcarerstrust.org.uk/find-care-services/>



Five-year birthday for Horwich born charity

Lagan's Foundation, which offers essential home and respite support for young children with heart defects and feeding issues, is celebrating its fifth birthday. Providing parents with support of over two hours per week, Lagans' volunteers give families someone to talk to or even care for a child while the main carer sleeps, does the household jobs or enjoys much-needed family time. In its relatively short life, Lagan's has helped 57 families with a further 59 currently on their waiting list. Learn more at www.lagans.org.uk

Hospice helped – the Pennine way

Congratulations to BARDOC IT Lead Alex Pilkington who conquered a trio of Yorkshire's highest peaks in just 12 hours to boost funds for Bolton Hospice. Along with his brother and two friends, Alex hiked 24 miles with a 22lbs back pack to aid **“not just a building, but a way of caring for people. The team of doctors, nurses and other professional staff provide specialist care and support for local people with cancer and other life-limiting illnesses, in the hospice and at home. They not only take care of patients' physical needs, but consider their emotional, spiritual and social needs too.”** You can honour Alex's efforts by visiting his Just Giving Page <https://www.justgiving.com/fundraising/old-men-walking> and join with over 50 sponsors who have already backed his efforts for Bolton Hospice.

Contact US

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

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