

## Contents

- 1 From the Chair
- 2 Candidate endorsement
- 3 Staff survey
- 4 New £9 million scheme
- 5 Strategic away day
- 6 Have your opinion heard
- 7 Corporate recruits
- 8 In Brief

# BARDOC NEWS



April 2016

---



## From the Chairman

Welcome to the BARDOC newsletter which I hope you will find interesting and informative.

As ever, things are changing within BARDOC – the Bury Treatment Centre is moving to Fairfield imminently which will hopefully provide patients with a fully integrated unscheduled care service.

Devolution Manchester is live and BARDOC will seek to engage with this process to ensure we remain at the forefront of unscheduled care.

Absolutely central to this process are all of you as our team and it is important to keep you up to date and aware of what is happening.

This newsletter is the start of this process so enjoy reading it and if you have any interesting contributions to the next issue please do get in touch.

Dr Stokes

Chairman of BARDOC

---



## Candidate rates BARDOC

One of the front runners to be Greater Manchester's first elected Mayor declared BARDOC was **“a healthcare model that is successful and ahead of its time.”**

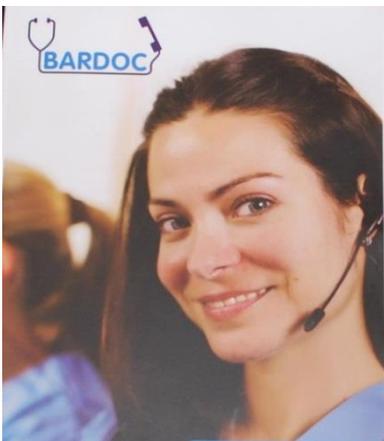
At a recent Sunday meeting to learn more about an organisation assisting 150,000 patients per year, Ivan Lewis MP noted, **“Clearly you are respected and valued by the people of Bolton, Bury and Rochdale and my message is, “if it isn't broken, why fix it?””**

The Bury South MP will oversee the region's health and social care budget if he is elected – as part of devolution plans which fully come into force in 2017.

BARDOC Chief Executive Vicky Riding said: **“Devolution is one of the most important developments in the history of the NHS and we are determined to be at the heart of it. Ivan's endorsement is welcome but we will be making sure our voice is heard at all levels.”**

Dr Zahid Chauhan, a Non-Executive Director of BARDOC recorded an interview with BBC's *North West Tonight* programme following the visit, calling for whoever is elected to remember that devolution is about all areas of the region – and not just Manchester.

**Pictured left to right, are:** Dr Zahir Mohammed (Medical Director, BARDOC), Vicky Riding, Ivan Lewis MP, Dr Zahid Chauhan and Dr Andrew Bracegirdle (Non-Executive Director, BARDOC).



## Staff give BARDOC clean bill of health

BARDOC is a highly recommended responsive local service, providing quality care and it is staffed by proud employees rich in expertise.

Says who? The call handlers, drivers, doctors, nurses, managers and indeed much of the team who work there!

A recent staff survey showed that 92% of employees felt that BARDOC provides high quality patient focused care with 91% stating they knew what to do if worried about the wellbeing of a patient. Over 81% were proud to work at BARDOC and crucially 95% of staff would have no hesitation in recommending the service to friends and family.

Location, facilities and working hours were also viewed favourably. Some 77% of respondents would gladly recommend BARDOC as a place to work with its friendly environment and open culture praised. When asked what the best thing about working for BARDOC was, comments included: **“The tenacity of the staff when faced with constant change”** and, **“my lovely colleagues and the ability to make a difference to patient outcomes.”**

BARDOC Chief Executive Vicky Riding said: **“While we are greatly encouraged by the results of this survey, the chief purpose of it was to learn how we can improve still further. We are already working on bettering our communications and other areas thanks to the staff's input and we thank them for their feedback, support and continued hard work.”**



## In the programme for out-of-hours provision

A new £9 million contract to provide a better community nursing service for 235,000 potential patients in Heywood, Middleton and Rochdale has BARDOC at its heart.

Designed to ensure neighbourhood health and care teams are in better touch with the people they serve, the programme's strength lies in its partners – who include Link4life, GP Care Services Ltd, Veterans in Communities, The Pennine Acute NHS Hospitals Trust and BARDOC who

will provide navigation through a single point of contact.

Each of the multidisciplinary integrated teams will be made up of a range of health and social care professionals and will work closely with GP practices across the borough.

The teams will provide therapy sessions for adults, treatment room services, epilepsy support, stroke early supported discharge services and pulmonary rehabilitation, tissue viability, bladder and bowel plus speech and language therapy.

Dr Zahir Mohammed, Medical Director for BARDOC said: **“This initiative brings together health professionals to deliver joined up responsive care. It means patients will be able to be cared for at the right place at the right time. This programme was created after a thorough commissioning procedure by HMR CCG and I am glad that they have recognised once again that BARDOC is capable of delivering the very best and most robust out-of-hours service in the area.”**



## Away day sees vision established

BARDOC means to maintain business as usual but is also aiming to set up a professional locum agency, bolster its range of healthcare professionals by recruiting pharmacists and widen provision beyond its historic geographic footprint.

Providing corporate management services to general practice and extending training with accredited internal courses were also seen as key to achieving the organisation's vision by directors and managers attending a recent strategic away day.

The event examined where BARDOC is at present in terms of services and finance and what its strategic priorities are for the next three years. Delegates also acknowledged the hard work done by its staff to ensure BARDOC maintains its excellent reputation with patients and commissioners.

A report and action plan will be forwarded to staff shortly with an opportunity for all to contribute to future direction.

The agreed strategic statement to underpin BARDOC's vision, is: **“To achieve excellence in all that we do, through delivering high quality integrated care by working with other health and social care agencies, which best meets the needs of patients and commissioners and delivers value for money.”**

**Pictured left to right, are:** Dr Andrew Bracegirdle (Non-Executive Director, BARDOC), Dr Zahir Mohammed (Medical Director, BARDOC) and Vicky Riding (Chief Executive, BARDOC).



## Want to keep their finger on the pulse?

Dr Zahid Chauhan, Non-Executive Director of Clinical Governance and Risk for BARDOC has become a regular contributor to national opinion slots aimed at healthcare professionals.

And the good news is that the likes of GP Online and Pulse Today are looking for more recruits from our region - especially at this time of Greater Manchester health devolution - to highlight their opinions online.

Expressing his own views as both a local councillor and GP, Dr Chauhan has tackled such topics as seven-day GP access, the junior doctor's strike and so-called bed blocking targets.

You can read some of his recent contributions by visiting:

<http://bit.ly/1Y98mSK>

<http://bit.ly/1UzoMWb>

**Pictured is** Dr Zahid Chauhan Non-Executive Director of BARDOC



## Meet the new members of our corporate team

BARDOC's Corporate Services Team has been boosted by five new appointments to help support management in the introduction of some exciting additional services.

Joining in December last year, Adele Hardacre is the Interim Practice Based Support Services Manager and her expertise is in developing and delivering BARDOC's extensive skills into primary care practices. Belinda Aaron began in March as the new Business Development Manager and is seen as key to the organisation's success in terms of new business opportunities.

Another Spring appointment was Henry Mwanza who is deployed in Human Resources; while Kathy Woodgate has been recruited to the payroll team as Payroll Officer. Kathy has assisted in the re-introduction of in-house payroll and the alignment of HR and Finance systems for the next year.

Described as **“the glue that will keep the departments of Education, Business and HR activities supported in the administration systems”** is Carley Hunter - who will also offer that valued backing to the Head of Corporate Services.

**Pictured left to right, are:** Adele Hardacre, Carley Hunter, Belinda Aaron, Henry Mwanza and Kathy Woodgate.

## In brief

### Twitter account has wings

BARDOC has a brand new Twitter account – designed to keep followers up to speed with all of the organisation's latest developments. The account, which is already gaining followers at a rapid rate, also allows BARDOC to share news from its partners. GPs, CCGs, charities and healthcare professions are amongst those who are already following. BARDOC's handle is @BardocBdoc and if you want to share something on Twitter, please contact [peter.gibson6@nhs.net](mailto:peter.gibson6@nhs.net)



### More HMR STARS on the way

Heywood, Middleton and Rochdale CCG have begun their search for the stars who will be honoured in their annual awards. Open in six categories the STAR Awards salute GPs, practice managers, nurses or surgery receptionists and are designed to **“thank and recognise the contribution made by practice staff and other local NHS teams.”** Learn more at <http://bit.ly/1RNskDr>. Last year's winners included Wellfield Health Centre Practice Nurse, Dawn Ainscow (left of picture).

### Early prognosis good for surgery scheme

An innovative Bolton CCG initiative to drive improvements in GP practices has hit ambitious targets and proved popular with patients. The Bolton Quality Contract has delivered 60,000 more GP appointments, resulted in better screening for diabetes and bowel cancer patients and ensured earlier support for those diagnosed with dementia. Learn more at: <http://bit.ly/1UUhhZo>

Got a story for the next edition of BARDOC news? Email [peter.gibson6@nhs.net](mailto:peter.gibson6@nhs.net)

Visit the BARDOC website [www.bardoc.co.uk](http://www.bardoc.co.uk)

Follow BARDOC on Twitter [@BardocBdoc](https://twitter.com/BardocBdoc)