

Dear Practice Team,

I wanted to get in touch with you to introduce the team from the new BSW CCG who will be working with you on quality assurance and improvement going forward. There are just a few of us, linking with 92 practices, 289 care homes and the urgent care services – you'd be forgiven for not knowing who we are, so we wanted to introduce ourselves! You'll find our mug shots and a bit about us in this letter.

We are part of a wider Quality Team of colleagues with expertise in different fields. We have a breadth of experience and are here as a resource to help and guide. Our aim is not to generate unnecessary work, but to provide you with the support and tools to prove what a great job you are all doing out there! Working together we can help you to standardise your supporting evidence for CQC inspections, and to develop your teams. We are building a work plan for the coming year and we'll share it with you as soon as it's ready, but if you have any views about what you'd like from us and what should be in the plan, please share them by emailing bswccg.quality.primarycare@nhs.net. Some practices have already asked for support around things like pre and post CQC inspection support, significant incident management and Quality Improvement methodology. If you have any suggestions or queries get in touch to see if we can help.

We will be working on the best way to keep in touch with you, hopefully setting up a system that can be two-way so that we can all learn and share things that would benefit all practices. In the meantime, please use our email address above if you want to get in touch.

Lastly, I wanted to draw your attention to the recent Primary Care Briefing; 'Keeping staff and patients safe during Covid-19 and beyond' that was shared in a COVID19 Bulletin. If you have any queries about it, please let us know. We're really looking forward to working with you!

Emma

Meet the team! This is us. We have one vacancy, when they're in post they will be the locality link for Wiltshire and will lead for Clinical Effectiveness across BSW practices. We work very closely with the new BSW IP&C Lead and the Training Hub Nurse lead (they used to work in the Primary Care Quality Team in Wiltshire) so they're included in this gallery of misfits!



Emma Higgins, Quality Lead

Hello! I have about 15 years of experience in the NHS which includes managing an ED department, ITU, children's mental health services and multiple roles in the PCT / CCG. I have also worked in biomechanics, pharmaceutical research and education. I have a wide remit (Primary Care, Care Homes and Urgent Care), and I have worked closely with GP practices in Wiltshire for about 5 years, including amongst other things; support following difficult CQC outcomes, advising on significant incidents and establishing the practice nurse forum. I work closely with the Primary Care Team, the CQC and LMC. I am very pleased to now be working with my new team across BSW. They are a dedicated bunch and we are genuinely here to offer advice and support – yes we have an assurance role to play, but we prefer to work collaboratively, proactively and compassionately to do this.



Jacqui Kell, Quality Manager

I have recently joined the BSW CCG Quality Team from Great Western Hospital where I enjoyed several years working on priority quality improvements. I bring with me skills I've developed in service improvement using quality improvement methodologies. I have a lot of experience in supporting investigating patient safety incidents and look forward to working with you when you want my support in this area. My CCG Quality team role is varied and I am focussed on supporting GP practices, Care Homes and Acute and Community services. I am leading for patient safety across GP practices and care homes for BSW, but I am also the Swindon locality link for practices.

**Ruth Jones, Quality Manager**

Having worked in the NHS for 23 years mainly in a commissioning team, I specialised in quality about 2 years ago. In the past, my portfolio has focussed on quality assurance and quality improvement in our Acute hospitals but more recently with the Care Homes in Bath and North East Somerset. I am interested to find out about the experience of patients, service users, residents and carers, and how we can gain their involvement and feedback to further improve services for the local population. Within my new role I will be supporting GP surgeries, care homes and acute and community contracts. I am leading for patient experience across GP practices and care homes for BSW, but I am also the B&NES locality link for practices.

**Kim Grimmer General Practice Nurse Lead; BSW Training Hub**

I qualified in 1994 and since then I have worked in a variety of clinical settings including secondary care, the Royal Auxiliary Air Force, Princess Mary's Royal Air Force Nursing Service, Infection Prevention & Control, General Practice and local Contraception and Sexual Health services. I am a non-medical prescriber, a Queen's Nurse and a member of the RCN GPN Steering committee. In 2018 I joined the Quality Team at Wiltshire CCG where my work has focused around the GPN 10 Point Plan allowing me the opportunity to become involved in many GPN projects. I am looking forward to embedding and taking forward the work of the GPN 10 Point Plan across BSW.

**Connie Timmins, Infection Prevention and Control (IPC) Nurse Lead**

Having qualified in Ireland, I worked at Royal Papworth Hospital in Critical Care for several years. Since then I have studied become a specialist IPC nurse and worked in the UK and in Abu Dhabi, UAE. I have an MSc in Infection control and I sit on the national NHSE/I working group to reduce Gram Negative Blood stream infections (GNBSI). I'm a member of the South West Infection Control Committee Reference Group and an Infection Prevention Society member. I began working at Wiltshire CCG in early 2017 as a Quality Manager in primary care and IPC lead. In my new role I am looking forward to working collaboratively and supporting the further development of infection prevention and control within primary care.

**Donna Bayliss, Senior Quality Manager**

As an occupational therapist with 20 years' experience in the NHS, my clinical experience includes acute, community services and rehabilitation settings, as well as working in New Zealand. I have worked for a healthcare consultancy firm, and have experience in delivering post graduate skills-based training courses. I've been in my CCG role since March 2018 and my portfolio includes Urgent Care; working with Medvivo and SWAST, and quality improvement work through the Stroke Collaborative which is a fantastic example of a system working together, and learning from each other. I am also a member of the BSW AHP council and am very enthusiastic about looking at the skills that AHPs can bring to primary care.

**Rob Gudgeon, Audit and Effectiveness Manager**

I have worked for the NHS for about 20 years in numerous roles such as Informatics, Medicines Management, Primary Care and Public Health. I joined the Quality Team just over three years ago. Part of my role is promoting and supporting the effective use of auditing, data, information and intelligence to provide assurance and improve patient care. I support audit work across different providers including primary care and care homes to improve the quality of care and reduce the variation in services.