

A Year at

BEiMS

2021/
2022

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Foreword



Our Annual Report provides us with the opportunity to report on the progress we have made last year and our plans to improve the quality of the services we provide. We are pleased with our progress last year bearing in mind the continuation of the Covid-19 pandemic, and aim to carry on this continuous quality improvement next year. All our services continued throughout the pandemic, and we continued to expand our existing services, working from new sites and in innovative ways, as well as delivering new services, all to support patients during this difficult time. We acknowledge that we would not have achieved this without the dedication and professionalism of all our staff.

We are not complacent, there is always more to be done to improve the overall patient experience. As a primary care organisation with close working relationships with both community and secondary care services, we recognise the current pressures across the healthcare system. In the spirit of increasing integration, BEMS is leading work with other local providers to redesign outpatient services that are cost effective, future-facing, located closer to patients and which utilise a broad clinician skill mix. These would continue the BEMS ethos of high-quality patient care, whilst protecting hospital capacity for those patients who require high-intensity specialist services.

From reviewing the following information, we hope you will get a sense that we are an organisation which listens to what our patients and staff tell us and use this feedback to improve the quality of the care we provide. Sharing, openly and honestly, issues of the quality of care at BEMS, both with staff and patients is a cornerstone to this work.

We hope you enjoy reviewing some of our staff's achievements in this report, and thank you for your interest.

Julia Griffith
Business Director





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

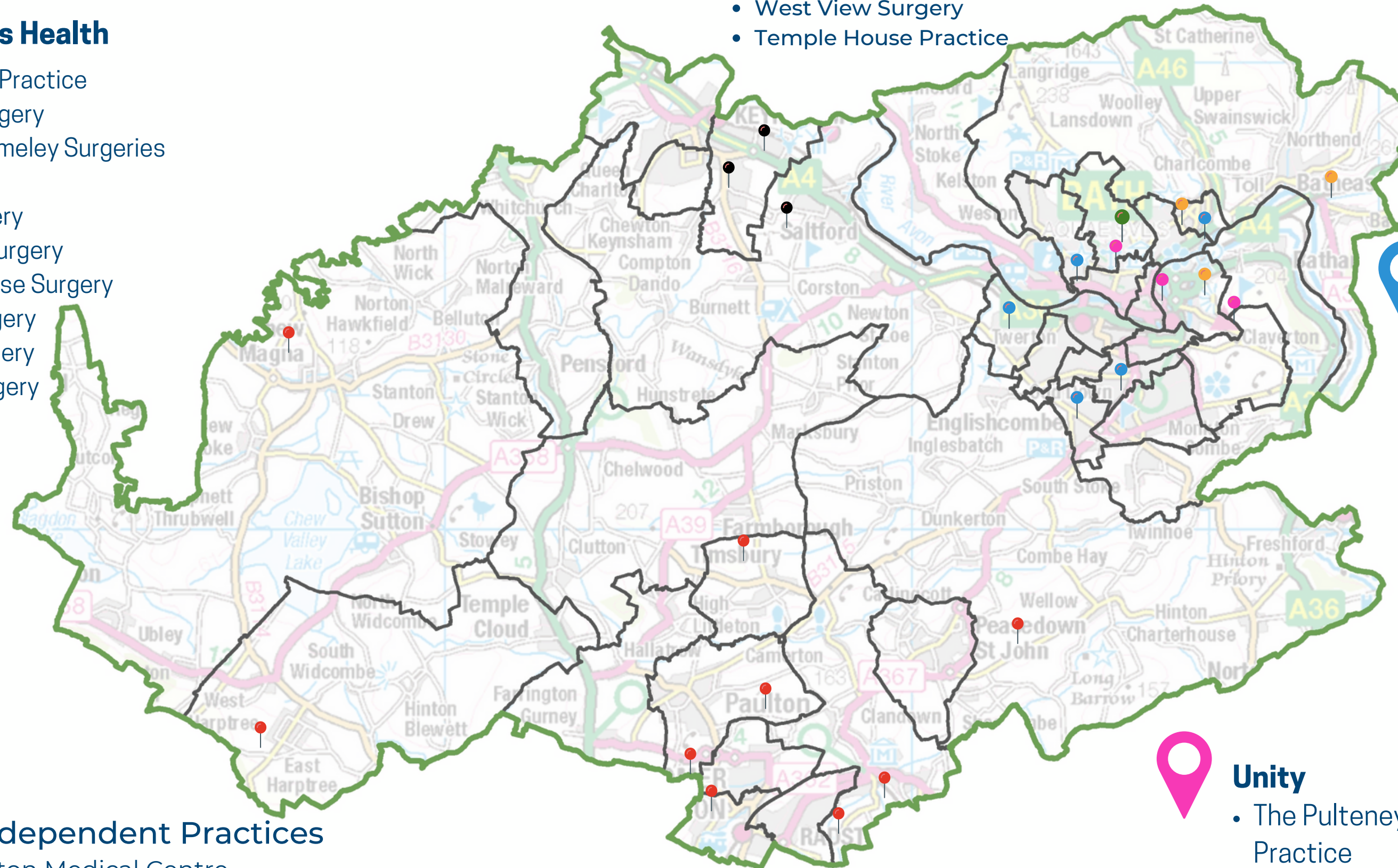


- St Augustine's Medical Practice
- West View Surgery
- Temple House Practice



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



During 2021/22, BEMS moved Head Office location. Once we had relocated, CQC completed a virtual review of BEMS and our services, to ensure that there was no impact on the high-quality services we provide. CQC completed a full review of BEMS, examining our existing policies and procedures, reviewing our regulatory and legal documentation, reviewing our risk assessments, checking our training records to ensure staff have all completed the required courses and reviewing our Clinical Governance structure to ensure the appropriate processes are in place to provide Safe, Effective, Caring, Responsive and Well-led services.

They also undertook a full assessment of the new Head Office premises, reviewing our Health and Safety risk assessments, Fire risk assessments, security arrangements and infection control procedures.

This was a positive process as BEMS were able to evidence the processes and procedures we already have in place, and have continued to develop and improve upon since our formal visit in 2019. This did not change our rating, so we remain 'Good' in the areas of Safe, Effective, Caring and Responsive and 'Outstanding' in the area Well-led.



Covid-19

Vaccinations

- BEMS continued vaccinating until the end of June 2021
- 56,000 vaccinations given on behalf of three PCNs
- 824 Care Home Residents vaccinated
- 1,434 Housebound patients vaccinated
- Homeless patients and Canal patients vaccinated with roving teams

Hot Hubs

- Running three sites across BaNES until the end of July 2021
- 2,356 patients seen in the service
- Quality assurance lead undertook regular audits to ensure all IPC processes were implemented
- 99% patients who responded to our patient survey felt safe when visiting the Hot Hub sites

Home Visiting

- 569 suspected or confirmed Covid-19 patients visited during 2021/22.
- Expanded service with Bank AHPs and GPs to provide additional capacity for 'hot home visiting.
- An additional 172 visits completed with this expanded service
- Collaborative working with Medvivo for Oximetry at Home Service

BEMS Community Service



Contract Extensions

We are excited to announce the extension of three of our core community clinics, Fracture & Soft Tissue, Dermatology and DVT.

We are proud to continue to offer high quality community-based patient care to the local BaNES community.

Well done to all teams involved in making this possible.



Fracture &
Soft Tissue
Clinic
contract for 2
years



DVT Clinic
contract
for 7 years

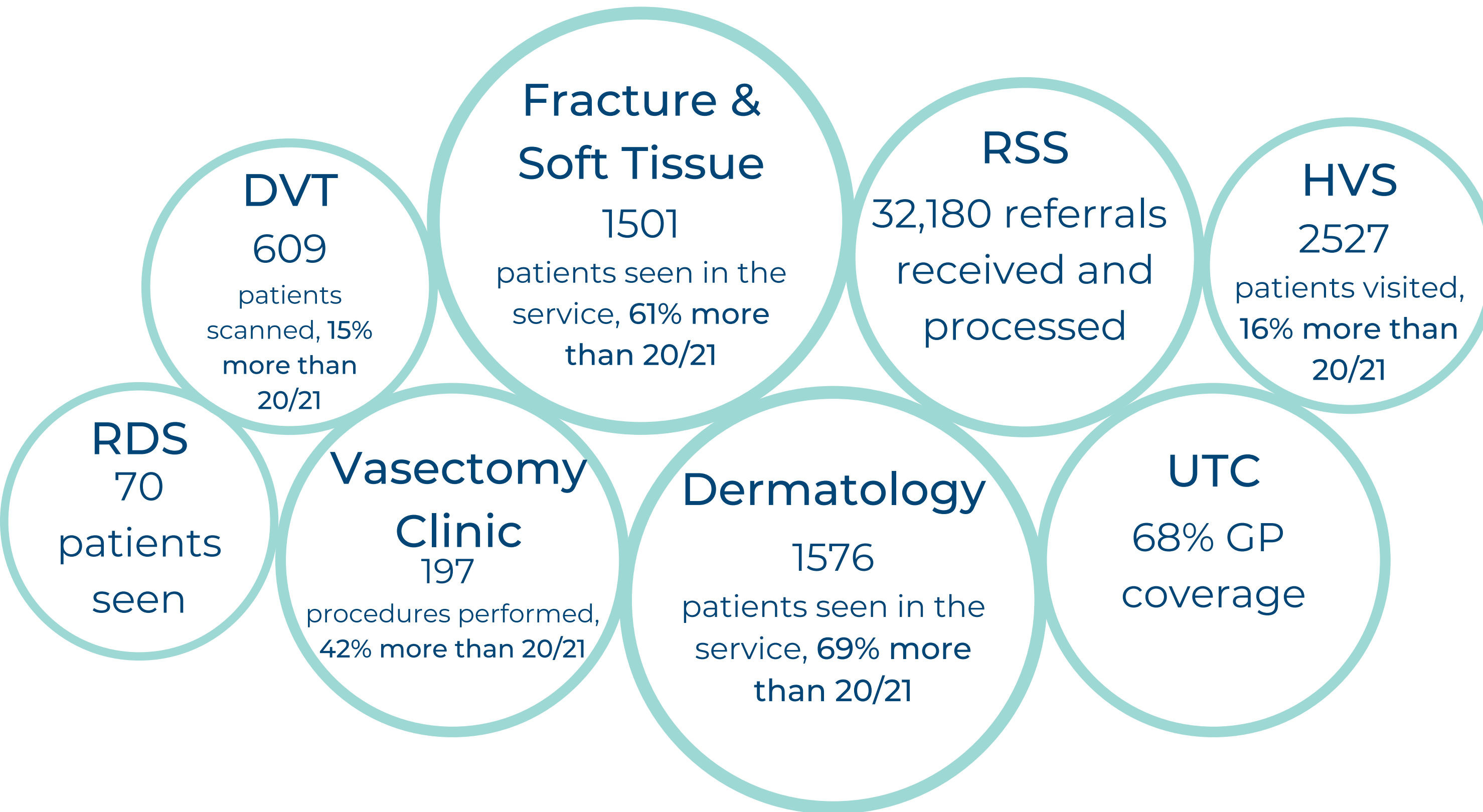


Dermatology
Clinic
contract for
7 years

BEMS Clinical Services



Increased activity in all services compared to 2020/21.



BEMS Dermatology Service



During 2021/22, BEMS started the Isotretinoin service within the Community Dermatology clinic, initiating patients on the medication for acne, with monthly consultant supervision from the local acute hospital, the RUH. This service offers these patients a local site for commencing the treatment and the regular follow-ups, preventing them having to attend the RUH.

The Dermatology team, consisting of three Doctors and one Dermatology Nurse, saw a total of 177 Isotretinoin appointments during 2021/22.



Feedback from Isotretinoin patients has been overwhelmingly positive as they can be seen in one of our three community locations, without having to travel to RUH for repeat monitoring and to collect their prescription.



BEMS Improving Access



Restarted the service in
August 2021

Provided 1,005
hours of service

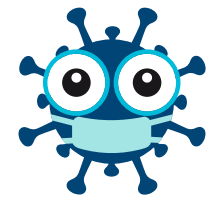
Nurses working
with GP remote
clinical support, this
generated 45 extra
sessions

Provided 2,122 GP
and 1,055 Nurse
appointments

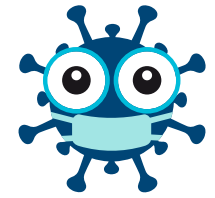
100% of staff would rate
the quality of
communication from
BEMS as good or very
good

100% of staff would
rate the experience
of working in IA as
good or very good

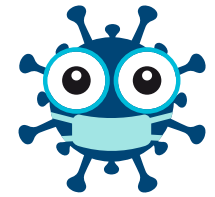
BEMS Paediatric Urgent Service Hub (Jan 2022 - March 2022)



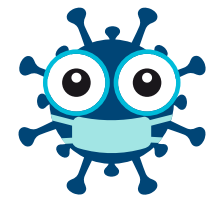
100% of patients would recommend the service to a family members or friends



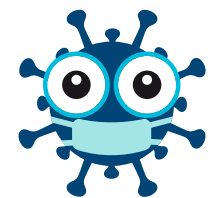
241 patients booked into the service



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



205 hours of service provided across two sites



86% patients were managed within the consultation, providing winter pressure management for both General Practice and the RUH



"The GP we saw was lovely and very thorough!"



"Excellent GP. Very reassuring and thorough in his examination of my poorly child."



"Very efficient and would definitely be happy for my child to be seen again."



"The treatment worked, and saved us a hospital visit."



"The GP we saw was wonderful. Instantly put my daughter at ease when she is anxious around strangers, especially for an examination. I thought it was wonderful."

Rapid Diagnostic Service



BEMS has worked with the Keynsham and Minerva PCNs onto roll out a Rapid Diagnostic Service (RDS), supported by funding from the local Cancer Alliance. The GPs providing the service see patients face to face with test results and either refer to a 2 week wait cancer pathway, to another routine or urgent specialty, or refer back to their GP with advice. This service is now available to 7 Practices across the two PCNs, but it is envisaged that it will eventually be rolled out across all BaNES Practices.



100% patients understood why they were referred to the service



90% were happy with the length of time to get diagnostic test results back



100% patients felt that the RDS team, along with their own GP, worked well together to give the best possible care

Patient Feedback



Patients would
recommend our
DVT service to
Friends or Family

99%

"An excellent
service from start to
finish, making an
anxious time easier.
Many thanks"

97%

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

"Outstanding
treatment, service
and care. Couldn't
improve in any way"

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

97%

"Very informative
service, Doctor was
thorough in all
aspects"

100%

Patients felt able to
ask questions to fully
understand the
treatment in our
Vasectomy Service

"I have been very
impressed by the
efficiency and
friendliness of the
service, including the
medical staff on the
day."

Integrated Care System



BEMS part of local system

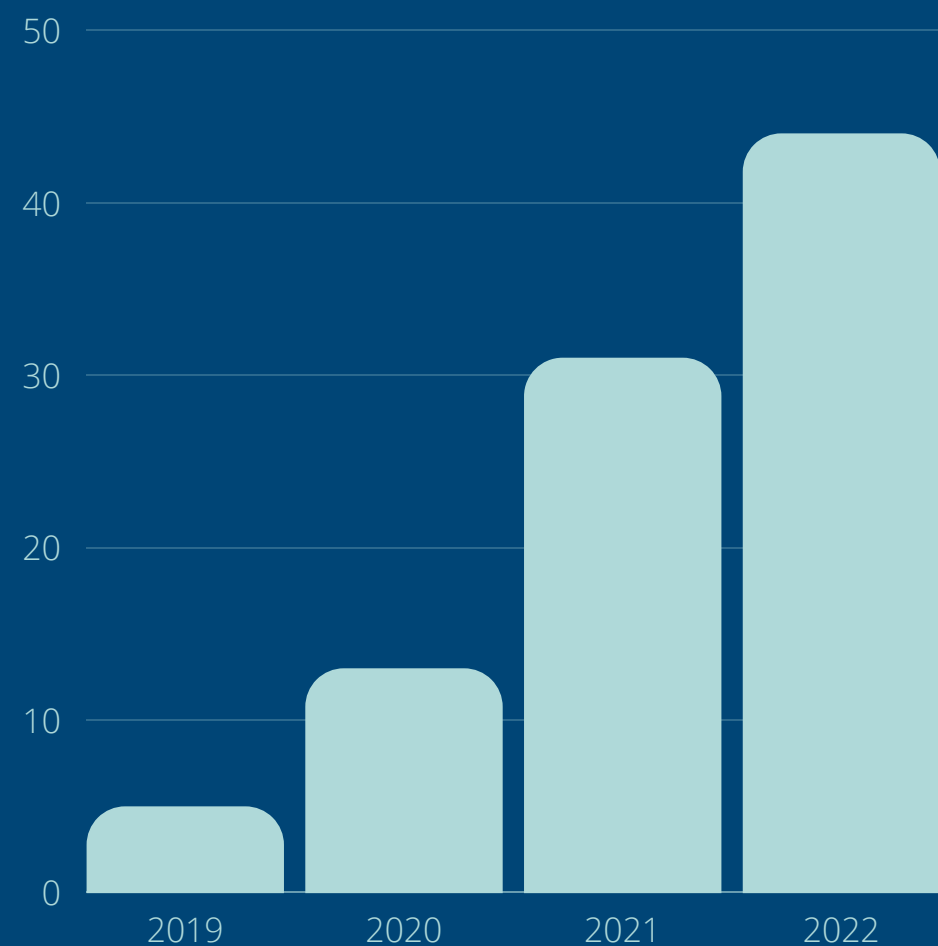
- Primary Care Collaborative
- ICA board
- Linking across BSW ICB



Leading on

- New Care Model implementation
- Supporting Integrated Neighborhood teams development

ARRS

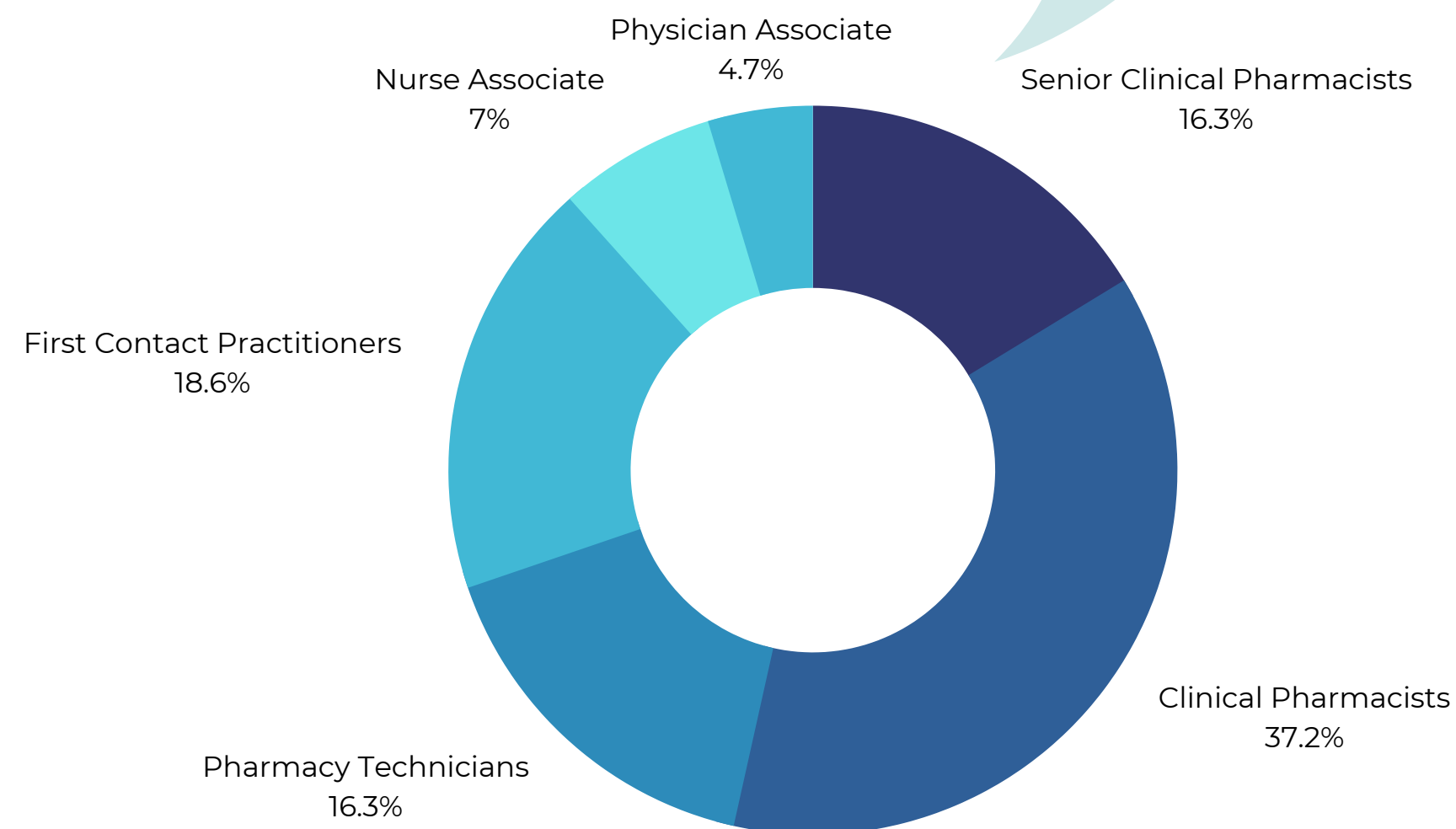


Over the last few years, BEMS has employed over 40 staff through the Additional Roles Reimbursement Scheme on behalf of BaNES PCNs.

We aren't stopping there!

We expect that these teams will carry on growing in size and may come to include new roles in the future!

All of our ARRS Staff Groups have expanded in the last year and the Pharmacy team still make up over half of the total staff employed under ARRS! We have developed a fantastic team of FCP's as well as increasing the Nurse Associate group. Physician's Associates were also added to the mix this year and have been received well in Practice so far!

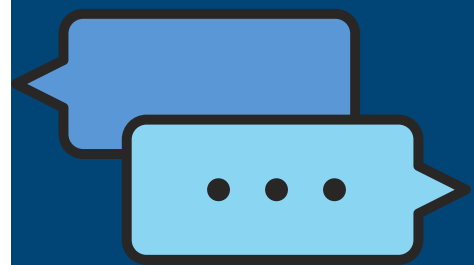


Training Hub



The GPeR Diploma programme now has 5 GPs carrying out diplomas across cardiology, gastroenterology and rheumatology to help with recruitment and retention and service redesign. Some of the GPs are beginning to complete their training and we are working with the RUH on longer term roles for these GPs.

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



We are now providing online forums for Practice Nurses, Health Care Assistants and Deputy and Operations Managers, providing helpful training opportunities. Topics in our Pforums include: Infection Control and Prevention, Wound Management, Respiratory, Sexual Health and Apprenticeships.

We are part of the BSW Training Hub and are able to access more training opportunities. We are leading on training, apprenticeships and membership across all disciplines, including Allied Health Professionals, Nurses, Paramedics and GPeRs. 5 members of staff in BaNES General Practice have been able to obtain funding to complete their MSc in Advanced Clinical Practice.



We have also worked with the RUH on joint training posts for Foundation Pharmacists and Trainee Pharmacy Technicians as part of developing a pipeline for future ARRS staff.

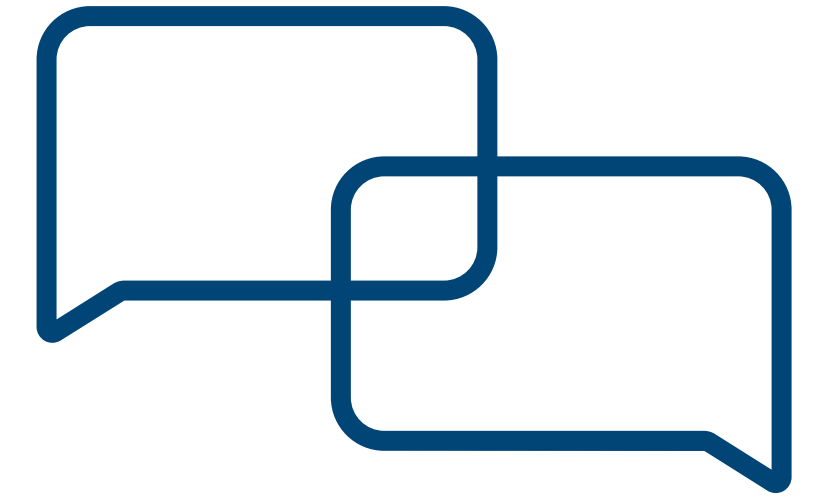
Community Nurse Conference

BEMS has been pleased to be involved in the planning of a collaborative BaNES Community Nurse Conference event, due to take place in May 2022, alongside local healthcare providers Dorothy House and HCRG Care Group. The first integrated nurse conference ever in BaNES!

The purpose of the conference being to celebrate nursing and promote integrated working among the BaNES nursing community. The conference will allow community nurses across the patch to further strengthen their relationships as well as promote recruitment and retention of nursing staff. We are looking forward to seeing the future developments and learning outcomes which result from this event.

Topics covered:

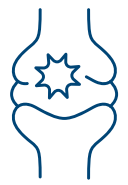
- Tissue Viability
- Bladder and Bowel Service
- Respiratory
- End of Life (last 1000 days)
- Ageing Well and Frailty



Outpatient Redesign



BEMS are working with the CCG, RUH and HCRG looking at 6 specialties. Each specialty is presenting their plans for service redesign to identify any overarching themes where we can assist. This ranges from looking at referral pathways, possible community services, training and education, waiting list validation. We are working on how to shift resource in the system.



Rheumatology

- Aim to identify conditions that could be managed in primary/community care. One condition identified was Fibromyalgia
- from late 2021, BEMS has been working with local providers to develop a pathway for a community based service. This will support patients with self-management and primary care service provision.



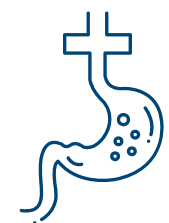
Dermatology

- A community-based GP led service has been developed over the last five years, linked to the RUH Dermatology team.
- The service was extended during 2021/22 to include prescribing some drugs that would usually be managed in secondary care, e.g., Isotretinoin



ENT

- The RUH ENT team carried out a review of outpatient referrals to their service and this identified many conditions that could be managed in the community, with the provision of improved advice and guidance. This highlighted an opportunity to reduce referrals for micro-suction and general ear hygiene.
- BEMS is working with the RUH & HCRG to develop a joint pathway, to reduce direct referrals to secondary care.



Gastroenterology

- In 2021, one of the GPwERs ran additional clinics at the RUH, to reduce the number of patients waiting for a consultant outpatient appointment.
- Local acute trust now employs the two GPwERs to run weekly clinics, supporting the management of outpatient referrals
- The aim is to move some clinics to a community setting, with links to the acute team.



Cardiology

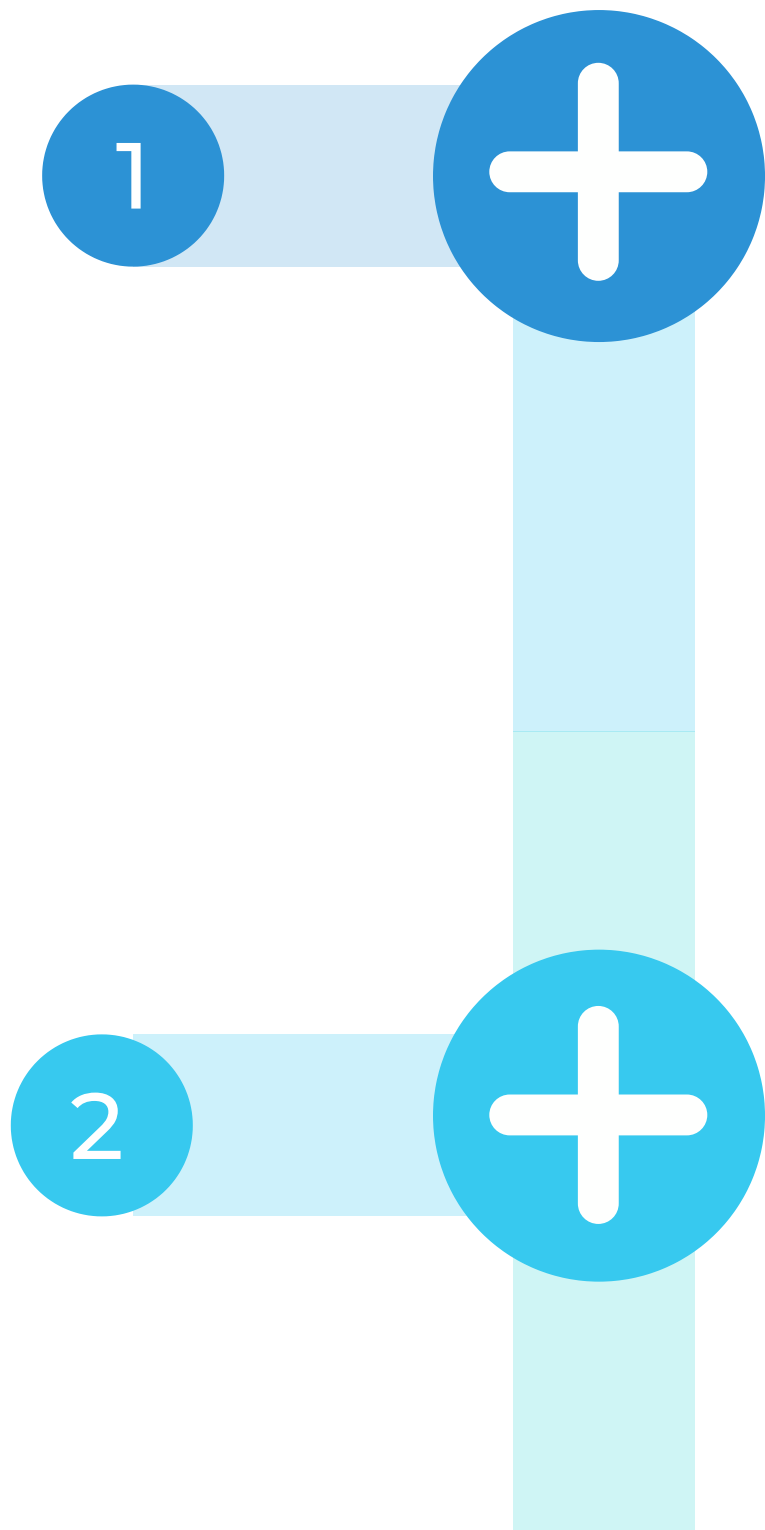
- The BaNES Community Heart Failure service is run by HCRG, with links to the RUH Cardiology team.
- BEMS linked with the providers in 2021, to expand the the service so more patients could be managed in the community.
- This was later 'paused' whilst BSW CCG carried out a procurement process for a heart failure service in Wiltshire.



Gynaecology

- BEMS identified several conditions that could be managed in a primary/community care setting, this would help reduce unnecessary referrals to secondary care. The main area of focus is uro-gynaecological conditions and the RUH
- BEMS and HCRG have recently started to work on developing a joint pathway for the B&NES Bladder & Bowel service.

Developing Services



Respiratory

- Risk stratification of patients and matching staff resource in GP practices project. BEMS have identified a lead GP, searches have been finalised and support packs for practices have been drafted. Dates are booked to roll this out to Practices in June and September 2022.
- AHSN secured funding to purchase FeNO machines and training for BaNES Practices. BEMS lead on the roll out, sharing FeNO machines and purchasing supplies. 20 Practices are taking part and there is a total of 5 FeNO testing machines which have been rotating among all the Practices. So far 207 tests have been carried out since the start of the project. The project is due to end at the end of June 2022.

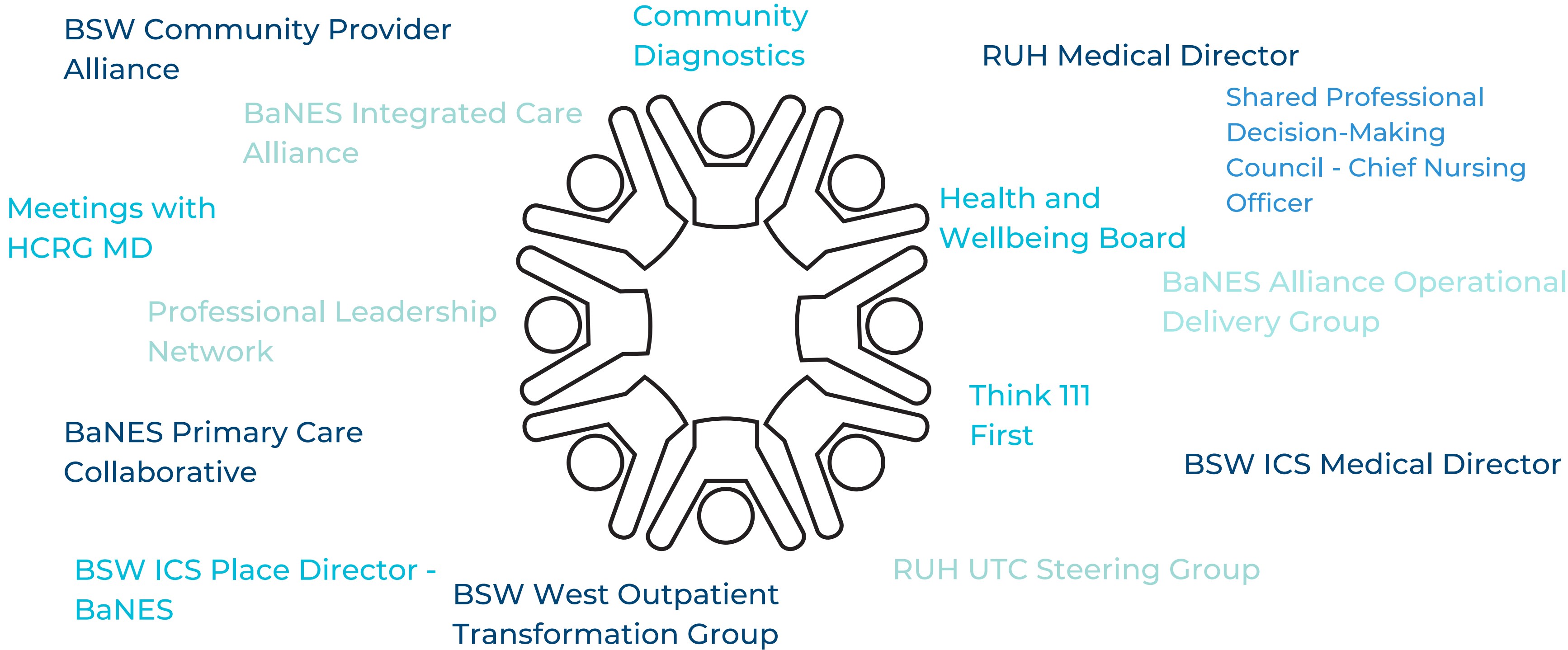
Vaccines

- BEMS will be working with Practices and PCNs to deliver Covid-19 vaccines and flu vaccinations to Housebound patients throughout BaNES.

One Voice



BEMS acts as an honest broker for BaNES Practices and PCNs, attending many system-wide meetings to represent our General Practice members.



Other Practice and PCN Support



- ◆ Skills For Health Statutory and Mandatory training portal funded for Practices for a further three years, including modules for Learning Difficulties and Autism Awareness
- ◆ Freedom to Speak Up Guardian Service provided to interested Practices, for no fee.
- ◆ General Practice Induction Pack created 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 £26,000 generated from DVT and over £5,900 generated from Vasectomy.
- ◆ Employed two PCN Managers to transfer employee liability and manage organisational risks



BEMS Staff Wellbeing



- Continue to offer Cycle to Work scheme for all BEMS employees
- Shared the BEMS Stress and Anxiety Workbook with all PCN Managers, to circulate to staff in the surgeries. This workbook is designed to help staff build resilience during difficult times.
- Shared regular stress buster resources in our monthly staff newsletter.

BEMS Management Staff taking part in regular training to keep up to date on how to help staff:



"Understanding what our colleagues need" training course



Mental Health First Aid



Stress Management, Wellbeing and Resilience



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