



# The story of BICS in 2014

# Integration across whole pathways

## Redesigning care in primary care

- \* **Integration and Improvement for the people we serve**
  - \* Our most successful year to date in terms of achieving our ambition of being recognised as an innovator, integrator and enabler of whole pathways of care especially in MSK
  - \* The year we achieved an historic achievement for people with mental health problems in the city
- \* **Primary care collaboration**
  - \* We embarked on journey of primary care design and delivery with GP practices in the city, progressing towards a collaborative model of delivery
- \* **Learning**
  - \* The year we made the most learning about stretch, partnerships, and focus

# Setting the scene for 2015

- \* Evolving Purpose and Discovery of what matters to BICS, shifting care from “what’s the matter” to “what matters to you” in everything we do
- \* Delivering on our promises to those we serve
- \* Focus on Primary care development as providers in collaborative models
- \* Focus on whole pathways of care across systems and partnerships



Our achievements during 2014  
with our many Partners

# Brighton and Hove Wellbeing Service

- \* More people with depression and anxiety are getting a faster, improved service
    - \* We now have a see and treat service in Talking Therapies (4 week waits from assessment)
    - \* Introduction of Group and online CBT options
    - \* A whole range well established PWP led workshops
    - \* New counselling service with Brighton Women's Centre
    - \* More than 20,000 appointments attended in 2014
    - \* Support Service integrating with MSK service for people with chronic back pain
  - \* The Wellbeing Contract has been extended for a further twelve months until June 2016
- “Thank you for all of your help and support whilst I have been under your care. It has been invaluable towards my recovery process”

# EPiC

## **Prime Minister's Challenge Fund – EPiC (Extended Primary Integrated Care)**

- \* £2.05 million
- \* 16 practices in 4 clusters
- \* 5 workstreams

## **Extended Hours Service**

- \* Core GMS patients 18:30-20:00 Monday to Friday and 08:00-14:00 Saturday and Sundays
- \* Educational Sessions in GP practices planned for January onwards, starting with a collaboration with Diabetes UK
- \* 1082 patients seen between Sept-Dec 2014

## **Pharmacy**

- \* 14 out of 20 community pharmacists live and able to see patients with full access to their medical records
- \* Pharmacist prescriber delivering clinics in 2 GP practices
- \* 48 Patients seen between Sept-Dec 2014

## **Community Navigation**

- \* 15 out of 16 Practices have a navigator assigned
- \* 48 Patients referred up until December 2014

# EPiC

## **GP Access**

- \* 12 practices have implemented GP access or Dr First or a hybrid telephone consultation system
- \* 1 practice rolled out Hurley Group Tool

## **Workflow Redirection**

- \* Incoming clinical correspondence process mapped out and rolled out at Benfield Valley Healthcare Hub
- \* Snap audit at Benfield shows: 27% of clinical letters being escalated for GP input saving GPs approx. 40 minutes per day

## **Project Team**

- \* Sustainability Funding for wave 1 submitted
- \* Bid writing for wave 2 of the Prime Minister's Challenge Fund
- \* Developing Patient Educational Sessions as part of EHS with voluntary organisations

# Proactive Care

## Maximising independence for people

- \* 4 workstreams identified:
  - \* Care planning and needs assessment
  - \* Medicines Management
  - \* Risk Profiling
  - \* Social Isolation
- \* Cluster formations and Memorandum of Understanding designed and signed
- \* Integration of Frailty Programme with proactive care and proposed new Local Contracted Services contract
- \* Development of service specification and further opportunities for practice collaboration in 2015

# Benfield Valley Healthcare Hub

- \* Burwash Medical Centre and the Portslade County Clinic merged to become the Benfield Valley Healthcare Hub in April 2014
- \* Currently operating from the two sites with a centralised administration and finance teams working to support the practice
- \* List size of 5510 patients from East and West Sussex
- \* Part of the EPiC Project that rolled out in October 2014
  - \* Host site for the Module 1 Extended Hours service
  - \* Adopted the GP Access telephone triage appointment service
- \* Clustered with surrounding Portslade/Hangleton practices to submit a MOU to work together for the Proactive Care project

“In the last few months or so, I have witnessed the amazing positive escalation in efficiency and service coupled with care and speed. The waiting time has become a thing of the past.”

– NHS Choices Website, November 2014

# Brighton and Hove RMS

- \* 83% of patients surveyed responded they are satisfied or very satisfied with the service they have received from our service
- \* We received over 70,000 referrals in 2014. This has provided us with the opportunity to really make an impact by providing choice and support for patients along their treatment journey
- \* We have now implemented new IT system (Vedas 2) will provide efficiencies both clinically and administratively delivering better quality service for the Brighton and Hove RMS
- \* Service has been re-tendered during early 2015

# Croydon Referral Management Service

- \* Serves 60 GP Practices in Croydon, with over 120,000 referrals a year
- \* The new contract (another 2 years) officially commences in January 2015
- \* Developed a new admin sieve function that will be introduced that will cut down the number of the referrals sent to GP triage
- \* Implementing a new GP Portal that will provide GPs with key reporting information on their referrals and replace the existing GP packs



# Integrated MSK Pathways

Sussex MSK Partnership  
Central

**Integrated MSK Service for Brighton and Hove, Crawley, Horsham and Mid Sussex, High Weald, Havens and Lewes, Eastbourne, Hailsham and Seaford CCGs**

**Contract values in excess of £80m in 2015/16**

- \* Putting patients in control of their healthcare journeys across central Sussex
- \* Whole pathway delivery and integration across care settings and pathways
- \* Innovative partnership approach of holistic care, whole person centred care
- \* Focuses on self care and supported self management
- \* Innovative IT solutions across the service
- \* A 5 year journey
- \* Different benefits for BICS in the different contracts

# Memory Assessment Service

- \* **More people are being diagnosed with dementia, our diagnoses are more accurate, more people are getting access to support earlier in their journey**
  - \* 378 positive diagnoses of dementia were made in 2014 (557 since the start of service)
  - \* The service undertook a review in November 2014 and will find out if they are accredited to a national standard in April 2015
  - \* Dementia advisors in the service currently support 260 people with a diagnosis
- \* The MAS is part of a local Dementia Partnership Group which looks at joint delivery of services for people with dementia in Brighton and Hove



# Community Dermatology Service

- \* **Excellent satisfaction amongst patients, more GPSI's trained and better access to teledermatology has been tested**
  - \* 2 new GPwSIs have been trained
  - \* 98% overall patient satisfaction
- \* BICS withdrew from the procurement post contract award. The service will be transferred to BSUH in April 2015

# Our other services

## Community Gynaecology Service

- \* Delivered in partnership with Portslade Health Centre, Beaconsfield and BSUH
- \* This contracted ended after 4 years delivery as a result of new one stop shop style clinics available locally
- \* The service had outstanding reviews from women using the service specifically commenting of the high quality and professionalism of the clinicians



Brighton and Sussex   
University Hospitals  
NHS Trust

## Community Eyes Service

- \* Delivered in partnership with Warmdene and BSUH
- \* The services contract has been extended by 2 years
- \* Patient feedback continues to be excellent

**WARMDENE SURGERY  
BRIGHTON**

Brighton and Sussex   
University Hospitals  
NHS Trust

## CPAMS (Community Anti Coagulation Service)

- \* Delivered in partnership with BOOTS plc, Sackville Medical Centre and Charter Medical Centre
- \* BOOTS plc have had their contract extended with the CCG, therefore the service will continue until March 2016, while the CCG considers re-procurement options



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