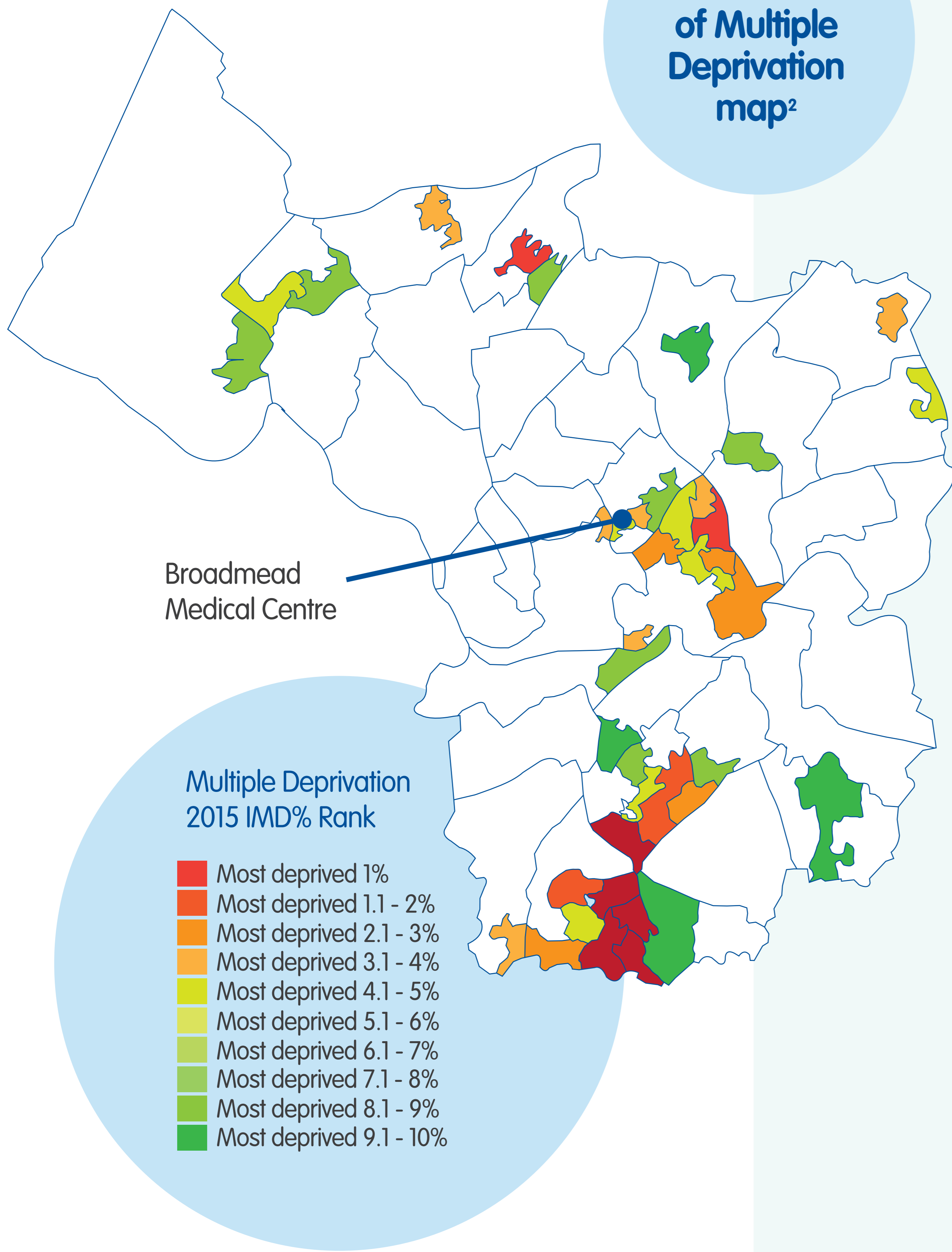




Bristol Index of Multiple Deprivation map<sup>2</sup>



# Reaching more people screening uptake success in an inner city surgery

## Background

In 2015-16, only 45% of people with diabetes registered with the Broadmead Medical Centre attended a screening appointment. Broadmead Medical Centre is a small surgery with:

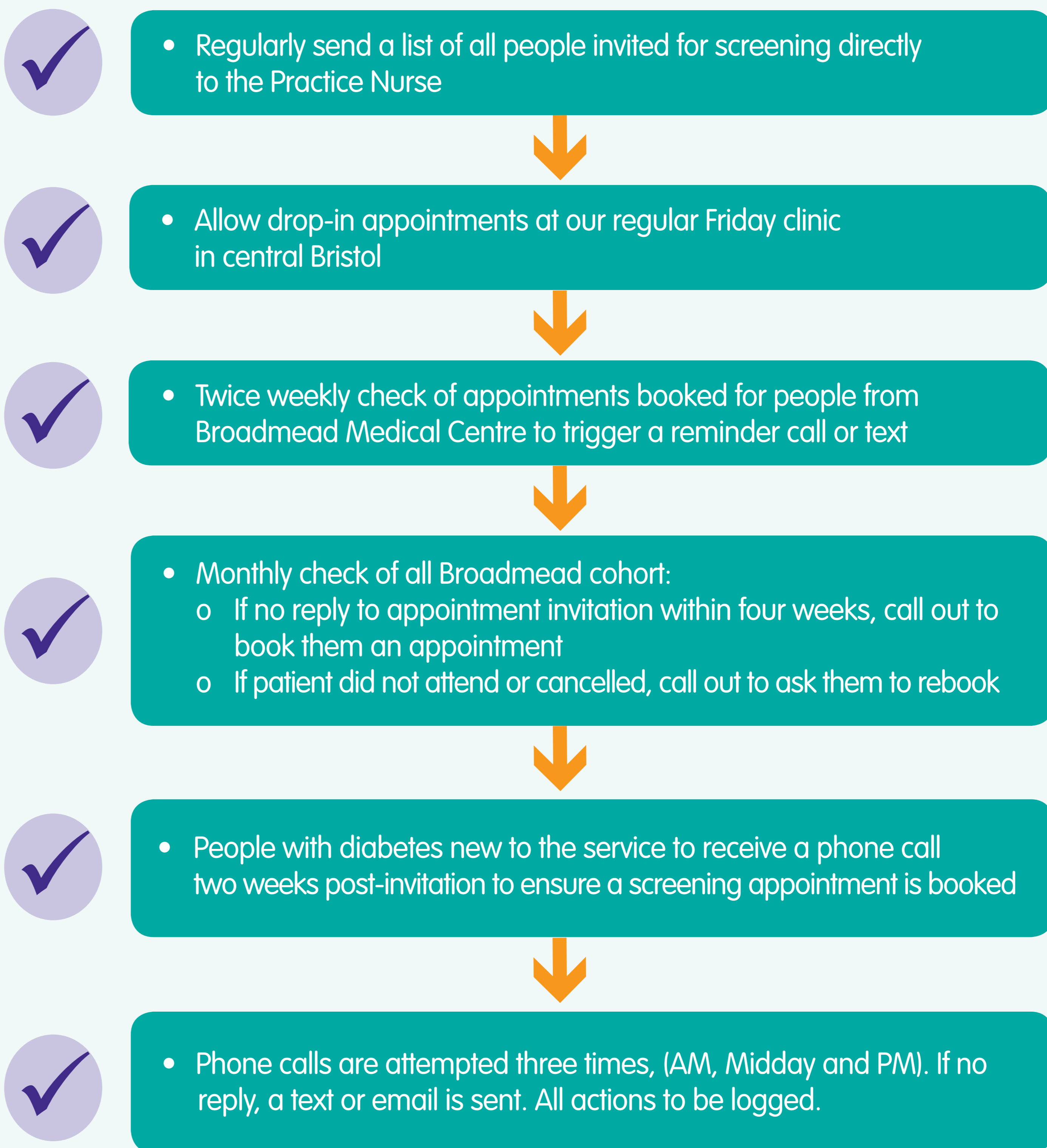
- A transient population, including homeless people, people living in hostels, students and visitors
- A very mixed demographic, less than 1% of the total surgery population are over 75 years and 33% are from black and minority ethnic groups
- An annual turnover of approximately 40% for registered patients
- Deprivation – in the second lowest level, support is available for people with drug or alcohol addictions and mental health problems, and homeless people can register with the surgery as their home address.<sup>1</sup>

## Aim

To improve attendance rates from those people with diabetes registered with Broadmead Medical Centre.

## What we did

We devised a protocol specifically for people requiring screening from Broadmead. It includes the following:



## What worked well

- Working with the Practice Nurse so this group of people could be supported to understand the importance of attending screening
- Drop-in appointments on Fridays
- Using multiple communications such as calling, texting and email reminders
- Due to the small size of the Broadmead Medical Centre population, regular monitoring of each person from the surgery on our register was possible.

## Future plans

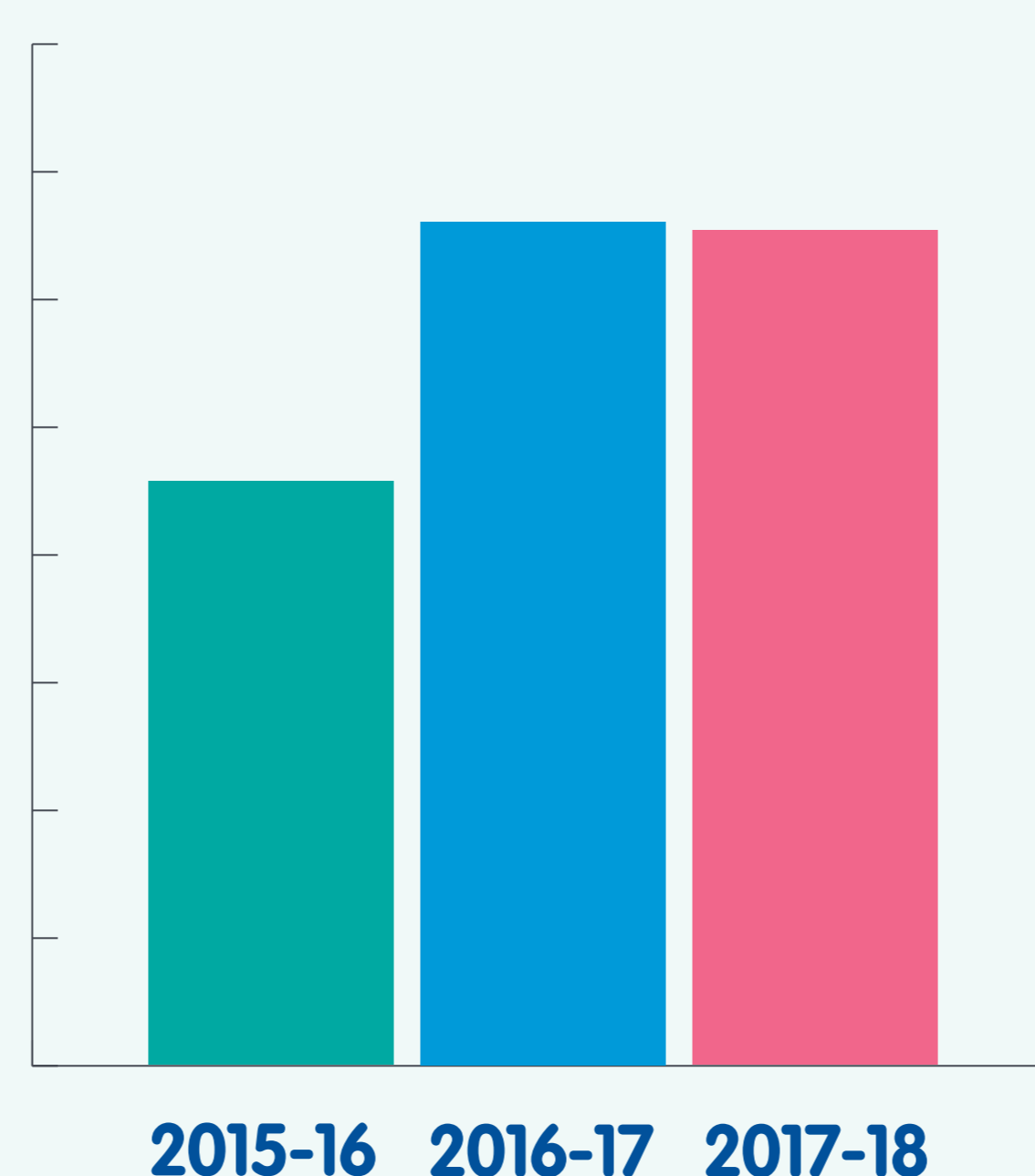
- Continue monitoring and reminding people with diabetes registered at Broadmead Medical Centre
- Continue working with the Practice Nurse
- Implement automated text reminders for all service users
- Offer more out of hours appointments in central Bristol
- Implement patient engagement strategies for the Broadmead cohort to obtain feedback on how we might improve the service.

## References

1. [https://www.cqc.org.uk/sites/default/files/new\\_reports/AAA3520.pdf](https://www.cqc.org.uk/sites/default/files/new_reports/AAA3520.pdf), 11/06/2018, Broadmead Medical Centre Inspection Report
2. Bristol Index of Multiple Deprivation showing Most Deprived LSOAs from 1% to 10% Department for Communities and Local Government, Indices of Deprivation 2015

## Results

Increased screening attendance rate by over 20% from 2015/16 to 2016-17.



|         | Broadmead Medical Centre population | Broadmead Medical Centre screening uptake |
|---------|-------------------------------------|---|
| 2015-16 | 118                                 | 45.76%                                    |
| 2016-17 | 130                                 | 66.15%                                    |
| 2017-18 | 139                                 | 65.47%                                    |