

A Year at

BEiMS

2022/
2023



Aims and Objectives

- 1) Delivering services directly to the patients registered with our member practices
- 2) Delivering services and functions to support our member practices
- 3) Developing the primary care workforce
- 4) Representation of the collective voice of General Practice



Values

Trusted and respected leadership
Responsiveness
Quality
Efficiency
Clear purpose
Local focus
Openness and Transparency
Being a good partner



BEMS Membership



Keynsham

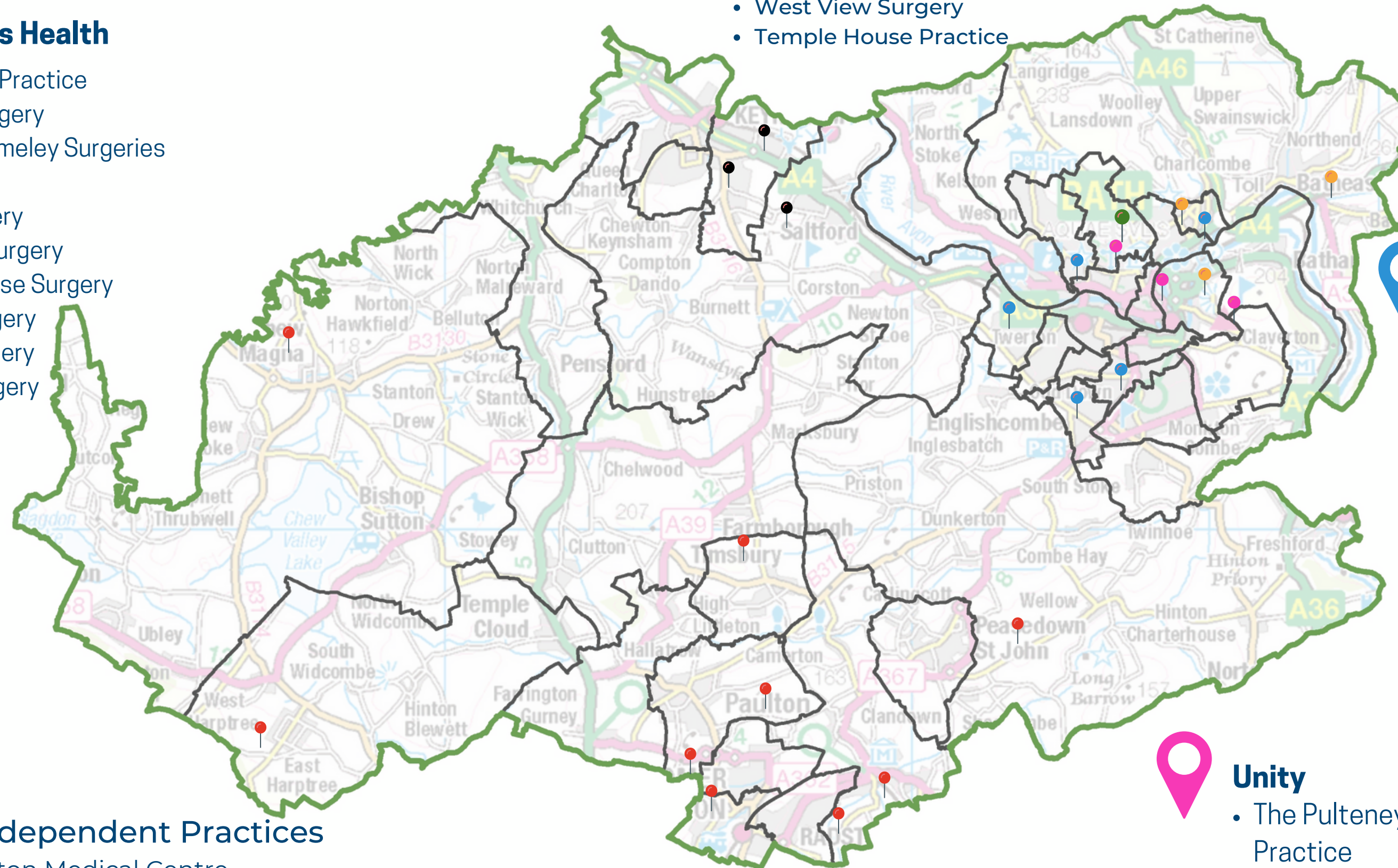


- St Augustine's Medical Practice
- West View Surgery
- Temple House Practice



Three Valleys Health

- Chew Medical Practice
- Elm Hayes Surgery
- Harptree & Cameley Surgeries
- Hillcrest Surgery
- Hope House Surgery
- Somerton House Surgery
- St Chad's Surgery
- St Mary's Surgery
- Westfield Surgery



Minerva

- Combe Down Surgery
- Newbridge Surgery
- St Michael's Surgery
- Rush Hill Surgery



Heart of Bath



Bath Independent Practices

- Batheaston Medical Centre
- Fairfield Park Health Centre
- Widcombe Surgery



Unity

- The Pulteney Practice
- University Medical Centre - Bath

Staff



Made up of:

- 5 X Management Executive Committee
- 4 X Project Managers
- 2 X Nurse Managers
- 3 X HR & Finance
- 5 X Service Delivery Team
- 1 X Communications
- 2 X Health Inequalities Facilitators
- 1 X Cancer Care Review Facilitator

Made up of:

- 3 X Dermatology
- 5 X Fracture
- 3 X Covid Medicine Delivery Unit
- 2 X Rapid Diagnostic Service
- 23 X Enhanced Access
- 23 X RUH Urgent Treatment Centre

Made up of:

- 13 X Enhanced Access
- 1 X Dermatology
- 2 X Home Visiting

Made up of:

- 4 X Sonographers
- 1 X Paramedic

Made up of:

- 15 X Enhanced Access

Made up of:

- 23 X Clinical Pharmacists
- 8 X Pharmacy Technicians
- 3 X Nurse Associates
- 5 X First Contact Physiotherapists

BEMS Staff Wellbeing



Continue to offer Cycle to Work scheme for all BEMS employees.



Maintaining and update BEMS Health and Wellbeing Agillio TeamNet Page.



Quarterly roundup of health and wellbeing resources and events in the BEMS internal newsletter.



Continued sharing of the BEMS Stress and Anxiety Workbook. This workbook is designed to help staff build resilience during difficult times.

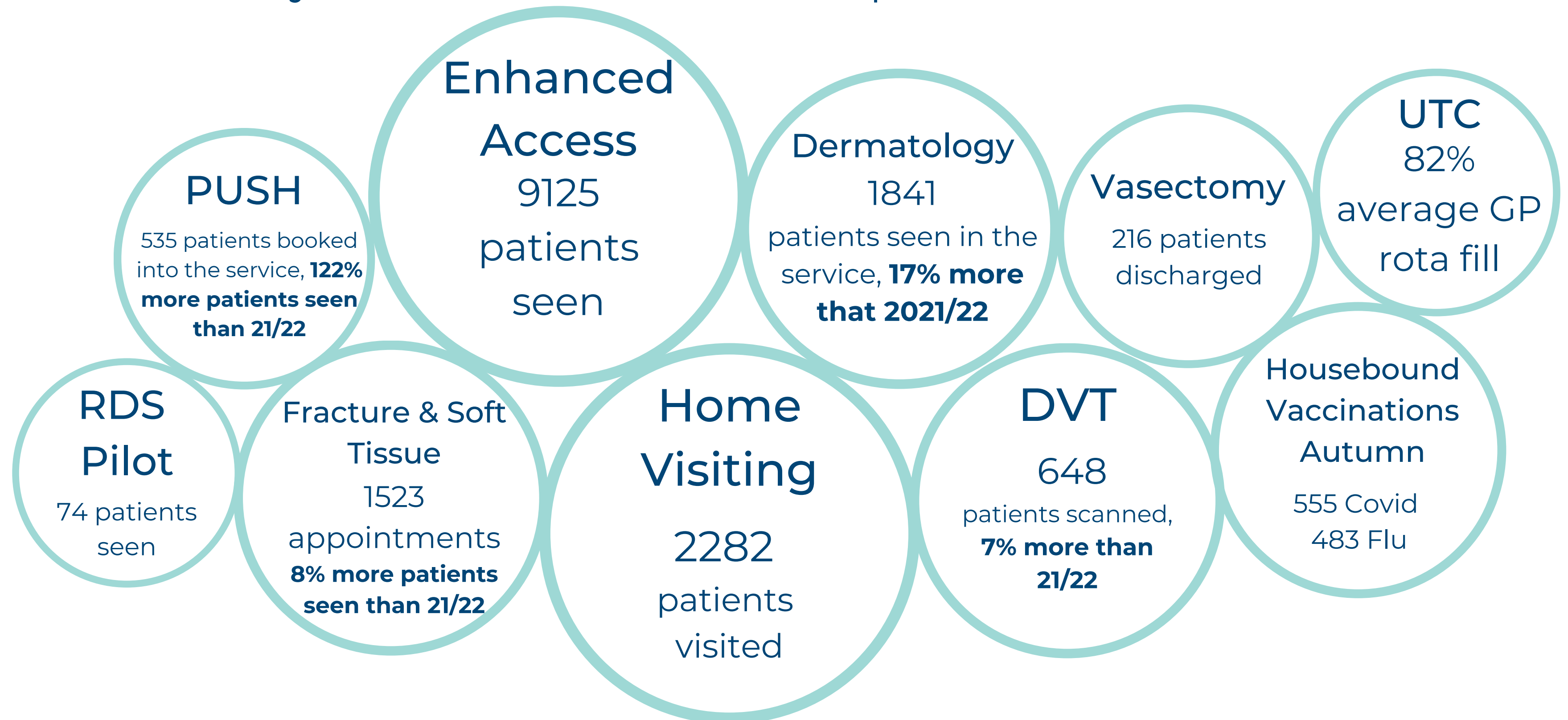


Mental Health module is now included in the Statutory and Mandatory Training .

BEMS Clinical Services



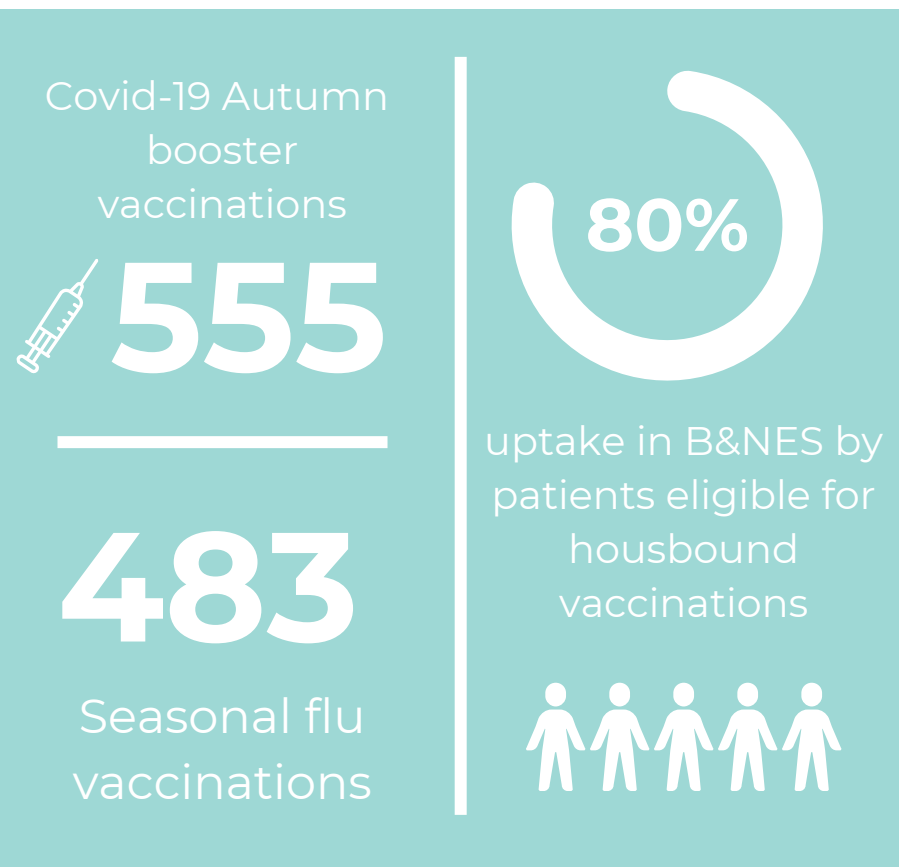
Increased activity across most services compared to 2021/22.



Covid-19 Housebound Booster Vaccinations

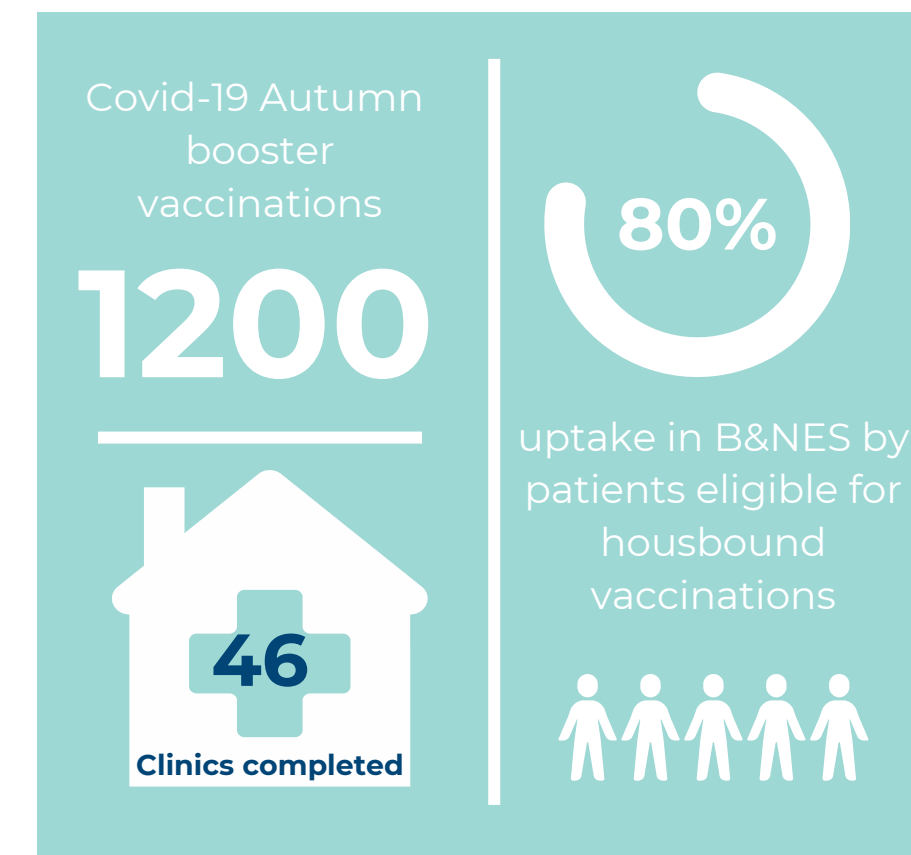


Autumn 2022



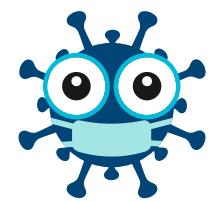
- 40+ clinics from Sept – Dec 22
- Reduced pressure on practices
- Utilised strong relationships with partner organisations
- Positive feedback and positive patient experience

Spring 2023

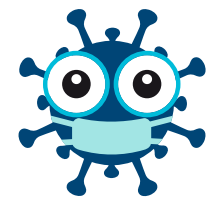


- 50+ clinics from April – June 23
- Reduced pressure on practices
- Continued to build relationships with partner organisations
- Positive feedback and positive patient experience

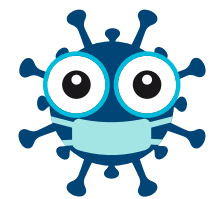
BEMS Paediatric Urgent Service Hub (Jan 2023 - March 2023)



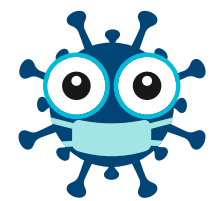
98% of patients would recommend the service to a family members or friends



535 patients booked into the service a 122% increase since 2022



100% of patients were happy with the manner and attitude of the GP on site



99% patients were managed within the consultation



"I thought the GP was excellent. He had a great manner with my 6 year old and was very informative about what to do"



"I thought it was excellent. GP was reassuring and brilliant with young children"



"It's a great service, GP was excellent and I'd like to have the PUSH clinic available at all times"



"Absolutely fantastic. The most thorough and well explained appointment I have ever attended"

BEMS Enhanced Access

October 2022



Of which 77% of these appoints were for the working age population, 18-65.



An average of 295 hours per month.



Compared to 3 sites in 2021/22



This has increased nurse appointments



Working to add Health Checks & Smears

"Great to have easy access and more flexible dates/times when working full time"

"First class service all round"

"I was extremely impressed with every aspect of it"

"All was excellent, very satisfied"

"First class. Great welcome. Seen promptly. Nice premises. Excellent treatment"

Patient Feedback



Patients would
recommend our
DVT service to
Friends or Family

100%

"I am very grateful for
the speedy, efficient
service I received! And
also for the kindness
and understanding!
Thank you"

97%

Fracture and Soft
Tissue Patients were
Very Satisfied or
Satisfied with the
service they received

"It's hard to imagine
how it could be better
- a wonderful service."

Patients were happy
with the manner and
attitude of the doctor
who saw them in the
Dermatology Service

100%

"Very friendly,
approachable and
professional"

97%

Patients would use
our Enhanced Access
Service again

"Very friendly, it was
quiet and I was seen on-
time. Excellent
experience all round."

ARRS staff are reducing the burden on GPs, providing better access and more options for patients.

Training

- **5** X FCPs completed Stage 2 Roadmap
- **2** X FCPs completed Stage 1 Roadmap
- **18** X Clinical Pharmacists and Pharmacy Technicians completed their CPPE
- **11** X Pharmacists completed their Independent Prescribing Completion

Placements

Clinical Pharmacists supported two short term placements and four long term placements in primary care.

Workforce

ARRS staff employed at the of 2022/23



23

Clinical
Pharmacists

8

Pharmacy
Technicians

3

Nurse
Associates

5

First Contact
Physiotherapists

Training Hub



- Online and face to face forums for GPNs & HCAs in BSW and also Deputy and Operations Managers in B&NES



- Worked to establish joint training posts for Foundation Pharmacists and Pharmacy Technicians in training.



- Helped facilitate student placements



- Facilitated two community nurse conferences with other local providers



- Pilot innovative models of training for new and existing Primary Care staff



- We hosted the roles of Education Facilitator and Paramedic Clinical Fellow for the BSW Training Hub.

Community Nurse Conference: May 2022 & June 2023

- BEMS helped deliver two BSW Training Hub funded B&NES Community Nurse Conferences
- Delivered with other community healthcare providers; HCRG Care Group, Dorothy House and Nursing Home representatives
- The purpose was to celebrate nursing and promote integrated working among the B&NES nursing community
- Topic specific workshops focused on case studies following patient healthcare journeys
- Both years, 100% of respondents said they would like to attend again in future



Outpatient Redesign



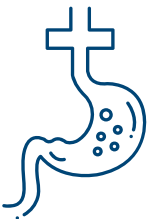
Rheumatology: BEMS, HGRG & RNHRD

- Developed a joint pathway for non-inflammatory conditions, including fibromyalgia.
- Fibromyalgia survey circulated to see how confident GPs feel with diagnosing/managing the condition.
- Developed educational and information resources for GPs, including a BGPRT educational event.



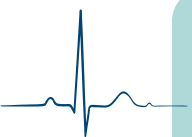
ENT: BEMS, RUH & HCRG

- Developed a joint Aural Toileting pathway to help reduce the direct referrals to secondary care.
- BEMS produced a Business Case for the primary care element of the pathway, submitted to BSW ICB.



Gastroenterology: BEMS & RUH

- 1 GPwER is employed by the RUH Gastroenterology team as a Specialty Doctor.
- Looking at opportunities to provide services in the community, by GPwERs linked to the acute team.



Cardiology: BEMS & RUH

- 2 GPwERs employed by the RUH to continue with the weekly outpatient sessions.
- Goal is to explore potential for community services for further conditions.



Gynaecology: BEMS, HCRG & RUH

- Working together in 2022/23 to develop the pathway for the Bladder & Bowel service
- BEMS & RUH have looked at conditions that could be managed in primary care with a community service

Developing Services



1



Covid Medicines Delivery Unit

- A service across BSW to assess people with high clinical risk, who are Covid positive
- Working in collaboration with the Three Chequers PCN in Salisbury
- Where applicable, given a prescription for oral medication or referred to Secondary Care for IV treatment.

2



Health Inequalities

- Employment of two Health Inequalities Facilitators in B&NES, for two years
- The Facilitators will support PCNs and Practices in addressing health inequalities in their registered populations

3



Cancer Care Nurse facilitator

- Working with Practices in B&NES and West Wiltshire
- To help support Practices and promote improved use of services and pathways, using a Personalised Care and Holistic Needs Assessment approach.

One Voice



BEMS acts as an honest broker for B&NES practices and PCNs attending many place (B&NES) and system-wide (BSW) meetings and we meet with senior leaders.

Place

- B&NES Primary Care Collaborative
- B&NES Integrated Care Alliance
- B&NES Alliance Delivery Operational Group
- B&NES Health and Wellbeing Board
- B&NES Virtual Ward

System

- BSW ICBC Clinical Professional Forum
- BSW Community Provider Redesign Workshops
- BSW West Outpatient and Clinical Pathway Redesign Group

Leaders

- ICS Primary Care Lead GP
- ICS Deputy Medical Director
- ICS B&NES Place Director/Health and Professional Lead
- RUH Medical Director/CEO

Other Practice Support



Skills For Health Statutory and Mandatory training portal funded for Practices including modules for Mental Health Awareness.

General Practice Induction Pack maintained to provide a consistent and comprehensive system, ensuring that all staff who are new to primary care receive an effective period of induction.



Income generated for Practices via referrals to BEMS DVT and Vasectomy Services. Over £28,649.25 generated from DVT and over £6,772.20 generated from Vasectomy.

Freedom to Speak Up Guardian Service provided to interested Practices, for no fee.



Exploring opportunities of how we can further support Practices.
A questionnaire has been circulated in August 23 to help identify any areas we can assist.





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