

A Year of Two Halves...

Hello and our apologies for the delay getting our latest newsletter published. As 2021 arrived, so did the latest wave of the pandemic. As such we focused our resources on managing the operational pressures that were yet again unleashed on the country.

We have continued to maintain our services throughout, which is testament to the hard work of our amazing teams who are based in the office, work from home or are co-located at our various sites across the region.

Although COVID restrictions have lifted, we are continuing to follow the same guidance as during the pandemic. Patients will continue to be seen in full PPE and we ask that masks are continued to be worn at appointments.



We have worked hard to assure the safety of our patients and staff, and will continue to do so. It has been one of the most challenging periods of current times, so let's keep everyone safe.

With best wishes.

Nicky Wood, **HR Director**

COVID Oximetry at home and Virtual Wards

In the last newsletter we explained how we were supporting patients with COVID-19 by remotely monitoring their blood oxygen readings using a pulse oximeter.

Since then the service has grown rapidly and we are now working with stakeholders across the entire Bath and North East Somerset, Swindon and Wiltshire area.

In addition to the COVID @home service, we have also been involved in setting up COVID virtual wards. This enables patients in hospital with COVID-related illness return home safely as soon as possible, where they continue to be regularly monitored each day with a pulse oximeter and a team of clinicians.

As the pandemic continued, the need for these services were heightened. We invested in additional resources by growing clinical and administration teams.

The team manages everything from onboarding patients onto the service, ensuring information packs and pulse oximeters are distributed, and the clinical reviews and assessments, which can be carried out up to four times a day.

The services have been implemented following close collaboration with the BSW (Bath and North East Somerset, Swindon and Wiltshire) Clinical Commissioning Group, the Great Western Hospitals, Royal United Hospitals Bath and Salisbury NHS Foundation Trusts, and community service providers.

Medvivo's Clinical Lead for the COVID monitoring services is Victoria McMahan, an Advanced

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Clinical Practitioner with a paramedic background.

Having experienced three waves of the COVID-19 pandemic, these services have made a significant difference to many people's lives. From those who we have been able to keep out of hospital, and those who needed hospitalisation.

Victoria says that "the team has a real can-do attitude when it comes to supporting patients coming into our care."

This is reflected in some truly touching feedback we have received over the past few months:

"Thank you so much for keeping me out of hospital. You provided an amazing service; I am so grateful that you're were there for me."

"I thought it was just going to be a 'call centre' but you were really supportive and there for me. I can only sing its praises."

“Excellent service. So impressed with the support I have had and my family too. I’ve loved having someone to speak to daily, I knew someone was there if I need them.”

“I feel like I’ve received the BEST BEST BEST care EVER from the service. I am grateful of the service so I could ‘escape’ from hospital and be looked after this way from the comfort of my own home.”

“It was really nice to have people checking up on me. Everyone was really lovely. No one was mechanical. All caring.”

Feedback about all our services are regularly reviewed and each month one of our teams receives an internal recognition reward.

In June this award went to the whole COVID @home team, which

Risk Committee Recognition Award



In appreciation of the great customer experience and feedback received, the Risk Committee would like to recognise the work of the:

Whole CO@h Team

“My husband and I both tested positive with COVID a couple of weeks ago. We were referred to the Medvivo team as we both developed quite severe symptoms. I would like to express how impressed and pleased we were with the incredible care we received. Whoever we spoke to showed much kindness and empathy and acted incredibly professionally and diligently. In particular we received amazing care and kindness from [redacted]. Please accept our deep gratitude.”

This award is given to the whole CO@h team (Clinicians, Drivers, Admin & Data Reporting) for the compliments received (example above) and for the ongoing hard work in the running of the service. Data shows we are consistently seeing more patients in our CO@h service than in other areas. Well done team!



Michael Smith, Risk Committee Chair

3 June 2021



All new compliments are usually shared at Risk Committee meetings. These meetings are attended by a multi-disciplinary team of Clinical Leads, Service Leads and members of the Quality & Information Governance Teams. Receiving compliments enables us to acknowledge and 'build on' examples of good work.

includes our clinicians, drivers and admin colleagues.

We are very proud to have been involved in setting up and delivering these services, and even

more proud of the team who are taking such great care of those who need it during such challenging times.



Meet a Clinical Responder

At the start of the pandemic, we complemented our clinical resource by using non-prescribing clinicians who held a professional healthcare registration.

The initial handful of “Clinical Responders” has grown to a team of 28 since then, and we are continuing to this role. By having additional clinicians who can support a senior clinician by visiting patients means we have been to increase our capacity.

Rona is one such addition to this team and here she explains about her background and role.

“Hello, I’m Rona and for 38 years I worked in the Ambulance Service. I started out as a control room assistant and then progressed to the patient transport team before completing my emergency driver and Ambulance Technician course.

After 10 years working operationally, I embarked on Paramedic training in 1996 and since then I worked as part of a crew and solo on the Rapid Response Car.

I’ve also completed telephone triage training and worked in both the NHS 111 and 999 call centres as a clinician. I still do emergency telephone triage for the ambulance service at present.

I am a trained Mentor, Clinical Supervisor and Peer Support Guardian, and over the years have helped colleagues deal with difficult times in their lives, both work-related and personally.

During the time I spent with the Ambulance Service, I dealt with many different emergency and urgent situations, delivered babies, dealt with injury, illness and end of life care, and worked with many outside agencies including the police, fire service and coastguard.

In my younger years, I spent four years in the Royal Auxiliary Air Force as a medic doing repatriation flights for injured and ill military personnel. This role involved a lot of flying in helicopters and aircraft, travelling to various places to set up field hospitals, as well as training with other military organisations.

I joined Medvivo in September 2020 as a Clinical Responder and now enjoy working as part of the

Urgent Care team, supporting the GP Out of Hours service.

We work directly with a senior clinician and travel around Bath and North East Somerset, Swindon and Wiltshire to visit patients in their home.

Visits can involve anything from respiratory or urinary tract infections to end of life care and death verification.

It is an extremely varied role which is incredibly well-supported both in terms of the clinicians and support teams at the main office. We also have access to regular training to ensure our knowledge and skills are kept up to date.

It’s exciting to be part of such a great team and working for an organisation that is continually looking for ways to improve patient care.

On a personal note, I love spending time with my family and friends. I enjoy listening to music and getting out to enjoy the fresh air. I am re-starting horse-riding lessons as this is a passion from my childhood.

Although I don’t have any pets at the moment, I hope one day to own and look after a couple of donkeys..!”

Ask Medvivo: Your Questions Answered...

Thank you to the members of our patient group who submitted a few questions. If you have a question you'd like to ask us, please email groupof50@medvivo.com

How many calls are typically handled by the NHS 111 service per month?

The number of calls handled by the NHS 111 service can vary immensely. During the height of the pandemic, the service regularly received in excess of 25,000 calls per month.

At other less busy times, call volumes could still average around 15,000 calls per month.

How many NHS111 contacts are considered non-emergency?

Approximately an average of 10% of the calls received to NHS 111 are referred to emergency departments, and a further 10% require an ambulance.

As a very rough guide, this equates to an average of 80% of contacts being considered non-emergency, which is the purpose of this specific service.

If a person needs help with an emergency, they should be contacting the 999 service.

What has been the feedback from patients or clinicians regarding the use of video consultation?

Feedback from clinicians has been extremely positive. Dr Leydon, Medvivo's Clinical Lead in Wiltshire, believes *"this (video consultation) works well for minor injuries and superficial conditions, resulting in earlier assessment and clinical decision making, achieving earlier outcomes."*

Dr Ansell is Medvivo's Clinical Lead for Bath and North East Somerset, and Chair of our Sepsis Committee, agrees and adds *"you can pick up on valuable visual clues, making it far more personal and reassuring than a telephone consultation."*

From a patient's perspective, anecdotal feedback has been positive particularly in a few cases where patients have been helped without the need for arranging appointments at minor injury units or face-to-face appointments.

Video consultation provides quicker access to services, minimises potential needs to travel to appointments and reduces stress or social anxieties.

How many COVID at home patients have been cared for, and is there a success rate that can be attributed?

At the beginning of August, 2,020 patients had been referred since the service began in November the previous year.

Of these, 84% had completed their monitoring (fully recovered, admitted to hospital or referred back to own GP), 8% were being monitored on the service, and another 8% had not been accepted (either due to hospital admission, GP referral or the referral criteria was not met).

In terms of a success rate, of the total patients who completed the monitoring service 82% were either discharged from the service and referred back to own GP after 14 days and recovered or the patient self-discharged.

The remaining patients who completed the monitoring period were either admitted to hospital

due to the escalation of symptoms or due to another condition, or were referred back to a GP for further investigation.

Will more face-to-face appointments at GP surgeries be available now restrictions have been lifted?

Each GP surgery has their own process in place for consultations, as was the case prior to the pandemic. For continued patient safety, it is highly likely the process of offering initial triage by telephone will continue, with face-to-face appointments being offered when appropriate.

Do you agree that a video consultation should not be used for medical reviews?

Medvivo runs urgent care services and would not get involved in carrying out medical reviews.

While video consultation can play a beneficial role for routine and urgent care appointments, its use in medical reviews would really be down to individual cases and subject to the policy and practice at individual GP surgeries.

How can I provide feedback about your services or clinicians?

We encourage patients and service users to get in touch whether you have a general query or would like to provide feedback.

Please visit www.medvivo.com/contact-us for more information or complete our feedback survey at: www.surveymonkey.co.uk/r/medvivoservices.

Let's Keep Life Moving

The government is urging everyone to 'keep life moving' this summer.

Coronavirus remains a serious health threat. The vaccination provides some protection, but it is not a guarantee that you will not carry or catch the virus.

Everyone is encouraged to take responsibility for continuing to protect ourselves and others:

FRESH AIR

Try to meet others outdoors where COVID-19 particles are blown

away. If you are meeting indoors, open windows to let fresh air in.

FACE COVERINGS

It is recommended that people wear face coverings in crowded areas such as public transport.

HANDWASHING

Wash your hands with soap and water or use hand sanitiser regularly throughout the day.

TESTING AND SELF-ISOLATION

If you develop COVID-19 symptoms, however mild, you

should get a test and must self-isolate if you test positive or you are told to do so by NHS Test & Trace.

NHS COVID-19 APP

Keep Bluetooth contact tracing enabled in your NHS COVID-19 app and use the app to report symptoms, get a test and check in to venues.

CLOSE CONTACT

Consider limiting close contact with people you do not live with.



Compliments

During the pandemic, our staff and fellow healthcare professionals have worked incredibly hard to ensure care services have continued.

As mentioned earlier, each month we review all the compliments received and present a Recognition Reward for people and/or teams who receive the most impressive feedback.

In addition to our COVID at home team, we have also presented this Reward to our High Intensity User, Response and Urgent Care teams who have all received equally impressive compliments from patients and service users.

Here are a selection of a few of the compliments which makes us incredibly proud of the services we have been able to continue to provide during the most challenging of times:

"I really don't think we appreciate what a great service we have in this area/country

but I just wanted to say I am extremely grateful. Thank you - you are all doing a great job in very challenging times."

- Urgent Care team (NHS 11 and GP Out of Hours)

"I still have health issues but as a result of your help I have not been back to the hospital for a very, very long time and it is all down to your advice and support."

- High Intensity User team

"Our biggest thanks to the carers who I have met over the past 2 days whilst I have been with her (our nan)."

They are amazing and made us feel so loved and supported. I will never forget the kindness you all showed."

- Response team.

"One of the best experiences with a medical professional I have had in a number of years and one that reflects very well on your organisation."

- SUCCESS (in hours) team.

Fundraising

Every year, Medvivo staff nominate local charities who we support during the year with fundraising activities.

This year staff chose charities who help the homeless: Doorway, Julian House, Salisbury Trust for the Homeless and Threshold.

Despite COVID and many of our office-based staff working from home, staff have so far raised £500 with events such as:

- Virtual Valentine's bingo night
- Easter raffle
- 20 mile circuit of Bath sponsored walk
- Office tuck shop

More activities are planned and while we may not hit our usual fundraising amounts, every penny counts for our nominated charities.

