



**i**NSIDE  
URGENT CARE AT DHU

**CARING  
FOR OUR PATIENTS  
AND COMMUNITIES**

**ISSUE 2  
January 2024**

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# MD'S MESSAGE



I am thrilled to introduce this second edition of **Inside Urgent Care at DHU** with its celebration, success and achievement theme.

First, I am delighted to share with you the fantastic news that our Urgent Care Services (North) received an **outstanding** rating from the Care Quality Commission (CQC) at Christmas (December 25 2023). This remarkable achievement is a testament to the dedication and hard work of our DHU people - and the collaborative approach of colleagues working in the Derbyshire partner organisations we support. We are the only social enterprise in England to achieve this rating for both 111 and urgent care services combined.

Being 'outstanding' reflects the exceptional quality of patient care we strive to deliver daily. It signifies that our commitment to excellence, compassion, and patient safety has been recognised at the highest level.

Another reason to feel proud of our urgent care services is our recent success at the 2023 DHU Healthcare CARE awards. A range of teams and individuals were awarded CARE champion status at a celebratory evening supported by sponsors. Thirdly, besides their CARE award recognition, our Palliative Care Urgent Response Service (PCURS) was highlighted nationally as a winner in the Nursing Times Awards and a commended finalist in the Royal College of Nursing.

You can read more about these incredible achievements in this publication and other stories about urgent care developments.

The year 2024 promises to be exciting for service growth and progression - balanced with the demand and pressure all NHS services face. I want to sincerely thank every colleague across urgent care for their hard work, resilience, and positivity. Together with our 111 and corporate support teams, no matter what role we have, we all make a difference to those at the heart of everything we do - our patients. This year, I am certain that our collective efforts will continue to set the standard for what excellence in healthcare should look like.

A handwritten signature in black ink that reads "Paul". The signature is written in a cursive, flowing style.

**PAUL TILSON**  
**MANAGING DIRECTOR, URGENT AND EMERGENCY CARE**

# PROUD TO BE A MEMBER OF



Bringing urgent and integrated healthcare providers together through social enterprise

DHU Healthcare is proud to be involved in a partnership of urgent healthcare providers that, between them, cover almost two-thirds of the UK's population – delivering services for and supporting the NHS.

Like all the social enterprise member organisations that make up UHUK, DHU follows community interest principles – re-investing any surplus finances it makes into patient services, local communities, and improving workplaces for its people.

DHU's Urgent and Emergency Care Managing Director, Paul Tilson, says, "Every day, DHU delivers compassionate, high-quality healthcare services to a geography of more than ten million people across the Midlands. We are the largest NHS 111 provider in the UK, responding to around one in every four calls the service receives. We also care for patients in emergency departments, urgent treatment centres, out-of-hours primary care centres, in their own homes and in GP surgeries.

"We're proud to be part of the UHUK collaboration. Social enterprises don't always get the same recognition as other areas of the healthcare system, but through UHUK, we are helping to raise awareness of what we do and lead best practices – helping our NHS meet the demands it faces. And as a community interest company, we also have citizenship at the heart of what we do – supporting good causes, offering local employment and procurement opportunities, and lessening environmental impact."

UHUK's members treat millions of patients who would otherwise call an ambulance, go to A&E, or visit their GP.

Last year (April 22-March 23), DHU's team of more than 3,500 - including health advisors, doctors, nurses, allied health professionals, plus non-clinical and support service colleagues - helped the NHS avoid more than 200,000 ambulance journeys and 50,000 A&E attendances.

"Through the services we provide, we are committed to making sure that patients get the right care in the right place," continues Paul. "The work we do as a collective keeps people well, independent and at home, allowing the NHS to focus on those with the most critical health needs who really need to be in hospital."

<https://www.urgenthealthuk.com/campaign>

# CELEBRATING OUTSTANDING

Inspected and rated

Outstanding ☆



Pictured, from left to right: Ashgate based Angeline Usher, Senior Workforce Co-ordinator; Karen Charity, Operations Manager and Kirsty Osborn, Deputy Director of Urgent Care North showcase the outstanding result!

DHU Healthcare's Urgent Care North out-of-hours service has been declared 'Outstanding' by the Care Quality Commission (CQC) following its most recent inspection.

With its main base at Ashgate Manor in Chesterfield (pictured on page 6), the service treats and cares for patients referred through DHU's 111 services - receiving an appointment at one of seven Primary Care Centres in the region or a home visit, depending on the individual patient's symptoms and individual needs.

Following a three-day visit from assessors, the CQC announced DHU's service had achieved an overall rating of 'Outstanding' on Christmas Day (Monday, December 25 2023) by sharing the report on its website.

Paul Tilson, DHU's Managing Director of Urgent Care (page 3), said: "This is a tremendous achievement for everybody associated with our urgent care services in the North of Derbyshire, and I am delighted that the award reflects the dedication and care we put into delivering it. We pride ourselves on providing compassionate, high-quality care, advice and treatment to our patients, their carers and families.

"My gratitude and appreciation goes to all of my colleagues who work tirelessly with our health partners and teams across DHU to ensure our services are safe, effective, caring, responsive and well-led. Despite this fantastic achievement, we are not complacent. We aim to continue improving, doing what we do well, building on our people's excellence and experience and striving to innovate and adapt to our patients' evolving needs."





Kirsty Osborn is DHU's Deputy Director of Urgent Care North, she added: "What was particularly pleasing were the things that the CQC highlighted as specifically impressive. Elements we are proud of such as addressing health inequalities and demonstrating positive health impacts on under-represented groups, our extensive and close working relationships with health partners, the

continually positive patient feedback and the support we provide for our people. These are all things that have become embedded into how we work and are an essential part of DHU's vision and values. We were also praised for how we learn and react to occasions when things don't go so well which is why we will be giving prominence to areas the CQC mentioned as areas for improvement. We are very much aware that our Urgent Care South services are likely to be inspected soon so we will be looking to take some of those lessons, examples of our own good practice and our colleagues' collective brilliance into those areas to ensure we achieve a similar result.

## AN OUTSTANDING MARK FOR TEN URGENT CARE SERVICES

CQC assessors spent three days assessing and reviewing the sites covered by DHU's out of hours service at Ashgate Manor in Chesterfield, Buxton Hospital, Clay Cross Hospital, New Mills Health Centre, St Oswald's Hospital in Ashbourne, Castle Street Medical Centre in Bolsover and Whitworth Hospital in Matlock.

The service also includes the North Derbyshire based GP Out of Hours Service, Community Nursing Services and the Primary and Urgent Care Service co-located within the Emergency Department at Chesterfield Royal Hospital NHS Foundation Trust.

They inspected the clinical environments, spoke to staff and patients and observed the services in action to confirm on 27th December that the overall service delivered to patients by DHU Healthcare is 'Outstanding' (read more on page 7).

## FIRST IN ENGLAND

DHU is the first community interest company in England to receive an outstanding rating for its 111 and urgent care services.



# Ashgate Manor

## Inspection report

Ashgate Road  
Chesterfield  
S40 4AA  
Tel:

Date of inspection visit: 15-17 October 2023

Date of publication: 25/12/2023

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

### Ratings

#### Overall rating for this location

Outstanding 

Are services safe?

Good 

Are services effective?

Outstanding 

Are services caring?

Outstanding 

Are services responsive to people's needs?

Outstanding 

Are services well-led?

Outstanding 

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA,  
Chief Inspector of Healthcare (left) says:

*"At this inspection, we found the service's leadership, governance and culture drove improvements to deliver high-quality person-centred care. This included collaborative partnerships and multidisciplinary and multiagency working, which supported vulnerable patients and tackled health inequalities. The provider demonstrated the positive impact this had on health outcomes for under-represented populations such as homeless people."*



Inspected and rated

Outstanding 



Feedback from people who used the service, those who were close to them, and stakeholders, was continually positive about the way staff treated people. People thought that the staff went the extra mile and that their care and support exceeded their expectations. The provider proactively canvassed patient feedback and used this to adapt how services were delivered to enhance the experience. We observed that the staff treated patients with compassion, kindness, dignity and respect during our inspection.

There was a comprehensive and effective system to safeguard children and vulnerable adults. The provider worked proactively and collaboratively with other providers and external agencies to ensure patients were safe.

The provider had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the provider learned from them and improved their processes.

The provider had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the provider learned from them and improved their processes.

Patients could access out-of-hours care when they needed it at an accessible location or in their own home when this was appropriate. There were innovative approaches to providing integrated person-centred pathways of care that involved other service providers, particularly for people with multiple and complex needs.

The provider supported staff welfare initiatives. There was a wide and well utilised range of schemes and services to promote and support staff physical and mental health wellbeing. This included access to occupational health, counselling and access to an independent health scheme

Inspected and rated

Outstanding



Leaders embraced innovations and proactively sought out and embedded new ways of working to provide care and treatment. We saw many examples of innovation and the development of services in response to patients' needs. New evidence-based techniques and technologies were used to support delivering high-quality care. We saw how innovations had positively impacted individual patients' care and the wider health and social care system.

There was a strong focus on continuous learning and improvement at all levels of the organisation.

Leaders strove to deliver and motivate staff to succeed. Staff feedback was highly positive about their experience in working for the organisation and staff felt well-supported and were given opportunities to develop.

Leaders promoted organisational values which we found were embedded into all aspects of how the organisation worked

The service made improvements through the use of completed audits. Clinical audits positively impacted the quality of care and outcomes for patients. There was clear evidence of action to resolve concerns and improve quality.

The provider routinely and proactively reviewed the effectiveness and appropriateness of its care. It ensured that care and treatment were delivered according to evidence-based guidelines and demonstrated this via a scheduled programme of rolling audits.

# DHU MASTERCLASS AT MADRID'S COVID CONNECT

DHU Healthcare has had international recognition, at the prestigious two-day COVID-CONNECT Masterclass in Madrid.

Taking place on the 3rd and 4th November 2023, the internationally renowned conference in Spain brought together healthcare professionals, experts and leaders from around the world to address the pressing issues surrounding the management and treatment of COVID-19 patients.

Among the distinguished delegates was DHU's very own Lead Clinical Pharmacist and Advanced Clinical Practitioner, Daniel Graham (left), who had the privilege of joining 50 attendees from the United Kingdom at this enlightening event.

The conference discussed critical themes, centering on how to optimise patient pathways, address the challenges posed by COVID-19, and chart the direction for the future of COVID-19 treatment. Leading experts in the field held informative panels and discussions, providing invaluable insights and expertise.

The primary focus of the two-day event was to assess the current state of various national healthcare systems, exchange knowledge, look at opportunities for improvement and explore innovative advancements in COVID-19 treatment. It was a platform for healthcare professionals from different corners of the world to collaborate, learn and contribute to the ongoing global response.

DHU's participation at the COVID-CONNECT Masterclass underscores its commitment to staying at the forefront of healthcare and being actively engaged in international efforts to combat COVID-19.

The knowledge and experience gained at this conference will undoubtedly further enhance DHU's ability to provide exceptional, compassionate care and innovative solutions to patients and communities closer to home.



"I was lucky enough to be invited as one of the 50 delegates from the UK and attended the World Masterclass in Madrid. This involved meeting and linking in with a range of other clinicians who have responsibility for the treatment of COVID patients in their global territories. Delegates came from countries including Australia, the USA, Ukraine, Costa Rica, South East Asia, and Europe and it was fascinating to hear how they approach the subject and to share best practice with them."

# PATIENT FEEDBACK INNOVATION RECOGNISED



Pictured, from left to right: Dr Aqib Bhatti, Medical Director, Nigel Hall, Director of IT, Zahra Leggatt, Director of People, Jenny Tilson, Director of Nursing & Quality, Victoria Searby, Director of Finance, Pauline Hand, Managing Director of 111, Paul Tilson, Managing Director of Urgent Care and Stephen Bateman, Chief Executive.

Our Executive Team represented DHU in force at the UHUK (page 4) annual conference dinner and awards event on October 30 2023.

We were delighted to receive our nomination certificates for six award categories - along with a 'winners' award for Patient Engagement, which marked our work to digitise patient feedback - providing a rich source of real-time intelligence and data to help us action improvement and change (more on page 12).

Finding out what matters to our patients most improves care experiences and helps us reach the high standards we strive to deliver. Our Experience Insights Platform is a real step change in how we seek out and act on our patients' feedback.

Thank you to our hosts and all the sponsors who supported the conference and the awards. It was a great opportunity to bring a host of Urgent Healthcare Providers together to celebrate our support of the NHS and its patients.

# CIVICA

## Enhancing patient experience

**“I was given an appointment with the out-of-hours doctor at Northampton General Hospital. My wait to see the doctor was fairly short. The receptionist and the doctor were fantastic.”**

**“Whole experience very good. Lovely, clean, and well-kept facilities. I felt cared for by the doctor and not rushed.”**

**“Everything was very efficient, reassuring and I felt confident that the doctor did her best to help me get better.”**

In our last newsletter, we announced that DHU had strengthened its commitment to patient-centred care and improvement - through the launch of Civica Patient Experience - a Digital Patient Feedback System designed to collate real-time feedback, listen to patients and act on their experiences.

The new system uses text messaging questions and responses that enable the DHU Patient Experience team to:

- Measure, understand and improve patient experience from feedback received via real-time reporting.
- Implement quality improvement based on real-time data and patient/user comments.
- Collect and analyze patient feedback - creating valuable insights.
- Support DHU services to enhance the quality of care they deliver.
- Generate bespoke reports to help identify areas for efficiency in performance and improve patient satisfaction.
- Systematically assess patient care quality, continuously improve and set new standards in patient experience.

This patient engagement development was recognised at the UHUK awards last year (page 12), and the examples of feedback on this page are from patients who recently used our Northamptonshire services.

# LIFE SAVING

## Urgent care kit gifted



A life-saving urgent care kit has been installed outside our Derbyshire HQ to benefit the communities working on Pride Park Business Park in Derby. We are updating and replacing our on-site defibrillators and have factored in locations where they are accessible to surrounding businesses, services and the public.

Bobby Qayum (pictured middle right), DHU's Resuscitation Lead, told us: "This piece of kit can be an essential part of saving a person's life, and we're delighted to be able to have one that our business neighbours and members of the public can use, especially as we are so close to the train station in Derby."

Stephen Bateman (pictured middle left), Chief Executive of DHU Healthcare, added: "As a not-for-profit, Community Interest Company that provides urgent and emergency care services across the Midlands, we take our social responsibilities seriously.

"We have urgent care health professionals at GP Practices, hospitals, Urgent Treatment Centres and in the community, but it is pleasing that we now have the facility to provide that initial treatment at our corporate HQ as well.

"I've seen the work that Bobby and his team do to enable all our colleagues to be able to act effectively in an emergency. When the opportunity came to bring in new defibrillator units, it seemed like the right moment to extend that offer to a community-based site. It's such a pleasure to see that goal realised and a reassurance to our neighbouring business here at Pride Park that if the worst happens, we have the means to save a life right on our doorstep."

You can find out more in this video featuring Bobby, which explains more about the defibrillator and how it works - [click here to view](#).



Representatives from DHU's PCURS and Executive Team, Nottingham Children's Hospital and the University Hospitals Derby and Burton attended the ceremony in London to receive recognition for their success.

**The PCURS team were also highly commended finalists in the Royal College of Nursing Awards 2023 and achieved champion status in our own DHU CARE Awards (see page 24 for details).**

## NATIONAL AWARD FOR VITAL SERVICE

Our Palliative Care Urgent Response Team (PCURS) - which provides vital end-of-life care across Derbyshire - won a highly regarded award in the prestigious Nursing Times Awards at the end of 2023.

Their recognition - in the Children's Services category - marks a collaborative success with Nottingham Children's Hospital and University Hospitals Derby and Burton.

Their work to enable children - to pass away at home with family if that is their wish is groundbreaking. The PCURS supports adult and young patients and their families in the most challenging of circumstances. They are truly amazing, and this national achievement endorses their worth.

# BRINGING SOCIAL VALUE TO LIFE

## Healthcare clinics open to Afghan people settling in Loughborough



As a not-for-profit community interest company (CIC) working with and in support of the NHS, DHU Healthcare values the social and humanitarian responsibility that status offers and is providing much-needed care and treatment to one group of overseas civilians now residing in the UK.

Clinicians from DHU's Leicestershire-based urgent care services are looking after the well-being of some of the Afghan people who are beginning their journey of resettlement in the area. Working as interpreters, translators, and guides for British forces on the frontline - during several military operations since 2001 - many of these Afghan individuals, along with their families, faced persecution and threats to their safety, especially so when control of the country changed in 2021.

To recognise their valuable service to the UK, they were offered the opportunity to come to this country through the government's resettlement scheme and assistance policy, which includes the ability to access work opportunities and healthcare and education.

DHU has collaborated with the Leicester, Leicestershire, and Rutland Integrated Care Board (LLR ICB) and a local GP practice – to assist some of the Afghan people currently hosted by the armed forces, enabling them to access healthcare through the provision of twice-weekly four-hour clinics.

Walk-in appointments are offered for medical advice, care and treatment linked to non-emergency illness and injury. Language support, signposting and referral to other key health and social care services are available if required. The aim is to safeguard both the physical and mental well-being of children, young people, and adults – many of whom are impacted by war injuries, post-traumatic stress disorder and depression.

Speaking about the service, Clinical Director for Urgent Care at DHU, Dr Saurabh Johri comments: "As a community interest company, working with the NHS across the Midlands, we are committed to reducing health inequality by making sure everyone in our communities can access the right care, regardless of their background. When the ICB commissioned this service, we knew we wanted to work with them and local general practice colleagues - to make a difference to people who have potentially been through traumatic experiences and to help them start to make a new life in the UK with their families."

And Deputy Director of Urgent Care South (which covers the LLR area), Robert Haines says: "This is a great initiative that also reaffirms our commitment to our country's Armed Forces and their associated services. We are proud to hold the Silver Award of the Defence Employer Recognition Scheme, and our DHU CARE values align with the Armed Forces Covenant. This venture, to deliver targeted healthcare to those who may not feel able to come forward, demonstrates our commitment to 'citizenship' in all its forms.

"The team of colleagues that has made this possible has worked incredibly hard, as part of a collective effort, to ensure Afghan people receive a warm welcome, feel safe, and benefit from the compassionate, high-quality care DHU delivers."



# MIND BODY SOUL

## COMMUNITY EVENT

One of DHU's GP Practices was involved in a major engagement event in Leicester at the end of 2023 to highlight its commitment to the health and well-being of its colleagues and patients.

The Heron GP Practice participated in the "Mind, Body, and Soul Health and Wellness Community Event", organised by the Somali Community Parents Association (SOCOPA) on World Mental Health Day. It brought together healthcare partners from across the Integrated Care System to enhance community well-being from a base in the St. Matthews Centre.

Sita Singh, Chair of the Heron Surgery Patient Participation Group (PPG), stated, "This event aligns with our commitment to promoting holistic health and wellness for our community. We were thrilled to join forces with SOCOPA and other healthcare partners to foster collaboration, learning, and awareness."

DHU Health Care Assistant Amy Gatto was on hand to perform blood pressure checks, discuss diabetes, and offer valuable advice to event attendees. The Practice Management Team provided general guidance about the practice, while attendees were shown how to sign up for and use the NHS app.

The event also reinforced the Heron Practice's dedication to getting involved with community events in order to better understand their healthcare needs.

Rob Robertson, Head of Clinical Services, said: "Participating in events like this allows us to connect with the community and educate them about the services we offer at The Heron GP Practice. It's an excellent opportunity to engage and explain our role in promoting well-being not just treating ill-health."



## VOLUNTEER SPOTLIGHT ON PPG CHAIR SITA SINGH

At our Heron GP Surgery in Leicester, a dedicated group of individuals is coming together to make a real difference in healthcare - and Sita Singh, a trained lawyer is one of them - the relatively new Chair of the Patient Participation Group (PPG).

Sita's journey into volunteer work began long before her involvement with the PPG. With a background in law and a passion for helping others, she had previously served as a mentor for the National Citizen Service (NCS), raising substantial funds for arthritis awareness.

About a year ago, Sita faced a personal challenge when a health diagnosis prompted her to take a break from her busy corporate life and embark on a journey to explore the world and experience diverse cultures.

During her eight years as a patient at Heron GP Surgery, Sita provided feedback about the service. The surgery recognised her commitment to making a difference and invited her to join the new PPG to help bring about improvements.

Sita's motivation to join the PPG was clear: "Instead of complaining, I wanted to contribute and make a difference to not just my care, but the care of all the patients at the surgery."

Under her leadership, the PPG is off to an inspiring start. Sita describes the team as diverse, with each member bringing a unique perspective to the table. They aim to increase awareness and involvement in the PPG, ensuring that more people understand its purpose and impact.

"We have some really big plans about what we would like to do in the future. It's a chance for us to improve the health and well-being of the local community. We'd like to start a book club for people and want to reach people who might struggle to make connections within the community. Similarly, we've suggested setting up a walking group."

Sita emphasises the importance of the PPG in helping patients connect with activities and resources within their community: "My goal is to ensure that every patient at Heron GP Surgery feels heard, welcomed, and part of the wider Leicester community. Many people at the surgery don't have access or are unaware of activities taking place locally. The surgery is often the first point of contact, particularly if you are new to the area. Our work could help build these connections."

While it's still in its early stages, the PPG is becoming increasingly optimistic that positive change can happen, their voices are being heard, and they can make a difference in the healthcare experience for all.



DHU teams in the Northamptonshire area deliver a range of unplanned urgent care services to local communities - with bases that include Northampton General Hospital (above). Services help to support the local NHS and ensure patients can access timely care.

**Chief Executive, Stephen Bateman comments: "This is excellent news and recognises the quality of care that the whole DHU Northants team deliver for our patients."**

## CONTRACT EXTENSION **CONFIRMED**

The urgent care services we run in Northamptonshire are set to continue until 2026 - after commissioners on the Northamptonshire Integrated Care Board confirmed an extension agreement. Our teams in the area focus on delivering high-quality, patient-centred GP out-of-hours services - providing access to unplanned urgent care and working in partnership with the wider integrated care system encompassing primary, community, secondary health and social care.

Covering an estimated population of 800,000 people in the area, services include:

- Enhanced triage services
- Face-to-face clinic appointments
- Acute home visiting services
- Out-of-hours services from four centres - Danetre, Wellingborough, Kettering and Northampton



# RAPID RESPONSE PILOT SUCCESS

The pilot has been a great success so far, and we are hopeful that the Integrated Care Board will continue to support this clinical resource - which has been well used by communities. We would like to extend a heartfelt thank you to the clinicians who have volunteered to support the pilot.

**Catrina Strickland**  
Head of Clinical Services  
(Northamptonshire)

In collaboration with the Northamptonshire Integrated Care Board (ICB), DHU has facilitated additional clinical support across the county - through the inception of an innovative Rapid Response Clinical Support Pilot.

Running for 15 weeks until March 2024, this initiative provides dedicated general practitioner (GP) support based out of Northampton General Hospital - operating Monday to Friday, 19:00-00:00, and on weekends from 14:00-22:00.

Clinicians offer telephone support to various teams across the county and see streamed patients from the Emergency Department (when capacity allows).

The pilot is designed to provide clinical support and guidance to community teams to minimise unnecessary hospital admissions and Emergency Department referrals. The results so far (as of January 2024) have been promising, with clinicians supporting 266 cases.

Outcome measures show that:

- 165 patients successfully remained at home
- 22 patients were transferred to the Emergency Department
- 47 patients received follow-up care from their GP
- Five patients were admitted to the hospital

# URGENT CARE SHINES AT THE DHU CARE AWARDS

After a two-year gap, DHU welcomed back its CARE Awards - marking the end of 2023 by celebrating our people, their collective successes, and achievements. The evening - supported by several sponsors - aligned with our new DHU strategy. So, right from the moment nominations opened, they focussed on patients, people, innovation, collaboration, and citizenship.

Reflecting our CARE values of Compassionate, Accomplished, Respectful and Encouraging, all our nominees and finalists demonstrated exactly what it means to be a part of our DHU family.

Urgent care teams and individuals from DHU's geographies shone on the night - becoming CARE award champions in various categories.

Paul Tilson, Managing Director of Urgent and Emergency Care, said: "The return of the CARE Awards - the first following the COVID-19 pandemic - was a night to remember. Seeing more than 400 of our DHU people, representing 111, urgent care, primary care and corporate support services, was fantastic. Thanks to our sponsors, we made the evening special for everyone. It felt amazing to be able to reflect on what being part of DHU means - and to recognise the incredible work we do for our patients and the NHS, as well as the support we give to one another. I was incredibly proud to be there with colleagues from urgent care and to share my personal thanks and appreciations with them."



The Urgent Care South Leadership Team were CARE Award champions in the **Valuing People Award** - recognised for the way they embrace and sponsor inclusion and innovation - encouraging their teams to participate in service development. They invite all team members to contribute their own original thinking and actively welcome ideas to promote greatness and a real team spirit. It's that sense of purpose that has helped each individual find more value in the work that they do.



The Children and Young People’s Mental Health Triage and Navigation Service in Leicester, Leicestershire and Rutland (LLR) is a partnership approach with Leicester Health Informatics and the Leicester Partnership Trust.

The team were CARE champions in the **Innovation in Healthcare Award** for their work to create accessible services. The My Self Referral website helps under 18-year-olds, their parents and carers find the mental health support they need.

Working with clinicians, commissioners and to strict government guidelines, the result is a confidential, easily accessible service that directly addresses and treats mental issues for young people when they need it the most.



The **Visionary Team of the Year Award**, presented by DHU Chairman David Whitney, recognised a team from our 2023 CARE Award finalists that had demonstrated a shared vision aligned with DHU’s vision, mission, critical success factors, and values. The award was made to Loughborough Urgent Treatment Centre to recognise their positive impact on the organisation through their foresight, creativity, and strategic thinking - driving transformative change and achieving outstanding results.



The Urgent Care South Unscheduled Care Hub (LLR) was awarded the **Improvement through Collaboration Award** - recognising their partnership work with East Midlands Ambulance Service, the LLR Integrated Care Board, District Nursing, Social Services, Community Therapy and Mental Health teams. Thanks to the Hub, more than 1,000 patients have been given the most appropriate care as soon as possible. Clinical experts from each service receive direct referrals from clinicians on the road who have concerns about a patient, one phone call to them and our experts in the hub will do the rest!



One of the unsung heroes of DHU, the Urgent Care North Transport Team ensure our vehicles and equipment are always ready to provide urgent care services on the road, often helping to deliver packages, medicines, equipment, smartcards and people.

They race into action during a crisis, whether it's an accident or breakdown, if a vehicle is needed elsewhere or if equipment is urgently needed elsewhere. This team is front and centre as part of a successful DHU and was recognised as the **We CARE for You Award (Urgent Care)** champion in this year's awards.



The **INSPIRE Leadership Award** shone the spotlight on DHU people who embody exceptional leadership qualities and make a significant impact on the organisation. They may be someone we work alongside, a line manager or a leader – what’s important is how they use their words, actions and deeds to support others.

The award – linked to the aims of our INSPIRE leadership development and coaching culture programme – recognises and celebrates an individual nominated by their colleagues, team or peers for how they have role-modelled, championed and encouraged others to make a difference in DHU.

This award’s champion for 2023 was Nana Tamuno - Head of Primary Care (pictured below with Urgent Care Managing Director Paul Tilson and Medical Director Dr Aqib Bhatti). Colleagues nominated Nana for the impact she has already had on our practices. She has made a significant difference in terms of quality, patient access, finance, team building, engagement and cohesion.

She is described as having a lovely, supportive, engaged, people-focused style, enabling them to flourish and learn the value of our work. How she responded to, led and supported the team after the passing of much-loved colleague Dr Ndubuisi Uhegwu, was kind, respectful and a source of great comfort.





The Palliative Care Urgent Response Service was awarded champion status in the **Compassionate Patient Care Award** - rounding off a year of achievement that included national recognition in the Nursing Times Awards (page 13).

The team were also finalists in the Improvement Through Collaboration Award - marking their close partnership with the Paediatric Oncology Team at Nottingham Children's Hospital and the Derbyshire Community Children's Nursing Team. The additional recognition highlighted the incredible service they have co-created for children on end-of-life care.

Demonstrating empathy and compassion for end-of-life patients, both adults and children, this team grant the final wish of a person to die at home, where they feel safe and comfortable amongst people who love them.

To put it in the words of one such relative - 'If it had not been for you all, I don't know what we would have done or how we would have coped without your help and kindness. Thank you so much'.

The **Outstanding Citizenship Award** saw ten DHU colleagues recognised for their achievements - including four of our urgent care service colleagues. This award recognises a team or individual for demonstrating exceptional social responsibility either within or outside our company – setting an inspiring example for others to follow. It celebrates those who actively contributed to bettering their communities, embodying the values of social responsibility, including charitable endeavours, support of good causes, environmental action, volunteering and civic engagement. Amazing DHU people doing amazing work aligned with our CARE values and commitment to citizenship!

**Graham Taylor – Former Training Clinical Admin Assistant, Urgent Care South (LLR)**

Graham retired from his role after seven years to fundraise for LOROS, the Leicestershire and Rutland Hospice. He took on their Hospice 10K event, where he was pushed in his wheelchair to raise funds for LOROS and awareness about Motor Neurone Disease (MND), a condition he is bravely facing. Graham is defined not by Motor Neurone's Disease but by resilience, dedication and an enduring commitment to making a positive impact, an incredible individual.



**Maggie Mitchell – Receptionist, Urgent Care South (Northants)**

For over a decade, Maggie has given her time as a Community Support Worker for the Northamptonshire Association for the Blind, offering practical and emotional assistance. Maggie inspires enthusiasm in those struggling with degenerative eyesight, mindful of the stress and anxiety patients may be experiencing, asking, 'What matters to you?' to support their unique needs and preferences. A wonderful philosophy.



**Jean Scullion – Receptionist, Urgent Care South (Northants)**

Jean's Great-Niece Florence is battling Acute Myeloid Leukaemia, in urgent need of a bone marrow transplant. Their journey is intertwined with Jean taking on an active role in organizing and participating in local fundraising activities with thousands of people raising nearly half a million pounds in just a few weeks. Her campaign is driven not by individual recognition, but by a collective determination to give Florence the fighting chance she deserves.



**Debbie Kemp – Operations Manager Urgent Care North**

Debbie took on an extraordinary challenge, completing a half-marathon while carrying a 22lb tyre on her back. A testament to her dedication to make a difference supporting AAJ, a community-based fitness and running club, and Cancer Research. Next up? A full marathon with the same tyre! An incredible example of pushing physical and mental limits for the greater good of our community and other people.



DHU Healthcare  
Urgent Care  
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- 2  
People
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- 4  
Collaboration
- 5  
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