

August 2023 newsletter

Joined Up Care Derbyshire is the name for Derby and Derbyshire's Integrated Care System (ICS). This newsletter is produced bi-monthly; past editions can be found [here](#).

New plans agreed for improved health in Derby and Derbyshire

New far-reaching plans that will help to improve the health of the people of Derby and Derbyshire have been agreed by partners.

The Derby and Derbyshire Integrated Care Strategy was approved by Derbyshire Integrated Care Partnership (ICP) organisations last month.

All NHS organisations in Derby and Derbyshire have responded this month with a five year plan for how they will change the way health services are delivered.

The ICP strategy sets out three “key areas of focus” for health, council and community organisations:

Start well – To improve overall care and reduce inequalities in health, social, emotional, and physical development of children from birth to age five.

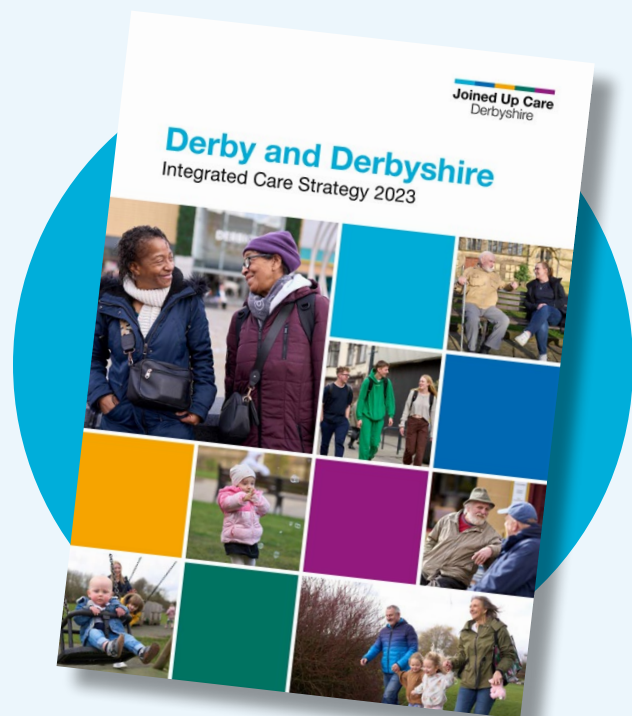
Stay well – To improve prevention and early intervention of the three main clinical causes of ill health and early death in the Derby and Derbyshire population – circulatory disease, respiratory disease and cancer.

Age well and die well – To enable older people to live healthy, independent lives at their normal home for as long as possible. This will prioritise health and wellbeing, help people in a crisis to remain at home where possible, and maximise a return to independence following a worsening of health or crisis events that results in emergency or urgent care, or hospital admission.

The NHS five year plan for Derby and Derbyshire aims to "reset" the way NHS services are provided so activity is more:

- Focused on preventing of ill health and reducing inequity of provision
- Personalised to individuals, so they feel more in control
- Led by intelligence – leading to better decisions
- Integrated in the way services are provided for people

[Read a summary version or a full version of the ICP strategy](#) and a [news story about the NHS five year plan](#) on the [Joined Up Care Derbyshire website](#).





The NHS in Derby and Derbyshire celebrates the 75th anniversary of the NHS

Recently, the NHS in Derby and Derbyshire celebrated the 75th anniversary of the creation of the NHS.

Staff working in hospitals, community services and commissioning organisations joined with civic leaders in marking the occasion, taking part in various activities throughout the week.

A specially made baton – hand carved locally by The Mixed Craft Workshop – was passed between frontline workers and office staff from NHS organisations during the anniversary week, starting on Monday 3 July. The Mixed Craft Workshop is a creative organisation for adults living with a disability or long-term health condition, and promotes confidence, art skills, and friendships, by providing the opportunity to take part in meaningful arts and crafts activities.

The baton visited Derbyshire Healthcare NHS Foundation Trust, Derbyshire Community Health Services, East Midlands Ambulance Service, Chesterfield Royal Hospital, DHU Healthcare and University Hospitals of Derby and Burton.

NHS trusts in Derby and Derbyshire celebrated the NHS 75 Birthday in various ways, from staff events to art contests, and Parkruns to bake-offs. Derbyshire County Council County Hall lit their building up blue in support of the NHS, and many of our colleagues will be walking, running or cycling 1000 miles from 5 July until the end of this year. Other activities included:

- Colleagues from trusts and the Integrated Care Board took part in the anniversary service at Westminster Abbey
- BBC Radio Derby did a live broadcast from the Royal Derby Hospital, speaking to staff and patients
- University Hospitals of Derby and Burton opened their 'Medical Museum', displaying artefacts from 1800s onwards

A big thank you to The Mixed Craft Workshop for kindly designing and creating the NHS 75 Baton, and to Chesterfield Royal Hospital for coordinating the activities with our partners. Visit [The Mixed Craft Workshop](#) website and follow them on [Facebook](#) to find out what projects they are working on.

The very first day of the NHS | Angela's story

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The midwife turned to me and said, "There is no need to pay, today is the first day of the National Health Service."

Molly French | Grandma of NHS Derby and Derbyshire's Angela Lee

NHS 75



NHS Derby and Derbyshire worker Angela Lee has shared the story of her grandma who gave birth on the very first day of the National Health Service, and how her son, Ronnie, survived because of the launch of the NHS.

When Molly French gave birth to her second son at home on her 26th birthday, on 5 July 1948, she had the money to pay the midwife in her hand. In 1948 it cost £1.50 to see a midwife and £3 to see a doctor.

When Molly handed the midwife some money, she was told she did not need to pay, that today was the first day of the National Health Service and healthcare was now free.

Soon after Ronnie was born, he developed a potentially fatal blockage in his stomach. Molly was told that the operation to save his life would have cost £40, which was the equivalent of 6 months' wages.

Angela said: *"If the NHS hadn't existed my grandma wouldn't have been able to pay for my uncle's care and he would not have survived."*

"I'm very proud of my family and thankful we are able to share this story. We feel very fortunate that we have the NHS which can easily be taken for granted until we hear stories like this and reflect on what it would be like for us if we didn't have free healthcare available to all. Thank you NHS and all the people who work so hard to provide it."

Molly now lives in a nursing home in Washington, Tyne and Wear, and turned 101 on 5 July. Angela has worked for the NHS for almost 20 years and now works for NHS Derby and Derbyshire. She is proud to have shared this very special family story with us all.



Children and Young People's Wellbeing Festival



The Children and Young People's Wellbeing Festival themed on Mental Health, Neurodivergence, Special Educational Needs and Disabilities (SEND), Autism and Learning Disabilities, is a one-day event that builds on the success of last year's Mental Health, Neurodivergent & Learning Disabilities Alliance Festival, and aims to develop shared understanding and closer relationships between colleagues as well as helping to break down organisational barriers.

The festival is for staff from across the system who work with children and young people, and their families and carers. It will take place on Friday 15th September, from 10am to 4pm, at Strutts Community Centre, Belper.

If you would like to attend the event, it is free of charge, but you need to [register in advance to secure your place here](#).

If you're part of an organisation or group that supports children and young people's wellbeing, you can also apply for a spot in our Marketplace by emailing ddicb.childrenscommissioning@nhs.net

Mental Health Support Map

This is a fantastic resource to find local services in Derbyshire.

It is a fully interactive map that highlights in one place the pathways and support options for mental health and wellbeing across Derbyshire.

[Click on each link on this map for more detail.](#)

The map has had nearly 100,000 views since being launched in 2020, and now averages 4,700 visits per month!

If you would like your service to be added to the map, please contact mark.hudson@rethink.org.

Derby & Derbyshire Emotional Health & Wellbeing
Derbyshire Recovery & Peer Support Service

Mental health support map Derbyshire

This fully interactive Google My Maps highlights in one place the pathways and many support options for mental health and wellbeing in the county of Derbyshire.

The map has 10 named layers, starting with crisis support, then peer support and so on, each layer and individual listing offer a wealth of information, click on each link for more detail and directions.

This map is free and can be accessed at www.derbyandderbyshireemotionalhealthandwellbeing.uk. It can be shared through a link or embedded on websites and once opened, the map link can be saved to your favourites for future reference.

You can request a link by emailing mark.hudson@rethink.org, scanning the QR code below or calling 07484 001842.

The map is an ongoing project, it can be easily edited, to be a volunteer editor, to have corrections made, and for additions, please email Mark Hudson at mark.hudson@rethink.org

Helping the Helper

A new and exciting opportunity has risen in the Derbyshire area for all third sector companies looking for clinical supervision and support. Inspirative Arts, in conjunction with Relate, Staywell Derby and South Derbyshire CVS would like to proudly present Helping the Helper.

The third sector has evolved because individuals and communities have coalesced around a passion for helping service beneficiaries and, as such, its focus is generally on the wellbeing of service users and wider communities. While the results of its hard work and passion for helping others is inspiring, many care sectors find that the wellbeing of our third sector workers and volunteers can slip through the cracks. This has become more pressing in the aftermath of covid-19, with Awan et al (2022) urging the healthcare community to address the mental health needs of healthcare workers, and Shreffler, Petrey & Huecker (2020) emphasising that to ensure continued quality care, health and care workers must be encouraged to look after their mental health.

Helping the Helper (HtH) is a pilot project that aims to become a sustainable network of support for anyone working in the third sector. HtH provides a range of services that can be catered towards a company's trustees, their employees and volunteers, or a combination of the two. It is hoped that this project will enable the third sector's workforce to stay healthy and well, ensuring safe, effective service delivery and reducing staff absence and turnover.

For trustees HtH offers a one-day course for trustees and anyone considering becoming a trustee. It equips

members of trustee boards with the knowledge and expertise required to successfully fulfil the role of a trustee and to support staff and volunteers. Key content is based on Charity Commission information and includes guidance on trustee roles and responsibilities, legislation, policies and procedures. How to recruit, support and retain volunteers is an optional part of the programme which includes the early identification of stress. An optional self-development section encourages delegates to consider how they might best fulfil the roles of trustee and develop their organisation.

For employees and volunteers HtH offers clinical supervision, along with wellbeing and therapy sessions for individuals and groups. Supervision is run by HCPC and ADMP registered therapists and it provides a safe space for employees and volunteers to discuss their experiences within their work's context and receive support and guidance that prioritises both their mental and emotional wellbeing, and the work they produce.

Wellbeing and therapy groups are for workplace teams to bring their work-related challenges and explore possibilities that enable the team to work together cohesively, reducing stress and burnout and increasing support and understanding among colleagues. Groups may explore the challenges through art, movement, music or drama.

Thanks to NHS Charities Together, HtH has funding that can help make these services accessible, no matter what an organisation's budget is. If you want to discuss these services further, please email info@inspirativearts.co.uk.



Welcome to new drop-in Community Hubs

As part of the Joined Up Care Derbyshire transformational changes around Neurodivergence, NHS Derby and Derbyshire Integrated Care Board (DDICB) are leading on a programme to deliver four community-based hubs across Derby and Derbyshire to support children, young people, families, and carers impacted by or living with Neurodivergence

The hubs are located in the following areas:

- South Derbyshire
- Derby City
- Central Derbyshire
- High Peak

Neurodivergence has a wide spectrum that covers a range of hidden neurological conditions, such as but not limited to Autism Spectrum, Attention Deficit Hyperactivity Disorder, Foetal Alcohol Syndrome, Dyslexia, Dyspraxia, and Social Anxiety.

Early identification can play an important role in enabling children and young people and their families and carers to get timely support and to understand themselves, which is crucial in preventing escalation of needs.

The number of children and young people waiting for assessments with Child Development Clinics in Derby and Derbyshire is significantly higher than prevalence suggests. Whilst some people find a diagnosis beneficial, several families and carers have fed back that they would not have sought an assessment if help and support had been more readily available. Data also suggests that 30% of referrals into the assessment service are not suitable for an assessment pathway.

The hubs will be open for drop in visits for advice and information, without requiring a formal referral, and will also

offer an appointment system for any sessions or groups. While the hubs will not take precedence over referral prioritisation, they will provide advice and guidance, as well as support the assessment process where appropriate.

The hubs will offer both one on one and group sessions. Staff will work with children, young people families and carers to develop strategies to help manage their situation. Users can drop into the hubs, and staff will make follow-up calls to check in and encourage next steps. The hubs will arrange for specialist sessions on areas that require support, such as housing and benefits.

Hubs will:

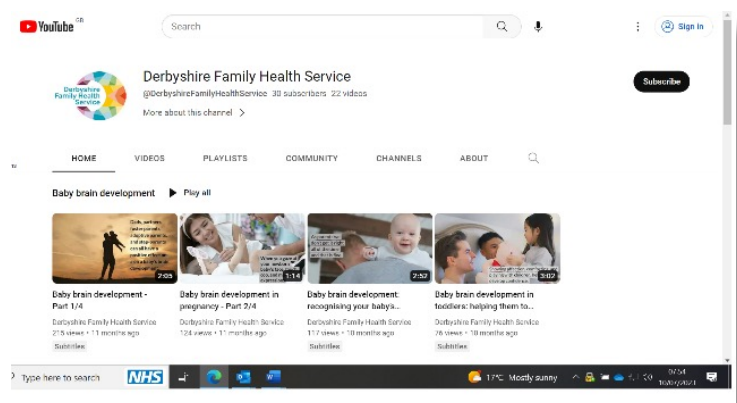
- Create a safe and supportive environment where users can ask questions and be heard without having to repeat their story
- Provide compassionate and supportive staff who act as guides to users
- Offer hope and encouragement to reduce isolation
- Identify and bring together a range of organisations to support users
- Be led by experienced staff who have both personal and professional expertise
- Provide a support network for pre and post-diagnosis for individuals and their families and carers
- Offer information and support services on topics such as benefits, housing, employment, and clinical services through pop-up sessions.

If you would like more information please contact Derbyshire Autism Services on enquiries@derbyshireautismservices.org for High Peak, Central Derbyshire and Derby, and Citizens Mid Mercia on ch@citizensadvicemidmercia.org.uk for South Derbyshire.

Derbyshire Family Health Service YouTube Channel

[The Derbyshire Family Health Service YouTube channel](#) has a variety of accessible videos aimed at families with little ones across Derbyshire. Including:

- The development of a baby's brain
- Introducing solid foods to a baby
- Myths and truths around breastfeeding.



One Year On – Progress with Deaf Mental Health Work

It is now one year since the Deaf Mental Health Day held at Erewash Voluntary Action. This event was organised by Erewash Voluntary Action's Derbyshire Mental Health Forum team and Communication Unlimited. The day was well attended with over 60 people representing Deaf organisations, Commissioners, Mental Health Services and Local Authority colleagues.

Most of the day focused on the challenges faced by people who use British Sign Language as their first or only language. The event identified gaps and barriers for Deaf people and all participants pledged to make changes to improve access to services.

Following on from the event, key successes over the year have been:

- Forming the Deaf Mental Health Focus Group – a space where Deaf organisations can meet with colleagues providing mental health services.
- Developing a strategic action plan which identifies ways that colleagues working across the mental health system can support the Deaf community
- Recognition of the Deaf community as a priority across Joined Up Care Derbyshire with Public Health leading on a Health Needs Assessment to further explore gaps and barriers
- A Deaf section on the [Derby and Derbyshire Emotional Health and Wellbeing site](#) including a BSL introduction to the website.
- The opportunity for experts by experience to present to the Mental Health, Learning Disability, Autism and Childrens Delivery Board, which forms part of the Integrated Care System (ICS).

There is still a lot of work to do and some of the work is long term and requires significant changes to services. However, there is progress to date, and it's important that we continue with the momentum to ensure service providers are thinking about deaf people when they design and offer services.

Examples of work that the Deaf Focus Group will be supporting is:

- How to ensure that NHS 111 press 2 (a service to support people in need of urgent mental health support, or who aren't sure where to go to get advice and guidance on their mental health) is delivered inclusively for the people using BSL to access
- Supporting all communications teams across the system to have BSL videos and text options for contact on their websites.

For more information about the Deaf Mental Health Forum, or to join the circulation list for the minutes, please email jodie@erewashcvs.org.uk.

Refresh and Relaunch of Delirium in Dementia Awareness Training

This training aims to improve awareness of delirium and the high-risk people living with dementia have in developing the condition. The training has recently been refreshed and offers information on how to spot, prevent and manage delirium in people with dementia. It takes around 20 minutes to complete, including a video and optional quiz.

The training is aimed at anyone involved in caring for or supporting people living with dementia and may also be useful for people with early stage dementia.

You can register for the training by filling in [this form](#). If you would like further information or if you have any questions, please contact claire.biernacki@nhs.net.



Weight loss scheme for people with type 2 diabetes to benefit hundreds more people in Derbyshire

Hundreds more people in Derbyshire are to be helped to lose weight and put their type 2 diabetes into remission due to the expansion of an innovative NHS programme.

NHS England has extended the scheme for a further two years, with a target to enrol 500 more people on the programme.

It comes after more than 400 people were supported to lose an average 13.8 kg of weight (2 stone, 2lbs) after six months, over the first three years of the programme.

Derbyshire was one of 10 pilot areas in England for what has now become the NHS Type 2 Diabetes Path to Remission programme.

People may be eligible to be referred to the scheme by their GP or diabetes nurse.

The programme supports them to lose weight, control their blood sugars and live a healthier lifestyle – reducing the need for medication and helping to achieve remission of their diabetes.

Among those to have benefited is Nigel Ayers, aged 59, of Wirksworth (pictured). His weight dropped from 112kg to 89kg and he is once again able to ride his bike up hills.

He said: *“I had a heart attack six years ago. I had been overweight for a long time and despite my efforts to lose weight, I couldn’t get below 17 stone. This stopped me from cycling, I had problems with my knees and my circulation. I couldn’t walk more than a few hundred meters without having to stop to ease the cramping and I had to take four pills a day to manage the diabetes.”*

Nigel, who does an office job, was referred to the programme by his diabetes nurse and began in October 2022.

He said: *“Now I feel like I have a new lease of life – it’s unreal. The pains in my knees have gone and being able to cycle again is just incredible. I’m able to ride up hills and keep up with the group and I’ve entered quite a few cycling events.”*

In Derbyshire the programme is provided by Xyla Health, who have now been reappointed for a further two years, from the beginning of June. The programme is free of charge.



Primary care library service

Are you a primary care staff or student on placement or apprenticeship seeking to free up time to concentrate on your clinical practice or study? Look no further! Our primary care library service for Derbyshire is your one-point access to resources and evidence tailored to meet your specific information needs. All our resources are available through the OpenAthens account for free. Register for OpenAthens by visiting <https://openathens.nice.org.uk/>

Should you require article supply, we are able to supply in a timely manner. And the best part? We provide training on finding evidence using various healthcare databases or resources, enabling you to navigate vast knowledge with ease.

For more information on our service, please visit <https://www.uhdblibrary.co.uk/primary-care/>, or feel free to contact the primary care librarian at opeyemi.soyemi@nhs.net

NHS Weight Management Programme

Obesity is a serious health concern that increases the risk of many other health conditions, including Type 2 Diabetes, cardiovascular disease, joint problems, mental health problems, and some cancers.

The last few years have been difficult for a multitude of reasons, and it's been a major contributor to many people's weight gain. However, the NHS have developed a free Digital Weight Management Programme for those living with obesity that offers online access to weight management plans from the comfort of your own home.

How long is the programme?

The programme takes 12 weeks to complete.

What does the programme involve?

You will choose a weight management plan to help you develop healthier eating habits, be more active and lose weight.



Each plan provides recipes and nutrition advice, wellbeing support and tips to boost activity levels. As an online plan, it can be completed anywhere in your own time.

How much does it cost?

Not a penny, it's absolutely free!

How do I sign up and what happens next?

Step 1: Scan the QR code and access the Self-referral page for the NHS Digital Weight Management Programme and sign in using NHS login – or sign up for an NHS login account to get started.



Step 2: Click 'get started' then confirm your date of birth, ethnicity, and some other information about your health.

Step 3: Read about the different 12-week weight management plans on offer to help you. Choose the plan you think will work best for you.

Step 4: Your chosen weight management plan provider will contact you within 2 working days. You will then start your 12-week weight management plan! If you do not start your plan after 6 weeks, your referral will close.

It can be tough to make changes but with our support you can take control of your weight and improve your health.

You can find more information about the programme on the [NHS website](#).

Female Genital Mutilation (FGM) on Women and Girls - training dates available

This training is open to organisations and professionals working in Derby city and Derbyshire.

The training covers:

- Awareness of FGM, global prevalence, reasons why it's practiced and types of FGM
- UK statistics and impact on individuals
- Understanding the law and our responsibilities
- Tackling FGM confidently and sensitively and working with survivors and affected communities

- Awareness of how you can get involved in tackling FGM
- Potential referral pathways
- Our work in the community and wider society

Dates: 14 Sept, 12 Oct & 9 Nov 2023.

Time: 10.30am-12.30pm

All training dates will take place on MS Teams and the link will be emailed to you nearer to the training date. Register your place using [this form](#).

Update on Grassroots Provider Collaboratives - an innovative approach to delivering Social Provision

The NHS through its personalisation programme has made funding available to develop a grassroots provider collaborative model for more consistent and sustainable social provision, focussing on the patient pathway, and the needs and preferences of the individual, and building capacity of the local voluntary and community led enterprises to coordinate and deliver high quality experiences.

Two areas of Derbyshire are involved in the modelling, Bolsover and Southeast Derbyshire, coordinated by Bolsover CVS and Elephant Rooms respectively. Project management is provided by the GreenSpring Network.

Southeast Derbyshire Provider Collaborative

Blue Tonic

Elephant Rooms (Draycott) CIC

Helping Hooves CIC

Long Eaton Community Garden

Whispering Trees CIC

Bolsover Social Circles.

Pleasley Pit Trust

Rhubarb Farm

Bolsover Woodland Enterprise

Bolsover Community & Voluntary Service

Both Collaboratives are independently developing their own ways of working but both offer a wide range of activities focussed on adult mental health across their areas. The project is funding capacity for referrals to the collaboratives which are available until the end of September, but the Partners are already building on the funding to maintain the Collaboratives for the longer term.

Initially in both settings, relationships between providers were minimal based on awareness but limited connectivity. The Collaboratives have met regularly and taken time to get to know each other, visited each other's settings, shared reflections, and created safe space to air their hopes and aspirations as well as anxieties and concerns about the role of a social approach for people struggling with their mental health. The project is already demonstrating how organisations with a similar ethos can work together effectively, efficiently and consensually.

There has been considerable traction, enthusiastic engagement from Social Prescribers and other referrers. There has been significant uptake of well over 100 participants across the Collaboratives at intervention levels from peer-led support, structured group activity, to one-to-one therapy.

Participants have engaged in a range of opportunities through the networks and have benefitted from the diversity of settings and activities delivered by the partners. For example, a participant evaluated at Elephant Rooms was offered nature-based activity at Whispering Trees went on to structured one to one therapy at Elephant Rooms and then joined a walking group.

For very many participants struggling with social anxiety and poor mental health, finding their way on public transport as well as turning up at an unknown venue with people they'd not met before is all too much. Both collaboratives have developed transport solutions and are working with participants to ultimately foster independent travel where appropriate.

Participant feedback is universally positive. The work continues in both collaboratives to develop local referral pathways, progression routes and strong, supportive peer networks.

After September the project team will deliver its observations and analysis of the modelling with recommendations for future provider collaboratives. We shall share case studies, experiences and successes throughout the project.

For further information please contact Steve Morris (Bolsover Social Circles) on steve.morris@bcvs.org.uk or Gene Wilson (Southeast Derbyshire Provider Collaborative) on elephantroomsgene@gmail.com.





Virtual Wards

Thousands of people across England are benefitting from being treated at home on a virtual ward. The expansion of virtual wards is supported by a growing evidence base that demonstrates benefits for patients who would otherwise be admitted to hospital, allowing them to continue their treatment at home safely and conveniently.

Virtual wards are not a replacement for face-to-face care; when a clinician feels it is safe and appropriate a patient can be moved to a virtual ward. Multidisciplinary teams ensure patients receive personalised care including daily reviews, clinical support, use of monitoring devices and home visits where required.

Over the next 12 months, Joined Up Care Derbyshire will have introduced 255 virtual ward beds. Initially, virtual wards will be available for Cardiology, Diagnostics, End of Life / Palliative Medicine and Respiratory. Further virtual wards, covering other conditions, will be added later this year.

The benefits for patients include:

- They are empowered to self-manage their symptoms with support
- They have a personalised care plan to receive appropriate treatment
- They receive remote monitoring in their usual place of residence
- Reduced length of stay within hospital
- Reduced number of hospital admissions / re-admissions
- Early supported discharge.

Virtual Ward technology will be provided by Doccla who were awarded the contract after engaging in a procurement process. Doccla have been providing remote patient monitoring in the UK since 2019 and their virtual wards are currently used by a third of Integrated Care Boards (ICBs) across the country.

Doccla has experience in working with patients who may be experiencing health inequalities or may need support using modern digital devices, leading to over 95% of patients feeling able to fully use the technology. Their customer support team are on hand 7 days a week to support patients to use the equipment and submit measurements for clinical review, enabling a smooth transition to home care, continued quality of care and a service that patients love; 98.9% of patients rate Doccla good/very good.

For more information about virtual wards please contact Victoria Byrne on victoria.byrne5@nhs.net.

A patient with metastatic breast cancer reported nausea, vomiting and pain. After an urgent care review, it was suggested that the patient should be admitted to hospital, which the patient wanted to avoid. As an alternative to admission the virtual ward team accepted the patient and completed an assessment at the patient's home. This took four hours from initial referral to final assessment. The patient felt supported and comfortable with the agreed care plan.

The following day there was a follow up call and home visit; the patient was feeling better and enjoying sitting with friends in her own surroundings. The patient was monitored closely and discharged once their symptoms had improved.

Due to this process the patient was able to stay in their usual place of residence and avoid admission to hospital or hospice which was their wish. They were able to have their care monitored by one team and avoid multiple liaisons with other health professionals. The patient was impressed with the service, and this had a positive impact on the patient's symptoms.

Hospice extending support with Virtual Ward to care for hundreds more patients at home

Hundreds of Ashgate Hospice patients will be able to receive ward-equivalent palliative care in the comfort of their own homes after the rollout of the hospice's new virtual ward service across North Derbyshire.

In addition to ward-equivalent care in their own homes, patients will also receive remote supervision from consultants, specialist nurses, social workers, therapists and other medical professionals. Modern equipment and technology provided to patients will also allow them to easily submit readings, such as their blood oxygen levels and temperature.

Patients, including those in care homes, will receive high quality face-to-face care when needed and can request 24-hour help through an out-of-hours number.

It is hoped the rollout will prevent avoidable admissions into the hospice or hospital and support early discharge.

Hayley Wardle, Director of Quality and Patient Care, said: "We're delighted to be introducing our new Virtual Ward to the patients and families who need us now and in the future.

"The initiative is an enhanced version of the community care we are already delivering and allows patients to get the support they need at home safely and conveniently, rather than being in hospital or the hospice.

"Virtual wards can also support the safe and earlier discharge of patients from our Inpatient Unit, enabling patients to be monitored at home and freeing up our specialist beds.

"It essentially means that we can extend our care and support the community even further by bringing more people into our care."

The pilot rollout of the scheme started accepting patients at the end of January.

The project fully opened in April 2023, allowing up to 10 patients at any one time.

The hospice's experienced specialist community nurses, Amanda Hall and Sophie Peach, have started roles within the new Virtual Ward Team and will be supported by palliative care support workers and social workers among others.



Under the arrangement the patient would also have access to ward services such as complementary therapy and spiritual care just as if they were staying at the hospice.

Staff will be based at the hospice's site in Old Brampton, Chesterfield, but will make visits to the homes of patients when needed.

Hayley Wardle added: "Patients and their families will have access to doctors, nurses, physiotherapists, occupational therapists and more whilst receiving Virtual Ward care at Ashgate.

"Support can include remote monitoring using apps, technology platforms, wearables and medical devices and may also involve face-to-face care from multi-disciplinary teams, such as our community nursing team, doctors and therapists – and they can be reassured they're being monitored on an on-going basis.

"Not only will the service be convenient so patients' condition can be monitored at home, but we hope it will empower patients to take a more active role in the management of their health to improve both their quality of life."

Find out more about Ashgate Hospice's Virtual Ward rollout on the charity's [website](#).



Meet Shazia Bi, Joined Up Care Derbyshire Innovation Lead

Shazia Bi is one of the first ICS Innovation Leads and began her role in March 2023. The funding for the role, which is for 18-24 months, is provided by East Midlands Academic Health Science Network (EMAHSN).

Here Shazia talks about her experience of the role:

"I act as a connector across JUCD clinical and operational teams to accelerate identification, assessment and implementation of technologies that address our priorities.

"Where innovation has been successful locally, I will work with EMAHSN to see where it might be adopted and spread into our neighbouring ICSs – and beyond through the wider AHSN Network of 15 AHSNs across England.

"Via EMAHSN, I am able to support JUCD to access expertise and support across a range of areas. This includes 'innovation scanning' (searching the AHSN Network innovation pipeline to identify solutions for rapid adoption), evaluation of innovative technologies and pathways, and training resources to develop workforce skills and knowledge around innovation and transformation.

"Our partnership with the AHSN also supports stronger links between research and innovation (enabling implementation of research outputs) and provides a route to accessing learning and best practice from other ICSs.

"I've worked in the Derbyshire system for about 15 years so have built good relationships with many stakeholders – this will stand me in good stead for taking this role forward.

"Over the last three months I have been 'touring' the system to understand the challenges and



priorities and see where I might be able to connect services with solutions – many of which might be digital products and technology that are being developed at pace.

"I've had such positive engagement from everyone – everyone is enthusiastic about how services can continue to be improved for patients and our local population in Derby and Derbyshire.

"ICSs have a statutory duty to promote innovation and research. The latest [Hewitt Review \(April 2023\)](#) highlights the role that AHSNs can play in ICS success and strengthening and embedding a culture of research and innovation.

"This is such an exciting time to be taking on a role like this. Innovative and transformative technologies offer significant potential to improve outcomes in population health whilst enabling more efficient services. I'm looking forward to working with you in this role that promises never to be boring!"

For more information contact Shazia on shazia.bi1@nhs.net.

Cost of living support

With the cost of essentials continuing to rise, there are still lots of concerns about the cost of living. Derbyshire County Council has put together advice and help that is available locally. You can find out more on [Derbyshire County Council's website](#). There's lots of advice and support available from help managing debt to checking you're getting all the benefits you are entitled to. There's also information about energy efficiency, cutting down on food waste and details about services you might not know that we offer.



New Emergency Department Opens at Chesterfield Royal Hospital NHS Foundation Trust



Chesterfield Royal Hospital NHS Foundation Trust's new Emergency Department opened on 21 June - but they don't want you to visit, unless you really need to.

The new development, which also had an official opening on 12 July by HRH, the Princess Royal, Princess Anne, has state-of-the-art approach to patient flow, highly specialised equipment, ultra-modern technology and a real grounding in the community through the locally sourced artwork.

Dr Katherine Lendrum, Clinical Lead for the UECD and ED Consultant, said: *"The new Emergency Department is an absolutely amazing facility which will provide our local population with Emergency Care when they really need it!*

"We genuinely hope we don't need to see people but if someone needs us, we will be there and do our absolute best to give high quality care in a timely manner.

"Sometimes (in up to 70% of attendances) people choose to come to an emergency department with less urgent problems - perhaps because they don't know where to go or because they perceive they will be seen quicker; get all the tests they need done or be treated faster.

"Problems that have lasted many days, weeks or months, that you would like a second opinion on or are already being managed by another team often do not fit into an emergency category.

"If you feel well enough to have your tea before coming to an ED think again - could my problem be managed by someone else better tomorrow?! It is everyone's responsibility to use health care services wisely."

Alternative sources of help for less urgent problems, particularly out of hours, include [NHS111](#), local pharmacies and urgent treatment centres.



Queen's Hospital Burton's A&E department becomes UK's first to achieve accreditation for patient triage tool

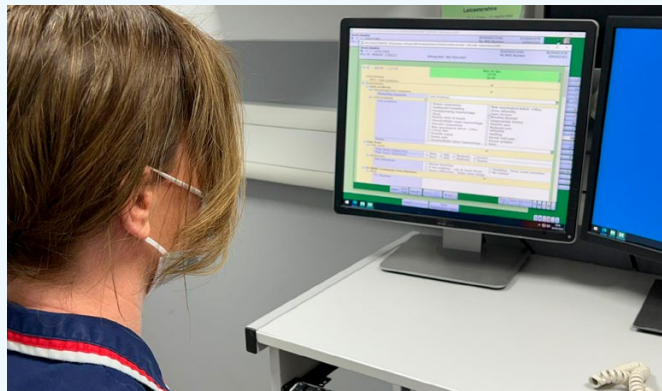
The team at Queen's Hospital Burton's (QHB) A&E department has become the first in the country and one of two centres in the world to gain accreditation for their use of an innovative emergency department triage system.

The Manchester Triage System (MTS) provides clinicians with live, reliable information on patient acuity within the emergency department, which can help to support clinical decision making around which patients need to be prioritised first and to reinforce decisions around their care. In 2022 alone, the tool helped the team triage more than 77,000 patients - an average of 212 patients every day.

The digital system, which is used in more than 20 countries around the world and is one of the most widely used triage tools in Europe, records patients in a dashboard and colour-codes them based on the urgency of their condition. This provides clinicians with a visual aid and additional assurance when making decisions about which patients require care most urgently - which is particularly useful in an often busy and rapidly changing environment.

Eve Rushton, Lead Education Nurse in A&E at QHB, explained how the MTS works and how useful it is to clinicians in the department:

"The MTS helps us to identify how sick patients are when they present to A&E and how quickly our teams need to see them."



The answers to the questions mean that each patient is 'colour coded' dependent on the severity of their condition.

"These range from red, meaning the patient requires immediate attention, all the way through to blue which indicates their condition does not require urgent care."

"This is really useful for colleagues and provides them with additional clinical evidence to reinforce their decision making and provide accurate clinical decisions, which means we can make sure the most timely and appropriate care is given to every patient, every time."

The MTS is a clinical risk tool which was originally developed in 1994, and recent collaborative work by colleagues in A&E and Digital Services has introduced further improvements in the QHB system, making it more cohesive and user-friendly for colleagues.

Have you thought about Digital Health Literacy?

In the latest [survey from the Patient Information Forum \(PIF\)](#), it has been reported that one in ten people in the UK lack the digital skills to manage their health. Even for those who do have skills, digital poverty is likely to be an increasing barrier. Those who are offline have reported the NHS as the most difficult service to interact with.

The same survey states that services should aspire to become 'health and digital literacy friendly, and consider the equalities impact of digital tools.

You can find out more about becoming Health and Digital Literacy Friendly by contacting Laura Walton-Taylor, Health Literacy Officer on laura.walton-taylor@nhs.net

Joined Up Care Derbyshire

Quality
Conversations

Derbyshire Shared Care Record

What is the Derbyshire Shared Care Record (DSCR)?

When a citizen presents to health and social care details of this are recorded in their own care provider's systems. When your care is spread between different providers, this can lead to disparate records that do not present a holistic view of your health and wellbeing as information in different records may be duplicated or incomplete. The Derbyshire Shared Care Record is a new confidential computer record that will join up different elements of health and social care records as part of a national programme to create a more comprehensive and up-to-date record about you.

What kind of information could be shared?

- Your up-to-date personal contact details and care needs
- List of diagnosed conditions – so health or social care professionals have a better understanding of your health and social care needs
- Medications – so everyone treating you knows what medicines you have been prescribed past and present
- Allergies – to make sure you are not given medicine that might give you an adverse reaction
- Test results – to inform all professionals and avoid duplication
- Referrals, clinic letters and discharge information – to make sure the people caring for you have all the information they need in one place and avoid citizens having to repeat information themselves

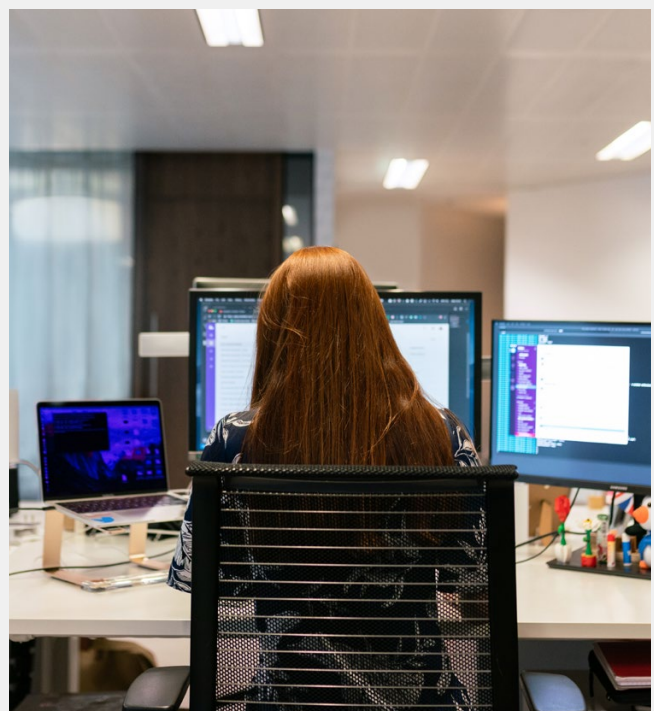
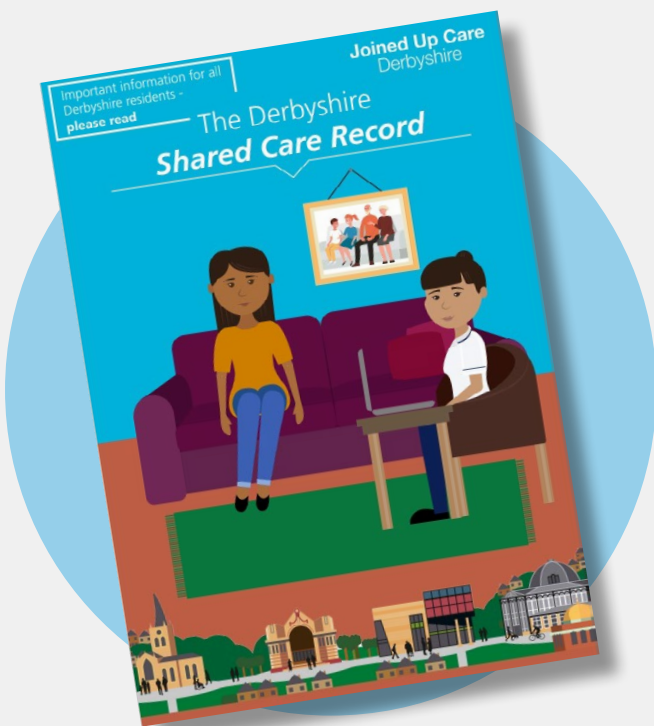
We asked staff across Derbyshire why the DSCR is beneficial to them:

"The Derbyshire Shared Care Record allows visibility of the citizen's history. This benefits case management for social care 'cradle to grave' services, as the citizen and their families can be assured that those involved with their care are well informed, aware of any physical issues and can also identify from emergency attendances whether there has been any recent trauma or triggers."

"The Derbyshire Shared Care Record avoids repeated questioning above and beyond the demographics, so the citizen is not asked the same questions. Risks and other potential security alerts which would require visits 'in twos' are visible."

"Social Care by nature follows the citizen from cradle to grave and so the transition from children's services to adult services can be troubling for the individual, whereby the citizen's Shared Care Record is visible by those in adult services involved with their care as the child moves into adulthood and adult social services."

More information about the Derbyshire Shared Care Record can be found on the [JUCD website](#).



Technology Supporting Care

Joined Up Care Derbyshire's Digital Transformation Team are helping carers working in Care Homes, and those who support people in their own home, to record information onto a digital care record.

Many of us will be used to seeing our GP, community nurse or social care worker record or check information about our care on a computer – but this move away from paper requires a substantial investment of time, energy and money.

NHS England funding has helped over 40 care providers in Derby city and Derbyshire to move on to a digital record and it is hoped that another 80 will be supported to do so this year. These include Residential and Nursing Care Homes, domiciliary care providers, which is care delivered in people's own homes, and specialist care providers.

Moving onto a digital record means that information recorded by colleagues is readily at hand, and makes it easier to see changes, for example if someone is losing weight or is not drinking regularly. This is what one carer told us: *"We couldn't go back to using paper records now, we carry all the information we need about the resident in our hands. We know exactly what his needs are for the day, and we know what care has already been done. It's a game changer".*

Technology will never replace good care, but there is now more and more technology available to enhance and support care. We are currently looking at how we can test and evaluate how this technology may help us

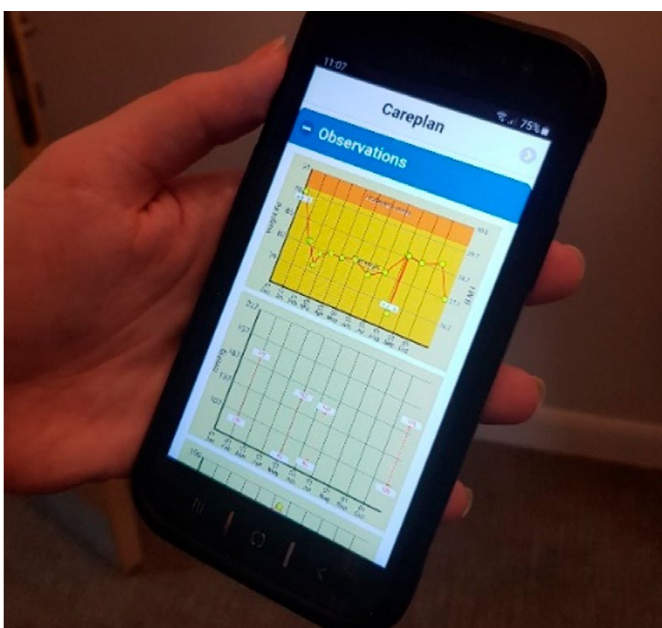
enhance what we already do. A few examples of the sort of technology we are looking at are:

- Smart plugs, lights and doorbells that can reduce the risk of trips or falls at home
- Devices that remind people to do certain things, like take medication, check the door is locked, or to prepare lunch
- Equipment that can listen out for movement at night and put a light on to prevent someone falling in the dark
- Technology that can spot signs that someone is struggling, e.g. not moving around as much
- Devices that can help people keep in touch with loved ones, to prevent isolation.

We have already helped some care providers to implement their digital records, and systems that help detect and even reduce the risk of people falling in care homes. Others are trying out tablet devices to help people keep in touch with their loved ones, and even robotic pets to help provide comfort to people who are anxious.

Care Technology is a relatively new but fast-growing market, and it's important we ensure technology is safe and meets standards, that we understand what the benefits are, and how technology can work alongside 'traditional' care.

Anyone interested in finding out more can contact Melissa.Deighton@nhs.net, Senior Project Manager, Joined Up Care Derbyshire Digital Transformation Team.



Pharmacies are an essential part of the NHS

By Dr Tania Cork, Chief Operating Officer for Derbyshire Local Pharmaceutical Committee

Pharmacies have evolved from their primary role of fulfilling prescriptions into an essential NHS service on the high street.

They also give health and medicines advice and recommend over-the-counter treatments.

Pharmacies are now offering access to even more healthcare services and are open outside usual GP surgery times – including evenings, weekends and bank holidays.

Most pharmacies also have private consultation rooms where you can discuss health and wellbeing issues with pharmacy staff.

Among the services they provide are:

- Smoking cessation – if you have been in hospital, the discharge team can refer you to a community pharmacy to help you if you want to stop smoking, plus there are products available to support this.
- Acute bacterial conjunctivitis – if you think you or a family member has conjunctivitis, you can get this diagnosed. Some community pharmacists can also treat with antibiotic eye drops if they feel you need them. This would be instead of getting an appointment at your GP surgery.
- Simple urinary tract infections (UTIs) – some pharmacists can also treat these without the need for a GP appointment. You may be asked to provide a urine sample and then your community pharmacist can confirm if you have a UTI and provide appropriate treatment.
- Impetigo and infected eczema – Some community pharmacists are specially trained to diagnose and treat both of these skin conditions, so you don't need to visit your GP.
- Infected insect bites – insect bites and stings are more common in summer and can get infected. Most community pharmacists can now treat these.
- Asthma inhaler advice – if you have been diagnosed with asthma but don't seem to be getting much relief from your inhaler, visit your pharmacy. They can check your inhaler technique and advise if you are using it incorrectly.

This article first appeared in the [Derbyshire Times](#).

Great news to share!

The Personalised Care Institute (PCI) have launched a new Teachback in Practice resource which features two of our Derbyshire services. Teachback is a key health literacy skill which helps us to check if we have explained information clearly in our healthcare conversations.

We have been working in partnership with Health Education England in the Midlands and the PCI to help to develop a film. The Derbyshire sections use conversations scripted with support from Live Life Better Derbyshire's Stop Smoking Service and DCHS's Diabetes Education Service. And you may recognise some familiar faces in star acting roles!

You can view the full 30 minute film on the PCI website here: [Personalised Care Institute Teachback in Practice](#)

You will need to create an account if you don't already have one. The reward is you will get a certificate on completion! And you'll find lots of other FREE training opportunities on their website too.

The full film features conversations about:

- Stopping Smoking
- Diabetes
- Stress and Anxiety
- Tackling Loneliness

It has been split into four sections so you can choose to watch it in chunks.

If you don't need a certificate and prefer not to create an account you can view the full film directly here: [Teachback in Practice YouTube Link](#).

Or if you only have 10 minutes do take a look at the [Stop Smoking Section](#) or the [Diabetes Section](#).



Derby County Community Trust - Health Team Overview

Derby County Community Trust work with thousands of people across Derby and Derbyshire who may be living with health inequalities for a wide range of reasons.

We work to achieve four key outcomes:

- Supporting Good Health and Wellbeing
- Developing More Active Communities
- Optimising Life Chances
- Building Community Pride.

Evidence suggests that more than a third of some long-term health conditions may be preventable by lifestyle modification. Recognising these risk factors is a key driver and we aim to proactively support improving the health and wellbeing of Derbyshire residents.

Subsequently, the Health department seeks to deliver targeted health intervention programmes aimed at reducing health inequalities and promoting healthy lifestyles to people living in Derbyshire. We aim to focus on early intervention, prevention and health promotion to achieve this.

We ensure all our health programmes link to and reflect the national [NHS Core20PLUS5 strategy](#) which aims to support the reduction of health inequalities. We will also work closely with communities to listen to what they tell us and tailor responses to meet the needs of our diverse population. As part of our response, we endeavour to recognise individual population groups have different health needs and priorities.

Improving the social determinants of health requires collaborative action by a variety of sectors to drive improvements to local people's health and wellbeing. Derby County Community Trust have highlighted the importance for the need to work innovatively with our partners, build on existing partnership and develop new ones. The rapidly changing world around us means that we will need to take a flexible approach to all health programmes we deliver.

Derby County Community Trust's health team currently consists of 24 full time staff members with a wide range of professional backgrounds, offering a variety of clinical and non-clinical support to community members.

We deliver non-traditional health initiatives across all community settings within Derbyshire, adjusting the way we engage and deliver programmes to meet the needs of the target audiences.

Current specialisms include early years, teachers, nurses (cancer lead and midwifery specialisms), holistic therapy, yoga, cardiac rehabilitation, cancer rehabilitation, pre and post-natal exercise, exercise referral, substance recovery and community coaches.

Our programme offers range widely, from supporting children in the early years with their fine motor skill development, all the way through to supporting those in palliative care. This work is made possible by the excellent staff team we have in place, with a broad range of skillsets and qualifications.

Some of our most successful work has come from successful collaboration with healthcare providers. Our long-standing Active Choices substance misuse programme has been part of referral pathways since 2012, and over the year we've adopted this approach to many of our projects – including our Active Recovery cancer rehabilitation and most recent Primary Care Network (PCN) led Health and Wellbeing projects which support patients with a range of long-term conditions.

If you'd like to find out any more about our range of projects, or get in touch, please visit the [Derby County Community Trust website](#).



Joined Up Care Derbyshire (JUCD) Public and Patient Insight Library

This is our local library for collating and storing patient and public insight gathered across Derbyshire health, care, statutory and voluntary organisations, and is open to a wide variety of professionals to help share reports and learning across the system and inform decision-making.

We have been updating the Insight Library with some really interesting reports. Below are just a few highlights of some recent reports:

Best Life Derbyshire – this report from Derbyshire County Council was compiled from the Derbyshire Citizen Engagement project, the aim of which was to gather data, intelligence and insight that tells us how people want to live their best lives now and in the future.

Chronic Pain Experiences 2022 – the aim of this report from Healthwatch Derby was for those suffering from chronic or persistent pain to be listened to, understood and heard, and to make a journey through pain slightly more bearable for someone else in future by telling their story.

Healthcare Inequalities – the focus of this report from the NHS Youth Forum is racial/ethnic disparities, medical misogyny, ableism, gender affirming healthcare for transgender patients and how waiting lists affect these areas as well as others.

If you are already a member of the Futures NHS Platform you can get access to the library [here](#). You will need to request permission to join the library. If you are not already a member of the NHS futures platform and would like access to the library (anyone can join) please contact the NHS Derby and Derbyshire Engagement Team at ddicb.engagement@nhs.net.

All reports entered in the library are tagged so that they can be sorted by theme, service type, district, and several other categories. It is also now easier than ever to submit reports to be added to the library via an online form [here](#).



Team Up featured as national best practice case study

Team Up Derbyshire has been picked out by the NHS nationally in showcasing the best in integrated care programmes.

Our ambitious local programme is creating one team across health and social care in Derby and Derbyshire who see all the people in a neighbourhood who are currently unable to leave home without support.

The programme's work is being highlighted as a case study of good practice on the [NHS England website](#).

The article picks out how the integrated neighbourhood team approach in the city and county has reduced unnecessary ambulance call-outs and hospital stays. It highlights how team visiting services under Team Up carried out 24,000 visits last year, which contributed to a reduction of 2,300 'category three' ambulance call-outs and reduced hospital stays by 1,400.

Perhaps the best illustration of the impact that Team Up is having is shown in the patient quotes included in the case study:

"I'm convinced that the attention and care provided by the Team has meant my Uncle B has recovered."

"I just want to congratulate you on an excellent department within the NHS. My father is 96 and requires quite a lot of care now still living alone in his own home (where he wants to be)."

"Thank you for making my mum so comfortable last week. The last days of her 98 years were filled with compassion and respect. She and I couldn't have asked for more."

For further information about the programme management of Team Up Derbyshire and Ageing Well, please contact:

- Helen Baxter, Deputy Ageing Well Programme Manager, helen.baxter@nhs.net
- [Team Up page on the Joined Up Care Derbyshire website](#) and Team Up Derbyshire [blog](#)

For clinical advice/referral enquiries, please contact your GP Practice who will be able to put you into contact with the team in your area.

NEW Summer Wellbeing Timetable to support JUCD Colleagues

The Joined Up Care Derbyshire (JUCD) Wellbeing Team provides a comprehensive range of health and wellbeing services to support JUCD health and social care colleagues across Derbyshire and North Staffordshire.

As part of the service offer, the Wellbeing Team has launched a NEW Wellbeing Timetable, delivering a wealth of workshops, webinars, courses, clubs, activities, and dedicated colleague-support cafés for colleagues to access each month.

Replacing the traditional 'Your Activities' timetable, the new Summer 'Your Wellbeing Timetable' has been developed in response to colleague-feedback and provides focussed and targeted support for **Health and Lifestyle, Psychological Health, and Musculoskeletal (MSK) and Health Conditions** - helping colleagues remain healthy, safe and well in all aspects of life.

Following feedback on what impacts colleagues' everyday health, support has been provided to meet MSK and Lifestyle needs with the addition of sessions such as Back and Neck Health, Improving Gut Health and Immunity, Breathing for Ear Nose and Throat, Headache Soothing Techniques, and Weight Management.

Your Wellbeing Timetable showcases targeted support for Psychological Health including webinars and workshops on; How to Alleviate Anxiety, Imposter Syndrome, Feeling More Positive and Relaxed, alongside dedicated support groups for colleagues who are returning to work from ill health, maternity leave, and bereavement.

In addition, dedicated monthly support cafés have been created to support and raise awareness of hidden disabilities, health conditions and neurodiversity, running alongside BAME & LGBTQIA+ focussed menopause cafés, and support for Managers and Leaders.

Your Wellbeing Timetable is easy to navigate with colour coded daily support sessions timetabled on the first page and QR codes corresponding to key areas of support displayed on the second

page of the timetable. From here colleagues can directly choose their required session(s) and proceed to book.

Sessions are delivered virtually and/or face to face across various JUCD locations and many of the sessions are recorded to support those who are not able to attend at a set time. All support sessions are provided FREE for JUCD colleagues, and they are designed to suit all levels and abilities with options and modifications offered to suit.

For more information, download the new Summer Your Wellbeing Timetable [here](#).

Bookings can also be made via the team's [easy online booking platform](#) where you can select the support area required through a series of handy filters.

If you work for JUCD or one of its constituent organisations and would like to find out more about the wellbeing support available, please email ddicib.wellbeing@nhs.net or call the team on 01332 787703.

New dance group opens for Chesterfield and Derbyshire residents affected by Cancer

People across Derbyshire who have been affected by cancer are invited to join a new local dance group to meet, socialise and get together with other people living with the condition.

Dancing for Health has been kindly funded by the Chesterfield Royal Hospital Charity Fund which enables the classes to be provided free to all participants.

Sessions are held every Thursday morning 10am – 11am at the Calow Community Centre, Allpits Road, Calow, Chesterfield S44 5AT. Refreshments are available after the class and an opportunity to socialise with other group members.

The dance routines are fun and easy to learn. They can be done seated or standing, making them fully inclusive.

The classes are delivered in a group setting with others who share similar health challenges. Participants are also welcome to bring a friend or family member with them.

Leading a physically active lifestyle during and after cancer treatment is linked to an improvement in many of the adverse effects of cancer and its treatment.

For more information, visit the [Dancing for Health website](#) or contact Tracey Barnes on tracey@traceybarnes.com or 07721 046 757.



Contact Joined Up Care Derbyshire

Visit the website: joinedupcarederbyshire.co.uk
Email: ddicb.enquiries@nhs.net

If you would like to sign-up to receive the Joined Up Care Derbyshire newsletter, please email karen.lloyd24@nhs.net

If you would like to know how you can get involved [click here](#).

