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BARDOC NEWS



Edition one, 2018



From the Chairman

The start of 2018 has seen a glut of newspaper headlines surrounding winter health pressures particularly at A&E departments.

The seasonal flu plus other factors have also had an impact on primary care, but what a pity our press hasn't shared some of the resilient and superbly compassionate work of NHS staff across the board at this difficult time.

Our latest newsletter showcases that spirit and highlights particularly how BARDOC's work and that of its partners is making such a positive difference to the health of the most vulnerable in our society including the homeless.

I welcome the advent of our new awards scheme so that this contribution to the boroughs of Bury, Bolton and Heywood, Middleton and Rochdale can be recognised internally and publicly.

It was an honour to represent your work and meet so many of you at this year's AGM. Sometimes it is good to reflect on what has gone by – and what a vibrant year it was! – so as to help us shape what will be a challenging and exciting 2018 for BARDOC.

Dr Stokes

Chairman of BARDOC



Progression praised at the AGM

“We don’t stand still. There’s a can-do approach - and when we take things on, we deliver.”

That was the assessment of BARDOC delivered by Chairman Dr Robert Stokes as he looked over not just the last annum but the 21 years of the organisation’s history at the Annual General Meeting.

Referencing our coming-of-age celebration last June, Dr Stokes then highlighted BARDOC’s involvement in the

new Homeless-Friendly scheme, the establishment of a single-point-of-contact at HMR – described as **“very popular, very effective”** - A&E streaming and the ownership of two Middleton practices and management of Prestwich walk-in centre.



BARDOC’s CQC report also drew plaudits from Dr Stokes, who added: **“I must praise everybody concerned for the immense amount of work that went into the inspection. Every area assessed was Good and the CQC made some really positive comments.”**

Consistently upbeat patient feedback and the fortitude of call handlers in meeting increased demand were saluted, as was partnership working with organisations such as the GP Federation and Greater Manchester Health and Social Care Partnership.

Chief Executive Vicky Riding (pictured) added: **“We are now working with other out-of-hours providers such as Mastercall Healthcare, gtd**

healthcare and the North West Ambulance Service. It is pleasing to know that BARDOC is at the forefront of such important work.”

The Annual General Meeting, which also included a review of the annual accounts, was attended by health organisations, patient groups and BARDOC board members and employees.

Recognise the prized!

Employees will shortly be able to nominate colleagues who have gone the extra mile – thanks to a new BARDOC awards scheme.

Staff will be asked on a bi-monthly basis to suggest someone who has made a positive impact to BARDOC and its patients. A panel drawn from all different sections of the organisation will then decide who wins the prize. There will even be an overall yearly winner selected from that list – announced at our Christmas party.



BARDOC values its entire staff but as an out-of-hours service some of our roles might not be known to employees, as Assistant HR Manager Jodie Brown explains: **“We might not be aware of the vital role somebody only working on a Sunday morning at one of our clinics or walk-in centres might carry out. These awards give us the opportunity to recognise employees from all areas of BARDOC and give them positive recognition.”**

Vicky Riding, Chief Executive of BARDOC added: **“We have seen how popular awards schemes have proved within the public and private sector. They give us the opportunity to truly reflect and see what an impact individuals have on their teams and our patients. From the podium at public speaking events to our new awards scheme, BARDOC is determined to champion the excellent work of our employees.”**



Out of hours are all-in

BARDOC's lead in becoming Homeless-Friendly has been followed by our colleagues at Mastercall Healthcare and *gtd healthcare*.

BARDOC became one of the founding members of the programme – which encourages organisations to cater its culture and services to suit those of no fixed address – when it was launched by Greater Manchester Mayor, Andy Burnham last October.

Supporting patients in Tameside and Glossop, Manchester, Oldham and other areas of Lancashire and Merseyside, *gtd healthcare* has already engaged in flu and dental clinic work with rough sleepers in Manchester city centre. But Chief Executive David Beckett said: **“People think homelessness is just an issue for cities like Manchester; but in Tameside and Glossop we know there is an unseen population of homeless people including sofa surfers. It is**

a really diverse area with no large centre and so caring for homeless people can be a difficult challenge.”



Similarly, Mastercall Healthcare is aware of a growing population of rough sleepers with desperate medical needs. Their Chief Executive Michaela Buck commented: **“Our work means we have already come into contact with Stockport's homeless population in supermarket car parks or in the old air-raid shelters and staff have not been shy in offering face-to-face support. The Homeless-Friendly programme is also about raising public and staff awareness, so that we can all be responsive to the needs of homeless people and reduce the stigma.”**

Homeless-Friendly founder Dr Zahid Chauhan said: **“It is a major coup for the programme to have such support from Mastercall Healthcare and *gtd healthcare*, covering most of the North West of England. But it is even better news for homeless people and those living in temporary accommodation. The nature of our work means we are in contact with vulnerable people who don't come into surgeries and we are now able to make a significant difference to their health.”**

Picture one features (left to right): **Michaela Buck (Chief Executive, Mastercall Healthcare) and Vicky Riding (Chief Executive, BARDOC)** Picture two (left to right): **Vicky Riding, David Beckett (Chief Executive *gtd healthcare*) and Dr Zahid Chauhan (founder, Homeless-Friendly)**



Community practice perfect partner

BARDOC CEO Vicky Riding joined dignitaries as the Bolton Community Practice pledged to be Homeless-Friendly. The social enterprise manages surgeries in Crompton, Horwich, Ladybridge and Little Lever and with powerful partnerships with probation, mental health and homelessness services it already has a reputation for compassion.

Bernie Gildea, Director of Operations and Performance at Bolton Community Practice said: **“We are very passionate about caring for patients with very limited finances. Homeless-Friendly will open-up our services to**

vulnerable people and help reduce the stigma around homelessness.”



Rising to antibiotic challenge

A Rock cake sale helped raise £300 for a charity desperate to find new treatments to beat superbugs and infections.

Once hailed as miracle medicines, overuse and abuse of antibiotics have rendered some drugs useless. And there are even fears that untreatable superbugs may force the cancellation of routine operations.

Antibiotic Research UK (ANTRUK) is the only charity dedicated to funding research into new and alternative antibiotics. And their annual

Great British Tea party pushes the message that we need to stop the problem of antibiotic resistance from brewing for future generations.

Held at Moorgate, BARDOC's bonanza fundraiser was the icing on the cake for the campaign – which saw hospitals, universities and community groups across Britain take to baking. Professor Colin Garner, Chief Executive of ANTRUK said: **“Moorgate is a busy thoroughfare and so not only did BARDOC collect potentially life-saving funds, they also helped spread the message that antibiotics need to be used sparingly and new medications sought. Well done all!”**

Learn more about Antibiotic Research UK at: www.antibioticresearch.org.uk



Engaging phone pharmacist

Super-studious Rachael Hill (*pictured*) will fill the role of Pharmacist Telephone Triage Advisor with BARDOC.

Shadowing nurse triage staff since December and taking her first few calls in 2018, the erstwhile University of Manchester student will move onto prescribing duties when she has completed her studies in May.

With a background in community pharmacy, Rachael spends her days conducting medicines reviews with patients at the Medlock Medical Practice in

Manchester, where she is also a diabetes specialist.

Rachael says her BARDOC role will encompass: **“Speaking with patients – perhaps coming to the close of their course of medication – and working with pharmacists to make sure prescriptions are ready.”**

A big BARDOC welcome to a batch of other new starters who have begun since our last newsletter. They are: Trevor Stephenson (**Associate Director**), Lynn Sartini (**Credit Control and Accounts Officer**), Trisha Loftus (**Deputy Practice Manager**), **Contact Centre Agent/Receptionists** Carol Cole, Emily Dalton, Tracy Kershaw, Rukkiya Kiani, Karen Meehan, Aisha Patel, Annette Sandiford, Carol Selema, Anisa Shahid, Amanda Sketchley, Paula Stringfellow, Jeanette Tannock, Lyn Tobias and Joanne Whitehead, plus **Telephone Triage Nurses** Susan Brennan, Michele Corcoran, Karen Higgins, Parveen Khan, Zoe Mattin, Annette Orton and Joan Wood.



Check-out Trevor's new role

Bank advisor turned top NHS commissioner Trevor Stephenson (*pictured*) is BARDOC's first-ever Associate Director.

In what he describes as, **"an emergent role"** Trevor will play a part in BARDOC's senior management team and help **"deliver the organisation's ambitions including supporting the localities in the work they are doing around urgent care."**

A resident of Prestwich, Trevor has experienced BARDOC's work as a patient and since he didn't begin his career with the NHS he has seen life outside healthcare – as a call handler at Barclay's Bank dealing with businesses!

The former Urgent Care Commissioning Lead at NHS HMR CCG said: **"I literally left Barclay's with CV in hand and was told there was a role at a primary care trust. My first**

question was, "what is a primary care trust?" Now I've been in commissioning for nearly 14 years."

Trevor was attracted to the Associate Director role, **"Because BARDOC is a social enterprise, its local, involved in the community and a step away from the traditional NHS environment."**

Part of his introduction to life at BARDOC, has been to see the Homeless-Friendly programme in action at Rochdale's Sanctuary Trust rough sleepers shelter. Trevor posted on Twitter: **"I really enjoyed participating at the Sanctuary Trust in their work to support the homeless people of Rochdale, whilst having some great fun getting involved!"**



Resounding response to rise in Christmas bells

This has been a busy winter for healthcare with 70% of NHS hospital trusts recording overall bed occupancy of 92%, a serious flu outbreak and Health Secretary Jeremy Hunt quoted as saying: **"In terms of pressures on the system, I think (this) is probably is the worst ever, because we've got very high levels of demand."**

BARDOC has also borne the brunt of these winter pressures, with Christmas and New Year call handling rising by 12% on the same period last year.

Vicky Riding, Chief Executive of BARDOC said: **"Despite the significant hike in calls, patient feedback has remained positive, which says much about the performance of our employees. Once again, staff have worked when others are relaxing and have taken time away from their own families to care for others. What is more they have dealt with high demand with skill, experience, dedication and professionalism. I thank all of you on behalf of BARDOC and the people we serve."**

In brief

Dr Ronald Metzger

BARDOC colleagues would like to pay tribute to Dr Ronald Metzger who sadly passed away recently. Formerly a popular GP in Crumpsall North Manchester and valued out-of-hours practitioner, Dr Metzger had latterly worked at the BARDOC-managed Strand and Family Practice in Middleton.



Helping invisible patients to be seen again

Experienced and compassionate advocate Emma Glover (*pictured*) has become only the second Focused Care Practitioner in our area. With a background in advocacy for victims of violence, Emma will work with the hardest-to-reach patients (including those at risk of homelessness) within the Bolton Community Practice area. She said: **“I will work with patients who have self-referred or who have been referred by clinicians who may have noticed patients struggling to access services and get the help they need. Sometimes these people can feel overwhelmed. Together, we will break-down issues into manageable steps, so that they are not so overwhelming.”**

Got a story for the next edition of BARDOC news? Contact peter.gibson6@nhs.net
Don't forget to follow us on Twitter [@NHS_BARDOC](https://twitter.com/NHS_BARDOC)