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BARDOC NEWS



21st birthday special



From the Chairman

How enjoyable it was to celebrate BARDOC's 21st birthday in the company of our employees and old friends recently. Milestones like this allow us to reflect on what has made us one of the UK's longest serving providers of out of hours medical care but also challenge us to examine our future.

On that note, we have received an encouraging CQC report which will help us learn more about our strengths and weaknesses and prove pivotal as we bid to improve our service still further.

The inspectors noted the compassionate approach of our staff and the expertise and experience we offer. Initiatives such as our vulnerable patients pack were celebrated and that spirit of innovation pervades throughout this newsletter as we focus on everything from our work preventing needless A&E admissions to developing and training our staff.

Thank you once again for all of your hard work – which you will note, is being recognised by our partners, our patients and now on a national level!

Dr Stokes

Chairman of BARDOC

Dr Stokes is pictured at the BARDOC 21st celebration.



Out of hours service gets the red carpet treatment

The Midland Hotel in Manchester was the venue for BARDOC's coming-of-age as we celebrated 21 years of delivering emergency medical and dental treatment.

A three-course meal and disco plus heaps of great music from Stax of Soul entertained the employees who have shown such dedication to their duty since BARDOC's birth in 1996.

And those within our community were also keen to pass on their best birthday wishes – including Bury North MP David Nuttall and patients such as Freda, who have used the service recently.

Vicky Riding, Chief Executive of BARDOC said: **“Our surveys with patients and feedback from partners demonstrate what a popular and credible organisation we are and that is entirely due to the superb work of our staff. Their efforts deserved to be celebrated and it was a pleasure to join with them and raise a toast to BARDOC's 21st!”**

Pictured is Bury North MP David Nuttall, BARDOC patient Freda Shah plus memories of our party at the Midland Hotel.



Recalling life before BARDOC

BARDOC's 21st birthday allowed founding director Dr Kumar Kotegaonkar MBE to share with us the organisation's many achievements - and remember its roots.

With the support of the then Bury and Rochdale Health Authorities, BARDOC was formed when 70 GPs from Bury joined forces with 35 from Rochdale back in 1996.

And that team spirit is the key to its longevity. Dr

Kotegaonkar said: “By forming a cooperative, we had the best way of ensuring continuity of care to the community with the assurance of quality.”

Out of hours medical provision had been supplied by individual practices prior to BARDOC, which proved particularly difficult for smaller concerns and overworked doctors. Dr Kotegaonkar remembers: **“There had been no work and life balance for GPs, and the doctor was cuffed to their visiting bag. The responsibility of 24-hour care used to be with the GP and smaller surgeries were always having to look around for cover. We needed the respite to be able to continue our commitment to our practices and make sure practising medicine was a joy.”**

Now Honorary President of BARDOC, the former Spring Lane GP is proud of what it has achieved in its 21 years and believes its founding ethos plus an adaptability to change has made it such an important service for the people of Bolton, Bury, Heywood, Middleton and Rochdale.

Pictured is Dr Kumar Kotegaonkar MBE, with our specially designed 21st birthday cake created by Bury bakers, Slattery's.



CareQuality
Commission

CQC sees Good work

From providing safe services to ensuring patient's needs are met, BARDOC was rated "Good" across the board by health watchdog the Care Quality Commission (CQC).

Conducting an announced inspection of our Moorgate HQ in February, the CQC praised our open and transparent approach to safety, the proper supervision and development of staff and even noted the good maintenance of our vehicles.

Quality care and compassion for patients was highlighted by inspectors who concluded: **"Patients said they were treated with dignity and respect by helpful, polite and caring staff. They told us they were satisfied that they were involved in decisions about their care and treatment."**

Clear, strong leadership was also celebrated while BARDOC's work to reduce the number of needless admissions to Accident & Emergency Units and the packs we carry to aid vulnerable patients in our cars was reckoned to be "Outstanding."

Everything from reporting systems to medicine management and the effectiveness of BARDOC's partnership working was saluted, with inspectors noting: **"The service understood the needs of the population it served, and engaged with local Clinical Commissioning Groups (CCGs) to provide services which were responsive to the needs of their population."**

Vicky Riding, Chief Executive of BARDOC said: **"This is a highly encouraging report for BARDOC and we feel it reflects the effort and expertise put in day-to-day by our employees. The most important thing to do with a report like this is to learn from it, and we shall be examining all aspects of what we do well and how we can improve to make sure our patients receive an even better service."**



BARDOC's peak performance

A star charity fundraiser was able to go trekking across the Julian Alps for a children's disability charity thanks to a reassuring voice from BARDOC.

Bolton based Liz (pictured with BARDOC CEO Vicky Riding) was all set to lead a team of 12 to Slovenia when she discovered to her horror a rash around her middle.

"When you are going on an international trip there is so much to take and then there's peoples' safety – it took me going on two years to plan" said Liz. Friends told her that she had shingles and that she should go and get it seen to immediately. She added: **"I phoned my doctor and somebody took my details and said they would phone back. I was shocked because I got called back within five minutes and I had an appointment at the Waters Meetings Road Health Centre within 40 minutes"**.

Thankfully Liz didn't have shingles and consequently coordinated the hugely successful expedition. Liz concluded: **"The service from start to finish was amazing. Without it, I would have been attempting to get a GP's appointment as soon as possible, and that is usually quite problematic. The call back was prompt, the advice good, and it gave me reassurance. It was as if everybody I spoke to really cared about me."**

Watch Liz's case study at: <https://www.youtube.com/watch?v=aEVfsLI1WD4&feature=youtu.be>



It all clicked into place - thanks to ICT and operations

It was business as usual for BARDOC and minimal disruption for our patients – even though organisations across the nation were gripped by a cyber-attack.

NHS Digital confirmed that 16 different NHS trusts had been hacked across the weekend of May 12/14 resulting in cancelled operations and patients being turned away.

But BARDOC used their contingency plan and burned the midnight oil to ensure we stayed resilient – and proved useful to our partners and colleagues elsewhere in the NHS.

“The first we knew of the attack was at 1 30 in the afternoon and we immediately took everything off-line as a precaution – until we knew what was happening and whether this was real” revealed Alex Pilkington, ICT Lead for BARDOC, who along with his team had everything back online by 3am on Saturday morning. **“Tech has become an everyday part of life and we have become so reliant upon it. We showed we can cope well and the important thing is we didn’t fall over.”**

Nicola Caffrey, Head of Operational Services for BARDOC added: **“I always had confidence in the team being able to pull together and in the tried and tested contingency plans and disaster recovery we had in place. It was a fantastic team effort, not just from our awesome IT guys but from all the call handlers and managers, some of whom didn’t get to bed until 4am! Our partnerships and open dialogue meant we dealt with the situation really well and it was good to know our clinicians can still work with a pen and piece of paper when required!”**

Pictured is Nicola Caffrey, Head of Operational Services for BARDOC.



Dr Chauhan’s a shining example

BARDOC director Dr Zahid Chauhan was celebrated by the Clinical Commissioning Group in Oldham for, “Making a Difference to Patients and the Public.”

Commissioners presented Dr Chauhan with a Shine Award – one of their popular annual honours saluting those who have made a significant impact in improving quality by listening to their public and using resources effectively – at the Civic Centre in Oldham.

In their citation, Oldham CCG said: **“Dr Chauhan’s caring personal approach to healthcare, effective and innovative management of his surgery and commitment to campaigning on health issues has made a tangible difference to the health of his patients at practice and beyond.”**

A spokesperson for Oldham CCG said of the 194 nominations: **“The judging panel have asked me to share with you that they were all taken aback by the sheer volume of truly outstanding work going on – in general practice, commissioning and commissioning support. Their task had been phenomenally difficult.”**

Pictured is Dr Chauhan with his team from the Medlock Medical Practice.



Platform raises standard of data

A new site that updates details on forthcoming courses, logs course completion and even creates training certificates has been developed for BARDOC.

Previously this data had been kept on a single spreadsheet but a new platform developed by Chambury Learning Solutions means that not only is this information easier to obtain – it made BARDOC adherent with strict CQC inspection criteria.

The platform gives managers access to colour-coded reports enabling them to see which members of staff still needed to complete

compliance training or whose certifications were about to expire.

The platform was designed to look like the BARDOC website for consistency across systems, giving a seamless user experience.

The platform was developed over the Christmas period and will now be used to build appraisal forms and introduce nursing revalidation, whereby nurses can record their CPD (Continuing Professional Development) and feedback for future reference.



Welcome to The Family

BARDOC is now running The Strand Kirkholt and The Family Medical Practice in Middleton in a bid to grow their provision and more importantly **“provide a better service for patients.”**

Rated “Good” by the CQC at last inspection, they care for over 4,300 patients and realised that BARDOC could help them to the next level by providing everything from robust complaints procedures to certified chaperone training and even a website for patients to book appointments.

Practice Manager Neville White said: **“The beauty of BARDOC is that it is a large organisation with a vast array of departments that can lead us. And their HR and electronic policies plus training packages are fantastic.”**

BARDOC commenced management of the practices in February this year. Added Neville: **“We were a small**

practice and we got by, but now BARDOC is involved we are looking forward to becoming a bigger organisation and going forward. We have been appreciative of the management support and feel they really are listening. Of course it is a new venture for BARDOC too, but so far it is going really well.”

Pictured left to right, are Nan Bailey (Note Summariser), Neville White (Practice Manager) and Selina Evans (Receptionist) The Strand and Family Practice.



HR matters

Note Summariser Nan Bailey is one of 31 new BARDOC employees to join between March and May this year! The Law graduate is in charge of key medical information (including hand-held and electronic notes and clinical letters) at the Strand and Family Medical Practices in Rochdale and Middleton, where she is joined by Dr **Ronald Metzger**, who already works for our out of hours service.

A big BARDOC welcome to 14 new triage nurses, namely **Cherie Ainscough, Surendra Beebakhy, Helen Cassidy, Annette Connolly, Gillian Davenport, Lydia Kellett, Amanda Kilshaw, Carolyn Martin, Elaine**

Murphy, Joanne Noble, Zarina Rahman, Stacey Ryan, Beverley Taylor and Shahin Zulfiqar.

Best wishes also to BARDOC's 15 new contact centre agents: **Zara Alim, David Atkinson, Fiona Barnes, Hannah Butterworth, Doreen Caunce, Alex Clifton, Kate Fretwell, Debra Greenhalgh, Chaman Hussain, Siobhan McCarthy, Susan McDonald, Lisa Stevens, Jeanette Tannock, Grace Toomey and Jean Whittington.**

Stephen Featherstone meanwhile, is now assisting BARDOC's Clinical Directorate.

Finally, huge congratulations to **Lyndsay Brennan, Libby Greenhalgh** and **Joanne Kennington** for their promotion from call handlers to shift leads.

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

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