



Season's Greetings...

As this challenging year comes to an end, we want to take a moment to reflect on everything we have faced. We think of those we have lost this year, and the many frontline staff and key workers who have worked so incredibly hard to keep health and other essential services running.

Even though we faced our own challenges, we have continued to work with local partners and stakeholders to provide safe and accessible services to those who need it. In this issue, we share details of a new national initiative called Think 111 First and two new services which are helping to improve access to urgent care services.

We have an outstanding reputation for patient-centred care; we are so proud of the team here who have been so dedicated in continuing to provide the highest quality of care across our range of services. Thank you to everyone involved.



Best wishes for the festive season and a new year that is filled with happiness and hope.

Michelle Reader, **Chief Operating Officer**

Better patient care with GoodSAM

Since the pandemic, healthcare systems have had to look at alternative ways of providing access to healthcare services.

Being able to access a video consultation service helps to reduce patient flow and limits the risk of spreading infections for both staff and patients.

During the summer, a team of Medvivo clinicians worked with GoodSAM, who provide a video consultation service platform, to evaluate the benefits of embedding video consultation within our integrated urgent care services. Working closely with Professor

Mark Wilson, Consultant Neurosurgeon, Air Ambulance Doctor and Co-Founder of GoodSAM, it soon became apparent that there were a great number of benefits for both the patient and the clinical teams.

Medvivo's Clinical Lead for Bath and North East Somerset, Dr Steph Ansell, found the service ***“very safe to use and helped to pick up on valuable visual clues during a consultation, making it far more personal and reassuring than a telephone consultation.”***

A 20-year old patient in Wiltshire reported that ***“it was easy to set up, just clicked on a link and I could hear see the clinician well. It didn't feel any different than a normal face to face appointment and I recommend this service to my friends and family.”***

Being able to see patients before booking an appointment means

In this issue:

- Video Consultation Service
- Meet the Medical Director
- COVID Oximetry at Home Remote Monitoring Service
- Think 111 First
- Wellbeing Tips for Winter
- Recognition Awards

sometimes alternative options may be more suitable, meaning that unnecessary travel and any stress or social anxiety can be avoided. Patients therefore get quicker access to services, which results in earlier assessment and clinical decision-making and treatment.

As a result of the trial, the video consultation service was rolled out across all urgent care clinical teams in August. Although still a new process, it continues to be well-received by patients and its use is encouraged by all person-facing teams, including High Intensity User and Response Services.

If you have used this service, your feedback is welcomed. Please use the online feedback survey <https://www.surveymonkey.co.uk/r/medvivoservices>, email talktous@medvivo.com or call 0800 6444200 and ask to speak to a member of the Quality Team.





Meet Dr Sue Lavelle...

It has been just over a year since I took on the role of Medical Director at Medvivo. Having made it through the challenges of Christmas Out of Hours 2019, little did I know what the rest of this year had in store for me...

I have worked Out Of Hours alongside my day job since I qualified as a GP in 2002, returning to my home town of Swindon in 1998 from Leeds Medical School, to complete my training at Princess Margaret Hospital (pre-GWH) and then became a partner at Merchiston Surgery.

Subsequently I moved to Bath and a new job at Jubilee Field Surgery in North Wiltshire in 2008, and hence to OOH with Medvivo.

A few years ago I took on the newly-developed Clinical

Navigator role, along with some of my esteemed colleagues, and it has been a pleasure to see how that role has now become an integral part of the Clinical Hub, providing clinical oversight of the service and support for clinical and non-clinical colleagues alike.

I became the Medvivo Clinical Lead for Swindon in May 2019, which gave me the opportunity to work more closely with the Swindon team in the SUCCESS clinics. The SUCCESS service has provided daytime support to the GPs of Swindon for a number of years and has now evolved into providing the Hot Clinics and Hot Home Visiting service for the whole of the town during the COVID pandemic. Despite the immense challenges of this year I think we can all be proud of the service we have provided across BaNES, Swindon and Wiltshire. At a time when patients have been struggling to access health care due to logistical difficulties and

reduced availability of appointments, we have coped with the increased demands on our service and diversified further to meet some of those additional challenges..

More recently we have been commissioned to provide the COVID Oximetry at Home service. This is a really important service for patients with confirmed or likely COVID. We have already had very positive feedback from patients who are extremely grateful for this service and very reassured to have someone monitoring their condition at a time when they can often feel quite isolated and anxious.

It could not have been a more challenging time to start my new job but I hope that I will be able to develop further in this role in less demanding times soon.

Best wishes to you all for the festive season and the New Year.
Sue

COVID-19 Oximetry at Home

Since the start of the coronavirus pandemic, NHS England has advised that medical intervention is necessary if oxygen saturation levels begin to fall¹.

During the first wave of the pandemic, some patients developed "silent hypoxia" where oxygen levels fall but there are no obvious symptoms such as shortness of breath or feeling very unwell.

The British Medical Journal reports fairly strong evidence that "if oxygen saturation fell to 94% or 93% the mortality risk increased to around 13%, and if it fell below that

level the risk would increase to about 28%."

NHS England has provided pulse oximeters for a scheme whereby patients can monitor their saturation levels at home to spot any deterioration.

Working with Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group (BSW CCG), Medvivo is now providing a COVID Oximetry @ home (CO@h) service, initially in Swindon.

Patients who are referred to this service receive a pulse oximeter to monitor blood oxygen readings. Working with the CO@h team, the patient's condition is then monitored each day by submitting readings over the telephone, text or by email.

The monitoring continues until symptoms have improved and the CO@h team is happy they are well enough to stop.

Patient must remain at home during this period and follow the latest advice for the following ten

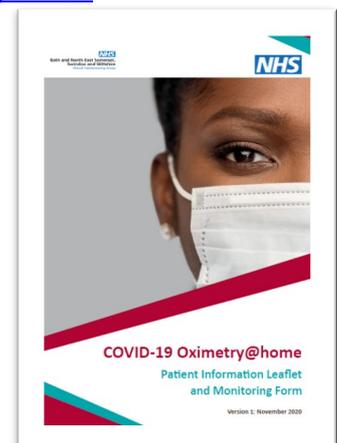
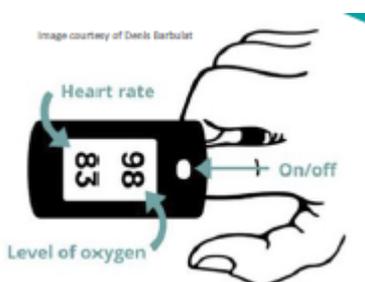
days or until the symptoms have gone.

Patients are encouraged to pay special attention to hand washing regularly and wear a face mask or covering when around others, even in their own home.

The service is in its early days and several patients have already been referred for monitoring.

It is a privilege to be able to provide this support in the local community and use remote monitoring to better support local communities.

¹ <https://www.bmj.com/content/371/bmj.m4151>



Think 111 First: before you visit an emergency department

The NHS is changing how people access urgent and emergency care across the country; making it easier and safer for patients to get the right treatment at the right time.

Contact NHS 111 First

From 1 December 2020 if you have an urgent but not life-threatening health problem and think you need to go to an emergency department, you should contact NHS 111 first. This can be done either online by visiting 111.nhs.uk or by phone 24 hours a day, 365 days a year, and the service is free to use (including from all mobiles).

An experienced health advisor will talk to you to find out more about your health problem and get you to see the right local service. This could be your GP, a pharmacy, a local minor injuries unit or an urgent treatment centre.

If it looks like you need to go to the emergency department, you will speak to a senior medical professional who will be able to arrange a timed arrival slot for you at the emergency department if necessary.

If you need urgent emergency care, an ambulance will be sent immediately.

Calling 111 first will mean:

- Where needed, more patients will speak with a senior medical professional earlier and get the right treatment first time.
- If someone needs an urgent face-to-face assessment or treatment, this can be arranged without delay - leading to shorter waiting times for all patients
- By advising people where and when to go, queues in emergency department

waiting rooms can be better controlled, and lower the risk of catching or spreading COVID-19

Frequently Asked Questions

Can you give an example of an emergency and non-emergency?*

Emergencies include:

- loss of consciousness
- acute confused state and fits that are not stopping
- chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds
- stroke

If you think you are experiencing any of these it is vital you go straight to your emergency department or call 999.

Non-emergency examples would be earache or knee pain. While these may be uncomfortable you are unlikely to be in any danger and could be treated more appropriately somewhere other than an emergency department.

For these types of issues contact your GP, visit 111.nhs.uk or call NHS 111.

What is a timed arrival slot?

If you need to go to a minor injuries unit, urgent treatment centre or emergency department, NHS 111 can arrange a timed arrival slot for you. They will give you a time to arrive and you can stay at home until then.

People who need care most urgently will be seen first so you may still have to wait.



NHS

111

JUST THINK 111 FIRST

When you think they need A&E, contact NHS 111 by phone or online.

111 help us help you

Q 111

What if I turn up without a timed arrival slot?

If people go to an emergency department without having called NHS 111 first, they will still be seen. No one will be turned away.

Patients needing emergency treatment will be prioritised and those whose conditions are not as urgent may need to wait or will be directed to another service for treatment.

What if my condition changes while I'm waiting at home?

This depends on the change in your condition - if you become seriously ill, call an ambulance, otherwise call NHS 111 again to talk about what you are feeling.

More frequently asked questions are available at:

www.medvivo.com/think111faqs

* Source: Royal College of Emergency Medicine



NHS

111

If you need urgent medical help, but you are not in a life-threatening emergency, contact 111 first to get help quickly and safely.

Call 111 or visit www.111.nhs.uk to get help online.

Wellbeing Tips for Winter

With the coronavirus pandemic still very much in our midst, it is more important than ever to do all we can to stay safe and well this winter.

Here are a few tips and reminders about winter wellness.

1. Get the flu jab

Because flu can lead to serious complications, the flu jab is free to certain age groups, or if you have long term health conditions. Despite the initial availability issues, GP surgeries and pharmacies are now offering vaccinations more widely.

2. Eat healthily

A healthy diet with plenty of fresh fruit and vegetables will boost your mood and give you more energy. Spending more time indoors can affect your motivation, so try to

keep to a bit of a routine and keep yourself well-nourished.

3. Keep active

Many of us are spending more time at home this year which can make it harder to keep active.

Exercise is important to help with physical and mental wellbeing.

Whether you access some online exercise classes or you get outside for a brisk walk, people of all ages should try to limit the time spent sitting during the day.

4. Stay in touch

Cold weather can naturally cause some people to turn inwards and be more isolated.

Even if you can't meet in person, make time each day to catch up with friends and family - COVID-19 has encouraged greater use of

digital technologies to enable us to keep in touch more easily.

There are also groups available who can help anyone who may be missing out on contact with other people. The Charity Mind, has a list of useful contacts <https://www.mind.org.uk/information-support/tips-for-everyday-living/loneliness/useful-contacts/>

5. Practice good hand hygiene

Washing your hands is one of the simplest ways to protect yourself and others from germs.

Remember, you should always wash your hands:

- After visits to the toilet
- Preparing or eating food
- After blowing your nose, sneezing or coughing

Recognition Awards

Medvivo's Risk Committee is made up of Clinical Leads, Service Leads and members of the Quality and Information Governance Teams.

The Committee meets on a weekly basis to review and discuss all reported incidents including compliments received from patients and service users. In September 2019, the Committee launched a Recognition Reward initiative to celebrate and recognise people and/or teams who had received a truly impressive compliment from a service user or their family.



Due to COVID and so many Committee members being redistributed to work in other areas, the format of these meetings changed and the awards were temporarily put on hold.

Over the past few months, a little normality has returned. Whilst the committee has still been meeting, the Risk Recognition Rewards have now started to be presented again, albeit virtually.

Congratulations to those teams who have received the following heart-warming compliments. It makes us feel so proud; and thank you to everyone who takes the time to provide this feedback:

"Your responders were absolutely brilliant and you have a fantastic company. Even the cat that is normally shy gets on with them." - Response Team

"Please pass on my gratitude to the Advanced Practitioner who supported the Hospice @ Home

carer with the family of a deceased patient... she made sure she was well supported and safe to leave the house and get into her car." - Clinical Team

"All the GPs, Responders and advice he had been given was superb." - Urgent Care Team

"Before I met you I had no life, now I have a purpose and a way forward, a new start and a home that I won't be scared to live in. I mean something now. Thank you." - High Intensity User Team



Service Lead Lynn Cook and Deputy Service Lead Sam Moulder, photographed receiving their award pre-COVID times.