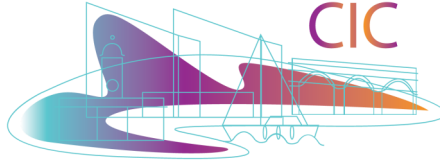


Thanet Health CIC



Everyone together for a healthier Thanet

2020 / 2021 Annual General Meeting



Thanet Health Community Interest Company

Kent Innovation Centre, Millennium Way, Broadstairs CT 10 2QQ
www.thanethealthcic.co.uk



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Introduction

Thanet Health CIC (TH CIC) was incorporated on 7th January 2011, during the initial stages TH CIC supported primary care with small projects, however, in the past three years TH CIC has played a much greater role in actively supporting the needs of the local population and primary care.

The main drivers for this have been:

- The increasing demands on primary care

- Workforce challenges

- National direction for 'working at scale' and in an integrated way

THCIC have risen to the above primary care challenges by:

- Being **supportive** where possible

- Listening and understanding** the local challenges

- Being **responsive and proactive** (Delivering projects within a short timeframe)

- Demonstrating flexibility** by working at practice level and at a system level (C-ART / E-ART / Home Visiting).

- Creating a culture of **openness and transparency**

We want to continue to build on our successes by further:

- Strengthening our governance

- Meeting the needs of our members & stakeholders

- Supporting primary care to be resilient during these challenging and uncertain times

In order to achieve the above we are keen to find out:

“What can TH CIC do to support you?”

Who's who at Thanet Health CIC

Dr Markus Erich Martin Maiden-Tilsen: Medical Director& CEO

Markus qualified as a GP in 2003 and has worked in a Ramsgate practice since 2004. He has been actively involved with the TH CIC since 2015 and was instrumental in the establishment of the PCH model in Thanet in close partnership with the CCG and NAPC.

He worked within the CCG since 2013 as governing body member, as GP expert for the local models group, PCBC and as PCH lead. He left the CCG in 2019 to concentrate on the work with the TH CIC.

Sandra Muirhead: Director of Quality

Sandra qualified as a nurse in 1999 and has 21 years experience of working in acute and primary care settings/services, including A&E, the GP out of hours service and in primary care, whilst concurrently working as a senior university lecturer.

Her wealth of experience in practice and academia has enabled her to have an excellent understanding of patient need, workforce development and service delivery.

Graeme Haggerty: Director of Operation

Graeme has been a Practice/Business Manager at Minster Surgery for the past 9 years, having previously worked for the Primary Care Trust and Thanet District Council. He first got involved with TH CIC in 2017 when he helped set up the e-ART service at QEQM. Since then, he has been an integral part of the development of TH CIC as well as maintaining his links to Minster Surgery.

Dr Stephanie de Giorgio: Clinical lead, QEQMH UTC

Stephanie is an experienced GP who is Clinical Lead for the UTC in Margate and she has worked as a GP in ED for 3 years. She is a lecturer with NB Medical and teaches GP Update, Urgent Care and Womens Health Courses across the country.

As well as this work, she has a clinical interest in Women's Health and Obesity and has worked as the GP clinical lead for Perinatal Mental Health for NHSE and Kent and Medway

Rakesh Koria: Clinical lead, C-ART

Rakesh is a local GP since 1989 having trained locally, full time GP for 22 years and worked across East Kent in a variety of Primary and Community Care settings, including 7 years as a Hospice Physician at Pilgrims Hospices. He has worked with C-ART since its inception over last 5 years. He has active interest in multi-disciplinary holistic care, pragmatic education, sharing best practice and end of life care. He is the Kent and Medway CCG Cancer and Quality & Education Lead as well as Macmillan GP Associate Advisor for Kent and Medway. He was the Thanet and SKC CCG GP Tutor and strongly believes in pragmatic education and inter-professional support as a key enabler in all we do together going forwards regardless of our roles or settings.

Our Vision and Values

Vision:

Everyone together for a healthier Thanet.

Thanet Health CIC was established to support Primary Care in Thanet.

Primary Care is under significant pressure. TH CIC, if it is to continue to be successful, needs to be a significant vehicle in **delivering resilience in primary care services** in Thanet.

Our mission is to deliver superior **quality integrated healthcare** for the people who live and work in Thanet, preferably by people of, or affiliated with Thanet.

Values

Quality care: consistently meeting **rigorous standards**, achieving the best possible care for patients and delivering measurable outcomes for our service.

Collaboration : Facilitate and foster **true partnerships** with health & social care professionals, Thanet communities, commissioners, learning institutions, and other stakeholders.

Inclusion: Including patients and communities in the design and development of services

Innovate: Continue to review, **learn and develop** innovative solutions for healthcare needs.

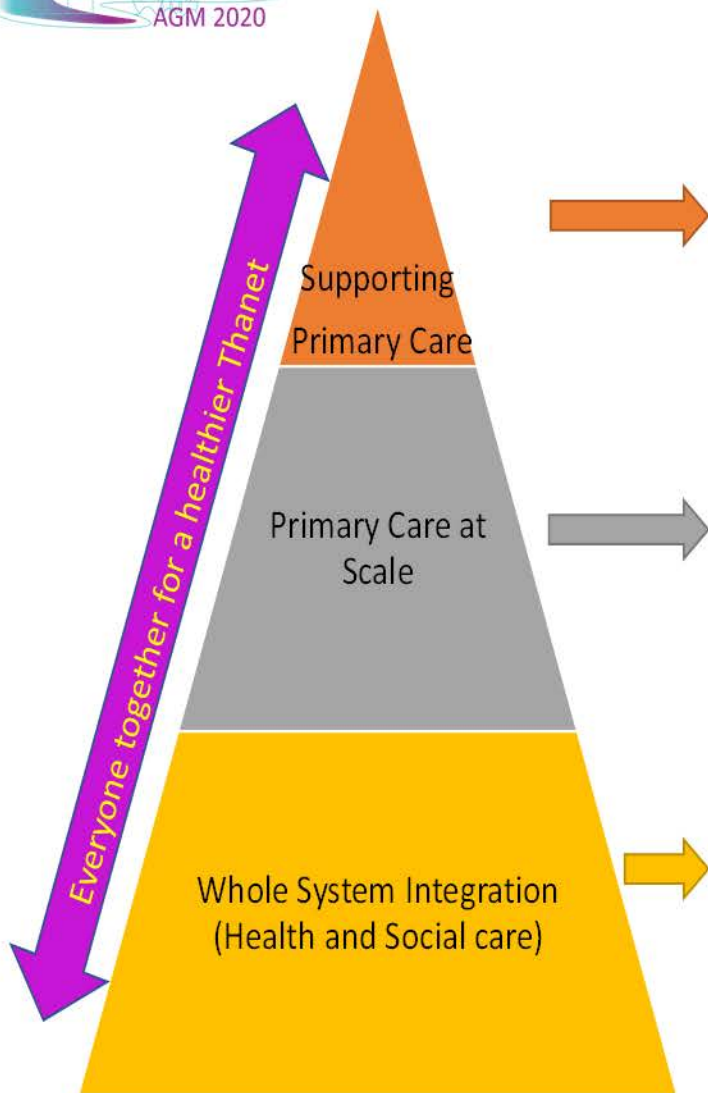
Transparency : Openness and honesty are at the heart of everything we do

People first: Enabling individuals to meet their needs and **fulfil** their aspirations.

Thanet Health CIC

Our Response

Our Impact



Primary Care Home → PCN
 COVID 19: PPE & Infection control
 Hot site meetings now “forum”
 Emergency support at Newington and St Peters

Facilitated Primary care Home to PCN discussions
 Aided practices to work safely
 Forged good relations, sharing up to date information & identified solutions to challenges
 Maintained services for over 12,000 patients

Primary Care Treatment Centre (Hot Site)
 Pharmacists in practice
 Extended Access
 Home Visiting

TH CIC developed Thanet wide services for all practices, which included:

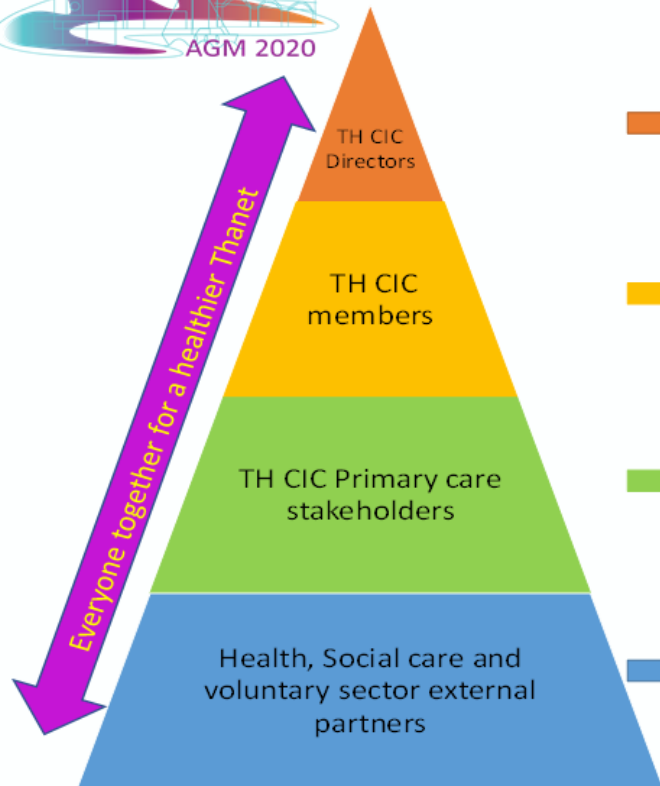
Hot site 354 possible COVID patients seen in 5 months
Extended access offered over 1500 appointments per month, 7 days per week
Pharmacists Supported all practices with NHSE programme
Home visiting accepted 1278 referrals in the first 6 months and saved 16 weeks of GP/clinician time

Complex-ART (C-ART)
 E-ART → Urgent Treatment Centre (UTC)

C-ART, nationally recognised as trail blazer and an innovative programme developed from Primary Care Home which has seen over 5000 pts and avoided 1451 admissions
E-ART, co-located & supports A&E at QEOMH. Seen up to 17% of A&E attendance.
 The E-ART model has contributed to the nationwide design of the UTCs

Our Partners and members

Description & remit



3 Directors
Role: Responsible for running an effective and safe organisation & services

To have at least **one formal member per practice** who is part of the three Thanet PCNs (CARE / Ramsgate & Margate)
Role: Work closely with TH CIC to develop strategic vision and direction for healthcare across Thanet

Annual stakeholder membership open to **all clinical and non clinical Primary Care** staff working in the three Thanet PCNs and for TH CIC
Remit: The annual membership will offer discounted training, resources and support to members

Partnership working with Primary care, KCHFT, Social Care, Age UK, All Seasons, South East Coast Ambulance, formal alliance with EKHUFT, ACP, Invicta Health and IC24
Remit: Work with the whole system to develop services to process which improve care

Collaborative working

Thanet primary care has embraced collaborative working and supported 'at scale working'. In 2015 Thanet became a rapid test site for the Primary Care Home (PCH) model which led to the development of C-ART. This service has had national recognition and the service has gone from pilot to permanent service. PCH has now been superseded by the national roll out of Primary Care Networks (PCNs). TH CIC wishes to support practices and the 3 PCNs to help deliver the PCN DES contract and to support the CCG with locality wide projects.

TH CIC and the PCNs are now in the ideal position to discuss and agree the best way to work together and agree joint priorities. TH CIC are able to bring a wealth of experience from setting up and running services such as Home Visiting service, Extended Access, Complex ART and E-ART and PCNs now have greater understanding on what is required from the PCN DES contract.

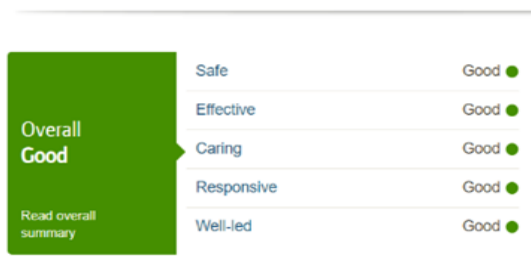
Our successes in 2019/20

We are pleased to advise TH CIC have had a number of successes, these include;

1. Received positive CQC inspection with “Good rating”

In November 2019 CQC inspection reported “TH CIC had systems to manage risk, incidents and were a learning organisation”. “TH CIC routinely reviewed the effectiveness and appropriateness of care”. “TH CIC ensured the care and treatment it provides is delivered in accordance with evidence based practice”.

“Staff involved and treated people with compassion, kindness and dignity and respect”. “There is strong focus on continuous learning and improvement at all levels of the organisation”.



2. Award of UTC contract

Following the success of E-ART, we have secured a 5 year UTC contract at QEQMH.

3. C– ART GP contract

The commissioners recognise the impact C-ART has made to the whole system and therefore have awarded the GP component of the service to TH CIC for one more year.

4. Proactively supported local Primary Care with Covid 19 challenges

TH CIC have worked closely with local primary care and the CCG to develop solutions to overcome the challenges faced by Thanet, this included, setting up a Hot site, running COVID Home visiting, providing PPE and temporarily running St Peters and Newington practice when the practice staff had to isolate.

5. Our other successes included, achieving the social enterprise mark becoming an active and valued member of the UTC alliance (in collaboration with EKHUFT, IC24, Ashford Clinical Providers and Invicta Health CIC).

Our Priorities for 2020/21

We are keen to continue our success and have set a number of priorities for 2020/21. These include:

- **Strengthening our governance**
- **Define membership arrangements**
- **Ensuring good governance is embedded, by promoting a culture of transparency and openness**
- **Investing in our staff**
- **Continue to support the practices and CCG with management of COVID**
- **Secure the Social Enterprise Gold Mark award**
- **Invest more time in engaging with our membership (at practice level and PCN level) to ensure our priorities reflect local needs**
- **Build on our audit program**
- **Capture patient experience & practice feedback for all our services**
- **Foster a life long learning and development culture**
- **Building on our resource library on the TH CIC website and share with our membership and stakeholders**
- **Continue to foster system wide relations especially with the new CCG**
- **To actively respond to procurement for local “at scale” primary care services**
- **Secure ISO 9001 and ISO 27001 status**

We recognise that one of our key aims is to play a significant role in improving primary care resilience for our membership and for the patients who utilise our services. Our success needs to be your success.

We hope that this AGM will be a two way conversation which will deliver a shared set of aims for the remaining year and beyond.

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Good



THE SOCIAL ENTERPRISE MARK
TRADING FOR PEOPLE AND PLANET