



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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