

STATEMENT OF PURPOSE



INTRODUCTION

The British Association for Performing Arts Medicine (BAPAM) is a charitable trust providing specialist health support to performing artists with performance-related health problems, physical and mental.

BAPAM's paid staff provide administrative, policy and training services, while its clinical services are delivered by a (mostly volunteer) team of clinicians, many of whom are leading experts in the fields of

- Performing Arts Medicine
- Rheumatology
- Orthopaedics
- Sports medicine
- General practice
- Physiotherapy

AIMS AND OBJECTIVES

BAPAM's Mission is 'to achieve nationwide occupational health provision for full and part-time professional and student performing artists, including health education and clinical advice for performance-related medical problems'

BAPAM's Key Objectives are represented by its Seven Major Work Strands contained within its current Strategic Plan. These are:

1. **Clinical services:** maintaining and strengthening *BAPAM* as the national provider of assessment, advice and treatment referral for performers already experiencing performance-related health problems, via diagnostic assessment clinics, arrangements linking named medical advisors with members of standing performance companies and a practitioners' directory.
2. **Prevention:** moving emphasis from user-based to strategic health promotion via delivery of specialist teacher training packages, supplemented by an expanding portfolio of web-based information.
3. **Professional Development – mainstreaming performing arts medicine:** building health professionals' expertise in preventing and managing health problems specially affecting performing artists via the establishment, in partnership with a university/medical school, of a post graduate Performing Arts Medicine diploma.
4. **Marketing:** ensuring its responsiveness to the needs and interests of its key audiences (performers, and health care professionals), so *BAPAM* becomes the organisation of choice for these audiences to turn to for health care advice, guidance, education and training regarding performance-related injury and illness prevention and management
5. **Service Evaluation & Research:** ensuring that knowledge, innovation and best practice in performing arts medicine are promoted within *BAPAM* and among P.A.M. researchers, health care practitioners, teachers and performing artists.
6. **Resources:** continuing recruitment of volunteer professionals so as to maximise value added and minimise monetary expenditure on services and policy development, maintaining financial support from existing sponsors, and actively identifying and pursuing funding from other grant giving bodies and individuals so as to build a wider donor portfolio.
7. **Operational Matters:** ensuring appropriateness of its operational environment including governance, human resources, premises, information technology, systems and procedures

BAPAM's Core Principles governing its service delivery are

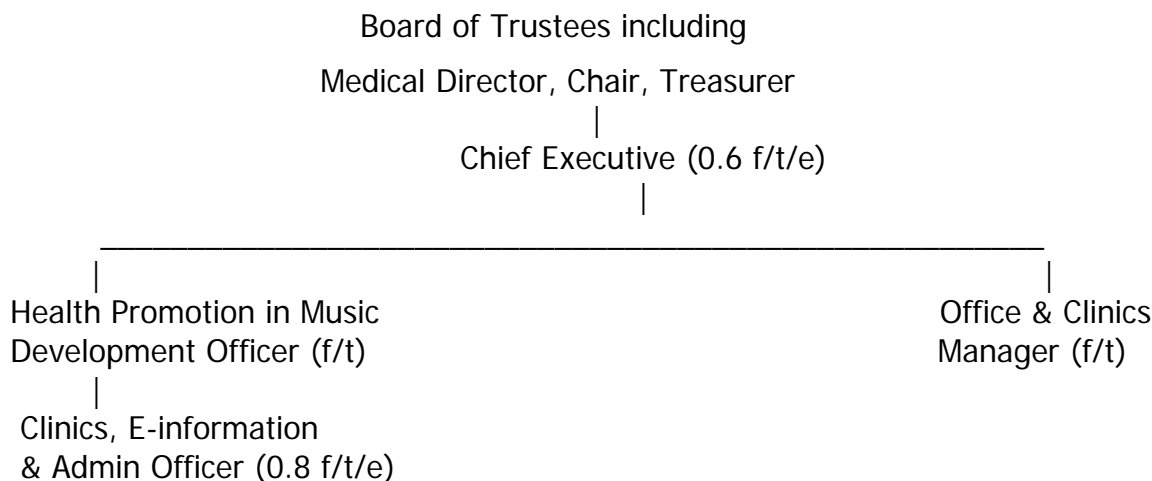
- Adherence to the highest professional and clinical standards
- Uniting clinical expertise with a deep understanding of the special healthcare needs of performing artists
- Access for all professionals, semi-professionals and students engaged in the performing arts
- Client confidentiality
- Access irrespective of financial means
- Prompt and efficient response
- As far as possible, underpinning practice with sound scientific research
- Promoting good practice and prevention to minimise need for treatment for performance-related health problems

STAFF DETAILS

BAPAM currently has four paid staff: Ms Naomi Wayne (Chief Executive), Dr Sanchita Farruque (Health Promotion in Music Development Officer), Ms Clare Hicks (Office and Clinics Manager), Mr Daniel Hayhurst (Clinics, E-information and Admin Officer)

BAPAM GOVERNANCE & ORGANISATION CHART

BAPAM's is overseen by a Board of Trustees comprising currently a businessman chair, an accountant treasurer, an honorary medical director and four other medical doctors, a solicitor, a research psychologist, the chair/chief executive of Phonographic Performance Ltd, and two funder (trade union) representatives. Its management structure is shown below:



Name, Address and Details of the Registered Provider

Mr Richard Price
BAPAM
Totara Park House
34-6 Grays Inn Rd
London WC1X 8HR

Richard studied accountancy at Cardiff University. Having worked as a chartered accountant and a financial trainer, he established and built his own education company, BPP Holdings. He is now the non executive chair of Education Development International PLC. Richard has extensive charity experience at Board level, being a trustee of Action Medical Research, a council member of the Royal College of Music and a former chair of the Bach Choir. He joined the BAPAM Board in 2001 and became its chair in 2006.

Name, Address and Details of the Registered Manager:

Ms Naomi Wayne
BAPAM
Totara Park House
34-6 Grays Inn Rd
London WC1X 8HR

Naomi studied law at the London School of Economics and Cambridge University. She has had a varied career as a trade union officer in the Republic of Ireland and Britain, a specialist in equal opportunities policy and practice in Northern Ireland and Britain, a charity chief officer and a freelance consultant within the voluntary sector. Naomi is also the author of two books and has extensive experience as a charity trustee, including establishing a small grant giving charity for which she is currently the honorary secretary. She became BAPAM Chief Executive in early 2005.

Clinic Personnel

BAPAM provides clinics on three days a week at its central London premises. Currently services are provided by three consultant rheumatologists, one consultant orthopaedic surgeon, one sports medicine specialist, five general practitioners/physicians and two physiotherapists. All have been approved by BAPAM's Medical Committee and are bound by BAPAM's Clinical Governance Policy in respect of registration, insurance and continuing professional development.

SERVICE PROVIDED:

Its full services portfolio comprises:

- diagnostic assessment clinics
- specialist referrals
- some physiotherapy treatment
- the AMABO (Association of Medical Advisors to British Orchestras) scheme which provides health advice and support to orchestra members
- a training programme for clinicians
- a web-based Directory of Practitioners
- health education materials and training provision for music teachers, students and professionals.

Any patients considered to require further therapies, including surgery, will be referred for treatment appropriately elsewhere.

BAPAM aims to provide an environment which prioritises the comfort and convenience of its patients. It provides disability access, hot and cold drinks, easily accessible information about its services and policies, a very user friendly website, a large amount of free health information material, and a warm welcome from people who understand the performing arts world. Two administrative staff are themselves professional performers (musicians), and most of its clinicians are amateur musicians.

Many of BAPAM's patients come from overseas, reflecting performing arts' international composition and clinicians are used to working with patients who have limited English. BAPAM is unable to arrange for interpreting facilities, but patients whose English is poor are invited to bring an English speaker with to assist them.

BAPAM's patients are aged 12 upwards – the organisation is not registered to see patients under the age of 12 years. BAPAM has a detailed Children Policy covering patients from 12 to 17, which has been approved by the local authority where its offices are located, Camden Council.

PATIENT COMPLAINTS

BAPAM's entire reason for being is to provide support to performing artists and help them to maintain their careers. Accordingly, it is very committed to preventing occurrences that may lead to complaint, and to learning from any complaints that may arise.

A formal complaints policy is in place as is a formal procedure for patients to seek explanations and resolutions to their issues. Policy and procedure are posted prominently on the notice board in the patients' waiting area, and are also contained within a Compliments and Complaints Leaflet which is available to patients visiting a clinic, as well as being supplied on request.

All staff are trained to accept feedback and bring issues to the attention of the Chief Executive in order to bring about a swift resolution on an informal basis where possible. Where any expression of concern is received, the patient will be encouraged and assisted to make use of the complaints procedure.

All complaints are recorded in a complaints register. Every written complaint will receive an acknowledgement reply within 5 working days unless circumstances make this impossible, when the response will be at the first opportunity. If a full response cannot be achieved at this preliminary stage, it will be sent within a maximum of 20 working days.

Patients can also complain directly to the Care Quality Commission (formerly the Healthcare Commission). However, the Care Quality Commission may decide that the complaint should be handled at a local level initially and return the complaint back to BAPAM.

The Care Quality Commission can be contacted directly at:

Care Quality Commission
Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG

Telephone: 0845 6013012 or www.carequalitycommission.org

PATIENTS PUBLIC INVOLVEMENT

Patients are encouraged to complete our Feedback Forms (Patient Satisfaction Survey) the results of which will be analyzed and reviewed by BAPAM's Board on a quarterly basis. The Patient Guide also asks patients to provide feedback, while the Complaints and Compliments Leaflet (see above) provides details as to how patients may comment on any aspect of their experience whilst at BAPAM's clinic, including lodging a formal complaint.

PRIVACY AND DIGNITY OF PATIENTS

With its client group drawn from the performing arts, relatively high levels of informality are regarded as generally acceptable, and indeed, are preferred by patients. However, BAPAM still requires all patients to be treated with courtesy and consideration, including being addressed by their preferred name and title and being seen in a safe and welcoming environment.

Patients' privacy, dignity and confidentiality are respected at all times. In particular, consultations with patients are held in confidential treatment rooms equipped with window blinds and screens as required. The clinical team, through their training and professional memberships are trained to recognise and respect the uniqueness and dignity of each patient and respond to their need for care, irrespective of their gender, ethnicity, religion, age, disability, HIV status, status in the performing arts (other than being full or part time professional or studying performing arts).

REVIEW

The Statement of Purpose, Patient Guide and Compliments and Complaints Leaflet will be reviewed on an annual basis and any amendments will be forwarded to the Care Quality Commission.

BAPAM Charity No: 1083295