New healthcare assistants to support nurses

Bristol Community Health has recruited 14 new healthcare assistants this winter, alongside extra community nursing staff, so our teams have the right skills and enough time to provide even better care to patients.

There are over 200 community nurses across Bristol, ranging from district nurse team leaders to healthcare assistants. The teams play a vital role providing healthcare to housebound patients, many of whom have long term conditions. Nurses perform a variety of tasks - everything from wound dressing and injections to end of life care - but in addition to this, they also provide emotional support to vulnerable and isolated patients, helping them to manage their conditions in their own homes. In this way, they prevent unnecessary hospital admissions whilst adding extra ‘social value’ to the community.

Over the last year the balance of skills in the teams has been mixed, so that basic care tasks such as some wound dressings can be undertaken by the new healthcare assistants, and qualified nurses are freed up to provide complex care to higher risk patients. The healthcare assistants have received competency training to support them in their new roles. More matrons and a clinical lead have also been recruited, as well as a new care coordinator in each base, who acts as the contact point for patients and carers. All of this work ensures that the community nursing teams are in the best possible position to achieve the highest standards of patient care in the future.

Read more in our “Day in the life of a healthcare assistant” article on page 8.

Bristol Community Health services – on hand to help this winter

Dedicated Bristol Community Health staff have prevented thousands of unnecessary hospital admissions over the last year, by giving safe care to patients in their own homes – and they are pledging to continue this support this winter.

During the colder months, older patients and those with long term conditions can quickly become unwell and require intensive healthcare support, which puts pressure on GPs and hospitals. With a growing ageing population, there is a need for health and social care professionals to work together to keep patients safe and well at home for as long as possible.

To help tackle this issue, a number of Bristol Community Health services have been set up to prevent people going into hospital - and to manage a fast but safe discharge once they have been admitted.

Rapid Response is a specialist team of healthcare professionals which provides fast support to patients with long term conditions who become unwell. Over the last 12 months, the service has averted over 4100 hospital admissions, The team of advanced nurse practitioners, nurses, occupational therapists and physiotherapists cover the whole city and along with a community nursing out of hours service, they provide cover 24 hours a day, 7 days a week.

Working in partnership with Bristol City Council, Bristol Community Health services are also able to access rehabilitation beds in the community, which provide an extra level of support without a stay in hospital. 93% of patients who used the beds say that they felt more independent as a result. A new InReach project is also working directly with the Bristol Royal Infirmary to identify older patients who could be safely discharged at an earlier point, with a home care package or a rehabilitation bed to support them.

These ‘Intermediate care’ services operate in addition to Bristol Community Health’s 34+ other specialist healthcare services. Claire Chapman, Clinical Services Manager for the Intermediate Care and Reablement teams said: “We’re playing our part by doing everything possible to support patients in the community, enabling them to stay independent and avoid hospital admissions for as long as possible.”

Over the last year the balance of skills in the teams has been mixed, so that basic care tasks such as some wound dressings can be undertaken by the new healthcare assistants, and qualified nurses are freed up to provide complex care to higher risk patients. The healthcare assistants have received competency training to support them in their new roles. More matrons and a clinical lead have also been recruited, as well as a new care coordinator in each base, who acts as the contact point for patients and carers. All of this work ensures that the community nursing teams are in the best possible position to achieve the highest standards of patient care in the future.

Read more in our “Day in the life of a healthcare assistant” article on page 8.
Welcome to our autumn/winter issue of the community health newspaper!

I hope you are keeping warm and well this winter. If you receive care from Bristol Community Health, rest assured that our dedicated staff will be on hand to support you. Over the last 12 months, our work has touched the lives of thousands of patients in Bristol, around one in five people in fact, with 200,000 visits made by our community nurses alone.

As a social enterprise, it’s really important that our work has a social benefit and that we operate for the good of the community we serve. Our mission is to provide person-centred patient care, so people in Bristol can live life well.

Reading through this edition, I feel reassured that our staff are delivering on this promise. However, the best people to judge this are you – our patients and stakeholders! I welcome any feedback you have, so please do get in touch today through the Contact Us page on www.briscomhealth.org.uk

Best wishes,

About us

Getting to know your local community healthcare provider

Bristol Community Health is a social enterprise providing over 35 adult community healthcare services, commissioned by the NHS, for patients in the Bristol area. Any surpluses we make are reinvested back into patient care.

Our services are diverse, and range from dermatology to district nursing, physiotherapy to podiatry, walk-in centres to prison healthcare, and much more. We employ over 1,100 staff, the majority of whom are highly skilled frontline clinicians.

Our mission underlines our core purpose, to deliver high quality, person-centred patient care. Our vision is to make a real difference to the lives of people in our local community - helping them to live life well. Our values define our culture and the way we work as an individuals:

- patient high
- touching lives
- one team
- sustainability
- innovation
- partnership
- invest wisely
- learning

Service improvements

Bristol Care Coordination Centre – an integrated service for end of life care

Following feedback from patients, a single access point has been created for patients and carers in need of end of life care in Bristol.

St Peter’s Hospice and Bristol Community Health are now working in partnership to deliver this service, which is called the Bristol Care Coordination Centre. Funded by Bristol CCG, this service will be available 24 hours a day, 7 days a week. It is aimed at patients aged 18 or over who are registered with a Bristol GP.

When patients approach their end of life, it’s important that their healthcare wishes are listened to. The new coordinated service, which is staffed by very experienced clinicians, will work with patients, families, carers and healthcare professionals to make sure that patients’ end of life wishes are met. The team will coordinate patient care and offer all the support and resources needed to help patients and their families cope during a difficult and challenging time.

To access the new service, please call 0117 982 8315.

New migrant health manager will support our diverse communities

Bristol Community Health has employed a new Migrant Health Manager this winter – the first post of its kind in the city. Russell Thomas joined the organisation in November.

Bristol is an extremely diverse city, with residents from over 50 countries of origin and 91 languages spoken. With so many different local communities, it’s really important that everyone who lives in Bristol has equal access to healthcare - regardless of the language they speak, their culture, nationality or religion or belief.

In his new role, Russell oversees three unique services for migrant patients:

- The Haven, a specialist primary healthcare service for migrants, asylum seekers and refugees who are new to Bristol.
- Health Links, a language support and health advocacy service.
- TB service, a nurse-led care, support and information service for patients with tuberculosis (TB). Around 2/3 of TB patients in the UK are migrants.

He also works at a strategic level to break down the barriers that prevent migrant patients from easily accessing healthcare, by educating healthcare professionals and engaging with communities.

Migrant Health Manager Russell Thomas

Russell said: “I’m really excited about this new opportunity to make a difference to the lives of migrant people in Bristol. Our services provide a vital lifeline, enabling patients who may be at risk of health inequalities to access the care they need.”

For more information or to access the services, visit www.briscomhealth.org.uk/our-services
Providing expert advice in Westminster

This autumn, a Team Manager at Bristol Community Health visited Westminster to provide expert advice at an All Party Parliamentary Group on Diabetes.

Kizzy Harris, Team Manager of the Diabetes and Nutrition service, attended the round table discussion on 19 November alongside Bristol Diabetes UK Service Champion Sandra Twedell. The Parliamentary Group, which is running a year-long investigation into diabetes education and support, is keen to learn more about Bristol’s approach to delivering diabetes education.

Kizzy said: “I was delighted to be invited to the discussion - the debate at parliament enabled us to gather and share details of best practice. Our education work is comprehensive: we have developed a range of innovative video clips, trained over 30 Diabetes Health Champion volunteers and are running a drop in clinic for those that don’t want to come to a course. We are also working in partnership with Diabetes UK and Bristol Clinical Commissioning Group (CCG) to deliver a Living with Diabetes Day on 11 February 2015.”

If you would like to watch our videos or find out more about attending one of our courses, visit our website: http://bit.ly/diabetes_service

Mobile working project shortlisted for two national awards

Bristol Community Health’s innovative mobile working project was shortlisted for two national awards this autumn. The project was recently shortlisted for a Health Service Journal (HSJ) ‘Value and Improvement in Patient Information’ award, and was also put forward for another HSJ in the category of ‘Improving Care with Technology.’

Our organisation is one of the first community healthcare providers to pilot the use of mobile working on tablet devices across such a large health workforce. 211 of our community nurses and phlebotomists now use the TotalMobile app on tablets to update patient information whilst making their visits. The project has freed up staff time – up to an hour, per nurse, per day - enabling more time for patient care. More of our services will adopt the technology as we move into winter, including our Chronic Obstructive Pulmonary Disease, Heart Failure Support and Palliative Care Services.

Chief Executive Julia Clarke said: “We are delighted to be shortlisted for the HSJ awards. Mobile working is beginning to show great benefits within our teams, freeing staff up from duplicated data entry to concentrate on the most important things – more quality time with patients!”

“It saves me time because I don’t have to go back to the office to update the computer records,” says Karen Grady, Associate Community Matron. “It’s so nice to not have to go back and sit at a desktop, because I can get on with other parts of my role, for example more patient visits or training. Also, because it’s paperless I don’t have to carry documents around with me either, which means it’s a much safer way to transport patient information.”

Delores Montague (pictured) is a patient receiving community nursing services in St Pauls. She said: “I think the tablets are great. If they save the nurses time so they can see more people, that can’t be a bad thing can it?”

Queen’s Nurse invited to no. 10 Downing Street

Community Nursing Team Manager David Pugh was invited to No.10 Downing Street on 6 October to celebrate the work of nurses, carers and other health professionals. David was nominated to attend as part of his involvement on the Community Nursing Advisory Group at the Department of Health. David says, “It was an amazing experience and I felt honoured to represent Bristol Community Health, the Queen’s Nursing Institute and the National District Nurse Network.”
Heart failure patient Angela is ‘most inspirational’

Angela Anstey, patient of the Heart Failure Service

Angela was immediately referred to our Heart Failure Service, where she made contact with service lead Bev Mumford. From then on, Bev worked with Angela to help support her through what was a scary time for Angela and her family. “Bev gave me back my confidence,” said Angela, who is now recovering from breast cancer and managing her heart condition from home. “She helped me understand the symptoms, and my panic was over.”

With the support of the Heart Failure Service to stabilise her condition with medication and education around symptom management, and the use of Telehealth, a handheld electronic device which supports patients to manage their condition at home, Angela has been able to get on with her life, despite her diagnoses.

Our Heart Failure Service, like many of our specialist services, helps to support patients with conditions that may affect them for a long period of time. For Angela, Bev has been a lifeline, and enabled her to make the most of everyday. In turn, our patients are cause for celebration every day and are the reason we are so passionate about the care we provide – “Angela is the most inspirational patient I have ever met” says Bev.

Cancer Support patient Tom tells us about his journey

Tom and Kath from our 1-2-1 Support Service (Photo: R.BUJANDA)

Tom shares details of how the One-to-One Cancer Support Service guided him through a crucial time in his life

Following a cancer diagnosis and a treatment programme of surgery and chemotherapy, PhD student Tom was referred to Bristol Community Health’s One-to-One Cancer Support Service, run in partnership with Macmillan. The support he received was crucial to his wellbeing during a difficult and worrying time.

“From the first session, Kath listened carefully, then laid out all the options that were available to me. At the time, my main source of anxiety was managing my university course, as I was in my final year. Kath considered everything; she even scheduled meetings with other services such as the Citizens Advice Bureau - so I could apply for financial funding and continue studying.

“As I recovered, I was visited at home every other week and then once a month by Kath. Having Kath’s experience to hand and the structure of tasks to achieve for the next session gave me a lot of reassurance. It meant I could relax at home, and I knew great advice would just flow in - I just had to follow it.

“The service gave me stability and support. It hasn’t always been easy, but having Kath’s support meant I could focus on getting better and didn’t have to worry about logistics. It wasn’t really until Kath pointed out I was doing okay, and how far I’d come from when she first met me, that I believed it.”

Tom has now been discharged from the service and is due to complete his PhD this year.

Find out more about our One to One Cancer Support Service on our website on the Our Services page www.briscomhealth.nhs.uk/our-services.
Senior Musculoskeletal Physiotherapist Sophie Wild

A day in the life of a musculoskeletal physiotherapist at HMP Eastwood Park

We speak to Sophie Wild, Senior Musculoskeletal Physiotherapist at Bristol’s female remand prison, HMP Eastwood Park, to find out what an average working day is like for her.

Service: New musculoskeletal physiotherapy service at HMP Eastwood Park, female remand prison.

I qualified from UWE in 2009 and went on to complete over two years of general physiotherapy experience with a hospital trust in Surrey and a community trust in Gloucestershire. After gaining this broad experience, I decided to specialise as a musculoskeletal physiotherapist.

I began working for Bristol Community Health this year when I was asked to set up and deliver a new service in HMP Eastwood Park beginning in March. I jumped at the chance of working in an interesting and challenging new environment with a mixed team of GPs, nurses, mental health and social workers.

The working day:

8.30am: Arrive at work, greet team (make tea!) and triage any new referrals made by GPs. Organise a patient clinic list, check tasks sent by the team and prepare for the clinic.

9.30am – 11.30am: Morning clinic. Assessment and treatment of new and recurring patients including hands on techniques, therapeutic exercise, education and written advice, electrotherapy and referral into exercise programmes.

12.30 – 1.00pm: Complex case meeting – a mixed health and social care team discussion to generate action plans to manage patients with complex healthcare needs.


Best part of the job? My favourite thing about my role is the people I work with – both the team and the female inmates. The clinicians are highly skilled, caring, dedicated and helpful. It has been an educational experience for me to work here and I have been made to feel very welcome. I also enjoy the fact that my skills in assessment, communication, diagnosis and treatment are constantly being challenged by the female inmates, who often have led complicated, traumatic lives.

What does the future hold? My next venture is to visit the pain clinic at Southmead Hospital to develop our skills around chronic pain management, and provide TENS machines for appropriate prisoners who are suffering from chronic pain. My personal aim over the next 12 months is to continue to build good relationships with staff and prisoners to establish trust and raise the profile of physiotherapy in our city’s prisons.

Bristol Community Health provides a range of healthcare services across Bristol, as well as providing healthcare in four prisons including HMP Eastwood Park. To find out more about our prison healthcare services, visit our website: www.briscomhealth.org.uk

Symptoms associated with low back pain such as depression/low mood, anxiety, fear of movement and catastrophizing (thinking the worst) can all slow down your recovery as they tend to act as a barrier to your first goal of trying to remain active. It is important to be aware of these symptoms and if you struggle to overcome them, please seek further advice from your doctor or physiotherapist.

More information

Useful links to gain more information around managing back pain are:

- www.arthritisresearchuk.org/arthritis-information/conditions/back-pain.aspx
- www.sheffieldbackpain.com/back-pain

Bristol Community Health presently run an information and exercise group in central and south Bristol. For more information see link to our website below: www.briscomhealth.org.uk/our-services/item/67-musculoskeletal-outpatient-physiotherapy.html and follow the link to the Back Active leaflet.

MAKING YOUR DAY - OUR SERVICES

www.briscomhealth.org.uk

ASK MATRON...

Do you have a health question?

Our Community Nurses for Older People address some common health complaints...

“...My husband bent over in the shower this morning to pick up the shower gel and his ‘back went’. What should he do?”

Most low back pain is not serious and will resolve by itself, with 90% of people recovering in 6-8 weeks.

Although low back pain can be very painful, research suggests the link between pain intensity and structural damage is very poor. For example, common findings on scans such as disc degeneration and slipped discs are frequently found in people reporting no back pain.

Diagnosis

For most people with low back pain, an x-ray or scan does not help to provide a diagnosis. However do consult a doctor if you experience numbness, altered walking pattern eg foot dragging related to the onset of the back pain, abdominal pain, fever or long periods of disturbed sleep.

Recovery

Whether your low back pain improves in 6-8 weeks will depend on how you manage the first few weeks. Taking recovery as they tend to act as a barrier to your first goal of trying to remain active.

Some people find that specific movements or exercises can help, including the following:

1. Lie on your back on the floor with your knees bent up and your feet flat on the floor.
2. Flatten your small of your back into the floor. Do this five times.
3. Whilst still lying on your back, roll your knees to the left side, and then to the right side, whilst keeping your upper body straight and flat on the floor. Do this five times.
4. Repeat these exercises every 3 to 4 hours.

A period of no more than 2 weeks off work is advised. Prolonged time off work can lead to increased pain experience and disability. So if you can, try to stay in work and where possible discuss ways of adapting your job with your manager.

Useful links to gain more information around managing back pain are:

- www.arthritisresearchuk.org/arthritis-information/conditions/back-pain.aspx
- www.sheffieldbackpain.com/back-pain

Bristol Community Health presently run an information and exercise group in central and south Bristol. For more information see link to our website below: www.briscomhealth.org.uk/our-services/item/67-musculoskeletal-outpatient-physiotherapy.html and follow the link to the Back Active leaflet.

We’re listening

Send your question for Matron to comms@briscomhealth.nhs.uk.
Bristol Community Health increases awareness of learning disabilities

Adrian and Cai work with the Community Learning Disabilities Team at New Friends Hall in Stapleton. They deliver training to staff at Bristol Community Health and work with our teams to help make services more accessible.

A fact about me: I'm not afraid to try new things. I enjoy playing the piano, problem solving, and am currently developing to become a Medium as part of a paranormal group.

Adrian:
My job involves a lot of training as I meet new staff at their induction days and talk to them about how they can interact with people with learning difficulties. I think this is really important to ensure we don't have a repeat of the “Winterbourne View” case. People should make reasonable adjustments, and have patience and awareness when talking to people with learning difficulties. My favourite thing about being a Co-trainer is going out and working with new people, teaching them how to work with people with learning disabilities. I also get to help people with learning disabilities.

Earlier this year I attended the “Your Healthcare, Your Way” event which was about patient and public involvement. It was such a good event as I got to meet lots of new people. I also loved the staff summer party at the Zoo!

A fact about me: I was in the Special Olympics as part of the Bristol Rovers football team and I also got to carry the Olympic Torch.

Cai:
As a person with a learning disability, I am able to speak to people from my point of view and help educate services on how to come up with reasonable adjustments. I recently presented at one of the Bristol Community Health staff induction days as part of the Community Learning Disabilities Team, whilst my workmate Adrian was in the audience as part of the course!

I don't get nervous during presenting as I bring my own prompt sheets and would describe myself as a bit of a chatterbox!

We have team meetings every 6-8 weeks where we talk about upcoming events and plan for the next inductions. We also talk about how to make things accessible and there are often items that are brought to the meeting to be commented on. I work in a nice team, and find that it offers peer support. We also socialise sometimes in the evenings which is good fun.

My favourite part of the job is talking about my own experiences and explaining the reasonable adjustments needed in everyday living. I think it's really worthwhile to talk to people and connect with them face-to-face rather than via written word as it allows better understanding all round.

Supporting healthcare staff to understand COPD can help reduce hospital admissions, and keep patients in their own home. Admission avoidance is a large part of the team's aims.

Scan this barcode with your smartphone to watch our patients take part in the COPD “Better Breathing” programme. Alternatively, visit http://bit.ly/COPDvid

Our COPD Team, based at the Amelia Nutt Clinic in Easton
The Urgent Care Centre
How we can support you this winter

Michele Whittle, Manager of the Urgent Care Centre at South Bristol NHS Community Hospital gives an overview of the work of the centre

What is the Urgent Care Centre?
The Urgent Care Centre is a minor injuries and illness unit, which provides all the services of a Walk-in Centre together with on-site x-rays and other diagnostic tests.

What sort of treatment is provided?
The Centre provides treatment for adults and children for minor injuries and illnesses, for example, sprains and strains, cuts and grazes and minor burns and scalds. We are also able to assess suspected broken bones.

My healthcare needs are different, what other services are available to me?
For common colds and flu, visit your pharmacist in the first instance. Your GP will be able to help you with more complex illnesses and long term conditions For life threatening injuries or illnesses, patients are encouraged to dial 999 for an ambulance.

How can patients access the service?
No appointments are necessary, patients can just turn up during the opening hours of 8am to 8pm, 7 days a week. We will be open over the festive period and look forward to supporting patients over the coming winter months.

A brief guide to… Eczema in children
Lynne Skrine, Dermatology Service Manager

Eczema is a long term (or chronic) condition that causes the skin to become itchy, red, dry and cracked.

Childhood eczema is extremely common with around one in five children experiencing symptoms. Of the various types of eczema, by far the most common is atopic eczema.

Atopic eczema commonly occurs in areas with folds of skin, such as:
- behind the knees
- the inside of the elbows
- on the side of the neck
- around the eyes and ears

It can also occur on external areas of skin in some children.

Causes
Atopic eczema can run in families and often occurs alongside other conditions, such as asthma and hay fever. Allergies to dust mites, fur, certain foods and other environmental triggers can all make it worse.

Treatment
Atopic eczema tends to clear up as a child grows older. In about 53% of cases, atopic eczema clears up by the time a child reaches 11 years of age. But whilst a child still has eczema, the most common form of treatments are:
- Topical emollients – special moisturisers which act as a barrier to irritants.
- Topical steroid treatments – these will reduce the redness and soreness. Seek advice from your pharmacist or GP on the safest way to use these medicines.

Supporting a child with eczema
- Treat eczema early - the more severe it becomes, the more difficult it is to control.
- Moisturise your child’s skin 2 – 3 times daily.
- Wash with a moisturiser instead of a soap and avoid bubble baths, shower gels, wet wipes and shampooing hair in the bath.
- Try to discourage your child from scratching as this can make the eczema worse. Bandages at night can help.
- Dress your child in comfortable clothes made of cotton, and avoid wool next to the skin.
- Wash bedding at 60 degrees to kill house dust mites.
- Avoid pets where there is an obvious allergy.
- Seek advice from a GP if you suspect a food allergy.
- Use non bio washing powder or liquid, avoid fabric conditioner because of the perfume which can irritate the skin.
- Wash fluffy toys regularly or put in a freezer bag and put in the freezer overnight to kill house dust mites.

If your child’s eczema is severe, contact your GP for more support or for a referral to the Bristol Community Health Dermatology Service.

Carers Corner: how to prevent pressure ulcers
If you are caring for someone who is bed or wheelchair bound, it’s really important that you take steps to prevent pressure ulcers, writes Sue Murphy, Pressure Ulcer Prevention Lead.

Pressure ulcers are injuries to the skin and underlying tissue which are caused by pressure. Sometimes known as “bedsores” or “pressure sores,” pressure ulcers range from patches of discoloured skin to open wounds that affect tissue, muscle and bone.

Bed bound and wheelchair bound patients are at a higher risk of developing pressure ulcers, along with anyone who doesn’t move for long periods of time, diabetic patients and those over the age of 70 (older people tend to have thinner skin and mobility problems). Pressure ulcers can be very painful and can also take a long time to heal, so it’s really important that action is taken to prevent bed and wheelchair bound patients from developing them.

Prevention
Support patients to:
- Change positions frequently
- Keep skin clean and dry if incontinence or sweating is an issue
- Eat a healthy balanced diet
- Check skin regularly to watch out for early signs of pressure sores
- Give up smoking

If the person you are caring for has developed a pressure ulcer, it’s important that they receive fast support to help it heal as quickly as possible. Contact our wound care service for advice - 0117 919 0270.
New courses and resources for people with diabetes

Bristol Community Health is promoting new free community courses and resources for patients living with diabetes in Bristol this winter.

A suite of short diabetes videos is available online, covering a variety of topics from healthy eating and managing blood glucose levels to smoking and looking after feet. The videos are available in a range of languages and can be accessed via this link: http://bit.ly/diabetes_service.

In addition to the videos, Bristol Community Health is promoting its new programme of diabetes education courses for people with type 1 and type 2 diabetes in Bristol, North Somerset and South Gloucestershire. The courses help patients learn about their condition and better manage it. For type 1 diabetes patients we run ‘Food Freedom,’ which teaches delegates how to adjust their insulin dose in line with food intake, and ‘Skills for Life,’ which provides skills and knowledge on how to live a healthy life with diabetes. For type 2 diabetes, Bristol Community Health runs the ‘Living with Diabetes’ course, which is for people who have recently been diagnosed with diabetes – and the ‘Can I Eat Bananas’ course, which is for people who are starting on insulin.

Vimla is a patient who attended a Bristol Community Health education course at Charlotte Keel Health Centre in Bristol. She said: “I have type 2 diabetes which I manage through healthy eating and weight control. I attended the Bristol Community Health course once per month and found it very helpful. It contained lots of information on healthy eating; as a result of this advice I have lost a lot of weight. I’m very happy with the results and can’t wait for the next course to start!”

To gain access to these courses or for information about Bristol Community Health services for people with diabetes, visit our diabetes education service page on our website, www.briscomhealth.org.uk.

Making community health services more efficient

Over the last year, Bristol Community Health’s services have worked hard to create more time to care for patients, by reducing unnecessary bureaucracy, and becoming more efficient.

The community nursing team was the first to get started. They undertook a review to see where a lot of their time was being spent, and then rolled out some new, staff-led initiatives:

- A new standardised bag for community nurses, which means they have the necessary equipment to hand when they are out and about on visits.
- A new patient status system, known as T-Cards, which allows teams to have complete oversight of all of their caseload at a glance. This makes team prioritisation of visits easier, and reduces the time needed for verbal handovers.
- A complete overhaul of team office and desk space.

The community nurses then went on to become the first team in Bristol Community Health to embrace mobile working – which has saved even more time! The result is a happier and more productive team, with nurses who are able to spend much more time with their patients – a win-win situation all round.

Following this, the Community Learning Difficulties Services used the same approach to change a number of their processes, including standardising referral processes across the three teams. Over the course of the next year, even more teams will get involved. Naturally, Bristol Community Health will be measuring the results, to make sure that the work is translating into a greater amount of face to face time with patients, and is therefore achieving its objectives.

A day in the life of a healthcare assistant

Nicky Stiles, a healthcare assistant based at the Urgent Care Centre, talks to us about her role.

“The role of the healthcare assistant is diverse and depends on the individual healthcare setting. However I can’t think of an environment more rewarding for an HCA than the Urgent Care Centre.

I joined the reception team at the South Bristol Walk-in Centre fourteen years ago. When it moved to South Bristol Community Hospital, we all had to re-apply for our jobs. It was a time of uncertainty as there were not enough positions for all of the receptionists. However two healthcare assistant jobs were created, these posts were completely new to the department and it seemed an exciting opportunity. I got the job and in April 2012 I started my new career as a healthcare assistant. I also pressed to do my advanced apprenticeship in Clinical Healthcare at Level 3. Having been absent from academia for twenty seven years, I was a bit worried that I had a target to complete it within two years. I actually did so well that I finished it in just under 12 months and before anyone else on my course. Now at Band 3, I have learned so much in the last two years I can hardly recognise myself.

I work under direction of the Urgent Care Clinicians whose experience and knowledge provide a constant source of learning for me. Engaging with people and helping them on their journey to good health must be one of the most rewarding jobs a person can have.

I love the unpredictable nature of this job, not knowing who will come through the doors next but knowing that the skill base of our team will deal with whatever task is at hand to a high standard. I feel privileged to be part of the team.

Part of my role is to be able to leave a job at a moment’s notice to carry out a task to support my colleagues. This could be anything from a dressing change, a blood test or conducting an electro cardio gram on a patient suffering with chest pain, or providing crucial emotional support to a patient or their family. Ranging from the ordinary to the extraordinary, my job is certainly not a dull one. One of my highlights has to be my first CPR, and being part of a team which restored a life. Making a difference doesn’t mean you have to be a lifesaver, however. There are so many little things which can mean so much: taking the time to listen, time to care and time to hold a hand.”

Would you like to work for Bristol Community Health?

We have a variety of vacancies available. Visit: www.briscomhealth.org.uk/about-us/work-for-us.html

Helping you to live life well
IN INVOLVING YOU
OUT AND ABOUT IN THE BRISTOL COMMUNITY

Our pledge to the community of Bristol

This autumn, Bristol Community Health published its first Community Pledge. The Pledge sets out five promises that we are making to the people of Bristol, in relation to the ‘social value’ our work creates. Nadia Tavano, Senior Communications Officer reports.

Social value is a way of maximising the impact of public resources. It involves looking at the collective benefits a community can enjoy when public money is spent, on top of the direct value of the contract. As a social enterprise, and an NHS provider, Bristol Community Health contributes significant social value in the local Bristol area, on top of the direct value provided through our healthcare.

Many of our patients are older people or have long term conditions. They may find it difficult to leave their homes, often resulting in isolation and loneliness. Our staff visit regularly to provide healthcare, friendly human contact, care and compassion, as well as introducing patients to sources of support from a wide range of voluntary sector organisations. Our own volunteers work alongside healthcare professionals to provide additional support to patients.

If someone has a period of poor health or a hospital admission, Bristol Community Health’s Intermediate Care and Reablement team works in partnership with Bristol City Council to help them regain as much independence as possible, returning them home as soon as possible and minimising the risk of a further admission. We can also avoid the need for a spell in hospital by putting in place an alternative service to care for someone at home.

Our new Community Pledge sets out our step by step ambition to improve work in this area over the next few years through five key promises:

- To tackle health inequalities: through accessible services, health promotion and advice, as well as supported self-care.
- To support the wellbeing of the community: through promoting the wellbeing of patients and staff, contributing to the wellbeing of our community, and making a bigger impact through partnerships.
- To engage with and involve our community: through communication, feedback and openness, through opening up opportunities to work with us, and making a bigger impact through participation and collaboration.
- To re-invest in our community: through reinvesting and supporting local suppliers and charities, offering time and expertise to the community, and making a bigger impact through partnering or subcontracting.
- To contribute to environmental sustainability: through staff cycling and recycling, through green transport alternatives, and through making a bigger difference through mobile working.

To read our Community Pledge, download it from the About Us section on our website.

New volunteers make a difference

Bristol Community Health has created many more opportunities for volunteering this year – and the benefits are beginning to pay off for all involved.

“Volunteers have huge potential to enhance the care that we provide, through spending time with patients, listening, and offering practical and emotional support,” says Volunteer Coordinator James Picardo.

“Lots of our services are involved, and we have a variety of exciting roles, for example welcoming patients at health centres, tackling isolation in the community and identifying the barriers faced by patients in accessing services.”

If you would like to volunteer, contact James on 0117 900 2648 or by emailing james.picardo@briscomhealth.nhs.uk.

Patient and public empowerment – listening and taking action

Feedback on how we’re doing is really important, writes Matthew Areskog, Patient and Public Empowerment Lead.

Patients, families and carers are the heart of everything we do, so it’s crucial that we encourage these groups to get involved in the development of our services, and we listen to their needs.

To support this work, this autumn we launched our Patient and Public Empowerment Strategy (available at www.briscomhealth.org.uk). The strategy aims to shift the role of patients from passive recipients of care, to active participants who develop and influence community healthcare across Bristol. The strategy was informed by a community engagement event ‘Your Healthcare, Your Way,’ held in June. Over 70 delegates attended, ranging from patients and carers through to representatives from the voluntary sector.

One of the ways in which we have begun implementing the new strategy is by collecting real-time patient and carer feedback through a new system called Meridian. Meridian is very accessible and easy for patients and carers to use. This autumn we launched Meridian with six of our services and we’re aiming to roll it out to all our services by the end of the year.

During the year, we’ve continued our community outreach project work, which aims to link our healthcare services with community groups across Bristol. As part of this project, our Musculoskeletal (MSK) Physiotherapy service and Continence service attended a men’s group at Dhek Bohl, an organisation which promotes the health and social wellbeing of South Asian people living in Bristol and South Gloucestershire (see p10).

Results from our latest patient survey show high levels of satisfaction with our services. With responses from almost 2,500 patients across 30 services, the survey shows:

- 96% felt they were given a warm welcome
- 96% felt they were treated with dignity and respect
- 88% were either extremely likely or likely to recommend our service to family and friends

We intend to improve on this result in the coming years and our new strategy will help support this.
Well Aware: your free guide to local wellbeing services

People often say that when they need to find information, they don’t know where to look. When it comes to health and wellbeing matters, it is often at the point of crisis that they need help the most. That is where Well Aware can help.

Well Aware is the free health and wellbeing information and signposting website for Bristol, Bath and North East Somerset, Somerset and South Gloucestershire. It has more than 5,500 entries with categories ranging from ‘support around the home’ and ‘socialising’ to ‘getting around’ and ‘personal health services,’ as well as a wealth of other useful information.

The website is user friendly, making it easy for people to find the information for a friend, family member, a client or patient – or for themselves. People visiting Well Aware can search for activities, groups, organisations and services close to their homes using maps as well as postcodes.

Well Aware is particularly accessible. It is BrowseAloud enabled which adds speech, reading and translation support to the website assisting access and participation for those people with print disabilities, dyslexia, low literacy, mild visual impairments and those with English as a second language.

With over 500,000 website views in the last year it has proved successful with users. Carmen Arnaiz, Manager of Well Aware, says: ‘It is always great when people tell us that they found the service they needed or that they have joined new groups after visiting Well Aware. We often find it opens the doorway to finding new interests and meeting new people.’

For people without internet access there is a free telephone service which operates from 9am to 5pm Monday to Thursday and from 9am to 4.30pm on Fridays - 0808 808 5252.

Outreach sessions build vital links with communities

This year, Bristol Community Health has partnered with different community groups in Bristol, to build links and increase the accessibility of our services.

One area of work that has been well received is the running of clinician-led workshops with local voluntary sector organisations. To date, we have produced two workshops with Dhek Bhal, an organisation which promotes the health and social wellbeing of South Asian people living in Bristol and South Gloucestershire.

Ankur Ravel, an Extended Scope Physiotherapist led the first session with the men’s group at Dhek Bhal. ‘It was a delight to meet and speak to the group. We expected the session to last 60 minutes but to our surprise it went on for a full 90 minutes more! I was very happy to answer their questions. The most important thing for me was my ability to speak in their language, which the group liked as it kept the session more friendly.’

Ankur’s workshop was followed by another session led by Linda Gibney from the Continence Team. With the assistance of a translator, Linda spoke to the men’s group about bladder and bowel problems that mainly concern the male population. She also provided an array of literature to support her advice and answered question and answers. Linda was delighted with the number of men who waited around to speak to her afterwards and who requested the contact details of the Continence Service Organisers of the group have also invited Linda back to talk to the women’s and carers’ groups.

The workshops led by Ankur and Linda demonstrate the sort of community outreach work that Bristol Community Health will do more of in the future. The workshops provide a precious opportunity to communicate directly with groups; answering questions as well as raising awareness of our services and what they offer to patients and their families. For more information on our voluntary sector partnership work, please contact Greg Juckes on 0117 900 2146 or greg.juckes@briscomhealth.nhs.uk.
Our financial performance

Bristol Community Health maintained a healthy balance sheet in 2013 and is in a strong position this year to deliver first class healthcare, writes Andy Yeo, Finance Director.

I have pleasure in presenting the financial results for Bristol Community Health, to September 2013. The accounts reflect our second full year of operation, and they are available to download from our website (under About Us).

In 2013, we succeeded in maintaining our revenue at £45m and we made a profit for reinvestment in services of just over £500k. The headline figures hide the hard work required behind the scenes to maintain the strong performance. Like all NHS providers, we have to absorb significant cost pressures. We managed the risk this presented by increasing our revenue and improving productivity.

In 2013, we were also successful in winning new work including £1.3m for our Rehabilitation and Reablement project and an additional investment in our Community Nursing teams. Furthermore, we won the HMP Ashfield prison contract, worth over £900k per annum.

Last year was all about establishing strong working capital (the money needed to fund the normal, day to day operations of business) and a foundation to grow from. As we move into 2014/15 we are now in a position to reinvest money in our staff, projects and community services. This is exactly the position we wanted to achieve and is reflected in the strong balance sheet position, providing Bristol Community Health with a solid foundation from which to continue delivering first class healthcare.

Investing in the next generation through apprenticeships

Over the last year, Bristol Community Health has employed a number of apprentices across the organisation, including five apprentices in corporate functions.

As a Youth Friendly Employer (as awarded by Youth Employment UK), the apprenticeships offer opportunities for young people to gain valuable work experience whilst studying for a qualification.

Angharad Starr (Harry) has spent time in a variety of teams as part of her 18 month apprenticeship, including the Chief Executive’s office and the Marketing and Communications team. She comments: “Being an apprentice at Bristol Community Health has been a fantastic experience. I have had so many amazing opportunities to do design work, attend different events and meet lots of interesting people.

Apprenticeships are great because they allow us to complete our studies and gain the experience we need for our futures at the same time. Through the support that I have had from everyone across the organisation I have managed to pass all of my exams and am well on my way to completing my apprenticeship ahead of schedule.”

Bristol Community Health makes #15 of 50 largest employee owned businesses

The Employee Ownership Association (EOA) revealed the UK’s largest employee owned businesses earlier this year, and Bristol Community Health was listed 15th, with the John Lewis Partnership at number one.

The index is based on the 50 largest UK companies which are at least 25% owned by their employees. The purpose of the annual index is to demonstrate the financial contribution which employee owned businesses make to the UK’s economy. A range of other healthcare organisations were recognised but Bristol Community Health was the only South West provider.

The ranking demonstrates Bristol Community Health’s ongoing commitment to building a successful business, which will support the sustainability of our organisation and allow for reinvestment of profits back into patient care.
And finally...
www.briscomhealth.org.uk

Patient Feedback
Our services receive compliments from patients and family members every week. Here’s a selection!

“Thank you carer ladies for taking care of my grandma and for making her smile again.”
North Reablement Team

“Thank you for all that you do. Your expertise and continuing care are so much appreciated.”
Horfield Community Nurses

“I am so grateful for the care I received and look forward to many more active years. Thank you.”
MSK Physiotherapy

Did you know? More than 88% of patients say they would be ‘likely’ or ‘extremely likely’ to recommend us for the care they received. We try to ask as many patients as possible whether they would recommend us to their friends or family. By asking this question it helps us to improve services where necessary and it lets our staff know if they’re doing well.

Work for us
Bristol Community Health are always looking for skilled clinical and non-clinical staff to join the team. We post vacancies on the NHS Jobs website, as well as on our own website, at
www.briscomhealth.org.uk/about-us/work-for-us

We also have vacancies for work experience placements in both clinical and non-clinical areas of work. See our placements page: www.briscomhealth.org.uk/about-us/work-for-us/work-experience

recruitment@briscomhealth.nhs.uk 0117 900 2257

Get in touch
To get in touch with us visit www.briscomhealth.org.uk/contact-us, email comms@briscomhealth.nhs.uk, or call 0117 900 2600.

To keep up to date with the latest news from Bristol Community Health, follow us on Twitter: @briscomhealth

www.briscomhealth.org.uk

Can we help you?
Bristol Community Health is a social enterprise that provides community healthcare services across Bristol. Many of our services accept self-referrals, or ask your GP for a referral to our services today.

Our services include:
• Community Healthcare Teams
• Community Learning Disabilities Teams
• Continence Service
• Chronic Obstructive Pulmonary Disorder Service (COPD)
• Community Therapy
• Dementia Support
• Dermatology
• Diabetes and Nutrition Services
• Diabetic Eye Screening
• Domiciliary Physiotherapy
• The Haven (assessing refugees)
• Health Assessment and Review
• Health Links Service (translation)
• Heart Failure Service
• Intermediate Care and Reablement Service
• Musculoskeletal Assessment and Treatment Service
• Musculoskeletal Outpatient Physiotherapy
• Nutrition and Dietetics
• Occupational Therapy
• One-to-one support for cancer survivors
• Palliative Care Home Support Service
• Parkinson’s Nurse Specialist
• Podiatry
• Prison Healthcare Services
• Specialist Community Neurology
• Tuberculosis Service
• Urgent Care Centre
• Walk-in Centre (Boots, Broadmead)
• Wound Care Service

For more information about us, visit www.briscomhealth.org.uk.