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Quality Report 2021/22

SAFE / EFFECTIVE / CARING

Foreword

The year 2021/22 has been a significant one for Nimbuscare; a year of growth and achievements, as well as some major challenges. Every reflection on what we have learnt through the Covid-19 pandemic and from patient feedback enables us to build on the high quality of the services we deliver.

We're delivering our services at a time when the NHS is facing major challenges. The 2021 British Social Attitudes Survey showed that overall satisfaction with the NHS fell to 36%. More people (41%) were dissatisfied with the NHS, rather than satisfied. Of those who were satisfied, the second highest reason was the quality of care (65%). Meanwhile, 58% of those who were satisfied said that it was because the NHS offered a good range of services. Asked what they thought the most important priorities for the NHS should be, the top reason was making it easier to get a GP appointment (48%).

Nimbuscare has taken these findings on board, putting quality at the heart of everything we do. We are delighted to deliver an enhanced range of accessible services across York. We are incredibly proud that in this past year, alongside our eleven member GP practices, we've made 10,000 more GP appointments available to patients. We are acutely aware that we are on the brink of major reform; the Health and Care Bill will herald a number of changes, including formalising new integrated care systems. Nimbuscare will need to ensure that it remains relevant in this new landscape by being competitive in terms of the cost and range of what we deliver, and, more importantly, through the quality of care.



O E

/ RESPONSIVE / WELL LED

As we emerge from the pandemic, we must understand how best to leverage the momentum that we're carrying in order to grow services across York whilst delivering the highest possible quality. We've been working closely with our local Care Quality Commission (CQC) inspection team. Our aim is to build a quality model for each project or contract that reflects the criteria of the CQC's Key Lines of Enquiry (**KLOEs**), the framework used to assess quality of care.

There are five KLOEs that apply to every health and social care setting; **safe, effective, caring, responsive** and **well led**.

Against this backdrop, we are proud to present in this report the results of the ongoing quality assurance work that our team has been delivering, as well as plans for some projects that we are starting up that will grow on the strong foundations that we have built.

Michelle & Daniel

Michelle Phillips, Director of Clinical Performance & Assurance and Daniel Kimberling, Medical Director & Director of Clinical Service Delivery

SAFE

All significant incidents are discussed at fortnightly governance meetings to address common themes, share learning with the wider team and help us address any issues.

Our security company, Eboracum, carry out regular security checks at the Askham Bar Community Care Centre and record details on what we refer to as a 'close call log'. It's important to highlight that the nature of the incidents recorded could be anything from an unattended bag being found to a refrigerator door being left open; the log is used to record anything that security staff spot on their routine, hourly patrols around the site.

Monthly updates are provided and discussed at our monthly Quality Committee meeting to help us identify common themes and areas for improvement.

April 2021 - March 2022

90

Incidents

April 2021 - March 2022

141

Close Call Logs

EFFECTIVE

We record the number of patients seen across all of our services, including those who fail to attend. This enables us to see which services require intervention to encourage take up.

Our vaccination service was the busiest of all our services during 2021/22 and we gathered data throughout the year. This was invaluable in helping us to identify hard-to-reach groups and geographical areas of the city so that we could put plans into place to help those patients by staging pop-up clinics and other interventions.

April 2021 – March 2022: **89,732 vaccinations administered** by our local service, including 4,459 administered in pop-up clinics.

April 2021 – March 2022: **289,744 vaccinations administered** by our national service.

April 2021 – March 2022: **76 vaccines wasted**.

We had the lowest vaccine wastage of any vaccination centre, recording 1% wastage against the national programme average of 4%.



We were also acutely aware that our workforce was under incredible pressure, and that staff retention and recruitment were vital to ensure the smooth running of our services. To show our gratitude to our team, we held an internal Awards Week, thanking staff, volunteers and partners, as well as nominating individuals and teams for local, regional and national awards. We also held a celebratory, festive event to say thank you to staff and volunteers and gifted them festive goodie bags.

In November 2021, Nimbuscare was a finalist at the Health Service Journal (HSJ) Awards, which is an annual, national celebration of the successes and achievements of the NHS.

138 Vaccinators (210 including practice support)

11 Health Care Assistants (38 including practice support)

49 Administrators (149 including practice support)

CARING

We met all of our Key Performance Indicators (KPIs) when responding to complaints during 2021/2022. This meant that all complaints were acknowledged within five working days, and they were fully investigated and responded to in full within twenty working days. To date, all complaints have been managed within Nimbuscare.

April 2021 – March 2022: 65 Complaints

We also received lots of lovely compliments:

"I work for an organisation which relies on volunteers and I am very impressed at the organisation, communication and respect with which we are treated from Nimbuscare. We are all so proud to be supporting this amazing effort." (Nimbuscare volunteer)

"I want to give positive feedback about the vaccination centre at Askham Bar. Myself, my husband, sons and, most recently, my daughter have all had Covid vaccinations there and it is an excellent service. My daughter is 15 and was vaccinated during half-term. All the staff who interacted with her were really lovely. Please thank them on our behalf. They are doing a wonderful job and are greatly appreciated." (Nimbuscare service user)

"This is just a quick note to say how enjoyable it has been to work in the UTC (Urgent Treatment Centre) with Nimbuscare. The efficient IT and access to System 1 has made the work feel safe and professional. Other Health Care Professionals have really valued being able to check drug allergies and past medical history working with Nimbuscare clinicians who have this access. If you provide services again in the UTC, I would definitely be on board. Thank you." (Nimbuscare Bank GP)

RESPONSIVE

Patients are able reach us through our customer helpdesk email address, head office telephone number and by messaging our social media pages. We receive hundreds of enquiries through social media channels and respond promptly, within just a couple of hours on average, even when enquiries are received outside of normal working hours. Across all platforms, enquires are acknowledged with an automatic response, which signposts patients to 'Frequently Asked Questions' on the Nimbuscare website. This often helps them to resolve their query before a member of the team responds formally.

Our presence on Facebook, Twitter, LinkedIn and Instagram, together with our website, enables us to share important service updates quickly and easily, a method of communication that proved particularly useful at the height of the pandemic.

Our social media channels also enable us to engage with patients directly and we measure the reach, engagement levels and sentiment of all our activity on these platforms. We regularly receive positive feedback and thank you messages via our Facebook page in particular.

Our Chair, Professor Mike Homes, has become widely known as 'Dr Mike', thanks to his a regular weekly slot on YorkMix Radio and weekly blog for the York Press newspaper. Our Chief Executive, Maddy Ruff, provides regular updates to shareholders, stakeholders, staff and partners in the form of a fortnightly newsletter.

Facebook: More than 1600 followers, and average monthly reach of between 5,000 and 10,000, (although this regularly rose to more than 25,000 at the height of the pandemic).

Twitter: More than 1400 followers.

Instagram: 300 followers

LinkedIn: 150 followers.



WELL LED

Our touchless feedback pods have enabled us to gather feedback from around 40,000 patients, helping us to enhance service delivery and design. We also created individual QR codes for each of our services, which meant that patients could offer more detailed feedback about their experiences. All feedback is reviewed monthly by our Quality Committee. We also share service development and improvements on our 'You Said, We Did...' board and intend to expand this concept in 2022/23 by offering quarterly updates on our website and via social media platforms.

Four members of our team have been appointed as Guardians. They act as leads and main points of contact for other team members. Their names, roles, photographs and contact details are clearly displayed at our sites so that our workforce are clear who to contact, should they need to.

Our Guardians are:



Maddy Ruff
Wellbeing
Guardian.



Dr Daniel Kimberling
Caldicott Guardian, a role that involves protecting the confidentiality of people's health and care information and making sure it's used properly, and Safeguarding Lead.



Ellie Holmes
Freedom
to Speak Up
Guardian.



Michelle Phillips
Infection,
Prevention
Control Lead.

Between April 2021 and March 2022, we received no (zero) safeguarding concerns. In her role as Speak Up Guardian, Ellie Holmes completed training with the National Guardian Office. Data will be shared within the quality report 2022-2023.



"My sister and I had our booster jabs at your facility at Askham Bar yesterday, and I just wanted to send you a short note to thank all the people who helped us there. Everyone, from those in the car park to the medical and admin staff, were cheerful, courteous and treated us with the utmost care, on what was a cold, unpleasant day."



"My experience of the whole process was that I was in the hands of a very experienced and efficient practitioner"



"I just wanted to say that my experience was really good when I went for my health screening."

*"The team were brill.
My daughter was pretty nervous
but they reassured her every stop
of the way".*



*"Excellent set up – very welcoming
and patient with my nervous 7 year
old. He is now feeling absolutely fine
about going back for his second jab
in 12 weeks".*



*"My wife and I would like
to thank you all for the
wonderful service you have
provided throughout the
pandemic"*

*"The car park volunteers
are just unbeatable for their
helpfulness - very kind
and patient and nothing
seems to be too much trouble
for them"*

*"I have just had a
'welfare' call from
a very lovely lady from
Nimbus, she listened
and she cared"*

ACHIEVING OUR VISION

During 2021/22, we've made a huge amount of progress on achieving the objectives and priorities set out in our Business Plan in 2020/2021.

We've done this by:

- Strengthening public engagement and external communications.
- Working closely with the local population, as well as partners and stakeholders across the city.
- Co-designing services with patients and identifying new pathways of care with key partners and stakeholders. Our Babies and Children's Clinic is a great example of this approach.
- Addressing staff training needs through our staff surveys, annual appraisals and the wealth of career development opportunities that we offer.
- Continuing to strengthen our organisational development, as well as that of our individual Directors.
- Carefully analysing and planning for work in the pipeline for the future.
- Developing Board Assurance.
- Supporting our member GP practices to deliver core services. Our Spirometry Service, which we deliver on behalf of our member GP practices, is a great example of this.
- Delivering services within the community to improve accessibility for patients and encourage take-up. The NHS Health Checks that we offer are available at several different locations across the city to make it easier for patients to attend.
- Supporting Covid recovery; in terms of patient recovery, as well as the recovery of the NHS and the city as a whole. We do this by offering a range of different services through our Covid Recovery Hub, some of which involve supporting patients with Covid or Long-Covid, whereas others are about helping the NHS and the city as a whole to recover by supporting patients on waiting lists.
- Continuing to respond to the challenges and issues that the city, the NHS and our patients face as a result of Covid-19. A recent example of this is the Medical Elective Service which now runs from the Community Care Centre at Askham Bar, relieving pressures on the local hospital. Nimbuscare responded quickly in providing a suitable clinical environment, our intervention caused minimal disruption to patients.

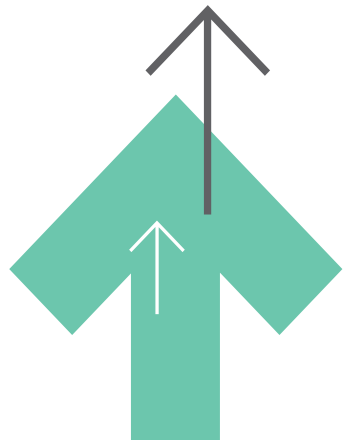
- Providing urgent/unplanned care support to partners and stakeholders, as well as our member GP practices. We've provided 1,500 GP appointments as part of the Operations Pressure Escalation Levels (OPEL) support that we've offered to our member GP practices.
- Developing strong links with partners and stakeholders to support the delivery of health, social and voluntary care services.
- Developing our Influence at integrated care system level and ensuring that our voice is heard.

Our Board is ultimately responsible for the quality of care delivered by Nimbuscare, both to the patients it serves and to its workforce. It is held to account by our member practices.

Our Board is comprised of three committees that meet monthly; Quality, Human Resources and Finance, and Integrated Governance. In 2021 the Integrated Governance Committee led an audit focusing on the following themes – patient safety, regulatory compliance, data security, risk management, workforce, patient experience, quality assurance, clinical effectiveness and finance. In 2022 an audit sub-committee was established to allow us to work even smarter by taking the findings of our Quality Committee and audit forward. It reviewed the work from 2021/2022, developed an agenda for 2022/2023 and will report back to the Quality Committee on a quarterly basis.

New quality projects to progress in 2022/23 will include:

- The development of a Nurse Forum to facilitate and enhance communication with front-line staff across York practices, allowing improved sharing of best-practice and a cost-effective internal skill-sharing and support model.
- Development of dialogue with service users to ensure that their voices are heard when designing and implementing services.
- Enhanced staff training and development to retain and retrain our clinical workforce to support Primary Care as new services develop.



Finally, we would like to take a moment to sincerely thank all our staff and volunteers for their hard work and dedication during the past year.

Their response to the challenges of the pandemic has been nothing short of tremendous.

