



Primary Integrated
Community Services Ltd



PICS Annual Report

2023-24



Primary Integrated
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Welcome

Welcome to the Primary Integrated Community Services (PICS) annual report for April 2023 to March 2024. In it we outline our aims and the achievements of our staff. We also highlight how we work in partnership with others to deliver the best possible health and care for people in our local communities.

Introduction

We are once again reflecting on a year which has brought us both challenges and opportunities.

We are proud that our staff have remained committed to delivering the highest quality of care for all our communities, and we remain grateful for their efforts on behalf of local people. The financial challenges facing PICS have continued, including our efforts to gain funding for the nationally-announced non-consolidated pay award – intended to reward staff for their hard work during the recent pandemic. Unfortunately, PICS was judged to be ineligible for funding and our efforts to change this position are continuing. Our staff – who deliver services across the local NHS – are as integral to the success of local healthcare as those employed directly by the NHS.

Despite this disparity, our teams have once again gone above and beyond to provide excellent care and we have been proud as an organisation to be at the forefront of developing and delivering award-winning services and gaining further recognition in areas such as support for veterans and carers.

PICS has maintained a strong financial position and remains resilient. After handing back the contract to run the Peacock practice, our other practices (Hama, Meden and Whyburn) continue to operate effectively. We are excited about the potential for further integration and the use of new technology to streamline services, ultimately enhancing care for patients and freeing up time for clinicians.

Looking forwards to 2024-25

One of our recent highlights was the return of our face-to-face staff conference in June 2024. This event gave staff a chance to engage directly with the Board, share feedback, and propose new ideas that will help shape the future of PICS. We very much enjoyed this opportunity to speak to everyone in person.

We have been saddened by the decision of Nottingham Healthcare to move the services we provide under Lot 2 and 3 back in-house. The change will take place at the end of December 2024. We know that this decision was part of a financial recovery exercise by Nottinghamshire Healthcare and was in no way reflective of the dedication and hard work our staff have consistently demonstrated. Many of these team members have been with PICS since its inception, and their expertise and commitment have contributed immensely to improving the lives of those we serve.

We have a number of new services coming online in early 2025, including a new PICS GP practice, which will help us continue to grow overall and expand the areas we work in across primary and community care.



We are also pleased to welcome Dr Andrew Pountney to our Board. He brings with him a wealth of experience as a GP in Mid Nottinghamshire, as well as extensive knowledge in working with local partners and organisations. His insights and leadership will be a great asset to PICS as we continue to strengthen our position within the local healthcare landscape.

In the coming year, we are committed to improving communication and collaboration with our Primary Care Networks (PCNs) and Clinical Directors, ensuring that we are all aligned on our responsibilities and working together effectively. Additionally, we are focused on finding new ways to improve efficiency and gather more meaningful feedback from patients in our out-of-hospital services.

We remain optimistic about the future. The dedication of our staff, the support of our partners, and our shared vision for innovation and improvement will continue to guide us forward.

Chair Anita Dixon, Managing Director Karen Frankland and Medical Director Dr Neil Fraser on behalf of the Board



About PICS

The core value 'We Care' defines our culture and approach. It is underpinned by six more values which guide how we work every day.



We are patient-focused

We are can-do

We are empowering

We create a learning environment

We create evidence-led solutions

We create integrated, safe services

PICS also supports and advocates the principles and values that guide the NHS.

Integrated, whole-life approach

We form pathways between primary, secondary, social and community care to ensure seamless, integrated care between all the services a patient may use. We are fully connected to relevant local authority, care and health systems in order to share records and ensure prompt referrals. We are a trusted partner.

Our multi-disciplinary teams share their specialist skills so that patients with specific needs benefit from personalised care. Our frailty specialists work closely with teams responding to acute and long term conditions, in the community and in care and residential homes.

We work closely with consultants in hospitals, GPs, carers, and social care workers to reduce the number of referrals and waits for appointments.

Community care

Enable independence: We work with patients with respiratory issues, heart failure or diabetes to help them home from hospital and provide a monitor service to treat heart conditions and avoid further or urgent hospital treatment. We work with older patients and those with complex needs to live independently for longer.

Provide specialist care in the community: We support patients to plan in case of emergencies which prevent them from communicating their wishes for their clinical care and we support them to be where they prefer to be towards the end of their life. The Gynaecology service provides an alternative community setting for first and follow up appointments and appropriate procedures, reaching women earlier and in a more accessible way.

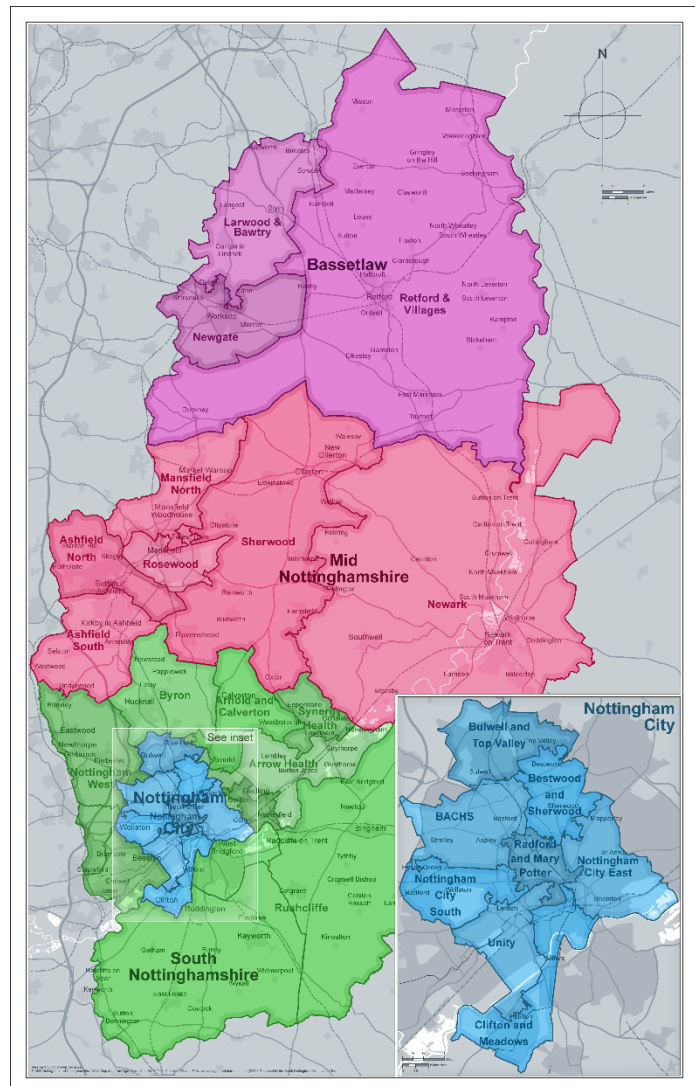
Positively manage long-term conditions: We empower and educate people with long term respiratory conditions to reduce their levels of pain, reduce dependency on drugs and cope with the side effects of those, improving their wellbeing and mental health, and help them feel stronger.

Primary Care

Overseeing local primary care: We oversee GP Practices and health centres, working closely with doctors, nurses and practice teams to drive up the standards of patient care, improve safety and patient experience, and support staff to foster a secure and positive environment. We produce evidence-based governance frameworks, and provide a bank of staff, advice and support to achieve safe, stable and sustainable services. We run clinical projects for our partners, including an award-winning service to care for patients' acute, urgent needs in their own homes.

Supplying expert services and teams for GP Practices: We schedule care provision for evenings, weekends and bank holidays to open up appointments for patients at times more convenient for them while keeping running costs for individual practices down. We provide salaried, locum GPs for Practices who need them to continue to run services. We provide independent, evidence-based advice on Practice models, procedures and processes so that GPs can run efficient, integrated services, and design and commission the services they know their patients need.

Non-core members of PCNs: We support and advise Clinical Directors of PCNs with their financial and administrative responsibilities. We recruit and employ staff for the PCNs and develop clinical supervision models to support them. Our Leadership Team works closely with the PCN Boards to help design and integrate new roles and services within primary and community care settings.



Our Partners

To co-create solutions that are fully integrated into the whole system and meet the strategic objectives of the NHS, we are involved in local strategic decision making and planning. We are members of the Nottingham and Nottinghamshire Integrated Care System (ICS) and Nottinghamshire Nursing and Midwifery Cabinet and we are Board Members for the South Nottinghamshire and Mid Nottinghamshire Integrated Care Partnerships.

PICS are Board Members for the Mid Nottinghamshire Place Based Partnership's End of Life Better Together group that seeks to improve end of life care in Mansfield, Ashfield, Sherwood and Newark. PICS is also a core member of Mid Nottinghamshire Place Based Partnership's Musculo Skeletal Better Together group. Both groups are working towards increasing integrated health care and ever increasing cooperation between the providers of the services.

We care about ensuring productive and long term relationships with our partners and we invest in partnership working. Our collaborative and federation approach respects the independence and specialist expertise of our partners, and we work together to enhance the health and wellbeing of our shared communities.

Our Strategic Objectives

- 1. Our patients will receive care of outstanding quality**
 - Measure patient feedback against the culture and values of PICS
 - Measure feedback from families and carers and partners
 - Increase patient involvement in new developments
- 2. Be an employer of choice and inspire excellence in care provision**
 - Set a clear inclusive vision for equality and diversity within the workforce
 - Provide a 'feel good' supportive working environment
 - Provide excellence in education, training and supervision
 - Ensure all staff are included in service development
- 3. Sustain and Improve Financial Value**
 - Implement cost improvement plans across services
 - Continue to develop robust financial governance and assurances
 - Start to implement succession planning throughout the business
 - Retain existing business
 - Actively seek new contracts and procurements via all 4 pillars of PICS
- 4. Provide a leadership role in Primary Care**
 - Align with the PCN strategy and continue to support and develop PCNs
 - Support primary care by developing out-of-hospital and community pathways
 - Support the federation of back office functions in general practice
- 5. Develop and nurture positive relationships with external stakeholders**
 - Develop the CDs role in supporting and promoting PICS
 - Further expand the communication and engagement with external stakeholders
 - Promote clearly the identity and the 4 pillars of PICS
- 6. Support social value within our localities**

Our services

- Acute Home Visiting
- Cardiology
- Care Co-ordination Service
- Clinical Pharmacy
- Diabetes
- ECG 24 hour monitoring
- Extended Access
- First Contact Dietitians
- First Contact Paramedics
- First Contact Physiotherapists
- GP Practices
- Gynaecology
- Network Navigation Service
- Primary Care Network (PCN) Services
- Pain, ME/CFS, Long Covid-19 care
- Palliative Care
- Respiratory care, including pulmonary rehabilitation
- Social prescribing

Our year in numbers

Contacts

Community services - 82,000

Pain services - 20,000

Gynaecology services - 10,000

Meden Medical Services Practice - 18,000

Whyburn Medical Practice - 59,000

Hama Medical Centre - 23,000

PCN services - 390,000

Quality Report summary



The 2023-24 PICS Quality Report demonstrates our resilience and achievements delivering NHS services through continued challenging times and sets out our priorities for 2024-25. A full review of our activity, governance, and achievement is available in our [Annual Quality Account](#). In February 2024, her Royal Highness The Princess Royal learned about the groundbreaking work of our mental health occupational therapists in Nottingham West (see below).

PICS continue to deliver a wide spectrum of services that fall under four main pillars: GP Practice, Community Services, Out of Hospital Services and Primary Care Network (PCN) Services. Despite the diverse range and breadth of our services, one thing is consistent: our core value, 'We care'. This remains at the forefront of our service delivery, ensuring high quality evidence-based services that are safe, responsive and have patients at their heart.

Our governance structure remains robust and we continue to have an excellent track record in patient safety. We have made good progress in the adoption of the Patient Safety Incident Response Framework (PSIRF) and will continue this work into 2024/25 and beyond, sharing our learning both internally and externally through the Learning From Patient Safety Events platform.

We achieved the following against our priorities for 2023-24, presented under the CQC domains of safe, effective, caring, responsive and well led.

Safe

In October 2023 a pilot census was undertaken to analyse the usefulness and inform further use of the Community Nursing Safer Staffing Toolkit (CNSST) within PICS. The pilot was undertaken with the Nottingham West Respiratory Team. All staff were trained in the use of the tool and undertook data collection for five days. Scoring was quality assured for accuracy. Since the original pilot, three other teams have been trained and a further census

week was conducted in March 2024 following the same quality assured process. We will continue with use of the tool twice yearly and then use this data to assist with workforce planning.

PICS has further strengthened its patient safety approach by adopting the National Patient Safety Incident Response Framework (PSIRF). An assessment was made of PICS' patient safety profile based on incident data from April 2022 to March 2023. This has enabled development of a Patient Safety Incident Response Plan which was approved by the Clinical Governance Committee in quarter three and is now live on the PICS website. PICS incident policy has been updated to include PSIRF. The next stage is to ensure all staff are trained in this new patient safety approach and this will commence in 2024-25.

Effective

PICS delivers effective services using best evidence care and treatment aligned to local and national guidance. During the past 12 months some of PICS staff and services have been either shortlisted or successful in gaining awards:

- The community heart failure pathway won 'Best Outcome Award' at the Nottingham and Nottinghamshire Integrated Care System health and care awards.
- Meden Medical Services were shortlisted for a Local Medical Council (LMC) general practice award
- Tracey Colman (Nottingham West PCN Business Manager) was highly commended in the 'Primary Care Network Manager of the Year' category at the national PMA awards
- Arrow PCN Social Prescribing team were shortlisted for 'Practice Team of The Year' at the Nottinghamshire LMC awards.
- Nottingham West PCN Pharmacist-led cardiology team were nominated for a HSJ award, finalists in the National General Practice awards and winners of the PrescQIPP award for 'Integrated and Joint Working'

Caring

PICS staff have continued to work hard to improve support for carers, both within our services and also for staff that have carer responsibilities outside of work. PICS is now "Carer-friendly" accredited across the whole organisation, reflecting the "powerful, consistent and valuable contributions PICS teams in general practice, primary and community services make for carers in the communities it serves, and for its staff who are carers." We have also trained our managers in carer awareness to enable them to better support staff who have carer commitments outside of their work life.

PICS have continued the roll out of the Professional Nurse Advocate (PNA) strategy and we now have a total of three qualified PNAs. The PNA role will support the nursing workforce at PICS by providing restorative supervision which is evidenced to reduce stress and burnout and increase emotional well-being and quality of care.

Responsive

PICS has undertaken work with those experiencing health inequalities to identify areas for service improvement and/or patient experience. Specifically, the pain service has been working with patients and specialists around learning disability and autism. Based on feedback from those with neurodiversity in the young people's pain pathway, changes have been made to how the pain programme is delivered for certain groups.

Gynaecology have been undertaking an audit to collect data on ethnicity of those referred to the menopause clinic to assess if there are any concerns regarding the referral of black, Asian and minority ethnic women as there is evidence to suggest that nationally, black and minoritized women reported increased rates of delayed diagnosis and lower rates of HRT uptake.

PICS supports the implementation of new innovative services that support primary care and the wider health community. PICS now employ many staff and deliver numerous services on behalf of Nottinghamshire PCNs. Many of these roles are part of the Additional Roles Reimbursement Scheme (ARRS), introduced by the government in 2019 to improve access to general practice. Through this scheme, PICS has employed Mental Health Occupational Therapists (OTs) to work alongside general practice to deliver first contact assessments, brief interventions self-care advice and onward referrals where needed for patients presenting with mental health distress. Nottinghamshire is one of the first areas to use the mental health skills of OTs in general practice.

Well led

We have continued our commitment to the armed forces community, supporting patients, staff and the wider community. During quarter four of 2023, we submitted our application for the Defence Employer Recognition Scheme silver award. In addition to receiving the silver award PICS staff have been supporting the armed forces community by:

- Assisting veterans to identify themselves and be recorded as military veterans within their general practice record.
- Promoting the veteran friendly scheme to other practices within the Primary Care Networks and encouraging them to sign up.
- Supporting local veteran walks, Armed Forces Day and Armistice Day - see below.

Our staff survey results from November 2023 have been shared. Overall, the results compare favourably to the wider NHS staff survey results. We aim to address areas for improvement by facilitating staff workshops and develop an action plan based on the views of our staff. The staff survey will be completed again in quarter three of 2024-25 and we will review the need for and implement additional surveys if we think they will be of use.

Priorities for improvement 2024-25

Building on achievements from 2023-24 and to address areas that require improvement, the following are our priorities for 2024-25:

- **During 2024/25, we will enable our staff to have a better understanding of patient safety in the NHS and reducing risk and harm to patients.**

NHS England have launched learning in the form of the patient safety syllabus. It is their ambition that all NHS staff undertake at least level 1. As part of our PSIRP, the decision has been made that all staff working for PICS will undertake patient safety syllabus training at level 1 and 2 through completion of the appropriate modules on e-learning for healthcare and this was launched in April 2024.

- **During 2024/25 we will make Oliver McGowan training mandatory for staff.**

All PICS staff will undertake learning disability and autism training level 1 via Bluestream e-learning. Level 2 training will be accessed through the ICB. This will equip our workforce with a greater understanding of the needs of those people with learning disability and autism.

- **During 2024/25 we will submit an application for the 'Gold' award on the Defence Employer Recognition Scheme**

We will continue our work in supporting the armed forces and veterans in both our workforce and patient groups. Our lead and clinical champions will review evidence required and work towards the submission deadline in quarter 4 of 2025.

- **During 2024/25, we will have staff workshops to review our findings of the 2023 staff survey and produce an action plan.**

This work will be led by the HR team, bringing together staff from all services, managers, and the corporate team.

- **During 2024/25 we will improve the percentage of patients seen in the 18 week RTT for the community gynaecology clinic.**

We will produce an action plan and work with the ICB and our subcontractors to improve the waiting times for patient referred into this service.

PICS news and achievements

We are proud of many achievements over 2023-24. Here are just a few.

New PICS hypertension service to reduce health inequalities

Launched on 1 April 2023, a new service commissioned by the Integrated Care Board offers blood pressure checks for thousands of local residents in Mid Nottinghamshire to find people living with undiagnosed persistent high blood pressure (hypertension).



Briony shines in Prime Minister's visit

In June 2023, Briony Warren, PICS Spirometry Nurse, met Prime Minister Rishi Sunak and the Secretary of State for Health and Social Care Steve Barclay. They were visiting Nottingham to launch a national programme of Lung Health Checks, based on a local pilot from the Integrated Care Board. Briony spoke about the Targeted Lung Health Checks as well as the PICS Spirometry programme for residents of Mid Nottinghamshire.



Carer Friendly accreditation

In June 2023, Hucknall residents and carers Marilyn and Nicola Clifton presented PICS with an Outstanding Achievement Award from Nottinghamshire Carers Association.

PICS is now “Carer-friendly” accredited across the whole organisation, reflecting the “powerful, consistent and valuable contributions PICS teams in general practice, primary and community services make for carers in the communities it serves, and for its staff who are carers.”

Celebrating our Silver Award in the Defence Employers Recognition Scheme

In June 2023 we were awarded the Silver Award in the national Defence Employers Recognition Scheme. It's something we're really proud of, as we work to support service personnel from our local communities.

As part of the award, we had to proactively demonstrate that service personnel/the armed forces community are not unfairly disadvantaged as part of our recruiting and selection processes, that our workforce is aware of our positive policies towards defence people issues and we provide at least five days' additional unpaid/paid leave for Reservists.



Emma Alder (pictured), Quality and Clinical Governance Lead Nurse/Named Nurse for Safeguarding, said: “Receiving this award recognises our ongoing support in employing veterans, reservists, and family members of serving personnel. We truly value the diverse skills they bring to our organisation, and we proudly offer our ongoing commitment to them.”

Roadmap leaders

In July, three PICS team members were in first cohort to complete the NHS England roadmap for Mental Health Occupational Therapists and Clinical Care Home Leads.

They were Tracey Evans, Mental Health Occupational Therapist, Rosewood PCN, Naomi Cummins, Clinical Care Home Lead, Nottingham West PCN and Catherine Seals, Mental Health Occupational Therapist, Nottingham West PCN.

LMC award shortlistings

Meden Medical Services were shortlisted for an LMC General Practice Award. The celebratory event was held on 28 September.

The Arrow PCN Social Prescribing team were also nominated for “Practice Team of the Year” at the Nottinghamshire LMC awards. Sara Brunskill, Social Prescribing Manager for Mid Notts and Arrow (pictured), and Helen Duszynski (pictured front) attended the award ceremony. Helen said that competition was fierce and while they did not win the award it was lovely to be recognised in this way.



New Medical Director appointed

Dr Neil Fraser took up post as Medical Director in October 2023. Neil trained at the medical school in Leicester, qualifying as a GP in 2007 and working as GP partner at a practice in East Leake. Neil has enjoyed teaching and training for many years, leading change across Rushcliffe and helping to create PartnersHealth.

Community Impact award win

PICS won the East Midlands Chamber’s Community Impact Award, for our work on reducing health inequalities, strengthening the local economy, providing innovative and creative services and working with partners.

Shortlisting in national PMA awards

Our friend and colleague Tracey Colman, from Nottingham West PCN, was highly commended in the Primary Care Network Manager of the Year category of the national PMA awards.



Celebrating the work of Dr Kelvin Lim and Alison Rounce

A celebration event marking the enormous contributions of PICS founding partners Dr Kelvin Lim and Alison Rounce (pictured) was held in September 2023, as they both headed to new roles in the local health community. Both will continue to work closely with PICS and are incredibly proud of what has been achieved so far and the future they see for the organisation.



Award winning Pharmacy Cardiology Team shortlisted

The Nottingham West PCN Pharmacy Cardiology Team, which won this year's PrescQipp awards 'Integrated and joint working' category, was also shortlisted for the National General Practice Awards in the 'Clinical Improvement: Public Health and Prevention' category.

Published work by Vasileios Georgopoulos

Vasileios Georgopoulos, Advanced Physiotherapy Practitioner in the PICS Pain Service, had an article published in January 2024 in the international journal Patient Education and Counselling.

A showcase for Nottingham West PCN and PICS First Contact Occupational Therapists

Her Royal Highness The Princess Royal visited Nottingham West PCN on 6 February 2024 to learn about the remarkable First Contact Occupational Therapists, including Mental Health OTs in GP practices and the Clinical Care Home Leads in Nottingham West PCN.



Her Royal Highness is the Patron of the Royal College of Occupational Therapists. She made a special visit to Nottingham to learn more about the positive impact of the new mental health groups being launched in Nottingham West PCN to support the local population, reduce GP workload and reduce onward referrals to secondary services. The special event was jointly hosted by Nottingham West PCN and the Royal College of Occupational Therapists.

Catherine Seals, Mental Health OT for Nottingham West PCN (pictured above), continues to champion the profession of Occupational Therapy and put in a bid for a Royal Visit to be able to highlight the innovation within the profession. The Mental Health OTs in PICS all strive for innovation, developing the role over the last two years to meet the demands of the populations alongside progressing their skillsets.

Desi Gillespie said: “As OT Clinical Lead I am proud to work with talented and inspiring Occupational Therapists. The Princess’ closing speech captured the pride within PICS and Nottingham West.”

OT team members are pictured above at the event.

Inspiring the next generation

PICS hosted a student conference on 5 March 2024 for a cohort of Year 12/13 to inspire the next generation to discover career opportunities and roles within primary care. The session was introduced by Karen Frankland who gave some insight into PICS and her career journey, followed by five primary care professionals who gave an insight into their role, what they do and showcase some clinical equipment:

- Rose Severn, PCN Social Prescribing
- Hollie Bloom and Kay Davis, PCN Nursing
- Jordan Briggs and Emily Davis, PCN Health and Wellbeing Coaches
- Jo Stackhouse, Nursing Associate
- Wilna Tanis, Mental Health Occupational Therapy

We received some excellent feedback from the Careers and Employability Leader from David Neiper school who said that some students have decided they would like to become a Nursing Associate and Occupational Therapist.

Showcasing the Pain Service and PICS at an MSK Waiting Well event

Janine Curtis, Wellbeing Practitioner, represented the Pain Service and PICS at the MSK Mid Notts Waiting Well stakeholder event on 6 March 2024 at Trinity Community Centre, Newark.

Around 20 people visited the stand and six referrals were made into the service. Janine said in the evaluation form: “It was really nice to talk to people who are experiencing difficulties. Small discussions about what matters and some guidance on changes to make and information on other services can help people whilst either waiting for services or those already on their journey.”

Staff wellbeing

PICS Chair, Anita Dixon, is our Wellbeing Guardian and the Wellbeing Group is continuing to make positive changes to staff wellbeing and promote our culture. The Wellbeing Group worked throughout the year to develop a wellbeing strategy based on NHS England's Diagnostic Toolkit to identify strengths, gaps and challenges as part of the wellbeing offer at PICS.

A goal identified from this exercise was to introduce Wellbeing Champions across the organisation to support Anita and the Wellbeing Group in promoting, identifying and signposting ways to support colleagues' wellbeing as those on the frontline. Our goal is to equip PICS staff with the necessary tools and resources to look after their emotional, physical and mental wellbeing. We need to look after each other and be strong, safe and well to continue to do the excellent work with our patients and communities.

Topics covered over the year within our wellbeing updates included:

- Workstation wellbeing and display screen equipment
- Cycle to work scheme
- Couch to 5k
- Our pledge as a carer-friendly employer, our network of carer champions, and support available to carers
- Dry January (going alcohol-free)
- Quitting smoking
- Improving finances and budgeting.

Staff survey 2023

In 2023, 478 staff were surveyed with 294 responses received – a return rate of 61.5%.

Thanks to this response rate, we donated £100 each to a foodbank in both south and mid-Notts.

These are the highlights from the survey, with national NHS survey results from 2022 included in brackets where possible:

- 87.92% agree that care of patients is the organisation's top priority. (74%)
- 87.97% of staff said if a friend or relative needed treatment they would be happy with the standard of care provided by the organisation. (62.9%)
- 86.47% of staff say the organisation acts on concerns raised by patients/service users. (69.1%)
- 75.47% of staff would recommend the organisation as a place to work. (57.4%)
- Most staff (94.7%) know how to report concerns regarding unsafe clinical practice.
- 86.4% agree or strongly agree that the organisation encourages us to report errors, incidents or near misses.
- 92% of staff agree that they are trusted to do their job.
- 92.6% of respondents agree or strongly agree they feel their role makes a difference to patients/service users.
- Teamwork, support from colleagues, line managers and leaders all scored highly (as in previous years).
- 90.1% agree or strongly agree that the people they work with are understanding and kind to one another.

- 80% of staff stated that they can approach their line manager to talk about flexible working.

There were also areas identified where we have room for improvement:

- Whilst 72% of staff say they achieve a good work life balance - 30% of respondents (89 people) reported feeling unwell due to work-related stress in last 12 months. 45% said they had come to work despite not feeling well and 27% of staff said they find their work always or often emotionally exhausting.
- 71.5% said work either always, usually or sometimes frustrated them.
- Scores were lower on learning and development than in previous surveys.
- 42 staff said they would probably look for a job in the next 12 months.

We are aiming to run staff focus groups during 2024/25 to look at the following themes:

- Health, wellbeing and frustration at work
- Pay and reward
- Learning, development and career progression
- Zero tolerance to abuse/ freedom to speak up

Financial statement

Our turnover has decreased from £14,098,315 in 2022-23 to £13,266,689 in 23/24. Profit for the year (after tax) is £111,275 which is up from £19,540 last year. We now employ 219, staff down from 241 in 2022-23.

2023-24 has been an important year for the organisation's finances. Concerted effort was required to get us back into a sustainable financial position. PICS has reset our approach and established robust conditions and criteria for business decisions. Much progress has been made on this vital work and this should give us solid foundations for the future.

Jonathan Bemrose, Finance Director



PRIMARY INTEGRATED COMMUNITY SERVICES LTD

GROUP BALANCE SHEET

AS AT 31 MARCH 2024

		2024		2023	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	10		79,803		112,631
Current assets					
Debtors falling due after more than one year	13	59,000		21,000	
Debtors falling due within one year	13	1,098,137		1,521,085	
Cash at bank and in hand		3,637,660		3,952,217	
		<u>4,794,797</u>		<u>5,494,302</u>	
Creditors: amounts falling due within one year	14	<u>(3,563,459)</u>		<u>(4,398,081)</u>	
Net current assets			<u>1,231,338</u>		<u>1,096,221</u>
Net assets			<u>1,311,141</u>		<u>1,208,852</u>
Capital and reserves					
Called up share capital	17		241		255
Share premium account			76,620		85,606
Capital redemption reserve			38		24
Profit and loss reserves			<u>1,234,242</u>		<u>1,122,967</u>
Total equity			<u>1,311,141</u>		<u>1,208,852</u>



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