

# INNOVATION, COLLABORATION AND IMPROVEMENTS


Bromley health and care services 2020 – 2022

# Highlights



## Barcoding in flu clinics

- Enable flu clinics to run efficiently during the pandemic.
- Quick appointments with minimal contact.
- Contributed to Bromley being one of the highest flu performers in London.
- Positive feedback from patients - **“brilliant, fast and slick process”**.



## Extended phlebotomy services

- Blood tests in GP practices where available, home service for the housebound, walk in services and booked appointments in a range of community clinics.
- Improved booking process – both on the phone and online, and extended opening times.
- Good patient satisfaction – **“Booking online was such a pleasure and the reminder was very thoughtful. The nurse was lovely. Excellent service. Well done”**.



## Homeless healthcare clinics

- Partnership approach with homeless shelter to provide a wide range of healthcare services in safe environment.
- Vaccinations, health screening, examinations, advice, wound care and signposting.
- Winner of a national Innovate award for innovation in helping address health inequalities.

# Highlights

What is  
**Integrated mental  
health services**

NHS *Face your mind*

- New adult mental health hub providing a single point of access for community mental health services. Providing personalised care and early intervention.
- New mental health staff working in primary care.
- Integrated mental health and wellbeing service for young people.
- Mental health support teams in schools bringing together school leaders and mental health services.

**All age autism  
strategy**

- Close working partnership and collaboration with London Borough of Bromley.
- Extensive engagement with people with autism and their families to develop and deliver the strategy.
- Aims to ensure equality of access to universal services.
- Specialist services to support those with autism.

**Primary care  
improvements**

- Investment in digital technology, premises, clinical space and waiting areas.
- Expanded primary care team including pharmacists, physio, mental health and paramedics.
- Appointment options from more locations with flexible virtual access.
- Clinician training for remote assessments and redesign of reception roles for signposting.