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BARDOC NEWS



Autumn 2017



From the Chairman

I have said many times in the past that innovation and compassion is at the heart of everything we do at BARDOC.

In this newsletter, you will hear how we have become the first out-of-hours service in the country to pledge to become homeless-friendly – a promise that means BARDOC is committed to caring for the most vulnerable in our society.

You will also learn more about how we are supporting the global fight against superbugs, by aiding a charity searching for alternatives to the current antibiotics that are losing their potency. Again, this will help those most in need due to lifelong health conditions and low immunity.

There are also features on the technological breakthroughs we are designing to integrate health and social care; and a real thread in this issue is BARDOC's desire to recognise all employees in all areas of work – as each and every one of you is making a valued contribution.

I will be expressing these sentiments at our forthcoming AGM, where I hope you will join me as we celebrate our achievements and look forward to the coming year.

Dr Stokes

Chairman of BARDOC



Healthcare hope for homeless

BARDOC has become the first out-of-hours service in the United Kingdom to promise to be, “homeless-friendly.”

At a special ceremony attended and supported by Greater Manchester Mayor Andy Burnham, BARDOC Chief Executive Vicky Riding penned a pledge to treat rough sleepers, sofa surfers and anyone else of no fixed abode with the same respect afforded to the rest of society.

With an average life expectancy of just 47 years-of-age, homeless people often face desperate health challenges including everything from falls to poor nutrition and severe dental problems. But they have reported to charities that they have sometimes been refused medical treatment because they don't have a permanent address.

“As an out-of-hours service carrying out telephone triage, one of our first questions to patients is: “What is your address?” remarked Vicky, “but a lack of permanent residency should not be used as an excuse to turn people away. Everyone deserves dignity and to be treated equally.”

Created by BARDOC Director Dr Zahid Chauhan, Homeless-Friendly encourages organisations to examine their policies, services and procedures and see if they cater properly for homeless people. Dr Chauhan said: **“I truly believe BARDOC are trailblazers and will inspire healthcare services across the country to become homeless aware too.”**

And that message has already begun to resonate. Since the launch, surgeries, businesses and charities have come on-board as have neighbouring out-of-hours providers Mastercall Healthcare and GTD Healthcare. All have promised to become hubs of information for the homeless with some even offering to stage foodbanks.

Homeless-Friendly also featured on television screens as the BBC's Inside Out programme focused on its launch and accompanied BARDOC as they did their rounds in Rochdale – dispensing healthcare and essentials like blankets to the homeless.

Pictured left to right, are: **Jim McMahon (MP Oldham West and Royton), Dr Zahid Chauhan (creator of Homeless-Friendly), Vicky Riding (Chief Executive, BARDOC) and Andy Burnham (the Mayor of Greater Manchester)**

Mike's the driving force

BARDOC was selected to pioneer Homeless-Friendly because of its celebrated compassionate vulnerable patients programme.

And that campaign to give needy patients more than just blankets as necessities was the brainchild of Mike Watkin (pictured) plus BARDOC's team of drivers.

Said Mike: **“My own dad was homeless and was actually found dead in a London churchyard. The only way to identify him**

was through a prescription he was carrying for drugs. He had at least received some medical treatment. Our work driving means we see some really vulnerable people and it is important to give them some help. We see rough sleepers on surgery doorsteps and certainly when I went out with Dr Chauhan in Rochdale, we noticed a lot of homeless people.”





Backing antibiotics awareness

Stop the problem of antibiotics resistance for brewing for future generations!

That's the message from charity ANTRUK – and their campaign to sit down, take tea and discuss the issue has earned them BARDOC's support.

The misuse and abuse of what were seen as the 20th century's miracle medicines has created what the World Health Organisation has described as, "the biggest threat to human kind."

Over 700,000 people per year globally die of antibiotic resistant infections and the fear is that conditions such as pneumonia will not be able to be treated with current antibiotics. Simple operations may also have to be cancelled through fear of infection.

BARDOC director Dr Zahid Chauhan has just taken part in an ANTRUK film warning of the dangers of antibiotic resistance. In it, he says: **"Bacteria are clever things and they are always changing and they find ways of becoming resistant to treatment like antibiotics. If you have a low immune system and antibiotics don't work anymore, you could be in danger of picking up a very serious infection which could result in conditions like sepsis."**



The film also reveals a series of simple things the public can do to reduce the danger, including not pestering GPs for antibiotics and not using out-of-date medication.

Professor Colin Garner, the Chief Executive of ANTRUK added: **"The Great British Tea Party is a fine, fun and friendly way to raise this vital subject and do something practical to solve it. ANTRUK will give you a fundraising pack which even includes a unique cake recipe by Great British Bake Off winner, Jo Wheatley.**

The event may also be a great way to get to know your community, beat isolation and show the rest of society that you care about our health now and that of our children and grandchildren."

Cheryl Baker formerly of Buck's Fizz is also backing the drive after her dear mother-in-law passed away from a hospital infection in 2007. Cheryl said: **"I think it is a lovely idea to invite people over, have a laugh and also raise money for a great cause. Don't sit back. Don't wait for someone else to do it. Pick up the baton. The bigger we make this campaign, the more power it will have!"**

You can view the ANTRUK film by visiting <https://www.youtube.com/watch?v=GQ3w94RnDJg&t=3s>

ROCK-UP at BARDOC's Great British Tea party at the Moorgate Primary Care Centre on Friday November 17 (9 30am - midday). Or donate money or cakes to help raise funds for charity ANTRUK and save lives. Contact Alison.loftus2@nhs.net

Picture one features Cheryl Baker

Picture two is a still from the film of Dr Zahid Chauhan



Search for a star award

BARDOC wants to recognise those prize employees who go the extra mile – with a new award.

And they have plenty of models of awards schemes to choose from, with examples from both the public and private sector under scrutiny.

NHS Heywood, Middleton and Rochdale (HMR) have their popular STAR (Special Thanks and Recognition)

Awards which salute teams and individuals from the CCG, plus out-in-the-field at surgeries. Their coveted Nancy Fallon Memorial Award is voted for by patients.

Portsmouth Hospitals NHS Trust has an Employee or Team of the Month Award while Mid Yorkshire's Chair surprises successful workers when he visits to present the Trust's MY STAR certificates (nominated by employees and patients).

Fast food outlet McDonald's meanwhile has had a long-running awards programme which has, say organisers, made employees feel motivated and engaged.

Jodie Brown, BARDOC Assistant HR Manager said: **“Unless every employee plays their part, BARDOC simply cannot care for its patients across Bolton, Bury and Rochdale. I guess some posts can seem more visible than others, so we want an award that brings recognition and reminds us that all roles are vital and meet the values outlined in our vision.”**

Pictured are: **The Clough Street surgery from Middleton who overcame fire damage to their property to serve their patients and receive HMR CCG's Team of the Year Award 2016**



AGM at The Village, people

Thursday November 16 is the date for the diary – as the BARDOC Annual General Meeting is hosted at the Village Hotel in Bury.

Last year's AGM showcased what Chairman Dr Robert Stokes described as, **“A good, busy and challenging year... where we've listened, responded to change**

and improved what we do.”

This year's event is open to surgery staff, residents, patient groups and BARDOC employees. It will include presentations and information on BARDOC's accounts.

Running between 6 30 – 8pm, the AGM is staged at the Village Hotel, BL9 7BQ, situated in Bury's Business District, just a mile from the town centre.

Refreshments are available and you should confirm your attendance by emailing Alison.loftus2@nhs.net

Pictured is: **Dr Robert Stokes, Chairman of BARDOC at last year's AGM**



Working with us is a rewarding experience

“I really enjoyed my time at BARDOC and would like to continue to offer my voluntary services which might lead to some part-time work in the future.”

So says Salford City Skills College student Lucy Loftus (pictured) who is the latest ace student to get a taste of the workplace with BARDOC.

Writing for our newsletter, Lucy said: **“I wanted to gain some work experience in the Human Resources department and spent my time arranging filing, recording sickness and absence and began to get a feel of what it is like to work in an ever-busy department!”**

So committed is BARDOC to enabling young people in their community to gain that crucial work experience placement, that they have enquired about national accreditation for quality placements. BARDOC will examine Government-backed charity Fair Train’s framework for employers, learning providers and facilitators, which complement each other and ensure that the learner journey is mapped and employers get the very best work placements.

Learn more about Fair Train at www.fairtrain.org

To discover more about work placements at BARDOC, email Jodie.brown7@nhs.net

Telehealth support for patients with long-term conditions

BARDOC has teamed-up with colleagues at Heywood Middleton and Rochdale (HMR) CCG plus Pennine Acute NHS Hospitals Trust and Closercare, to better monitor patients with life-long conditions.

Called Telehealth, the new system aims to anticipate the health needs of patients with conditions such as COPD and heart failure – before they actually happen.

BARDOC staff is enrolling patients, delivering essential equipment and providing escalated alerts when required, through triage. During a three-month period, patients will be able to monitor and record their own readings, daily. They will then complete six weekly coaching sessions with the Closercare team.



Operations Manager for BARDOC Clare Toomey, said: **“The service has been generally welcomed by the service users. Many patients are really keen to take part and welcome the reassurance that BARDOC and Closercare provides whilst supporting them in managing their own health in their own homes, avoiding hospital admission.”**

Read more about Closercare at www.closercare.co.uk

Pictured is **Sean Wolfenden, Telehealth Administrator for BARDOC**



Shared Care Records system a hit

Three similar but equally effective information systems, will bring benefits for our clinicians and in-turn our patients – says BARDOC ICT Lead, Alex Pilkington.

Covering Bolton, Bury, Heywood, Middleton and Rochdale, information from a patient's GP Practice is available by integrating local solutions that are backed by our CCG's, directly and securely into our clinical system (Adastra). Bolton's Shared Care Record is going even further by providing information from other

clinical sources within the locality such as Bolton Foundation Trust, who will make A&E attendance data amongst other data sets available.

Additionally, we have integrated with Adastra a national system developed by NHS Digital called CPIS (Child Protection Information Sharing); which enables our teams to be informed if a child, resident anywhere in the country, where local authorities have uploaded data to the CPIS System, that the patient has a child protection plan or looked after child status.

These systems will undoubtedly improve the care we are able to offer to patients, by providing further clinically relevant information to our teams; but these benefits are not just limited to BARDOC. The CPIS system feeds back to the local authorities who and when the CPIS record has been accessed by. Ultimately this enables the local authority teams to have a clearer understanding of the child's journey through the NHS, thus further integrating health and social care.

Alex said: **“This is a real enabler for clinicians and I believe if the NHS had greater sharing of information earlier, it may have prevented some of the incidents we have seen nationally in the news. It is great to see BARDOC innovating and embracing such solutions; it fits in with a national drive to integrate care and to share data better across services. Patients will ultimately reap the benefits it will bring.”**



Winter indemnity extension

NHS England is repeating the Indemnity Scheme this year to meet the costs of indemnifying any additional out-of-hours (OOH) work carried out by GPs this winter.

The scheme will operate between 1st October 2017 and 2nd April 2018.

Further information and a links to the various Indemnity providers can be found by clicking on the link:

<https://www.england.nhs.uk/gp/gp/v/investment/indemnity/winter-indemnity/>



Jodie's engaged in helping HR

BARDOC has a new Assistant HR Manager whose job includes everything from the recruitment process “**end-to-end**” to handling daily queries from employees in a huge variety of posts.

And who better to rise to that role than people-person Jodie Brown – who has spent the last 16 months as HR Officer for the organisation whilst developing her own career through tireless study!

With a degree in Business and HR Management and now working towards a Chartered Institute of Personnel and Development Level 5 at Bury College, Jodie (pictured) is certainly qualified for the job.

But she also has the drive and flexibility to work with finance, prepare HR reports, represent BARDOC at meetings, help with shortlisting and interviewing when required and assist with inductions and employee appraisals.

For Jodie, the best part of the job is working with staff. She said: “**The engagement with BARDOC employees and looking after their wellbeing is definitely my favourite part.**”

A big BARDOC welcome...

Recent starters include **Triage Nurses** Kristopher Bailey, Zoe Farrer, Barbara Fortune, Stephen Oven, Siobhan Pearson, Anne Szakaley, Chioma Williams and Kathie Withers. New **Nurse Practitioners** are Jill Henry and Simon Kane. Plus we have **CCAs** Emma Amoah, Chelsea Brennan, Megan Buckley, Leanne Hulton-Lowe, Angela Hussey, Aram Khan, Chantelle Longden, Anne Oakes, Marina Olinici, Hannah Park, Ben Toomey, Nabeela Umar, Anastasia Wheildon and Tracey Williams. Welcome all to BARDOC!



Put us in the picture

Got a story for BARDOC News? Your tale may even make it into the Bolton News, Rochdale press and Bury Times – just as recent stories about our 21 celebration, CQC report and Homeless-Friendly work did!

Simply contact peter.gibson6@nhs.net and our Comms person will do the rest.

Remember, it's important to remind our community of the wonderful work BARDOC is doing!