

## Derbyshire Wide Equality Objectives Report 2018-2020

The journey in this operational year began with the successful merger of the four CCG's in our county as North Derbyshire, Erewash, Hardwick and Southern Derbyshire CCG's became NHS Derby and Derbyshire CCG from 1 April 2019.

The information that follows is an update on the objectives set in 2018.

**1. Transformation: To reduce Health Inequalities through the implementation of the transformation programmes (including but not limited to Better Care Closer To Home (BCCTH), Belper, Wellbeing Erewash), to deliver fair and equitable access for all groups.**

**Ilkeston Community Hospital:** engagement around changing the provision of community rehabilitation in Erewash delivered jointly with Derbyshire Community Health Services NHS Foundation Trust (DCHS).

The Derbyshire Sustainability and Transformation Partnership (STP) Joined Up Care Derbyshire has highlighted that the local system is overly reliant on bed based care. Whilst we know that good care is provided in the individual settings, elderly patients sometimes spend too long in bed based care causing physical, psychological, cognitive and social deconditioning, often resulting in lost independence.

One of the STP's clear aspirations is to ensure that the *'right care is provided in the right setting by the right people'...that patients 'flow' effectively through their care pathway and are supported to stay at or near home wherever possible and return to safely living independently at home following a stay in hospital'*.

This view is acknowledged and jointly agreed by all statutory and non-statutory social, health, voluntary and independent organisations across the whole system. We want to ensure that we have the right services in place to meet the needs of people discharged from acute hospital care who are not able to go straight home without additional rehabilitation or support. Ensuring care is delivered in the right settings and with the right care according to patients' needs supports people to have the best health outcomes, keeps them safe and independent and care for them wherever possible, at home.

NHS Derby and Derbyshire Clinical Commissioning Group launched a 60 day period of engagement on 27 June 2019 to enable people to share their views on our plans to change the model of community discharge and care in Erewash. The main aim was to help us to understand any unforeseen issues in implementing the planned changes.

How we involved our public, patients, partners, stakeholders and others with an interest in this service:

Engagement Method	No. of responses/coverage
<b>Engagement Shaping</b> (Pre and during engagement period) <ul style="list-style-type: none"> <li>• <b>Engagement Committee</b></li> <li>• <b>QEIA Panel</b></li> <li>• <b>Erewash Quest Event (Erewash GPs)</b></li> <li>• <b>Individual Erewash GPs email</b></li> <li>• <b>Erewash Place Alliance</b></li> <li>• <b>Implementation Planning Meeting</b></li> </ul>	15 members 6 Panel Members ( <b>2 sessions</b> ) 40 GPs and Surgery staff ( <b>1 session</b> )  4 GPs responded 15 members ( <b>3 sessions</b> ) 10 system wide partner representatives <b>(6 sessions)</b>
<b>Distribution of engagement material</b>	All Erewash GP practices and Patient and Participation Groups (PPGs) linked to GP surgeries Ilkeston Hospital League of Friends Over 37 voluntary sector groups and community organisations All local Councillors, MPs and Parliamentary candidates Local Pharmacies Over 10 partner agencies
<b>Questionnaire</b> <ul style="list-style-type: none"> <li>• on-line, paper copy</li> </ul>	30 completed surveys
<b>Public and staff Drop-in sessions</b> <ul style="list-style-type: none"> <li>• 15 July 2019</li> <li>• 29 July 2019</li> <li>• 12 August 2019</li> </ul>	In total: 26 public attended 5 staff attended
<b>PPG Meeting</b> <ul style="list-style-type: none"> <li>• 19 August 2019</li> </ul>	9 PPG members (public) attended
<b>Enquiry Log</b>	6 enquiries
<b>GB Questions</b>	9 questions raised to GB
<b>Invitation to Campaigners' public meeting</b> <ul style="list-style-type: none"> <li>• 8 August 2019</li> </ul>	At least 70 members of the public attended

An overview of the feedback is detailed below:

Overarching views about the changes	Suggested Mitigations
Many people expressed a misunderstanding of the planned changes and assumed it meant closure of hospital Concerns were raised around the model with concern that the number of beds would not fully meet people's needs Concern that the evidence did not support the	<ul style="list-style-type: none"> <li>• Further work can be done during implementation to explain the planned changes with information focussing on the concerns detailed above</li> </ul>

need for change	<ul style="list-style-type: none"> <li>• Work should be done jointly with DCHS to ensure that staff and local people see that this a joint decision and that this is the correct model of care moving forwards</li> <li>• Further information should be published on the CCG website in the form of a question and answer document to ensure that all comments and/or questions highlighted during the engagement are responded to</li> <li>• Ongoing communications to take place within the community to share the additional information and to understand how any remaining concerns can be mitigated during the implementation phase</li> <li>• CCG to lead in partnership with DCHS and DCC on a patient experience project where patient stories would be actively sought to help develop a rich picture of the outcomes of patients who use the 3 discharge pathways.</li> </ul>
Concern that the different pathways of care described did not offer enough support and that a hospital bed would be a better place of care	
Concern that the changes were only based on a financial need, 'just about cost savings and privatisation' and not based on improving models of care	
Belief that changes to the model of care would not work – and therefore would not deliver better outcomes for patients.	
Mistrust in the CCG and feeling that they were withholding information and that the CCG would not 'live up to their promises'. Request to know how the CCG would mobilise the changes and how success would be monitored.	<ul style="list-style-type: none"> <li>• Further sharing of information about the new service model with the wider community and use the patient experience project to identify patient stories.</li> </ul>
Full support for the changes from a number of those who came to the drop-in sessions. They understood the new service model and felt assured that the changes were positive and in particular were assured that the hospital would not close as a consequence of the changes to rehabilitation pathways.	

Further to the extensive engagement programme the Governing Body of the CCG made a decision to support the recommendation of changing service models at the meeting on 3 September 2019.

## Belper

A brand new state-of-the-art health facility is to be built on the site of the current Belper Clinic, on part of the current Babington Hospital site on Derby Road, Belper instead of moving services to the town's Derwent Street. Health bosses at Derbyshire Community Health Services NHS Foundation Trust have developed the revised plans and allocated an additional £4 million to be spent on the NHS facilities, in addition to the already announced £5.94 million, to offer more space to accommodate a growing range of community health services under one roof and

more parking spaces. The revised scheme honours all the promises made to local people in the engagement process undertaken in 2018 to develop services fit for the 21st century in a sustainable way and in line with the ambitions set out in Joined Up Care Derbyshire to replace outdated facilities at Babington Hospital. NHS Derby and Derbyshire Clinical Commissioning Group (CCG) is supportive of the Belper Clinic site redevelopment scheme as a solution to seeing the delivery of their commissioning requirements.



William Jones, Chief Operating Officer for Derbyshire Community Health Services NHS Foundation Trust, who has led the Belper health redevelopment project, said: “We are very excited to be able to share these updated plans and architect’s drawings for transforming health facilities for patients in Belper.”

A public drop-in session to discuss the new Belper Clinic site development was held on Wednesday 8 January 2020 at the Strutt Centre on Derby Road, Belper, between 6pm and 8pm. Health bosses from Derbyshire Community Health Services NHS Foundation Trust and NHS Derby and Derbyshire Clinical Commissioning Group, along with the scheme architects, were on hand to answer questions and talk about the scheme. The session was attended by 15 members of the public who were very interested in the stilted design of the building to accommodate the flooding risk to the lower half of the car park. Some further queries were raised about the bedded care to be provided from the Derwent Street site, and it was noted that the health service would ensure that as the care model was changed, patient feedback would be important to enable proper monitoring of the quality of the service.

## **2. Children & Young People: To improve our information about the understanding of the experiences of children and young families in health care and use this understanding to influence effective and inclusive commissioning of services for this section of the local community, working through the Future in Mind programme.**

The Health Economy is now entering the final year of our five year Future in Mind (FiM) Programme. However, children’s mental health and wellbeing continues to be a significant national priority. In the year ahead we will consolidate progress made and will be beginning to plan and begin to deliver some of the requirements in the NHSE Long Term Plan including working with adults services to achieve the ambition of an effective person-centred all age response.

As Future in Mind comes to an end the governance structures have been reviewed and it has been agreed that given that Mental Health and Well-being is one of the four elements of the Special Educational Needs and Disabilities (SEND) Reform, that the future developments in services to improve the mental and emotional well-being of children and young people will be reported through the SEND Boards in both County and City, as well as the Joined Up Care Derbyshire Children's Board.

In 2015 the number of children with diagnosable mental health conditions in DDCCG who accessed services was approximately 25%. Since then the effectiveness of the DDCCG Future in Mind programme has increased the percentage year by year, rising to 35.81% by March 2019 (based on prevalence data from 2004), exceeding the target of 34%. The ambition is that by 2024 over half those who need a service will be able to access one, and by 2030 services should be available for all in line with the NHSE Long Term Plan. However, alongside the increase in access to services, there has been a marked increase in demand for provision and there remains a significant shortfall in capacity of services at all levels to respond, resulting in unacceptably long waiting times for too many children.

An immediate key challenge is to increase support for self-help. We need to consider how we can support the creation and maintenance of a climate of positive wellbeing for all children and young people, before interventions become necessary at all. The anti-stigma programme 'Be a Mate' has encouraged peer-to peer support, with 550 young people trained as Mental Health Champions, and work has continued to promote resilience.

DDCCG has commissioned a digital offer (Kooth) which is accessible by Derbyshire and Derby City children and young people aged 11-18, including those Children in Care who are residing out of area and up to the age of 25 years for care leavers and for children and young people with Special Educational Needs and Disabilities. There will be continued work with children and young people who will be key to the evaluation of the service. Parents also stated that they wanted easy to access support, so a proof of concept has been commissioned, QWELL, a digital platform offering advice, support, guidance and some live chat and counselling available for all parents and carers of children in the DDCCG footprint. The contents development of QWELL is being co-produced with parents and carers, and if it evaluates well, it will be continued.

Work has continued to develop the Whole School Approach to mental Health, with 85 schools in Derbyshire and 104 schools in Derby City now signed up with an identified member of staff to support children and young people's mental and emotional well-being. This is being under-pinned by an on-line one-stop-shop for schools in Derby City which is hoped to expand for Derbyshire in the next year. During 2019, DDCCG has been successful in securing funding for Changing Lives to develop four schools as Centres of Excellence with Mental Health Support Teams to offer direct support to 2,000 children per year and to offer wider support for other

children and parents and other educational establishments in the areas. A provider has been identified and implementation will begin next year.

A DDCCG - wide targeted early intervention service has now been launched 'Build Sound Minds', providing effective community based face-to-face interventions to more than 2,300 children and young people each year.

A team of nine Specialist Community Advisers (SCAs) have been commissioned to be the key contact for GPs in 'Place'. They will also work with a wider range of Practitioners in 'Place' who are concerned about the mental and emotional wellbeing of a child or young person with whom they work. The SCAs will support, reassure, advise, train and enable the Practitioners to provide appropriate care and effective support to improve the mental and emotional wellbeing of the child or young person causing concern. This will build capacity and capability in within community practitioners in relation to early identification and intervention with children's mental health need. They will also work with Build Sound Minds and representatives from the Local Authorities to facilitate community triage to ensure that children and young people receive the right support from the most appropriate organisation.

A running theme is to consolidate and improve the consistency of our offer across the DDCCG footprint, so all newly commissioned services are available across the DDCCG footprint. Work has already begun to ensure consistency of an improved offer for eating disorders and for urgent care and during the coming year there will be a review of CAMHS with the aim of securing a consistent offer that is responsive to the increasing demand.

Whilst the needs are similar across the whole DDCCG area, the prevalence is linked to a number of factors. DDCCG has commissioned an equity audit to identify key areas which need to be a focus. This audit will be complemented by the establishment of a team of citizen researchers, young people from cohorts which find it hard to access services who receive training and support to engage and consult their peers to inform commissioners of the barriers and solutions, to ensure that all young people feel confident to access services.

DDCCG has secured funding to embed psychology support in the county and city Youth Offending Services which has been complemented by funding from the Police and Crime Commissioners Office for a Speech and Language Therapist. These will provide training and support to case managers within YOS, so that they are better able to recognise and support young people. There has also been some work with the court officials to ensure they are mindful of the different needs and barriers for some of the children and young people in this cohort.

There has been agreement by DDCCG and both the county and city councils for a new Trauma Informed Service for children in care identified as having deteriorating mental health. This new service will be implemented from April next year.



It is hoped that these services will help us to reduce further the numbers of children requiring Tier 4 provision by providing safe and effective alternatives in the local community. During 2018/19 39 children were admitted to Tier 4, with a total length of stay of 3,116 bed days, this compares with 83 children admitted in 2015/16 with a total length of 6,996 bed days. During 2018/19 there were no admissions of children and young people with autism and/or learning disabilities (Transforming Care Partnership cohort).

All this work has, and will continue to be underpinned by the need for a robust workforce development programme for all those working with children and young people. This year there has been a wide-range of training, including over 1,000 practitioners from all disciplines have attended training on Adverse Childhood Experiences (ACEs) to gain understanding of some of the triggers that might increase the likelihood of poor mental health, and think about ways that children and young people can be supported to overcome and manage these challenges. It is important to flag that recruitment and retention remains a significant challenge particularly for both core CAMHS providers as staff move to more specialist roles within the services. CAMHS recruitment is therefore a risk to the success of our programme and noted as such. We recognise this is a national issue and welcome support on this.

## Information and Choices

### 3. Information and Choices: To focus on ways to increase access to service for local vulnerable groups and ensure that effective information is provided to allow all service users to make informed choices.

Helping people to better understand and manage their health is an important strand of the CCG and wider health and care system strategy. Key partners include Public Health England, our providers and network partners across the system. Effective partner engagement is essential if we are to deliver effective programmes and mini campaigns, particularly where resources and budgets are minimal.

#### Examples of self-care campaigns 2019:

Self-Care Week took place 18-24 November and involved a launch event at Derby City Council where NHS Derby and Derbyshire CCG Medicines Management Self-Care ambassadors along with a local community pharmacist engaged with the public about Self-Care and resources they can access to treat minor conditions and ailments themselves.



You can find Self-Care information and resources on our website [here](#).

## Diabetes Prevention Programme

Working alongside Livewell at Derby County Council Derby and Derbyshire CCG has done a lot of work promoting the NHS Diabetes prevention programme and more information on this can be found on our website [here](#).

Our CCG Communications and Engagement Team worked with Livewell Derby in the council house reception to offer free staff and public blood pressure checks and signposting information to those who need it. The information provided was primarily around preventing type 2 diabetes and the prevention programme mentioned above, but Livewell also included advice on; losing weight, quitting smoking and being more active. Below you can see photos of these health check drop in sessions which we promoted on our twitter account and also on Livewell Derby twitter.



NHS Derby and Derbyshire Clinical Commissioning Group organised roadshows with Silver Star in April 2019 to raise awareness about the risk of developing diabetes and help people protect themselves. You can learn more about Silver Star [here](#). The road shows were an opportunity and advice needed to:

- **Find out their risk** – using the Diabetes UK [‘Know Your Risk Tool’](#) to find out your risk of developing Type 2 diabetes in just three minutes.
- **Get a FREE NHS health check** – so people aged 40 to 74 years can check their risk of Type 2 diabetes, cardiovascular disease and other conditions.
- **Ask their GP/Practice Nurse to check if they’re at risk** – and get referred to their local Healthier You

As part of Diabetes Prevention Week the roadshows’ aim was to help people avoid developing the condition and increase referrals to the National Diabetes Prevention Programme for patients diagnosed as ‘pre-diabetic’.

The below tweets include photos taken at the roadshows outside St Peter's Church Derby and Pak foods in Normanton.







Prior to diabetes prevention week commencing Monday 1 April 2019 our member practices were given social media toolkits to help promote the roadshows and toolkits to put out in their reception areas.

**The toolkits (pictured left) included:**

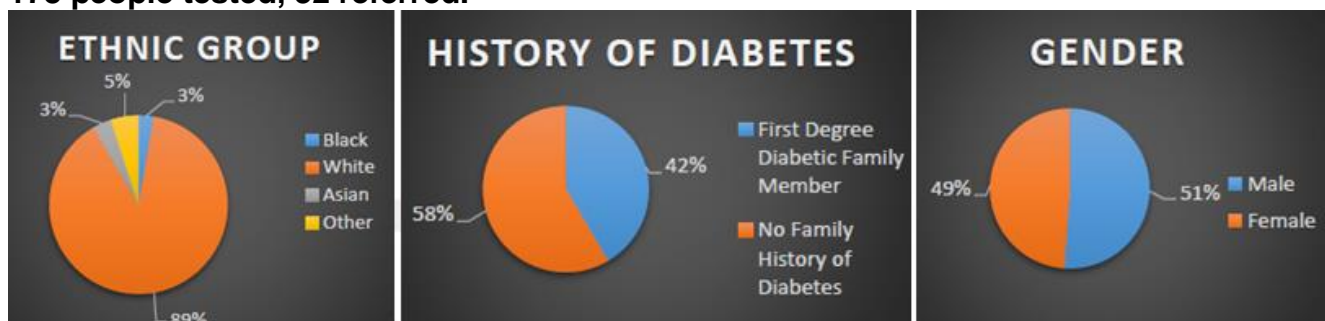
- ✓ Posters
- ✓ Event posters
- ✓ Stickers for staff
- ✓ Leaflets
- ✓ Bunting
- ✓ Diabetes UK 'Know your Risk' leaflets
- ✓ Waist tape measures

The below data captured by Silver Star tells us who came to three of the roadshows and whether they had a history of Diabetes. We were also able to tell them their Body Mass Index (BMI) results, risk score and glucose level and provide signposting information to seek medical advice or self-care support.

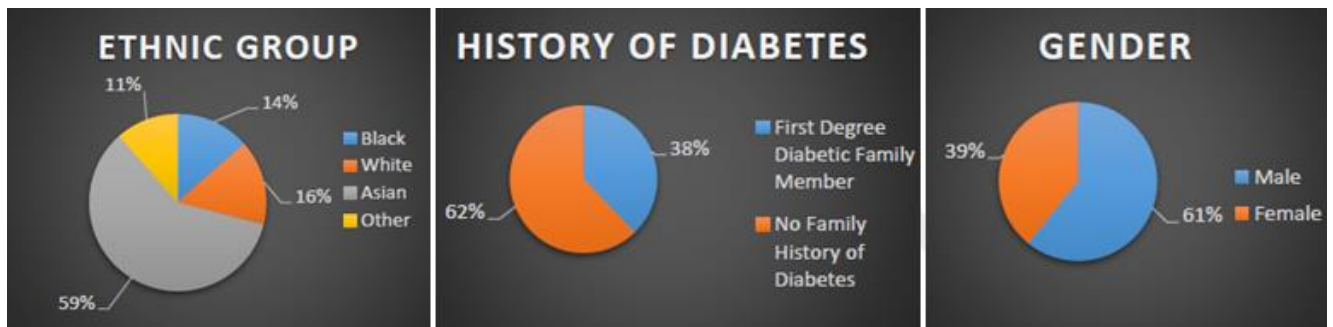
**NHS Diabetes Prevention Week- Bolsover Market- Derbyshire- Tuesday 2nd April 2019; 64 people tested, 14 referred.**



**NHS Diabetes Prevention Week- Town Centre Derby- Saturday 6th April 2019; 178 people tested, 32 referred.**



**NHS Diabetes Prevention Week- Pak Food Derby- Sunday 7th April 2019; 148 people tested, 27 referred.**



For further information on the Silver Star Diabetes prevention roadshows please see our website [here](#).

### Maternity - For You and Baby campaign and Mother Hub

For You and Baby is aimed at supporting Derbyshire families through pregnancy and the early years. The website focusses on myths and facts about breastfeeding and smoking whilst you are pregnant, two of our local priorities. This website encourages lifestyle change for the whole family and not just the pregnant women. There are also useful local links to support services, healthy eating when pregnant and managing your weight during pregnancy as well as a Q&A.



For You and Baby also promotes the 250+ locations in Derby and Derbyshire that are in the 'Breastfeeding Welcome Here Award' scheme and will encourage shops, cafés, outlets – in fact, any public facing premises – to sign up to become part of this scheme.

Families still feel the stigma of breastfeeding in public and this campaign aims to challenge negative perceptions on breastfeeding in a public space.

For the first time, this campaign will also be encouraging families to quit smoking – not just mums to be – as research has shown that pregnant women find it hard to quit smoking when their partners and family members also smoke.

### Mother Hub

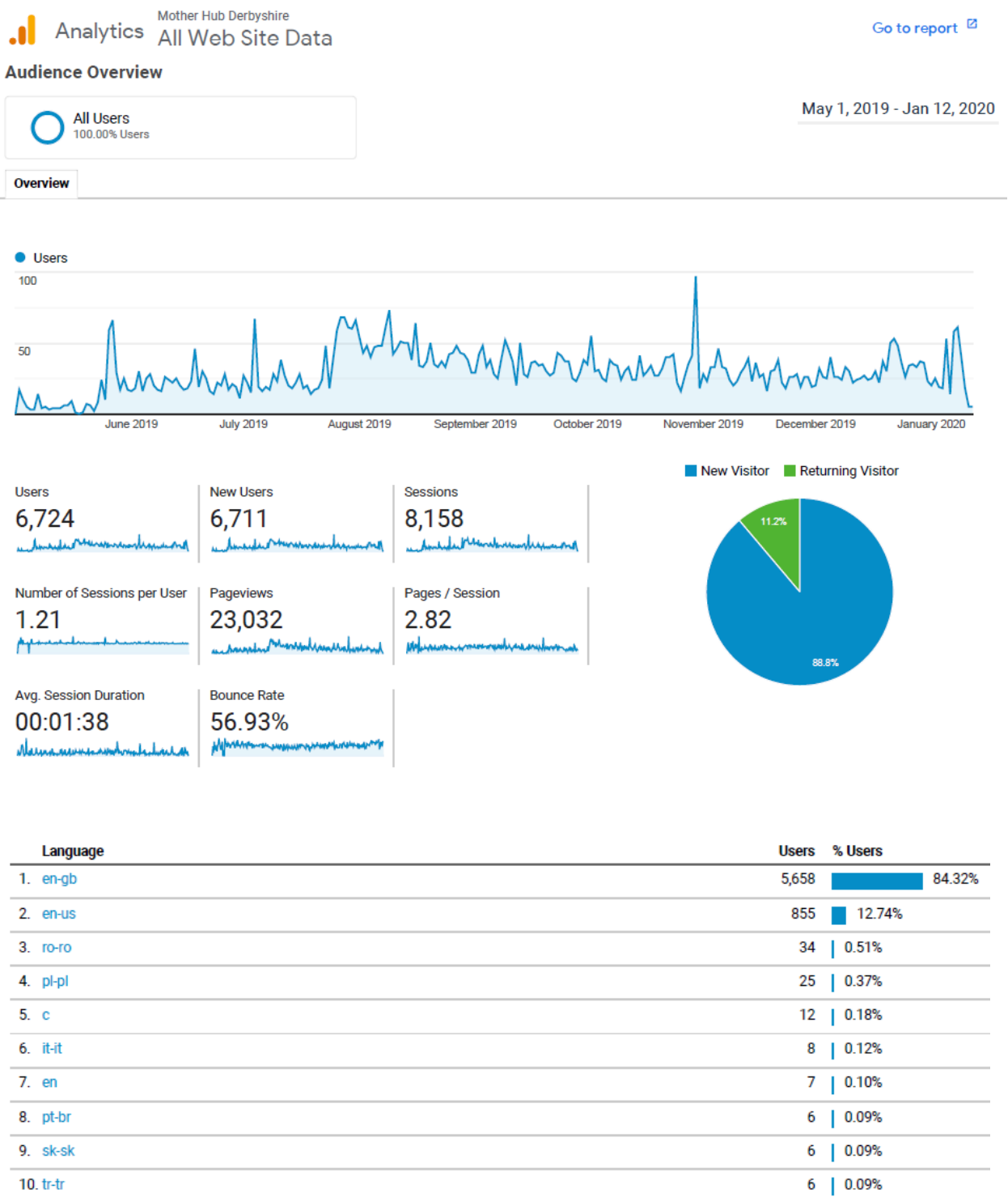
Mother Hub has been developed to provide local information for the women and their families of the local offer for maternity services, birth and the early days with your baby.

Within the website there is a section for partners called 'Parent Hub' which helps partners in how to



support the pregnancy and prepare for becoming a parent. Included within the site is an easy to use search via postcode to find children’s centers, maternity units and breastfeeding groups in their local area. There is also the option for parents to share their story and their experiences with others, see more on the mother hub website [here](#).

Below we can see some statistics of usage for the Mother Hub website, which tells us the site was accessed by 6,724 users over June 2019 – January 2020 in a variety of languages, but mainly English.



## We are Undefeatable

The We Are Undefeatable campaign was launched by Sport England with a local partnership development via Active Derbyshire and Active Nottinghamshire. The initiative encourages providers, CCG's, partners and healthcare organisations to get residents living with long term conditions fit and active. We promoted this campaign through our bulletins, social media channels, website and intranet.



## Place

**4. Place: To ensure place-based engagement models are representative of the community and groups they serve. The CCGs will support places to identify any gaps and advise on how these can be filled including how to engage with local community and voluntary sector to bridge gaps around membership.**

### Place Engagement 2019-2020

'Place' involves commissioners, community services providers, local authorities, primary care, the voluntary and community sector, and public representatives working together to meet the needs of local people. They meet in eight 'Place' alliances covering the whole of Derbyshire.

Place is a transformative work stream and aims to enable new models of care, integration and cost efficiencies by creating the environment and opportunity for organisations and the populations they serve, to think transform and work differently together, so that people can be well connected and can access communicative and coordinated services. This way of working will inform and support the system leadership in Derbyshire as it develops a new architecture and culture for system working which integrates good health and wellbeing support for those who live and work in Derbyshire.

### Our Vision:

People who live and work in Derbyshire will have their health, care and wellbeing understood and supported by system leaders who create the conditions for organisations to work better together to improve health and wellbeing, to enhance quality of care, create flexibility and responsiveness, and



to ensure system value, sustainability and equity.



## Place Engagement

Place relies on organisations working better together to enable improved health outcomes for the people of Derbyshire.

In 2019-20, each Place Alliance held monthly meetings or met every other month, a wide range of senior representation attended from the following principal organisations and other relevant local organisations/groups:

- NHS Derby and Derbyshire CCG
- Derbyshire Community Health Services NHS FT
- Derbyshire Mental Health NHS Trust
- Chesterfield Royal NHS FT
- University Hospitals of Derby and Burton NHS FT
- East Midlands Ambulance Services
- DHU Health Care
- Place Alliance Chairs and GP leads
- Public Health
- Derby City Council and Derbyshire County Council
- Education
- Derby and Derbyshire Local Medical Committee
- Voluntary sector
- Peak Park Authority
- Borough and District Council

This organisational engagement from key representatives creates an environment and platform for system change, which underpins other service developments. Place is also aware of the need for public representation to hold the group accountable. Therefore, each Place Alliance has, or is in the process of recruiting, Public Representatives to be part of the conversation and work of Place Alliances. These Public Representatives are passionate about their local community and are



motivated to improve health and wellbeing services. Their contribution is to provide a broad perspective of local health and wellbeing services and hold the statutory and voluntary sector organisations to account in how they listen to the public voice. Occasionally, 'experts by experience' (e.g. service users and their carers) are invited to specific meetings where this will add mutual value.

Place also held a series of engagement events in July 2019 to share 2019-2020 Place priorities and get feedback from a wide range of attendees. A key action point from this event was to encourage people to join the JUCD Citizens' Panel so that they could be informed about Place updates and be invited to future opportunities to collaborate, and co-produce.

Place prepares content for the JUCD Newsletter each month to share updates with the JUCD readership and invite readers to share feedback and ask questions.