



# Annual Report 2021/22



[nimbuscare.co.uk](https://nimbuscare.co.uk)

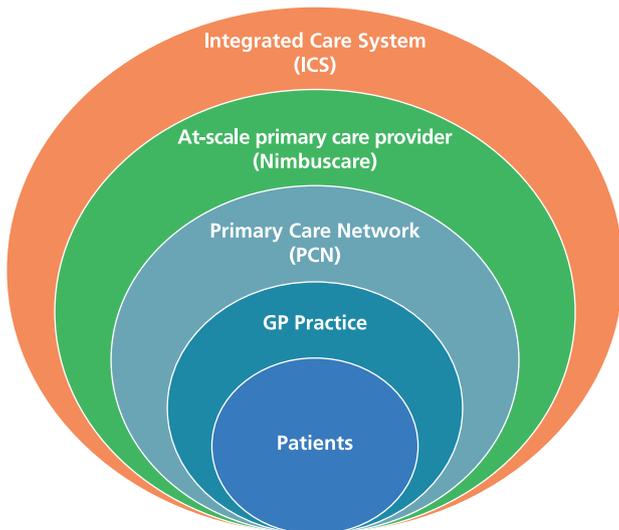
# Nimbuscare – Who Are We?

We are one of the largest 'at scale' providers of primary care in the North of England, caring for more than 250,000 people.

Our membership includes 11 GP practices who are all passionate about delivering high quality local care for local people.

We work collaboratively across the York area, delivering new, innovative and sustainable health care services. Building on the strengths of our individual member practices, we can also share the workload and meet the increasing challenges we face. This approach allows us to share resources, expertise and services; work as one single entity to tender for services; and improve the way that services delivered by different GP practices and providers integrate.

As leaders in local care, our goal is to work together across the health and care system to improve the health, wellbeing and experience of the people we serve.



**Integrated care system** alliance of commissioners and providers across health and social care; population based and outcomes focussed within a shared budget - primary care must be a voice that is heard at this table and we can enable and support this.

**At-scale primary care** provider delivering efficiencies of scale and leadership support; providing a voice for integration across boundaries of care; providing borough-wide services where it is agreed by all partners to do so.

**The primary care network** geographically contiguous teams of practices caring for 30,000 - 50,000 people or larger where it makes sense to do so; delivery of data-driven integrated multidisciplinary team based services.

**The practice continues** to be the foundation of all care in the community, by providing core services, which are resilient and sustainable; and the coordination, planning and delivery of comprehensive, personalised, accessible care.

**The person** supported by families and local communities; enabled and empowered to access care in a way which works for them, based on 'what matters' to them.

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# Foreword:

As I reflect on the last year, my prevailing emotion is one of pride. The way that General Practice has cared for the population in the last year has been nothing short of phenomenal and it is painful to see this is not a universally shared view. From a Nimbuscare perspective, it has been so pleasing to see our practices and our people work together to deliver Covid 19 vaccinations to our population, and more widely due to our role as a National Vaccination Centre. Our whole team has been incredible – administrative teams, managers, clinicians, volunteers, practices; everyone!

It has been a joy to see what's been achieved. To give more than 600,000 vaccinations in a calendar year is quite remarkable and something that could not have been done without our rather special working relationships.

Of course, our activity has not been confined to vaccinations, we do so much more. We have delivered the Covid Recovery Hub and also cared for asylum seekers in our city during the pandemic. We've continued to deliver subcontracted enhanced services, but have also supported local urgent care services and, working with our Primary Care Networks, delivered services under the winter access fund, which was created by the NHS to bolster GP capacity during the challenging winter months. The theme of supporting our practices has been utmost in our minds. Emerging data shows that our practices have delivered more appointments than were delivered pre-pandemic consistently throughout 2021/22 and have kept going, despite claims to the contrary.

None of this happens without a fantastic team, and the team at Nimbuscare has grown consistently over the last year. They have worked so well in difficult circumstances and done a phenomenal job. The team at York Vaccination Centre have done so well juggling the local and national service, as well as pop-up clinics and supporting the school immunisation service in a way that no-one else locally could have done.

Our team in the office have adapted to new services as they have come on line, showing amazing versatility and commitment to the cause. They've worked long hours and managed both high volume and complexity; I am so proud of everyone. It has been an honour to work with our director team – their dedication, commitment, leadership and support have been first class and it feels like we are poised to move forward in a really positive way. All of this has been achieved under the stewardship of our Chief Executive, Maddy Ruff. She has been with the organisation for 18 months now; setting high standards and using her experience in the NHS to build and support teams to deliver quality care aligned to our values.



Nimbuscare is building a reputation for quality, and for delivering that in a collaborative way. Strong relationships within General Practice are not always easy to achieve but it feels like we are doing that and, furthermore, that feels really important as we move into a new era of healthcare delivery, with Integrated Care Systems. Not only do we have good inter-practice relationships, we have also worked well with other stakeholders. We are firmly embedded in the York Health and Social Care Place Based Board and working closely with the Acute Trust, City of York Council, Tees, Esk and Wear Valleys NHS Foundation Trust (TEWW), York Centre for Voluntary Services and St Leonard's Hospice. The co-design and co-delivery of services, such as our Babies and Children's Clinic has been a real example of how things could develop in the future. This collaborative mindset is going to be so important and it feels like we are setting the example in York.



The development of our Community Care Centres also feels like a step in the right direction. We have developed our Askham Bar site, replacing our tent with a modular building. This is now delivering services that are supporting the city's recovery from Covid. We have primary care services operating there as well as acute sector services, which really does feel progressive. We're excited that Acomb Garth Community Care Centre is opening in June 2022. The concept of embedding services in the heart of our communities, taking pressure off current providers in all sectors is something that we intend to build on. Shifting transactional General Practice and hopefully enabling practices to focus on relational continuity is a philosophy that we want to explore further. We're not stopping here and are looking to develop further community care centres across our area, with a number of potential sites currently being explored.

As we move into a new financial year, the NHS is changing around us. Nimbuscare is well placed to contribute to and influence change locally. Our people are contributing to local, regional and national organisations, we are presenting our work in order to share our learning with others and we are committed to supporting General Practice but also the system. We are bringing to life our desire to deliver locally, support regionally and influence nationally.

**Professor Mike Holmes**  
**Chair Nimbuscare**

*Mike*

# It has been another very exciting year for **Nimbuscare**.

We continue to be one of the largest and most successful Covid vaccine providers in the country, delivering more than 600,000 vaccinations to date. We said a sad goodbye to the white marquee that we kindly referred to as our 'tent of hope', but this was replaced by a new purpose-built, clinical building.

Our strategy this year was to focus on growing the range of community and primary care services that we provide for local people. You will see from this report, we have made really good progress. A few examples include delivering NHS Health Checks, Urgent Care services, a new Babies and Children's Clinic and our work to support patients with Covid and those experiencing the long-term effects of the virus. Many of these new services have been developed in partnership with other care provider partners, the local authority, the voluntary sector and local commissioners. We've been able to create innovative new ways of working to improve patient care and further develop collaboration in our local health community.

Originally a vaccination centre on a disused car park, our Askham Bar site has developed into our first Community Care Centre, offering a range of primary and community care services. We're set to open our second centre at Acomb Garth at the end of June.

We strive to be an employer of choice, putting our workforce at the heart of our organisation. As Nimbuscare has grown, so has our team of talented, enthusiastic, caring individuals, who have been instrumental in enabling us to grow as a business and secure such a strong reputation for delivering high quality, innovative services to local people. We're enormously grateful to our dedicated team of volunteers, who continue to support us to deliver services at our Askham Bar site.

As a not-for-profit organisation, any surplus that we make is reinvested back into our member GP practices or into new services to benefit our local communities. You will see from this report the wide variety of ways that our 11 member GP practices have invested this money on everything from Information Technology and additional staffing to supporting staff wellbeing and improvements to their buildings and facilities.

This year, I was really proud to launch the Nimbuscare Community Fund, our new charitable arm. We'll agree a new a theme or focus each year, but for 2021/22 it was mental health and emotional wellbeing. We received grant applications from a wide range of community, charitable and voluntary organisations.

I feel very privileged to work with such a great team of directors, although we were sad to say goodbye to Berni Judge, who left the Board earlier this year. Berni was instrumental in helping us develop robust governance arrangements and financial controls.



Looking to the future, Nimbuscare is in a great position, thanks to the strong foundations that we've built, and I'm very much looking forward to seeing our exciting plans come to fruition over the next year.

**Maddy Ruff, Chief Executive.**

*Maddy*





# OUR VALUES

At the heart of how we operate. Representing local healthcare, we deliver care for local people. Our values stem from this.



Open,  
honest and  
kind with  
everyone

Collaborative  
& connected  
with our  
community

Accountable  
& accessible  
to our  
partners

Otstanding,  
courageous  
& agile in  
our work

Champions  
of innovation  
& excellence

Always there  
to protect,  
respect &  
care for patients

# Introducing our Board...

**Our Board work together to deliver our corporate objectives and priorities. Their roles and responsibilities are as follows:**

External Affairs and Strategy - Chair, Professor **Mike Holmes**, and Chief Executive Officer, **Maddy Ruff**.

Mike and Maddy lead the Board in developing our team and implementing our Organisational Development Strategy, whilst also raising Nimbuscare's profile. This requires them to build relationships with stakeholders at a local, regional, national and international level; understand and engage with the local, regional and national political landscape; set our strategic direction; lead engagement with the media; lead engagement and relationships with our member GP practices; and manage our charitable arm, the Nimbuscare Community Fund.

Maddy's additional responsibilities include leading on the development and implementation of our strategy; setting strategic goals and agreeing priorities with the Board; leading on the development of our annual business plan; maintaining an awareness of the wider NHS landscape, business opportunities and threats; and assessing risks to the company and ensuring they are monitored and mitigated.

Mike is also a GP Partner at the Haxby Group GP Practice, Chair of the Trustee Board at the Royal College of General Practitioners, and an Honorary Professor at the University of York.



## **Director of Commercial and Business Development – Zulf Ali**

Zulf works with Mike, Maddy and our partners and stakeholders to achieve our strategic objectives, ensuring that Nimbuscare is able to seize any suitable local, regional, and national opportunities. This requires him to get involved in contract negotiations and financial management; business planning and planning our future work stream. Zulf is also the Chief Executive Officer at York Medical Group Practice.



## **Medical Director and Director of Clinical Service Delivery - Dr Daniel Kimberling**

Daniel's main responsibility is to support the operational running of Nimbuscare's contracts. His responsibilities include service design and implementation; ensuring that we adhere to contracts; managing work streams and having an overview of our team's work. Daniel is also a GP Partner at the Haxby Group GP Practice.



**Director of Internal and Corporate Affairs - *Dr David Hartley***

David's leads on best practice and innovation, and also Chairs our Human Resources and Finance Committee and our Audit subcommittee. His responsibilities include internal staffing structures and human resources; our policies and protocols; employee and patient wellbeing; governance, including complaints, quality, information governance and audits; finance; training and education; and company risk. David is also a GP Partner at the Jorvik Gillygate Practice.



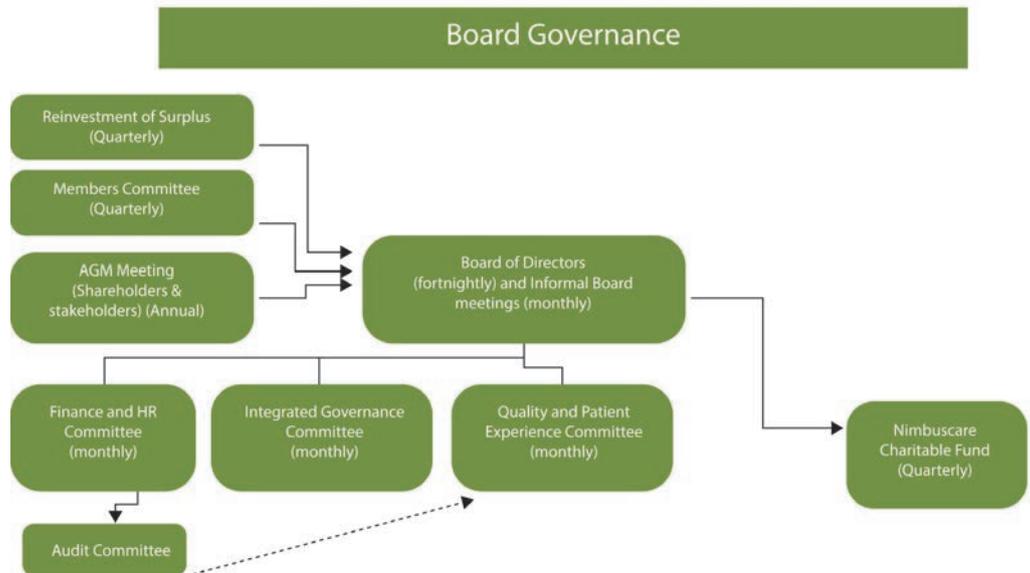
**Director of Clinical Performance and Assurance - *Michelle Phillips***

Michelle's main role is to provide leadership, ensure that we provide high quality care and offer strong clinical governance, as well as promoting the work of our Nursing and Allied Health Professionals (AHPs). Michelle is Chair of our Quality and Patient Experience Committee. She is also our registered manager for the Care Quality Commission, and her responsibilities include clinical quality and performance, contractual assurance, clinical staff support and clinical governance. Michelle is also a Clinical Manager at the York Medical Group Practice.

# Governance

We're proud to have a number of established committees that will help to support us as Nimbuscare continues to grow and evolve. Our committees oversee and ensure continuous improvement in the quality of services and outcomes in relation to the safety and effectiveness of services, and the quality of the experience undergone by patients.

# Committee Structures



# Our people

**We're very proud of our people, who are key to Nimbuscare's continuing growth and success.**

We strive to be an employer of choice by putting our workforce at the very heart of the organisation. We believe that the mental health and emotional wellbeing of our people is integral to our success as an organisation, and we're committed to encouraging colleagues to grow and develop their careers, providing them with individual training plans and working with them to identify their personal development needs. We believe that investing in our workforce enhances our performance and the delivery of quality patient care, and we place great importance upon employee engagement to help build a positive, open and inclusive culture, where people feel listened to and valued.

We do this by gathering our employees' feedback through our regular staff surveys; offering a wide range of training and development opportunities, including our regular 'Lunch and Learn' sessions, team building days and the chance to take part in training courses. During the last year alone, this has included offering courses run by the Institute of Leadership and Management (ILM) to our leaders of the future and Continuing Professional Development (CPD) courses to our clinical leads, as well as a variety of training opportunities for our entire workforce, including Mental Health First Aid, Nurturing a Mindful Organisation training and the chance to attend our inspiring International Women's Day event.

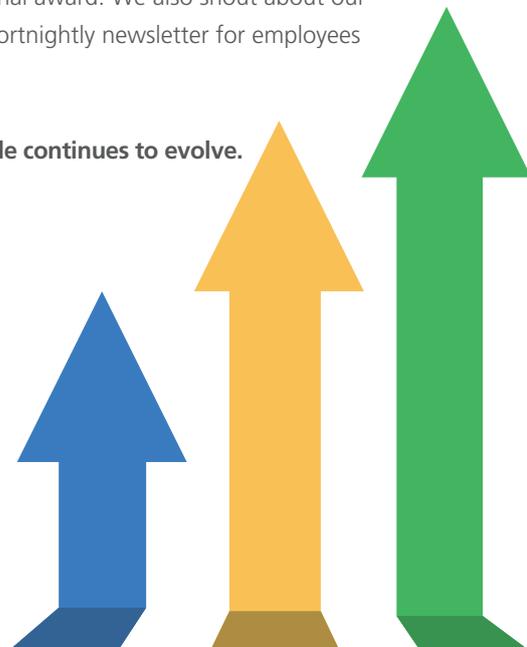
We celebrate our team's successes and achievements by entering local, regional and national award schemes.

Last year we attended the York Community Pride Awards, where one of our employees and one of our volunteers each won an award, and the Health Service Journal Awards, where our entire team was shortlisted for a top national award. We also shout about our team's achievements and hard work through our communication channels, which include a fortnightly newsletter for employees and stakeholders.

**During 2021-22, our team has continued to grow as the range of services that we provide continues to evolve.**

**By March 2022, we were employing:**

- Health Care Assistants - 11 (33 including our practices)
- Vaccinators - 138 (210 including our practices)
- Administrative staff - 46 (149 including our practices)



## We're proud to:

- ✓ Be a Living Wage Employer.
- ✓ Offer NHS Pensions to attract talent and experience into the organisation.
- ✓ Have introduced, and regularly review, performance policy to ensure that the highest standards of service are delivered.
- ✓ Have updated our Human Resources templates and management guidance.
- ✓ Be an organisation that encourages development, from internal promotions to role development.
- ✓ Live our vision and values, in a way that resonates with our employees and stakeholders.
- ✓ Offer training and development to our Board, including a full review of their roles and responsibilities.
- ✓ Have developed governance and assurance mechanisms to support safe Human Resources practices and processes.
- ✓ Celebrate diversity and inclusion, and promote the mental health and emotional wellbeing of our employees.
- ✓ Offer opportunities for continuous improvement and service development; Nimbuscare is a learning organisation.
- ✓ Have developed a Human Resources team to support our workforce.
- ✓ Offer flexible working.
- ✓ Work in partnership with other organisations across the health and social care system.

## Our volunteers

Throughout the Covid-19 pandemic, our bank of more than 600 volunteers played a huge part in the successful delivery of the mass vaccination programme. Our volunteers range in age from 16 to 86 and come from all walks of life. They help us with everything from administrative tasks to marshalling patients around our Askham Bar Community Care Centre. They have given up more than 40,000 hours of their own time to support the vaccination programme.

During the winter of 2021, as concerns grew over the emergence of new variants of Covid-19, booster doses were offered to everyone over the age of 18 and it was essential that they were delivered as quickly as possible. More than 200 volunteers offered their support once again and, from early December, we were proud to work side-by-side with other local organisations, including St John Ambulance, North Yorkshire Fire and Rescue Service and the Armed Forces. We're very grateful for our volunteers; we celebrate their achievements and thank them for their hard work with regular events, such as our festive carol singing evening, where they were treated to a buffet and entertainment. We also share their stories through our communication channels, including our regular newsletters and our social media posts. It was especially pleasing to see them receive the People's Choice Award at the YorkMix Hero Awards 2021, recognising their efforts during the pandemic.

Our volunteers are a credit to the community and have worked tirelessly to help get York back onto its feet after the pandemic.

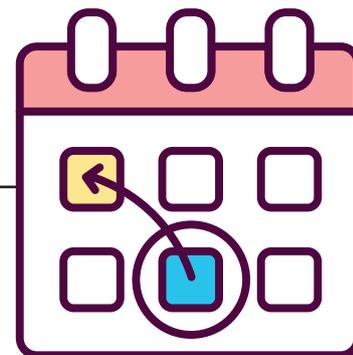


# Work experience opportunities

We've been working hard to develop our work experience programme, providing placements to more than 40 students from local schools and colleges who are interested in pursuing a career in healthcare. We continue to work closely with local schools to raise awareness of the exciting career opportunities available in the healthcare sector.



## Our services and contracts - An overview:



Commenced Date	Service	Status
December 2020	Covid-19 vaccinations National & Local	Ongoing
25 September 2021	Flu vaccinations	Ceased 31 March 2022
31 October 2021	Health Checks	Ongoing
4 October 2021	Babies and Children's Clinic	Ongoing (undergoing service review)
1 October 2021	Serious Mental Illness (SMI) Health Checks	Ongoing
Ongoing Contract	Long-Acting Reversible Contraception (LARC)	Ongoing
1 November 2021	Urgent Care (York UTC)	Ceased 31 March 2022
Ongoing Contract	Improving Access	Ongoing
12 January 2022	Peppermill Court	Ceased 6 May 2022
1 May 2020	Covid Recovery Hub	Ongoing
Ongoing Contract	Operational Pressures Escalation Levels (OPEL) 2.5 / 3 / 4	Ongoing
9 March 2022	Spirometry	Ongoing

# Services at the **Askham Bar Community Care Centre**

## • Covid-19 Vaccinations (local and national)

Nimbuscare continued to provide extensive Covid-19 vaccine provision in 2021/22. This period saw the vaccination programme spread beyond the boundaries of the Askham Bar site and out into the community as we provided support across York as part of a pre-Christmas booster drive, visited 50 secondary schools across North Yorkshire and co-ordinated visits for housebound patients in the Harrogate and York areas.

During the summer and autumn of 2021, the focus was on maximising vaccine take up through pop-up vaccination clinics at locations across the city and through outreach work, which enabled us to visit the communities with the greatest need. This helped to drive up vaccination rates across York to some of the highest levels in the UK and helped us to consolidate our strong relationships with key partners and stakeholders across the city, including City of York Council, York's two universities, the Vale of York Clinical Commissioning Group and the Humber, Coast and Vale Integrated Care System.

As the vaccination programme expanded down through the age groups, the need to support the school immunisation programme and meet the target of offering every 12 to 15-year old a vaccination in school became the priority. At an early stage Nimbuscare offered to provide this service across the York area but, as with many aspects of the programme, the go-ahead for this came with little notice. Despite this, our teams pulled together, visiting more 20 secondary schools in a two-week period and administering more than 3000 vaccinations. We covered schools as far afield as Pickering and Pateley Bridge in North Yorkshire, in addition to those in York.

Christmas 2021/22 saw vaccination activity peak across York, with almost 10,000 vaccinations administered in a single day. This was achieved in partnership with Citywide Health, York's largest independent pharmacy group, and resulted in more than 65,000 vaccinations being given in the two weeks leading up to Christmas Day 2021. This was all made possible by the fast and generous action of our member practices, who stepped up and provided essential staffing. Clinical and administrative staff from different practices all worked together effectively to get the job done.

The service has continued to diversify into other areas, with the introduction of an overseas validation service providing access to NHS vaccine passports for those who received a dose abroad. This has been well received, particularly at the University of York, where a large number of international students have benefited from the service.



The spring 2022 booster programme and the offer of vaccinations for healthy 5 to 11-year-olds has offered us a fantastic opportunity to apply what we've learnt during the last 18 months, and is now presenting opportunities for us to expand beyond York and into North Yorkshire. Our programme of visits for people who are housebound is now offered to patients of three Primary Care Networks in Harrogate, as well as patients of our 11 members GP Practices here in York, ensuring that one of the most vulnerable cohorts gets the vital protection needed.

Looking to the future, we will be providing what's known as our 'evergreen' offer to ensure that vaccinations are still accessible to those who have not yet come forwards and ensuring that we have the capacity to deal with any new variants of concern. This places Nimbuscare and York in a strong position to deliver the anticipated autumn booster campaign, minimising the impact on primary care providers as we start to see pressures upon them build once more during the winter months.

Strategically, this work fits well with future plans for the Askham Bar Community Care Centre, which has seen its remit and role expand rapidly in the last four months. We are now hosting clinics focusing on clearing waiting lists for not just primary care, but also community teams and York and Scarborough Teaching Hospitals NHS Foundation Trust. This fantastic work is covered in greater depth throughout this report and demonstrates that we can carry this team working approach far beyond the vaccination programme to deliver improved patient outcomes.

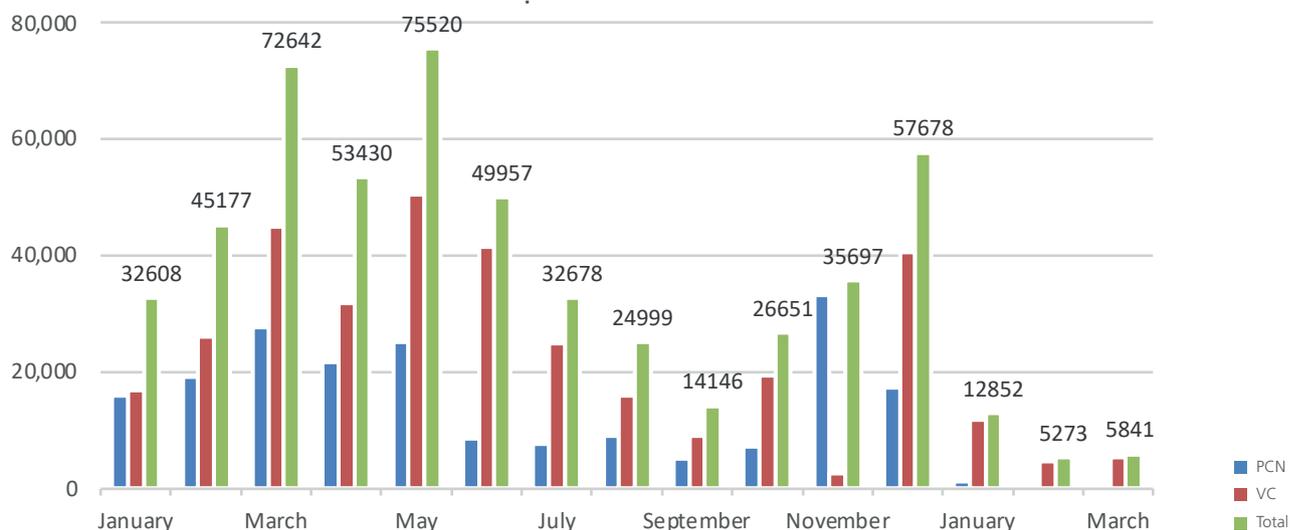
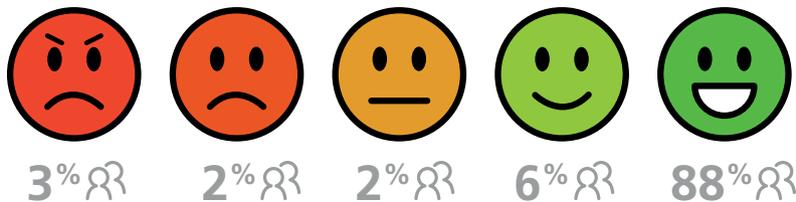


*We had spring boosters at the Askham Bar site today. It was very busy but, despite that, staff noticed and took special care of two very frail, elderly people who arrived while we were waiting. Really lovely to see and a wonderful service for us too.*

*Thank you.*



# Key figures from the Covid-19 Vaccination programme



- 94 per cent positive feedback in 2021/22
- 600,000+ vaccinations delivered
- Seven-day a week service since January 2021 (without any unplanned closure)
- Vaccinating all cohorts five years +
- Subcontracted to deliver school immunisation programme
- Supporting work in the Harrogate area for housebound patients and those in care homes

## • Flu Vaccination service

We collaborated with our member GP practices to deliver the 2021/2022 winter flu vaccination programme between September 2021 and March 2022, adopting a flexible approach by offering vaccinations to the newest eligible cohort – healthy 50 to 64-year-olds – and other cohorts upon request.

This area of work had its origins in the Mass Flu Vaccination Service that we launched in October 2020, a drive-through flu vaccination clinic that met the demands of the annual flu campaign whilst also responding to the challenges that GP practices faced in delivering a service during the Covid-19 pandemic.

Delivering a successful flu vaccination service in 2021/2022 was no less important than it had been in 2020/2021. In fact, it was arguably more important due to the social distancing interventions put in place the previous year, which led to lower than usual flu rates and, as a result, lower immunity. The NHS anticipated much higher levels of flu during the winter of 2021/2022, therefore a high take up of the flu vaccine was critical to reduce the number of deaths and hospitalisations associated with flu at a time when the NHS was still managing the effects of the pandemic.

What we'd learnt during the previous twelve months undoubtedly informed this year's winter flu campaign, helping us to create a service that met the needs of our member practices, patients and staff. Flu clinics ran every Sunday during the winter months and were supplemented by our 'Big Flu Weekend' early in 2022, which was offered to patients outside of our 11 member GP practices. To do this, we used our volunteer vaccinator workforce, as well as our own Health Care Assistants and Nurses. In all, we vaccinated 13,500 patients at our Askham Bar Community Care Centre, and were able to use the site to give both flu and Covid-19 vaccinations at the same time to 450 people.

PRACTICE	COHORT OVERVIEW: UNDER 65	COHORT OVERVIEW: OVER 65	OVERVIEW - TOTAL VACCINES GIVEN
Haxby	2,980	103	3083
YMG	2,260	2848	5108
Unity	855	11	866
Front Street	391	25	416
Old School	423	1365	1788
Priory	600	332	932
Dalton Terrace	15	13	28
Pocklington	7	2	9
MyHealth	446	18	464
Jorvik	540	169	709
Elvington	67	2	69
Other	61	15	76
	<b>8,645</b>	<b>4903</b>	<b>13548</b>

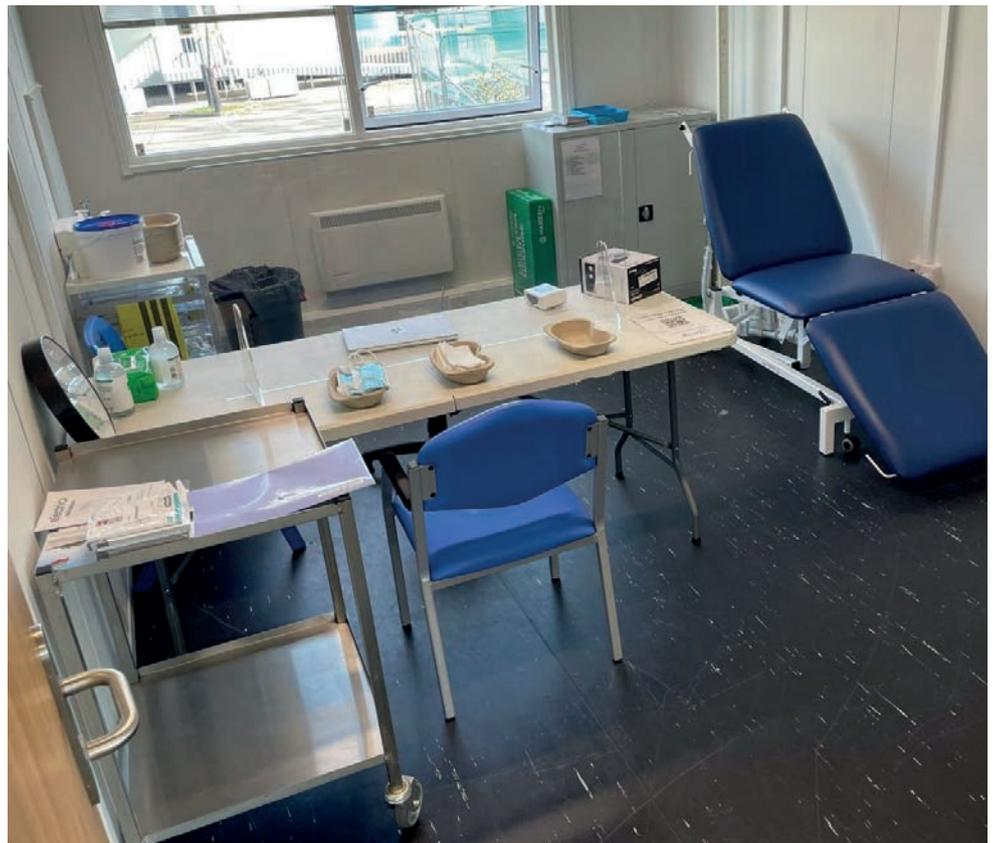
## • Spirometry service

In March 2022, we opened our new Spirometry Suite at the Askham Bar Community Care Centre, further supporting our member GP practices.

Spirometry is a simple test used to help diagnose and monitor certain lung conditions by measuring how much air you can breathe out in one forced breath. During the pandemic, GP Practices had to pause spirometry testing due to the potential risk of spreading Covid-19. This means that hundreds of local patients have had to wait for testing to get the results that could confirm a diagnosis of respiratory problems.

Our dedicated Spirometry Suite contains specialist equipment and has the necessary ventilation required for the safe testing of patients. It's another example of how our member GP practices have joined together to help our community recover from the impact of the pandemic.

More than 60 patients have already been seen since the service began, and we're now introducing FeNO tests, which measure fractional exhaled nitric oxide in the breath of patients. Nitric oxide is a biomarker for asthma, which provides an indication of the level of inflammation in the lungs.



## • NHS Health Check service

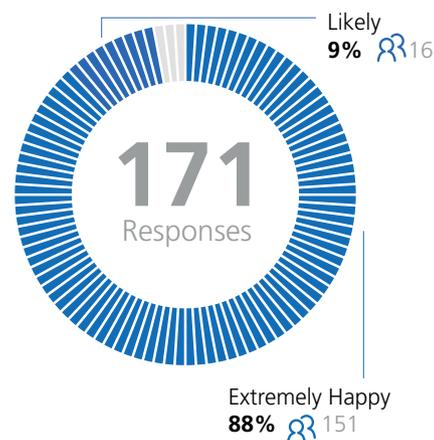
Working in partnership with City of York Council and our 11 member GP practices, we offer NHS Health Checks to eligible patients aged 40 to 74 years.

Patients are invited to book an appointment at these clinics, which take place at our Askham Bar Community Care Centre and at other community-based locations around the city.

Appointments are with a health care professional, usually a Health Care Assistant, and are designed to spot the early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions, and an NHS Health Check helps find ways to lower this risk.

To date, we've provided face-to-face Health Check appointments to 1185 patients at six locations across York.

How likely are you to recommend our health check service to others



*I arrived early at the centre, and believe there were two other clients being seen to. I was ushered in early by Julie, who conducted the Health Check. Julie was extremely professional, good humoured and reminded me why I'm in love with the people of York! She was methodical, considerate and explained the procedure well. I would highly recommend both the Nimbus NHS Health Check and Julie.*



- Severe Mental Illness Health Check service

We've recently begun to support our member GP practices in carrying out health checks for patients with a severe mental illness.

By working together in this way, we aim to reduce health inequalities and improve access to these specialist services for our patients. To date, we've provided face-to-face Severe Mental illness Health Check clinics at several locations, which have been attended by 137 patients in total.



## • Babies and Children's Clinic

Since October 2021, we've worked collaboratively with York and Scarborough Teaching Hospitals NHS Trust, North Yorkshire Clinical Commissioning Group and Vale of York Clinical Commissioning Group to offer a child and family-friendly Babies and Children's Clinic at our Askham Bar Community Care Centre.

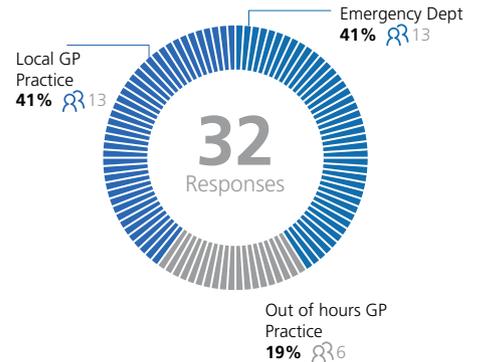
Initially an eight-week pilot, the service was commissioned at the end of November 2021. With a surge in respiratory syncytial virus expected during the winter months and the pressures on primary and secondary care continuing, there was demand for a service that would be accessible to all GP practices across the Vale of York Clinical Commissioning Group area.



Its aim is to prevent babies and children from going into hospital unnecessarily with respiratory illnesses. The dedicated GP and paediatric nurse-led service is available for babies and children from three months to eleven years of age with fever or symptoms of respiratory illness, including croup, bronchiolitis and viral wheezing. Parents and carers must first contact the child's GP or NHS 111 for an initial assessment - they, or a paramedic, can then refer them to the clinic, if appropriate.

At the clinic, they will be seen by an experienced children's nurse, working alongside a GP.

The clinic offers the ability to carry out an extended period of observation, with assessments, and the capacity to offer follow-up calls within a 24-hour period. The service reduces parental anxiety, supports and educates families in symptom management and reduces the number of children having to go to hospital.



*Absolutely brilliant service. Stacey and Alison have really looked after my daughter. They gave us advice we never knew and made her feel very comfortable and not nervous, they explained everything they were going to do. Brilliant set up, I hope it stays, we really need things like this and people like them.*



# Services that we offer at other locations across York...

## Long-Acting Reversible Contraception (LARC) Service

On behalf of our member practices, we are responsible for delivering Long-Acting Reversible Contraception (LARC) - the term used to describe birth control methods that help to prevent pregnancy after just one treatment.

Approximately 50 clinicians from our member practices are trained and qualified to complete these procedures. The contract is clinically managed by Dr Emma Broughton from the Priory Medical Group GP practice, who leads on the development, governance and innovation of this service with the support of our Operational Services team.



## LARC procedures completed - April 2021 to March 2022

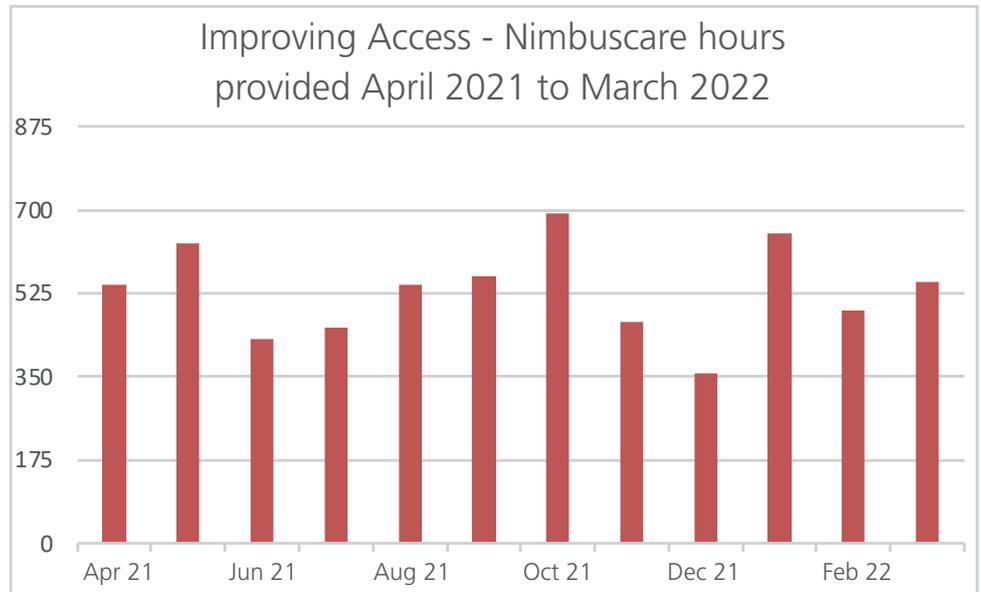
2021/22 Quarter	Number of patients: IUD/IUS/Copper Coil fitted			Number of patients: IUD/IUS/Copper Coil removed			Implantable Device Insertion	Implantable Device Removal	Total
	Indication: Contraceptive	Indication: Gynae	Quarter Total	Indication: Contraceptive	Indication: Gynae	Quarter Total			
Quarter 1	203	39	242	135	33	168	154	186	750
Quarter 2	224	58	282	162	32	194	167	177	820
Quarter 3	265	64	329	152	50	202	153	158	842
Quarter 4	279	64	343	180	65	245	212	209	1009
<b>Annual Total of LARC Patients</b>	<b>971</b>	<b>225</b>	<b>1196</b>	<b>629</b>	<b>180</b>	<b>809</b>	<b>686</b>	<b>730</b>	<b>3421</b>

# Improving Access service

We continue to work in partnership with our 11 member GP practices to make additional appointments available in the evenings and at weekends for local people to access.

Our Improving Access service is available to patients registered at any one of our member practices across the city and means that we can offer more appointments between 6.30pm and 8pm on weekdays, as well as additional slots at weekends and bank holidays. Appointments may not always take place at the practice where a patient is registered because the service is delivered collaboratively by all 11 practices.

It was introduced in response to feedback from patients who struggled to attend appointments during the working day and is delivered by a range of clinicians, including GPs, nurses, primary care practitioners and healthcare assistants. Together, they provide a wide range of services, from cervical screening clinics and checks for long-term conditions, such as asthma and COPD, to blood tests, as well as telephone and face-to-face GP appointments.

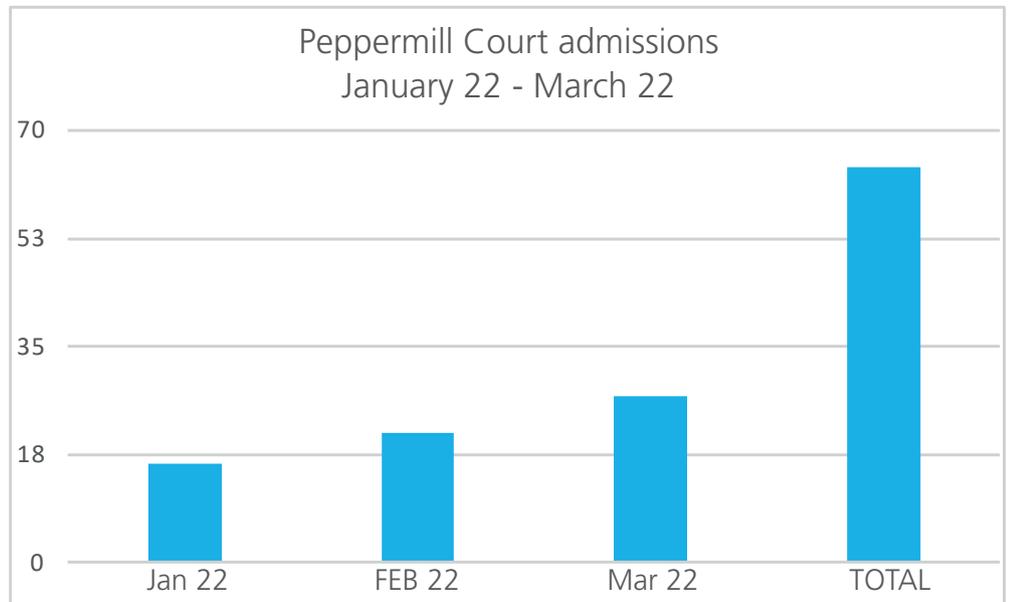


# Peppermill Court

We provide medical care to patients at Peppermill Court in York, a 12-bed, step-down residential unit for people with Covid-19 who are discharged from hospital but not well enough to go home.

The unit was set up by City of York Council in partnership with York and Scarborough Teaching Hospitals NHS Foundation Trust in January 2022 in response to an identified need for such a service to ease the pressure on local hospitals during the busy winter period, and offer support to those with Covid-19 who are well enough to leave hospital but still require some care. It was available for patients as long as it is needed and has supported 64 patients to date, ensuring they are well enough to return home.

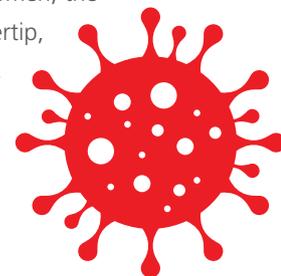
Our role is to provide these patients with GP support between the hours of 8am and 6pm from Monday to Sunday by working collaboratively with our member practices.



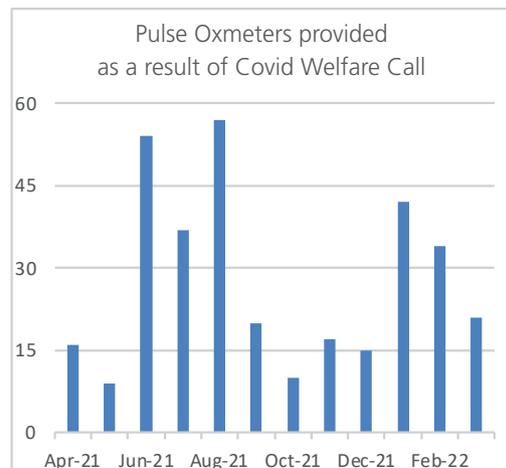
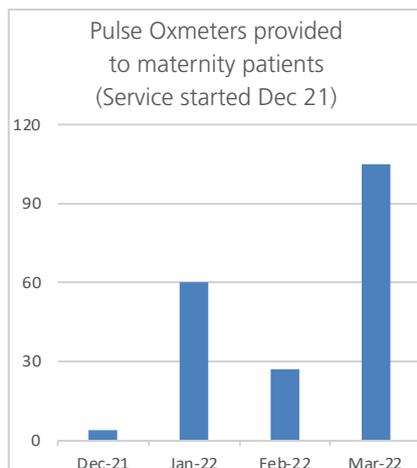
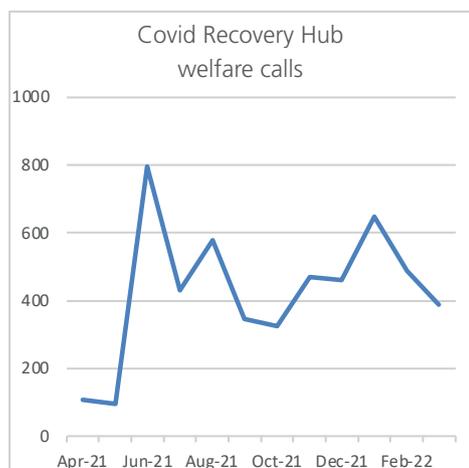
# Covid Recovery Hub service

Working with York Centre for Voluntary Service (York CVS), since May 2020 we've made daily welfare telephone calls to thousands of patients of our 11 member GP practices who are self-isolating. The purpose of these daily 'check-ins' is to see how patients are coping with their symptoms/illness, and ensure that they can access food and medical supplies.

We offer patients at higher risk from Covid-19, such as older people, people with health conditions and pregnant women, the opportunity to monitor their oxygen levels at home using a device called an oximeter that they can use on their fingertip, as well as offering them guidance on when to seek additional medical advice and signposting to other organisations. We run this service with the support of our dedicated volunteers.



**In 2021/2022, we made contact with more 5,000 patients to offer them support.**



As this service has gradually evolved into the Covid Recovery Hub, we've also begun to support those living with Covid-19 and experiencing the long-term effects from the pandemic.

Since February 2022, we've been helping York and Scarborough Teaching Hospitals NHS Foundation Trust to ensure that patients with Long Covid are able to access the NHS resources that they need to recover. We help patients to understand when they need to highlight any concerns they may have about their recovery. This involves contacting them at regular intervals to tell them what signs to look out for and when to contact their GP if they're not recovering as well as we'd like them to. This has involved creating a text messaging system which contacts patients with a confirmed Covid-19 diagnosis to offer advice through the Your Covid Recovery NHS website.

We're also working with York CVS, City of York Council and York and Scarborough Teaching Hospitals NHS Foundation Trust to offer a Preparing Well service, offering advice and support to patients on hospital waiting lists. We want to ensure that patients who are waiting for an operation are as well as they can be when they're due to have their surgery. This means checking their blood pressure, carrying out blood tests and doing all we can to ensure that they are well enough to have their operation when the time comes.

 *I received a 'welfare' call from a very lovely lady from Nimbuscare called Freya today. I tested positive for Covid this week, which lead to the call. I was offered an Oximeter, which is being posted today, and I discussed the process to get antivirals, which has been extremely stressful and she listened and she cared. That one call has made such a difference to a thoroughly rubbish week. She is a credit to Nimbuscare. Thank you Freya and Nimbuscare.* 



# Operational Pressures Escalation Levels

## practice support (OPEL) – Supporting resilience

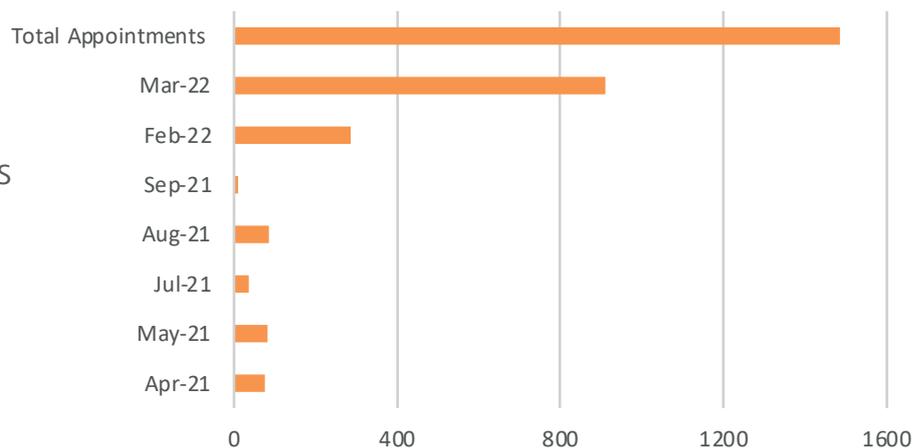
We continued to support our 11 member GP practices throughout 2021/2022 when they faced increasing demand for their services. We have excellent relationships with our practices and the NHS Vale of York Clinical Commissioning Group, which enables us to respond by providing them with clinical support in times of need.

It has been of vital importance to our member practices that Nimbuscare has been able to help them maintain an effective and safe operational and clinical response for patients. We provide a bespoke response based on the individual needs of the practices requiring support, offering clinical support on a face-to-face or remote basis at short notice. We've also supported a more planned approach to covering ongoing sickness absence and providing additional support before and after bank holidays.



OPEL rating	DEFINITION
LEVEL 1 Low pressure (Green)	<ul style="list-style-type: none"> <li>• Business as usual</li> <li>• Relevant mitigating actions taken if deemed necessary</li> </ul>
LEVEL 2 Moderate pressure (Amber)	<ul style="list-style-type: none"> <li>• Busier than usual but coping</li> <li>• Managing within available resources</li> <li>• Performance deterioration, mitigating actions taken</li> </ul>
LEVEL 3 Severe pressure (Red)	<ul style="list-style-type: none"> <li>• Busier than usual and struggling to cope</li> <li>• Increased significant deterioration in performance and quality, majority of mitigating action taken</li> </ul>
LEVEL 4 Extreme pressure (Purple)	<ul style="list-style-type: none"> <li>• Unable to cope, with a need to cancel some booked appointments</li> <li>• Risk of service failure, all available mitigating actions taken and potentially exhausted</li> </ul>

OPEL  
appointments  
provided



# Urgent Care service at York Urgent Treatment Centre

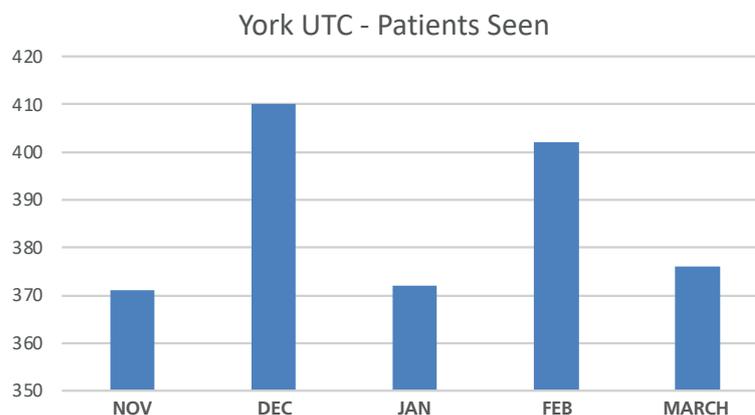
We've been working in collaboration with the Vale of York Clinical Commissioning Group, York Teaching Hospital NHS Foundation Trust and healthcare provider Vocare to offer additional clinical capacity at the York Urgent Treatment Centre during the busy winter of 2021/2022.

Working alongside the existing Urgent Treatment Centre service, which is provided by Vocare, we provided a GP, Advanced Nurse Practitioner or Emergency Care Practitioner to see and treat patients visiting the hospital's Emergency Department with an urgent clinical primary care need.

This service began in November 2021 and ran until the end of March 2022, operating seven days each week, including bank holidays and at Christmas, between the hours of 2pm and 10pm. Its aim was to support the wider healthcare system through the challenging winter period by offering the hospital's Emergency Department an additional, appropriate route for patient care.



Month	Clinical hours provided
November 2021	219
December 2021	352
January 2022	352
February 2022	262
March 2022	280



# Financial overview and strategy

## Looking to the future: Developing the Acomb Garth Community Care Centre

In late April 2022, we were delighted to announce that we'd been given the go ahead to create a new Community Care Centre for the people of York.

Last December, working with partners across the city, we applied to City of York Council to change the use of the Acomb Garth site in York from a secure residential institution to a primary care medical centre. Planning consent was granted at the end of April.

Our intention is to open the site during the summer of 2022 as a hub to provide more integrated, closer-to-home, community services for local people, which is really positive news for our patients. We passionately believe that community health, care and voluntary services, delivered together, within the community, have a positive impact on people's health and wellbeing. We want to develop new and innovative services that will benefit local people, and this great new facility will be an excellent base for us to provide much-needed community care services. As a not-for-profit organisation, we're committed to investing into the community.

We want to deliver a broad range of services for local people from sites that are easy for everyone to access.



## Investing back into the communities that we serve

As a not-for-profit organisation, one of the things that we're extremely proud of at Nimbuscare is the way we invest resources back into our member GP practices to benefit our local communities. During 2021/22, we reinvested £1 million back into General Practice, with an additional £1 million committed for investment in 2022/23.

Our practices use our investment to build resilience, enhance their infrastructure and enhance the wellbeing of both employees and patients. Using our investment, practices have been able to invest in the following areas:

<b>IT</b>	<p>New Ankle Brachial Pressure Index (ABPI) machine for patients with peripheral arterial disease</p> <p>Smart TV for training room to make it easier for staff on different sites to join practice meetings without travelling</p> <p>Speech recognition software to help the secretarial team</p> <p>New monitors to enable use of Klinik (an online patient triaging service)</p> <p>Webcams</p> <p>Computers to help home working</p>
<b>Staffing</b>	<p>Fund additional GP and Advanced Nurse Practitioner to support Duty doctor*3</p> <p>Fund additional flu clinics</p> <p>Fund additional flu and vaccination sessions over Christmas 2021*3</p> <p>Fund additional admin and staff time*3</p> <p>Fund additional GP for 6 months over winter</p> <p>Create a women's health service and fund publicity campaign to improve vaccine and smear uptake</p> <p>Fund health trainer</p>
<b>Wellbeing</b>	<p>Fund birthday day off for all staff during 2022</p> <p>New staff uniform</p> <p>Provide iPad with mindfulness software in staff rest room</p> <p>Festive 'thank yous' to staff *3</p> <p>Wellbeing programme for staff and patients</p> <p>Fund Garden Party for Queen's Platinum Jubilee Celebrations</p> <p>Mini staff awards for working above and beyond contracted hours-improved moral and reduced staff sickness</p> <p>Fund training courses for managers</p>
<b>Infrastructure</b>	<p>Refloor waiting room*2</p> <p>Install motion activated security lighting</p> <p>Replace lighting with more energy efficient system</p> <p>Replace worn out carpets and waiting room seats*3</p> <p>Repainting</p>
<b>Buildings</b>	<p>Conversion of storage rooms to clinical rooms*3</p> <p>Creation a new phlebotomy room</p> <p>Refurbishment of two non-clinical rooms *2</p>

# The Nimbuscare Community Fund

In January, we were proud to launch our new charitable arm, the Nimbuscare Community Fund, as part of Nimbuscare's strategy to support projects and initiatives that will benefit people living in the local area.

We're working in partnership with the Two Ridings Community Foundation, an independent charity that helps to allocate the funding on our behalf.

Each year, Nimbuscare and its member GP practices will agree a new theme or focus, as well as the amount of funding to be allocated to projects that meet the criteria. Grant applications can be made by a wide range of community, charitable and voluntary organisations. A panel made up of various members of the Nimbuscare team and with representation from York CVS meets three times a year to consider applications and award grants to organisations and projects that meet the criteria.

The focus for the 2021/2022 financial year was on projects that benefited the emotional wellbeing and mental health of local people, and we were very impressed by the number and quality of the grant applications that we received.

Grants totalling £80,000 were recently allocated to:

**Accessible Arts & Media; Big Futures Foundation; Haxby & Wigginton Seniors' Social Group; Home-Start York; Kyra Women's Project; Newton-Upon-Derwent Methodist Church & Community Centre; Open Country; Pocklington Rugby in the Community; Refugee Action York; Shine21; St Leonard's Hospice; St Thomas' Church; Talking About Loss; The Conservation Volunteers; Thrive Outside; Think-It Theatre Ltd; Tool Box Drama; York Neighbours; and the York Travellers Trust.**

The range of projects supported include art, sport and music therapy, counselling support, outdoor experiences, and those aimed at reducing social isolation and loneliness.

Nimbuscare will continue to support the Nimbuscare Community Fund into 2022/23 and 2023/24, pledging an additional £211,000.

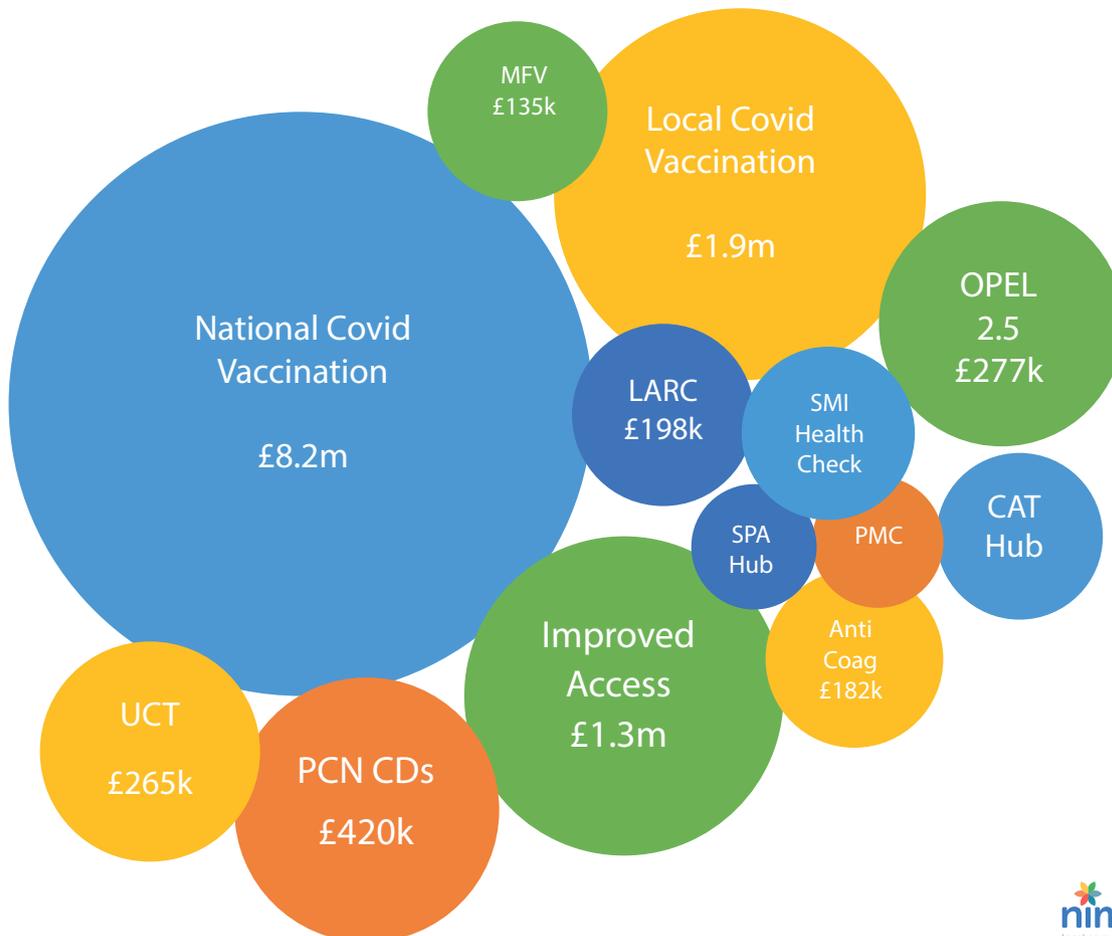


# Financial performance – Year ending 2022

During the year, Nimbuscare expanded the range of contracts and services that it provides.

This resulted in increased contract turnover of £13m (2021: £6.3 million), a 106% increase. Surplus derived from contract delivery was £4.5m (2021: £2.1 million), a 114% increase, before provision of reinvestment. Total profits before tax during the year were £1.2m after provision for reinvestment into General Practice, development of future services and funding pledge into Nimbuscare Community Fund. Nimbuscare current net asset position is £1.24m. As a non-for-profit organisation, Nimbuscare use all net profits and company reserves for the sole purpose of ensuring continued operational services and reinvestment.

## Contracts delivered by income value



# Spreading the word...

Working with a specialist, external provider, we've developed and implemented a comprehensive, multi-channel marketing and communications campaign to support our strategic objectives.

This has included the development of an informative and accessible website that acts as a 'shop window' for our services; social media activity on Facebook, Twitter, LinkedIn and Instagram; media relations activity at a local, regional and national level to raise awareness of the Nimbuscare brand and the services that we provide; and the production of a fortnightly newsletter for our employees, member GP practices, volunteers and our partners and stakeholders across York and beyond.

Our marketing and communications team also support us with award entries aimed at showcasing our success and achievements, and secure valuable media opportunities for us, such as radio and television interviews and a regular column in the York Press. They also liaise closely with their counterparts at City of York Council and other partner organisations across the city to agree messaging and ensure that it can be shared through partner channels too, where appropriate.

## This activity helps to generate:

- Media coverage with an equivalent advertising value (EAV) totalling hundreds of thousands of pounds each year.
- Website visit: 28,000 average per month.
- Combined social media following: In excess of 3,500 followers.
- Combined, average social media reach per month: Between 30,000 and 60,000 users per month.



**Top Tweet** earned 1,740 Impressions

Wow, what a transformation at the York Vaccination Centre today! Work to replace our 'tent of hope' with a temporary modular building is now well underway. For details, visit [nimbuscare.co.uk/tent-to-be-rep...](http://nimbuscare.co.uk/tent-to-be-rep...) [pic.twitter.com/a5h6Xoca9j](https://pic.twitter.com/a5h6Xoca9j)



13.2 2 103

View Tweet activity

View all Tweet activity

**Nimbuscare**  
February 1 · 🌐

If you're unsure whether your child is eligible for a Covid-19 vaccination, this handy guide tells you at a glance what they can get...

**COVID-19 vaccination - what can you get?** NHS

IF YOU ARE...	YOU CAN GET...
<ul style="list-style-type: none"><li>Aged 16+</li></ul>	<ul style="list-style-type: none"><li>Two doses, at least eight weeks apart</li><li>Booster from three months (91 days) after second dose</li></ul>
<ul style="list-style-type: none"><li>Aged 12+ and were severely immunosuppressed at the time of early doses</li></ul>	<ul style="list-style-type: none"><li>Two doses, at least eight weeks apart</li><li>Third primary dose, typically eight weeks after second dose (timing may vary and should be discussed with a clinician - if you're eligible you can get this dose by visiting a vaccination site of your choice and presenting a letter from your doctor confirming you're eligible)</li><li>Booster dose from three months after third dose</li></ul>
<ul style="list-style-type: none"><li>Aged 12-15 with a health condition that puts you at higher risk from COVID-19, or you are a household contact of someone who is immunosuppressed</li></ul>	<ul style="list-style-type: none"><li>Two doses, at least eight weeks apart</li><li>Booster from 3 months (91 days) after second dose</li></ul>
<ul style="list-style-type: none"><li>Aged 12-15 and you are not in any of the above groups</li></ul>	<ul style="list-style-type: none"><li>Two doses at least 12 weeks apart</li><li>Booster dose under review</li></ul>

If you are eligible, please come forward for your vaccination now. NHS staff are prioritising booked appointments so, for most people, the best way to ensure you get jabbed is to visit [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) or call 119.

This also contains the latest information about who is eligible and alternative ways to get your booster.

**Nimbuscare**  
January 10 · 🌐

If you're eligible for a flu vaccination (50 years plus) but have not yet taken up the offer of a jab, click on this link to book an appointment at the York Vaccination Centre for this weekend:  
<https://www.eventbrite.co.uk/e/big-flu-weekend-flu-vaccinat...>  
#bigfluweekend #grabajab

**The big flu weekend!** nimbuscare  
local care, for local people

Still need your annual flu jab?  
It's not too late!

Book your appointment at the York Vaccination Centre at Askham Bar now for this Friday, Saturday or Sunday (14 to 16 January).

**Nimbuscare**

Published by Hootsuite · 23h · 🌐

🎉 This #ThankYouDay we're saying a huge thanks to all our staff, volunteers, GP Practices & partners across #York who have supported us this year.

We passionately believe in collaboration - working with our colleagues across the City to make things better for local people is central to our work.

So Thank You from everyone here at Nimbuscare! 🙏

**Nimbuscare**

Published by Hootsuite · 2 June at 09:00 · 🌐

Our work to support primary care has been highlighted in a recent report commissioned by NHS England and NHS Improvement.

The report 'Next steps for integrating primary care' - by Dr Claire Fuller, calls for action at every level to address the challenges faced by primary care.

It particularly sets out a new vision for integrating primary care, improving the access, experience and outcomes for communities. It agrees that effective collaboration across primary care and with... [See more](#)



**Nimbuscare**

Published by Hootsuite · 13 May at 11:26 · 🌐

Our wonderful nurses enjoyed these delicious cupcakes yesterday as our way of marking #NursesDay and saying thank you for all their hard work. We're also very grateful to the lovely team at Tesco Extra (Askham Bar) who brought over a basket of fruit for the nurses to share as their way of saying thank you. #BestofNursing #community



**The big flu weekend!** nimbuscare  
local care, for local people

Still need your annual flu jab?  
It's not too late!

Book your appointment at the York Vaccination Centre at Askham Bar now for this Friday, Saturday or Sunday (14 to 16 January).

**Nimbuscare** @Nimbuscare1

'The way general practice responded to the booster programme request was phenomenal & I'm so proud of them', said @Mike\_H0lmes on @theyorkmix & we mustn't take our eye off flu - we're having our Big Flu Weekend this weekend! [pic.twitter.com/Qcmo2xDKyz](https://pic.twitter.com/Qcmo2xDKyz)

# Nimbuscare Ltd Support Service Providers

Nimbuscare is an 'at scale' provider of primary care services in York that's made up of the following 11 member GP practices:

- Dalton Terrace Surgery
- Elvington Medical Practice
- Front Street Surgery
- Haxby Group Practice
- Jorvik Gillygate Practice
- MyHealth
- Old School Medical Practice
- Pocklington Group Practice
- Priory Medical Group
- Unity Health
- York Medical Group

**Bank:** NatWest Bank, 1 Market St, York YO1 8SR

**Accountant:** Parsons Chartered Accountants No. 2 Silkwood Office Park, Fryers Way, Wakefield, West Yorkshire WF5 9TJ

**PR:** Act PR Ltd, 5 Apperson Court, Pocklington York. YO42 2JD

**Solicitors:** Stamp, Jackson & Proctor Ltd 4 Triune Court, Monks Cross Drive, Huntington, York, YO32 9GZ

## Nimbuscare Ltd Board of Directors

Professor Mike Holmes / Maddy Ruff / Dr Daniel Kimberling / Dr David Hartley / Zulf Ali / Michelle Phillips

