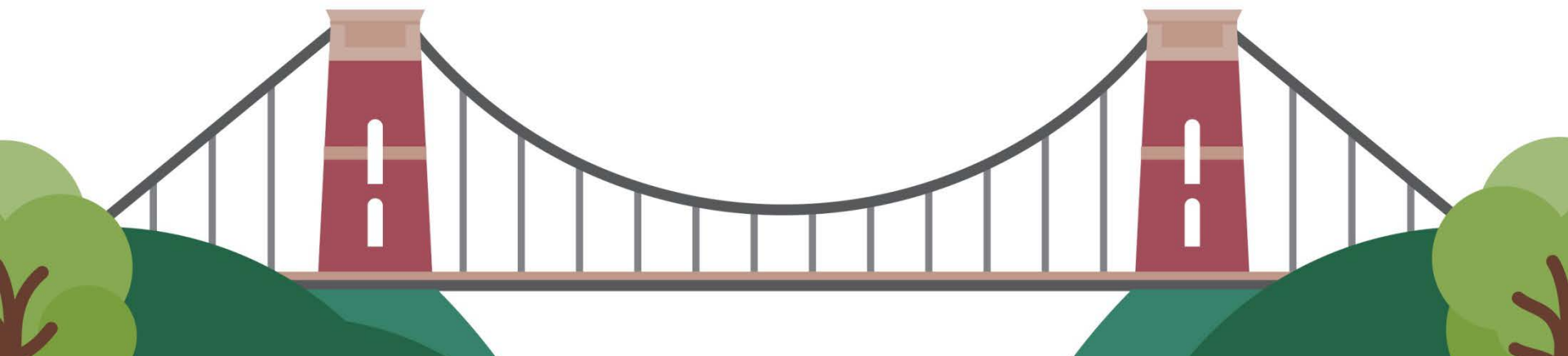


# Presentation to Bristol City Council People Scrutiny Committee

Bristol Community Health is a staff-owned social enterprise created in 2011 by the NHS to deliver NHS community health services





Bristol  
Community  
Health

# About Bristol Community Health

- Not-for-profit social enterprise delivering NHS community healthcare across Bristol and beyond
- 100% staff owned, 98% shareholding
- Wide range of Adult and Children's Services, and Offender Healthcare
- 1700 staff
- Recently rated 'Good' by the CQC with 'outstanding' elements

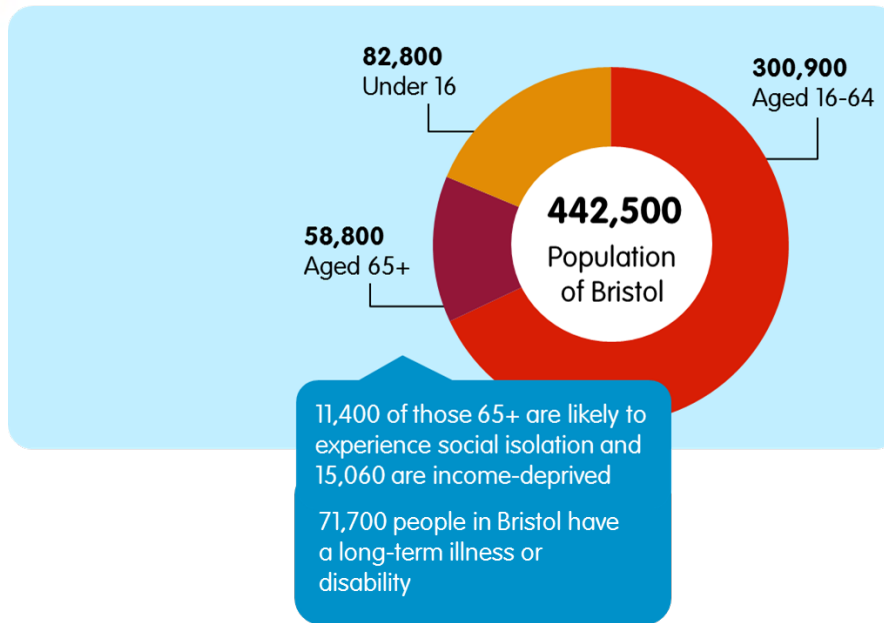


## We've built a sustainable business



Services	Turnover	Staff	Contract Date
Children's Services	£13.3m	500	2017 - 2022
Adults' Services	£35.2m	990	Extended until September 2019
Prisons' Services	£15.4m	120	2016 – 2021
Support Services	£10.1m	90	Funded by adult services
<b>Total</b>	<b>£74 million</b>	<b>1700</b>	

# Who we help



92

Languages spoken among 200 communities

16%

Proportion of the city from BME backgrounds. This rises to 28% among children.

16%

Proportion of the city living in the '10% most deprived areas in England' in 2015

Inspire  
Better  
Health

2,367 patients in prison

- Over 39,000 healthcare contacts with adult patients each month
- Currently treat around a third of Bristol's over 65s.
- Over 11,700 contacts with children/families each month.



# Looking Back: Our Quality Priorities for 2017/18

- **Healthy Together Clinic – our patients choice –** collaboration between S Bristol GP practices and BCH to provide a clinic for people with leg ulcers that also provides social activity and support to improve healing and combat loneliness
- **Patient Activation Measure (PAM)** – person centred tool that helps improve people’s level of understanding and motivation to set goals for healing or management of Long Term Conditions.
- **Making Every Contact Count ( MECC )** – making the best use of time having ‘healthy conversations’ with patients and providing support and signposting



# Looking Back: Our Quality Priorities for 2017/18

- **Patient Leadership Programme: Healthcare Change Makers** – supporting patients to become patient leaders influencing decision makers in Bristol health and social care.
- **Human Factors Training** – to minimise risk of errors, increasing harm free care and improving safety through challenge and simple communication
- **Multi- agency safeguarding hub (MASH)** – social care, health and police working together to review cases of children at risk and improve the sharing of information and expertise



# Looking Forward: Our Quality Priorities for 2018/19

- **Person-centred care – our patients choice** – we will bring together all existing tools to provide clear standardised person centred care.
- **NIHR** – we will develop our research capability and expertise, enabling patients to participate in research that is important to them.
- **Pressure Ulcers and MUST** – we will develop pressure injury prevention strategies that include looking at weight loss and malnutrition.





# Looking Forward: Our Quality Priorities for 2018/19

- **Safeguarding adults** – we will ensure that adults experiencing or at risk of abuse are central to the safeguarding process.
- **Learning and action from patient experience** – we will bring together the feedback, compliments and complaints from patients to learn and take action.
- **Catheter pathway and passport** – we will implement a standardised pathway that improves patient care and outcomes.





**Thank you**

