



## Season's Greetings

*Hello and welcome to our latest newsletter.*

I joined Medvivo earlier this year to head up our team of advanced and enhanced clinical practitioners who work in the urgent care service.

It has been an interesting experience to join a company where the majority of staff are either working remotely or from home. That said, wherever I have been working, everyone has been incredibly welcoming. I'm settling in well and getting to know the business, the service and our many colleagues who work across Bath and North East Somerset, Swindon and Wiltshire.

One of my first priorities has been to lead our Flu Campaign to ensure staff have their immunity boosted this winter. Later, you can read more about how to play your part in protecting yourself, friends and loved ones this winter.

In the meantime, on behalf of the Medvivo team we hope you are able to enjoy time with friends and family this festive season and wish you a happy and healthy 2022.



With best wishes.

Anna Neary

**Head of Enhanced Clinical Practitioners**

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## High Intensity User (HIU) Service

As part of a two-year pilot, Medvivo was commissioned in October 2019 to support patients in Swindon and Bath who have complex needs in health, social and mental wellbeing.

A small team of High Intensity User Service Leads support groups of patients who appear on a quarterly report. Due to the frequency of their contacts with emergency departments, these people are flagged to the HIU service for support and follow up.

Up until April 2021, 418 people were flagged to the HIU service, and the team has been working intensely with 28% of these.

Being able to establish relationships with patients is key for the team providing this support. The pandemic was unleashed on the world around the same time as the first group of patients were identified. This presented various additional challenges in building rapport and trust as well as being able to signpost to other services, charities or other voluntary and community organisations.

***"Face-to-face appointments have been less accessible for primary care and mental health services during the pandemic."***

Although a challenge, the HIU Leads spent time on the telephone or using technology to forge relationships and build that trust which would be essential if the support was going to make a positive difference.

As restrictions lifted, the team has been able to expand their support with face-to-face visits and make use of local services as they started to re-open their services.

Many of the people the team worked with during the pandemic were digitally excluded through lack of equipment, internet or skill. Despite this, they were able to engage in support and adjust their management approach to ensure the most appropriate methods of engagement were used.

Following a recent survey of patients who have been involved with this service, **100%** would recommend it to friends and family. Feedback from this survey has been overwhelmingly positive, and demonstrates the enormous impact the Leads and this service is having in these areas.



## Meet the Team

Between them, Victoria, Sasko and Nicky (pictured above, left-right ) have 50+ years experience either working and/or volunteering in health and social care,

**Victoria** enjoyed her voluntary work supporting adults so much she left a career as a chartered buyer of mechanical engineering components, to go into support work. With experience working in day centres, supported living and care homes for older people and adults with additional needs.

Victoria has also supported care providers implement changes in practice improvements or compliance to legislation.

**Sasko** was initially in the ambulance service. Keen to support and understand each patient's personal situation when contacting the emergency services, Sasko felt role was a perfect fit for him.

For Nicky, her 20-year background in social care with a focus on mental health and complex care needs, has been extremely useful in her development in this role.

Seeing how the service can make such a significant difference to people's lives is inspiring, and only serves to make further improvements as to how everyone can access health and social care services.

***"We help people we work with to access the right service and receive appropriate support without putting unnecessary stresses on other services."***

Empowering people to take responsibility for their own health and wellbeing is a vital part of this service. Terminology can be complicated, technical and open to interpretation. Helping our service users to understand this information is the first step to them being able to take that responsibility.

From there, it's a case of working with them to identify the levels of support required, whether from services, voluntary or charitable organisations or some self-care.

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***"You treat us like humans and no-one has done that in so long. I wish my daughter was like you."***

*- Feedback about Victoria*

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***"You are like my dad. You are calm, understanding and take interest in me which often doesn't happen."***

***You give me solutions, hope and make me feel safe."***

*- Feedback about Sasko*

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***"You have helped my mum when she was at her lowest, she now has the support to be able to move on with her life."***

*- Feedback about Nicky*

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## What is the biggest value you provide in this role?

**Victoria:** "To be someone 'independent' who people can talk to about their concerns and worries in a practical, level-headed and calm manner.

The ability to 'walk alongside' the person is hugely important... to attend a class with them, connect them to others and to try to make them see the value in themselves is the best bit."

**Sasko:** "I give people the opportunity to be heard and supported to progress to feel better and improve their lives.

It's about listening, working together and liaising with different parties to move situations forward."

**Nicky:** "To give the people we support the confidence in achieving their goals, however big or small.

Giving people more independence is probably one of the biggest parts of this role for me.

Enabling people to connect with their community and see for themselves that they do have a purpose is really important too."

## What advice would you give to anyone needing support?

**Victoria:** "You can't control what other people do, you can only control how you react to it."

**Sasko:** "To open up, communicate and learn to trust again. Believe in hope, that life will improve and tomorrow will be a better day."

**Nicky:** Take time to know yourself. Knowing who you are allows you to live your life with purpose and meaning."

## Why do you think a programme like this is needed?

**Victoria:** "Services that continue to be stretched or limited with long waiting lists, can worsen a person's mental health.

Our support can help to ease some of that isolation and stress that builds the longer it goes on.

**Sasko:** "Broken families and people being estranged or alone in a community where support may not be as accessible for them."

**Nicky:** "We provide a different type of support that moulds to the person's needs and goals."

# Help the NHS by Playing Your Part This Winter...

As the NHS continues to deal with immense pressures on the health system.



Here are our tips so we can all play our part when it comes to seasonal illnesses and the ongoing fight against COVID-19:

## 1. Get boosted now

Every adult in the country now needs to get a COVID-19 booster vaccine because two doses does not give you enough protection again catching Omicron.

Book or manage your vaccination appointments at [www.nhs.uk/covidvaccination](http://www.nhs.uk/covidvaccination).

Common mild side-effects from having the COVID-19 booster can be managed with rest and taking medicines for fever and pain.

Common mild side-effects after having the COVID-19 booster may include:



You can manage these side effects with rest and taking medicines for fever and pain, if needed.

## 2. Boost your immunity with the flu vaccine

Due to colder weather which favours transmission, experts have warned there could be a significant flu surge this winter coinciding with continuing or rising COVID-19 cases.

Visit [www.nhs.uk/flujab](http://www.nhs.uk/flujab).

## 3. Use the NHS website

The NHS website has expert clinical advice on the symptoms and treatment for hundreds of common illnesses.

There is also information about

how your medicine works, how and when to take it, possible side effects and answers to common questions. Visit [www.nhs.uk](http://www.nhs.uk)

## 4. Ask a pharmacist

Your local Pharmacist is a trained medicine expert who can dispense and advise you on the safe use of prescriptions, repeat prescriptions and over-the-counter medicines.

Many pharmacies are open until late and at weekends. For Christmas and New Year Pharmacy opening times, visit: <https://bswccg.nhs.uk/your-health/hospital-care/pharmacies>

## 5. Think 111 Online first

If you need medical help for urgent but not life-threatening condition, the NHS111 online service has a detailed symptom checker and can direct you to appropriate nearby healthcare options. Visit: <http://111.nhs.uk>

## 6. Keep a well-stocked cabinet

Be prepared for common illnesses and injuries. Stock medicine cabinets with key items throughout the year. Download this [guide](#) from the Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group.

Is your medicine cabinet stocked up?



And keep a well-prepared first aid kit to treat minor cuts, sprains and bruises.

## 8. Download the Handi app

This app has been developed by paediatric consultants and provides access to home care plans, as well as GP and hospital clinical guidelines, for the most common childhood health care conditions: available for [Apple](#) and [Android devices](#).

## 8. Order repeat prescriptions early and online

There are several apps and websites to order these online and collect from a pharmacy of your choice (or have them delivered to your home). Visit: [How to order repeat prescriptions online](#).

## 9. Look after your mental wellbeing

Take time to look after your mind as well as your body. A range of resources is available from [www.nhs.uk/mental-health/](http://www.nhs.uk/mental-health/)

Other useful numbers include:

- Samaritans 116 122
- CALM for men: 0800 58 58 58
- Childline (if you're under 19): 0800 1111
- Silver Line (for older people): 0800 4 70 80 90

## 10. Stay safe

Above all else, the easiest way to play your part in keeping you and your loved ones safe is to follow the latest [government guidance](#).

# 2021: A Year in Review

Here are a few of the highlights from the past 12-months.

- **January:** COVID-19 vaccination programme commenced.  
Staff chose to support local homeless charities with fundraising activities.
- **March:** CEO Liz Rugg features in HealthHero's pledge to *#ChooseToChallenge* for International Women's Day.  
Jan Jennings welcomed as Practice Development Officer, becoming (interim) Associate Director of Clinical Services in August 2021.  
Rapid Response pilot trialled in Warminster and Westbury.  
20-mile circuit of Bath walk completed by the fundraising team for Julian House.
- **April:** Remote monitoring with the COVID Oximetry @home service extends to include virtual wards enabling patients in hospital with COVID-related illness to return home safely as soon as possible.  
New [BSW Partnership](#) launched that brings together a partnership of NHS organisations, health providers and local authorities working together to improve health and wellbeing for local people in

Bath and North East Somerset, Wiltshire and Swindon.

- **May:** New managed quarantine service launched in Swindon.
- **June:** Student paramedics welcomed for a two-week placement to learn more about the IUC service.
- **July:** Appointment of Anna Neary as Head of Advanced and Enhanced Clinical Practitioners to lead the growing team of Advanced Clinical Practitioners, Nurse Practitioners and Pharmacists.  
Company intranet wins two highly commended awards at the Interact Global Excellence Awards for best stakeholder and best offline worker strategy.



- **August:** Funding agreed to develop an immersive training tool to support ongoing staff development.
- **October:** Wellbeing service

launched to support health and care workers in the BSW.

Telecare Response Team completes a full inspection of the service by the TEC Services Association (TSA).

To continue to promote good hand hygiene, a quiz and observational handwashing audit were launched.

- **November:** Flu campaign launched for staff to get their annual jab.  
Clinical Curiosity (virtual) Workshop held with students of Advanced Clinical Practice as part of the national Advancing Practice Week.  
Staff support an Urgent Shoe Box Appeal to support local families from Afghanistan.  
New GP recruitment campaign launched in conjunction with owners, HealthHero.  
Quiz held for Antibiotic Awareness week.
- **December:** Congratulations to Deb, Jan and Anna who received awards for the best demonstration of the Group company values.  
Fundraising total for the year reached **£1,500**, split between Threshold, Julian House, Doorway and Salisbury Trust for the Homeless. Well done!

## Extra Special STAR Awards

During the year, colleagues give Special Thanks And Recognition to members of staff who go well and truly beyond the call of duty.

During the year, two members of staff in particular have been singled out by external parties for helping out in exceptional circumstances. We would very much like to share this with you....



Vicki was commended in April for selflessly supporting at the scene of a crash while off duty. The South West Ambulance Service singled Vicky out for her calm approach giving CPR in this daunting crisis..



In November, Stacie was faced with a frightening life-threatening and situation. The care provided was inspirational. We are incredibly proud of our teams and want to make sure amazing work like this is appropriately recognised.