

## February 2021 newsletter

Joined Up Care Derbyshire is the name for Derby and Derbyshire's Integrated Care System (ICS). You can find out more information in our 'Beginners' Guide to Joined Up Care Derbyshire' which can be found on our [website](#).



## Joined Up Care Derbyshire receives approval for next steps in development

Joined Up Care Derbyshire, the partnership of health and care organisations in Derby and Derbyshire, has been confirmed as a new Integrated Care System (ICS) in the latest wave of approval announcements by NHS England.

Integrated Care Systems bring together the NHS, local councils and other partners to plan and provide local services across the area they serve. They enable health and care organisations to join forces and apply their collective strength to addressing their residents' biggest health challenges, many exacerbated by Covid-19. This means tackling health inequality, joining up care for those with multiple conditions, improving support for people with lifelong illness and supporting children to lead healthy lives.

It also includes workforce planning, quality improvement and the oversight of system performance including health outcomes, quality of care, operational and financial performance. The move to Integrated Care Systems represents the next step on the journey for what have previously been known as System Transformation Partnerships (STPs).

Recently, NHS England announced a proposal for ICSs to be given new statutory powers to take greater accountability for the performance and development of local health and care, including the commissioning of services, increased collaboration between service providers and adopting additional roles currently performed at a regional or national level.

Joined Up Care Derbyshire submitted its application to become an ICS in November, demonstrating that the local partnership had in place the required leadership, governance, partner relationships and performance oversight to be fully able to join up and transform health and care services in Derby and Derbyshire.

The approval from NHS England highlights the confidence in Joined Up Care Derbyshire to manage existing and future performance issues, in a system that has historically worked very closely together, not least to manage the impact of the Covid-19 pandemic, and confidence in the partnership's plans to continue to develop and improve.

[\(Continued overleaf\)](#)

## Joined Up Care Derbyshire receives approval for next steps in development (continued)

John MacDonald, Independent Chair of the Joined Up Care Derbyshire ICS, said:

*“This is very exciting news for the patients and staff who live and work within the Derby and Derbyshire areas. It reflects not only that our regulators think we are up to the requirements of the future delivery of health and care in our system, but also the excellent track record our services have in caring for patients on a daily basis.*

*“It is easy to be lost in the acronyms and terminology of such an announcement, but we must remember that first and foremost this is about improving health and care services for the benefit of local people, and that is right at the heart of our progress.*

*“Joined Up Care Derbyshire has responded to the recent NHS England proposals around the potential future statutory role of Integrated Care Systems, and our approval as an ICS is testament to the way in which we already have a tremendous health and care partnership in Derby and Derbyshire.”*

In announcing the approval of 11 new ICSs, NHS England Chief Executive Sir Simon Stevens said:

*“Now is the time to accelerate on integrated care so we have strong health and care systems serving every part of the country. The past year has demonstrated the importance of joined-up working. This will be just as critical as we work together to address the wider social and economic consequences of the Covid pandemic.*

*“The new ICSs have won their status by demonstrating a ‘common vision’ across their constituent partners and have shown robust operational and financial plans and proposals for collective leadership and accountability.”*

## Long Covid clinics

Joined Up Care Derbyshire Long Term Conditions Board and Derby and Derbyshire Clinical Commissioning Group’s Strategic Clinical Conditions and Pathways Team (SCC&P) have been working hard following the release of initial NHS England and Improvement national guidance in mid-November, in rapidly setting up Post Covid Syndrome Assessment Clinics across Derbyshire. The service will support the identification, assessment and management of patients experiencing the long-term effects of Covid-19, often described as ‘long Covid’.

The SCC&P’s team have worked closely with key stakeholders, from primary, secondary, community and mental health services along with public health and voluntary sector to get the service underway. Derbyshire Community Health Services will host the service, which starts delivering services in January 2021.

A Derbyshire Post Covid Syndrome Pathway has been developed and approved, together with locally developed patient screening questionnaires to assist GPs in the identification of those patients experiencing post Covid syndrome symptoms. A diagnostic checklist has also been developed to aid GPs in carrying out the necessary investigations for those patients that require them.

The Post COVID Syndrome Clinic will consist of a multi-disciplinary team in order to both physically and psychologically assess and support the patient to ensure the best care.

This is a huge achievement for the Clinical Commissioning Group within such a short timeframe and the SCC&P’s team are proud to have played a part in getting this vital service commissioned.

For any queries regarding this service please email the team: [ddccg.conditionsspecific@nhs.net](mailto:ddccg.conditionsspecific@nhs.net)

## Keep the winter blues away

A guide to helping keep healthy, warm and well this winter has been published, bringing together some really useful advice and helpful contact information.

It has been produced by public health colleagues at Derbyshire County Council, linking in with local housing office teams from district and borough councils, as well as Derby and Derbyshire NHS Clinical Commissioning Group.

The handy booklet includes information on a range of topics including saving money, practical help and local support services. All the information contained in the guide can be found on the Joined Up Care Derbyshire website [here](#). A copy of the entire booklet online can be found [here](#).

If you would like a printed copy, please email [ASCH.CommunityResponseUnit@derbyshire.gov.uk](mailto:ASCH.CommunityResponseUnit@derbyshire.gov.uk) with your request.



# Covid-19 vaccination programme

The roll out of the covid-19 vaccination programme is taking place at pace. Every day there are new developments to report. You can find all the latest information here [Covid-19 Vaccine :: Joined Up Care Derbyshire](#)

We understand that people in eligible groups for the vaccine are keen to know when they will receive it. But please:

- Don't contact the NHS to seek a vaccine, we will contact you
- When you are contacted, please book and attend your appointment
- Continue to follow the guidance to control the virus and save lives.

If you have any questions please contact us at [ddccg.enquiries@nhs.net](mailto:ddccg.enquiries@nhs.net)

## New People Hub sees hundreds wanting to support Covid-19 vaccination programme

A 'Call to Arms' for public and professionals to help the Covid-19 vaccination programme in Derby and Derbyshire has been inundated with offers of support.

Before programme bosses paused any further expressions of interest, a total of 900 had been received within only a couple of weeks.

And now those whose expressions of interest have been processed, will be helping with vaccinating health and care staff and members of the public as we tackle the coronavirus pandemic.

The work to source additional support was run by the newly established Derbyshire Health and Care People Hub, part of Joined Up Careers Derbyshire, which brings together health and care organisations across the city and county.

The hub had a hectic few weeks in November and December stepping up the initiative and is grateful to everyone for their support.

Susan Spray, programme lead for Joined Up Careers Derbyshire, which oversees the People Hub, says: *"It has been an incredibly busy time, working with individuals and teams across the partner organisations, to help get the resources in places to support the roll-out of the Covid-19 vaccinations. I'd like to thank everyone who has supported this work so far, which we have called Call to Arms, and everyone who completed the online form to register their details to help out. As we all know, 2020 was a hugely difficult year, but hopefully this level of response should put Derby and Derbyshire in a good place to tackle the pandemic through the winter and into spring this year."*

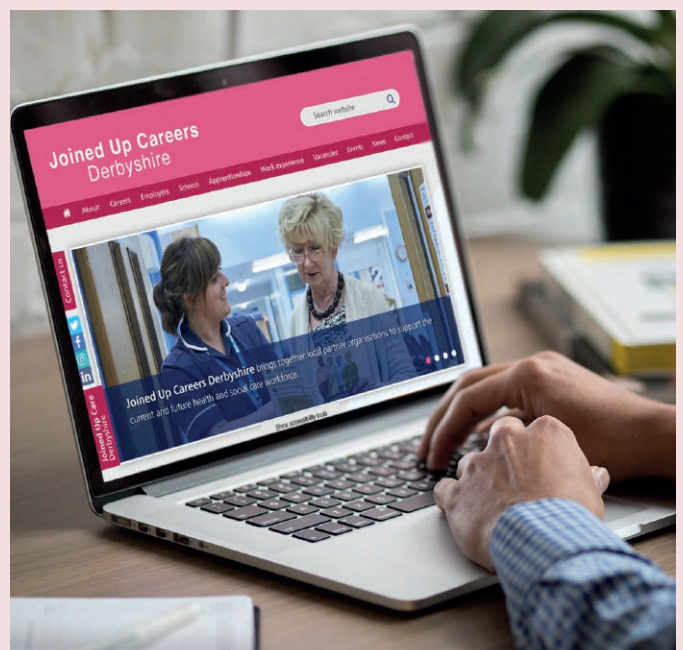
At the time of writing, expressions of interest in offering support are paused while all initial enquiries are processed. The only roles where there is still a known need for more support is from registered professionals and volunteer stewards.

The People Hub is currently working closely with the lead employer (Derbyshire Community Health Services) to get the individuals interviewed, trained and appointed, or seconded if they are existing staff or currently furloughed.

For further information on Call to Arms visit the [website](#).



For any further information, please email [dchst.jucpeoplehub@nhs.net](mailto:dchst.jucpeoplehub@nhs.net)





# Derbyshire Shared Care Record - update

Groundwork to generate a Shared Care Record for each resident in Derbyshire and Derby city is continuing to progress well under the driving force of partnership organisation, Joined Up Care Derbyshire (JUCD).

The project, involving NHS and local authority social care organisations locally, has been out to tender and is in the final stages of agreeing a contract for an IT solutions provider who can initially show how a Shared Care Record could be delivered successfully for everyone using health and social care services in Derbyshire and Derby.

There are many benefits of introducing a Shared Care Record, for professionals and patients/service users. Health and social care professionals could access the same records to support their care of individual patients. Service users who need multiple services from different professionals could avoid the need to repeat their stories at each appointment.

In July 2020 the JUCD Board set the ball rolling by approving the start of a procurement process to select a preferred strategic partner to develop a “proof of concept” for a Derbyshire Shared Care Record and analytics platform.

A JUCD spokesperson said: “The realisation of a Shared Care Record across Derbyshire will be considerable and is completely in line with our digital ambition ‘Converge and Connect’. It will also, for the first time, allow care pathway planning to be linked to population health outcomes, using combined health and social care data.”

Nationally, health and care partnerships across the country are being asked to develop and implement Shared Care Records for their local residents, enabling the safe flow of patient data between care settings, and the collection of public health data. NHSX has published further guidance about the minimum requirements for Shared Care Records, with a target date of September 2021 for initial implementation and longer term development by 2024.

JUCD has been advised by NHS London Procurement Partnership. A specification was drawn up and an invitation to tender was issued at the end of September. The contract, which could extend for up to a maximum of 10 years, will be for an initial six month “proof of concept” phase, followed by a three year agreement, subject to full business case approval.

The JUCD partner organisations are committed to this project and to supporting its implementation and ongoing development. The outcome of a submission to the NHSE/I Digital Transformation Team is also awaited and this could offset the cost to each of the individual partner organisations.

In the next update we aim to share the outcome of the tender process and to name a preferred supplier and detail on the implementation timetable.



## Support for children and young people

### Neuro development support

The NHS currently offers diagnosis and some post diagnosis offers of support for children and young people with neuro developmental needs, (including autism and attention deficit hyperactivity disorder) and their families. We are working alongside Derby and Derbyshire schools, local authorities, voluntary services, parent carer forums and other NHS organisations to look at the system wide offer of help and support to identify areas for transformation.

This resource aims to help you to find ways to support each child to be their best self and give support to help you do this. Click on the relevant link:

[Derby City](#)

[Derbyshire County](#)

### Learning Disability Health checks

Did you know that if you are over 14 years old and have a diagnosed learning disability you are entitled to an annual health check with your GP? To find out more information including how to access this health check and what happens, follow [this link](#)



### Children and young people's emotional health and wellbeing support

Derby and Derbyshire's emotional health and wellbeing [website](#) is the central point for all emotional wellbeing and mental health information for children, young people, parents, carers and professionals.

You can access a useful flyer [here](#)



## Mary Seacole Leadership Development Programme

Joined Up Care Derbyshire are excited to announce that we will be starting delivery of Mary Seacole as a locally delivered programme in 2021. The national programme is well recognised as a highly successful leadership development programme for first time leaders in health and care. The concept of learning how to be a leader when you're in the thick of your day to day responsibilities can seem rather abstract, but the Mary Seacole programme is grounded in reality, and results in real workplace application. The programme aims to provide the balance between learning the theory and putting it into practice. Designed for those in their first formal leadership role, it empowers people to turn their success into consistent team success and to champion compassionate patient care.

The ability to deliver locally will allow increased access for more of our staff across all areas of health and care in Derbyshire and will provide the perfect opportunity for new leaders to come together and not just learn about leadership but to learn from each other and grow their network of contacts – never more important now we are an ICS and working together more collaboratively.

The programme will be delivered by facilitators from across our Derbyshire health and social care organisations and they will be able to support staff with the leadership skills as they develop and will have a clear understanding of the priorities across our Derbyshire system.

If you are looking for more information on the Derbyshire programme or are interesting in applying for place please contact us on:

[crhft.joinedupcarederbyshireod@nhs.net](mailto:crhft.joinedupcarederbyshireod@nhs.net)

# Locally Based Integrated Care

Whilst recent months have been focussed on responding to the Covid-19 pandemic, work has also continued on developing integrated care systems at a national and local level.

A recent NHS England publication outlines a recommendation to accelerate the move towards integrated care, including options for giving ICSs a firmer footing in legislation. While the precise next steps associated with this are not clear, we were pleased to see the document reference Place as an important building block for health and care integration.

Indeed, joining up health and care in local communities is a top priority for us. We're pleased to tell you more below about how we're working to do this through the Ageing Well Programme, which locally we're calling Team Up Derbyshire.

We were also pleased that the proposal from NHS England recognises the importance of partnership working. Strengthening local partnerships between the NHS, local government, voluntary sector and others in communities across the county is essential to Place-based working, and these partnerships are key to developing joined-up care that will benefit residents.



## Team Up Derbyshire

Team Up Derbyshire is the name of our ambitious local plan to create one team across health and social care who see all housebound patients in a neighbourhood. This will be one team to do it all – urgent, planned or anticipatory. If someone is housebound and needs care and support, this team will deliver it. It is not a new or 'add on' service, but a **teaming up** of existing resource. This plan integrates general practice with community providers, mental healthcare providers, adult social care and the voluntary sector. The driving factor is to keep people safe in their preferred environment and provide the best and most seamless experience of care, whilst avoiding over-reliance on hospitals as a 'place of safety'. Instead, agencies will work together to provide holistic and joined up care.

Team Up Derbyshire incorporates the requirements associated with the national Ageing Well programme:

- A Community Urgent Response (to reduce conveyance to hospital)
- Implementing the Enhanced Health in Care Homes Framework (a comprehensive support programme to care homes and the patients within them)
- Anticipatory Care (working proactively with patients to reduce demand for an acute response)

## Ageing Well Survey and Engagement Events

Patient and carer involvement is essential in the development of outcomes for the Ageing Well programme, and user experience is fundamental to the design and development of new proposals. Most recently, a survey was developed to understand experiences when accessing healthcare and how people would like to access support when they need it most. The survey closed on 2nd December and a report is being created by the patient experience team with the findings, which will be shared on the Derby and Derbyshire CCG [website](#).

Additionally, there were two virtual engagement events about the Team Up approach held on Microsoft Teams Wednesday 9 December and Thursday 10 December. There were 22 members of public present on the call who participated in the discussions. Dr Ian Lawrence, Clinical Lead of the Ageing Well and Community Urgent Response programme, delivered a presentation about the Team Up approach, which includes case studies, and the slides can be viewed [here](#)



## Focus on: Social Prescribing

The cross sector Derby and Derbyshire Social Prescribing Advisory Group (SPAG) has continued to support all aspects of Social Prescribing across the JUCD area over the past few months, with some significant developments supported through the well-developed collaborative approach that the group takes. These have included:

- Hosting a 'virtual' **Celebration of Social Prescribing in Derby and Derbyshire** event in October attended by circa 50 partners/practitioners
- Supporting the network of 30+ **Social Prescribing Link Workers** across Derby and Derbyshire with regular information updates and welcoming them as active members of SPAG.
- Supporting a successful bid for Derby and Derbyshire to co-ordinate the **National Academy for Social Prescribing Thriving Communities Programme for the Midlands** – this is a new national [support](#)

[programme](#) for voluntary, community, faith and social enterprise groups, supporting communities impacted by COVID19 in England, working alongside social prescribing link workers. The Midlands Regional Lead is Kerrie Fletcher from Community Action Derby: Email: [midlands.thrivingcommunities@nasp.info](mailto:midlands.thrivingcommunities@nasp.info).

- Supporting a successful cross-sector bid to be one of only seven '**Green Social Prescribing Test and Learn**' sites in England. These [test and learn sites](#) aim to test how to increase use and connectivity to green social prescribing in England in order to: improve mental health outcomes; reduce health inequalities and; reduce demand on the health and social care system. In a matter of weeks a wide range of partners from Social Prescribing and the natural environment came together to put in a comprehensive application, endorsed by JUCD, which secured £500,000 to be spent over the next 2 years. Also see separate article on 'Green Social Prescribing'.

### What's next?

Working with all partners, through the Social Prescribing Advisory Group and the shared Derby & Derbyshire Social Prescribing Plan, to develop the capacity for the system to support residents with a wide range of activities and services. This work will also include supporting the set up and delivery of the Green Social Prescribing Programme. You can find out more information about Social Prescribing in Derbyshire [here](#)

## Derbyshire Alliance Clinical Transformation (ACT) Group

Throughout the Covid-19 pandemic, a number of clinicians have come together meeting on a regular basis to share intelligence between primary and secondary care and to collectively work through clinical pathway issues identified. The ambition has been to try to seize opportunity for different ways of working, enabled at pace by the pandemic. A number of clinicians felt that this was the right time to create a space for primary and secondary care (doctors in the first instance) to mix, challenge old ideas, build trust by reconnecting around a common purpose with shared ownership for patient outcomes and to tackle frequent issues that waste time, waste resource and delay patient care. The group has seen early culture change in their dialogue which feels open and positive, with no blame; willingness to change (personally and organisationally) and effect change. The group continue to meet and are aligning with the Planned Care Delivery Board.

## Shared learning sessions for clinicians

Professionals from across secondary (hospital) and primary care (GP practices) have been getting together for online shared learning sessions.

Clinicians from Chesterfield Royal Hospital and University Hospitals of Derby and Burton have been speaking to colleagues from GP practices on Microsoft Teams about specialist areas such as urology and lung care. The sessions have helped

share learning about symptoms, referral and diagnostic pathways.

Future sessions are planned for 2021 including consideration of genito-urinary care and radiology. Those involved in the scheme are also looking at the opportunity to develop podcasts by cancer speciality clinicians which will offer more accessibility.

# 'Green' social prescribing funding boost for Derbyshire mental health



Derbyshire has secured a £500,000 government funding boost to provide 'green' social prescribing, an initiative aimed at improving people's mental health.

'Green' social prescribing is the practice of supporting patients to engage in nature-based activities. This can include activities such as walking, cycling, community gardening and food-growing projects, as well as practical conservation tasks such as tree planting. An example includes prescribing appropriate physical activity to people living with long-term conditions to manage their conditions and improve their mental wellbeing.

Joined Up Care Derbyshire (JUCD) worked with nature organisations to put together and secure a bid to be one of seven 'Green Social Prescribing Test and Learn' sites in England.

The project is backed by a partnership involving the Department for Environment, Food and Rural Affairs, Department of Health and Social Care, Natural England and several other stakeholders.

Louise Swain, who led the bid development process, said the project was important for the people of Derbyshire: *"Green prescribing is increasingly important, especially as the COVID-19 pandemic has led to many people having to shield or self-isolate at home this year, which has driven a deeper disconnect between vulnerable communities and accessibility to green spaces."*

Louise is Assistant Director of Integrated Community Commissioning at NHS Derby and Derbyshire Clinical Commissioning Group.

*"I am absolutely delighted by the news and want to thank the hard work of all partners in securing this funding. Our collaborative approach allowed us to quickly build a case and develop a bid based on some already innovative green ideas. The bid*

*has enabled green providers, social prescribers, voluntary organisations and community initiatives to come together with health, social care and public health to describe a very exciting test and learn programme that we hope will provide benefits to people in Derby and Derbyshire over the coming months and years."*

Developing the bid brought together expertise from two exemplary programmes. The first was the Wild Wellbeing Alliance, which was developed by Derbyshire Community Health Services, Derbyshire Wildlife Trust (DWT), The Woodland Trust and Sheffield University. It also capitalised on the long-term partnership between the National Forest Company, South Derbyshire District Council, Community Interest Companies (CICs) and voluntary sector groups.

Partners and stakeholders involved in developing the Derbyshire proposal for green social prescribing will implement a joined-up approach across the county to support and improve mental wellbeing and health by using and developing green spaces and enabling communities to feel more confident interacting with the natural world.

John Everitt, Chief Executive of National Forest Company, said: *"We are excited that the National Forest has the opportunity, through green social prescribing, to develop new ways of improving people's health through connection with the natural world. Throughout this unprecedented year the National Forest has truly come into its own as a source of support and wellbeing for the 220,000 people who live here, providing woodlands and green spaces on their doorstep. As we emerge from the pandemic, remodelling our healthcare system to make better use of our natural environment will be a great example of a green recovery."*

(continued overleaf)



## 'Green' social prescribing funding boost for Derbyshire mental health (continued)

Dr Jo Smith, chief executive of Derbyshire Wildlife Trust said *"We are delighted to be part of this ground breaking project. Spending time in nature has been especially important to so many of us this year. Our wellbeing programmes, delivered in partnership with many other organisations, have been shown to improve mental health and transform lives. Thanks to this new initiative many more people will benefit from the healing powers of nature."*

Michelle Bateman, Chief Nurse at Derbyshire Community Health Services NHS Foundation Trust, said: *"Mental Health is such an important issue, which has become much more of a concern during the pandemic, so the project will greatly help to increase the support that residents will be able to access."*

Gareth Harry, Director of Business Improvement and Transformation at Derbyshire Healthcare NHS Foundation Trust, which provides mental health services across the county, said:

*"We are delighted that Derbyshire's bid has been accepted. The COVID-19 pandemic has shown the importance of outdoor activity and exercise to people's mental and physical wellbeing. This investment in Derbyshire's green social prescribing will be an opportunity for our community mental health teams to work more collaboratively with 'green health' initiatives such as walking groups and gardening projects, and to link into the wider social prescribing networks."*

[Read](#) the national position on the green social prescribing test and learn sites.



## Covid-19: Consultant Connect 2020 award winner - best response to Covid-19: Dermatology

Consultant Connect provides GPs with immediate access to telephone based advice from local hospital consultants. It is for use by GPs who would otherwise have referred a patient to hospital.

In April this year Derby and Derbyshire Clinical Commissioning Group (DDCCG), Joined Up Care Derbyshire (JUCD) Outpatient Modernisation Programme commissioned a Photo Advice and Guidance service for Dermatology to run alongside their wider Consultant Connect telephone advice project. Since then they have successfully dealt with 2,000 queries across the area, with a typical response time for a GP to receive Advice & Guidance from a local specialist being 6 hours. Hundreds of patients have avoided the need for a referral, impacting positively on patient flows during the major pressures of Covid-19.

Jonathan Patrick, CEO, Consultant Connect said: *"We have been so impressed by the uptake of our Photo Advice & Guidance service in Derbyshire. I think the key to this has been thorough preparation before the service launched, with no stone left unturned in terms of clinical and management buy-in. There was a lot of discussion of what the "right" model was and the results suggest they found it! In fact, at University Hospitals Derby and Burton, the Advice and Guidance service for adult lesions and rashes has proved so popular with clinicians that the Paediatric Dermatology team have also come on board to provide advice to clinicians via Consultant Connect too. This demonstrates a sustainable, scalable service that we believe is the future of dermatology in the NHS."*

# Evaluation of remote monitoring technology begins in Derbyshire care homes

Following pressures of the Covid-19 pandemic in care homes, Derbyshire health and care system partners are evaluating the impact of new digital monitoring technology that helps to detect the deterioration of care home residents to support care home staff with timely escalation.

Joined Up Care Derbyshire, the county's Integrated Care System (ICS) and the East Midlands Academic Health Science Network (EMAHSN), the region's innovation arm of the NHS working to test and spread innovative health and care solutions, are working with innovator Spirit Digital to introduce their remote monitoring platform, CliniTouch Vie, as part of a trial for Derbyshire care homes.

The platform is designed to identify early signs of deterioration in care home residents, enabling care home staff to escalate and communicate this in an appropriate and timely manner. Catching deterioration of care homes residents early can significantly improve resident outcomes and will create better ways of working for care home staff, making the most of their time and skills.

Leicester headquartered Spirit Digital's remote monitoring platform, CliniTouch Vie, has been augmented with functionality to meet the specific needs of care home residents and staff. Using the platform, carers will take residents' regular vital signs readings (including respirations, oxygen saturations, blood pressure, heart rate (pulse), temperature and assessment of their consciousness level including any new onset or worsening confusion) and answer personalised questions to identify changes in residents' everyday wellbeing on a digital device. These readings are provided directly to specialist clinical staff who can then remotely connect with the care home staff to provide health and wellbeing advice for residents, and intervene when more urgent care is needed.

As part of the trial, an education and training portal will be provided for all care home staff using the technology. The evaluation will last 6 months and work has started with the early adopter care homes, with others being contacted through December and into the New Year. The results will be used to provide evidence as to whether a large-scale deployment of this digital approach would be beneficial to the health and care system in Derbyshire, the East Midlands and potentially nationally.

Dawn Atkinson, Head of the Derbyshire Digital Workstream, Joined Up Care Derbyshire says:

*"This project is an exciting opportunity to test and evaluate how a digital solution can help care home teams to feel more supported by health services as they monitor the health and wellbeing of their residents."*

*"We look forward to working with EMAHSN and Spirit Digital to test whether a digital platform can impact on the dual challenges of identifying deteriorating care home residents early, enabling care home staff to escalate residents to the correct and appropriate service, and providing a solution for Primary Care Networks to fulfil the ability to perform remote home rounds in a structured way. We aim to ensure high-quality, consistent care to residents within care homes whilst also ensuring the safety of residents, carers and clinicians."*

Simon Applebaum, Managing Director, Spirit Digital, concludes: *"We have been working over the last few months to make this latest technology available to help the NHS with its COVID-19 response, and enhanced it to help medical teams quickly identify when a person exhibits health deterioration so they can intervene earlier. We are proud to be in a position to support both the NHS and vulnerable people in Derbyshire through the development of CliniTouch Vie specifically for care home residents and carers. Being able to identify early warning signs of deterioration and intervene accordingly is key to keeping people safe in their environment and prevent avoidable hospital admissions, critical in today's environment."*





# Chesterfield Royal colleagues take up Fit 4 Life challenge



Colleagues at Chesterfield Royal Hospital have taken on a physical activity challenge over the past 12 months in order to give their physical and mental health a boost.

A staff health needs assessment in 2019 had identified high levels of dissatisfaction with both physical and mental health among some staff at Chesterfield Royal. While no formal survey of levels of physical activity among staff had been undertaken, there was undoubtedly a range of levels of physical activity and no reason to believe that they were significantly different to the general population.

Initiatives to promote physical activity, such as the establishment of a running club, had met with some success, though for many staff, rota and other commitments made participation impossible or impractical.

Shift, a Derbyshire-based community interest company, formerly known as Community Sports Trust, was commissioned to work with staff at the hospital over a 12-month period to increase levels of physical activity by the least active members of staff, leading to improved physical, mental and general wellbeing.

In addition to improving the individuals' wellbeing, the programme aimed to create a wider culture of physical activity at the hospital that could be sustained.

The Fit 4 Life initiative aimed to increase levels of regular exercise from less than 30 minutes a week to up to 150 minutes per week, by 60 participants over the year. It used activity trackers to help reduce sedentary

behaviour, and set up a network of 10 activators at the hospital to engage others in physical activity.

A health coach was based at the hospital and worked closely with HR teams to recruit participants to the 12-week programme. More than 300 people were engaged over the year and results included an average increase of 48 minutes of activity per day.

Lynn Tory, a volunteer governor at Chesterfield Royal Hospital, who took part in the programme, said:

*"I had recently been for a doctor's appointment and found out that I needed to keep an eye on my blood pressure. I wanted to do a bit more exercise to try to lose some weight."*

*"Since starting appointments with Ashley, I have been walking a lot more during the day, often doing three or four walks around my village or at Chatsworth. This has also meant my husband is feeling the benefit too, as we often go out together."*

*"I have been gradually losing weight over the months, I've lost 26lbs in total. I kept track of my progress at each appointment and it has really boosted my confidence. I took my grandchildren to their school sports day and I took part in the parents' race. I was the only grandparent to do so and even though I came last, my grandson told me I was the best granny. This just made me feel so incredible."*

For more information about Fit 4 Life and the work of Shift please email Andrea Kemp, Shift chief executive: [andrea@shift-together.co.uk](mailto:andrea@shift-together.co.uk)

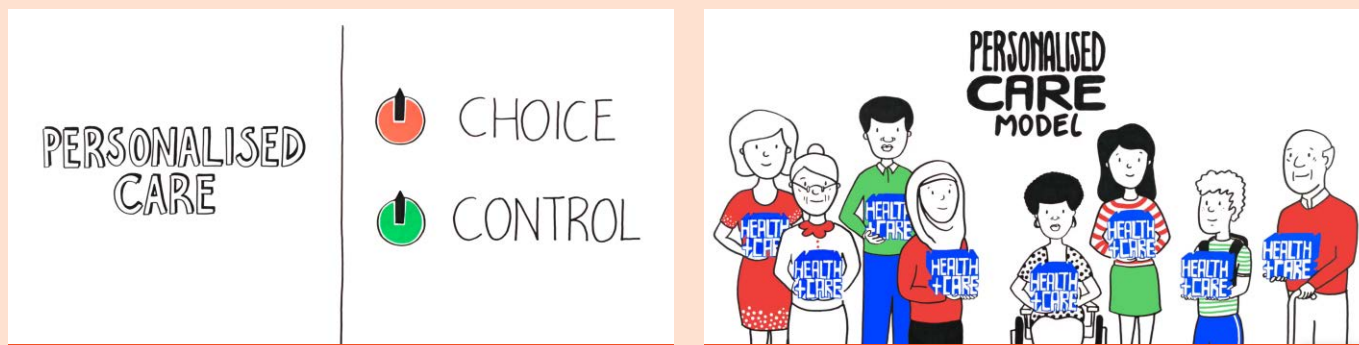


# Personalising our approach to Care - 'No decision about me without me'

Personalised care is based on a 'what matters to you' conversation. It supports people with choice and decision making; harnessing the expertise of people, professionals and the health and care system and provides a positive change in power and decision making that enables people to feel informed, have a voice, be heard and be connected to each other and the community in which they live.

Personalised care is an enabler for key priorities of prevention, independence, choice and decision making across Derbyshire. It is a whole system, all age approach and aims to enable people to live their best life; supporting the best start; staying well; ageing well and dying well.

[Here](#) is a useful video explaining the Personalised Care Model.



In Derbyshire, work is progressing to establish a set of work streams that contribute to a positive experience of personalised care. The key elements of these are based on the comprehensive model of personalised care which has six evidence-based components:

- 1. Shared decision-making** – this means what are my options? What are the pros/cons?
- 2. Enabling choice** – this means where to go for tests? Information to make the right decision for me?
- 3. Social Prescribing** – this means you can access the social prescribing link worker who will take a holistic approach to your health and wellbeing connecting you to community groups
- 4. Personalised care and support planning** – this means recording decisions, achievable plans on 'what matters to you' as a whole person
- 5. Supported Self-Management** – this means proactively identifying your existing knowledge, skills and confidence in managing your own health and care
- 6. Personal Health Budgets** – this means you will work with your health (and where relevant social) care team to create a bespoke package of care designed to support your health and wellbeing needs.

## Lived experience

[Here](#) is an example of how the above components of personalised care had an impact on Deb Taylor's life.

Our personalisation work in Derbyshire is being overseen by Michelle Bateman, Senior Responsible Officer, and Mary Heritage, Clinical Lead. In December, Hayley Allen, Personalisation Programme Lead joined to co-ordinate the various workstreams.

Mary Heritage, who is also Assistant Director Allied Health Professions and Patient Experience, Derbyshire Community Health Services, said: "We are particularly excited that a new initiative to develop long term conditions hubs will further advance

*the benefits for people who have highest use of services; specifically respiratory, cardiovascular disease and diabetes. New investment from NHS England and NHS Improvement will fund a pilot hub where people living with multiple conditions will access a consultation. As well as a health check, the Quality Conversation approach will help to identify 'what matters to you' and how each person can be supported to make choices and decisions, be connected to communities and to self-manage their health and healthcare effectively."*

For more information please contact;  
[Hayley.allen3@nhs.net](mailto:Hayley.allen3@nhs.net)

## Understanding service change impacts from the patient perspective

In order to gain a better understanding of people's experience of care, and the barriers to accessing services, Joined Up Care Derbyshire commissioned some external research.

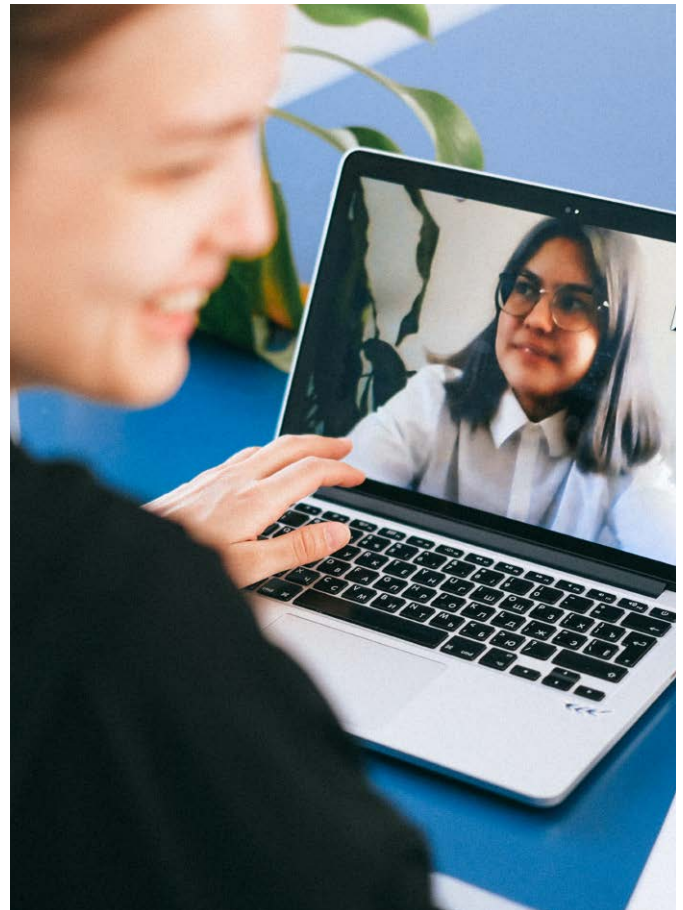
The research was undertaken by a company called Traverse which engaged with the public in a creative and innovative way.

An online platform gathered 126 responses where people recorded their experiences of accessing services. A total of 85% respondents were female and 58% were aged 55-plus. In addition 15 in depth interviews were held to gather the views of specific communities such as those who are deaf and people with learning difficulties.

The research discovered insights based on five key themes. These were:

1. Experiences of GP appointments are mixed – remote access is a positive evolution of care for some but a challenge for others
2. Pharmacist experiences are positive – the accessible and reliable high street pharmacist are meeting new needs for some people
3. New ways of providing services present particular barriers for the key communities that Traverse spoke to in depth
4. Some people re-evaluated their own risks and needs during Covid-19, which led them to not accessing services
5. People used a range of health and wellbeing resources to cope without services

Having a deeper understanding of how Covid-19 has impacted on people's behaviour during the past 10 months, and the choices they made about how to manage their health and wellbeing is critical to understanding how best we maintain clinically essential services, adapt the delivery of services and start to recover and restore services that have had to be temporarily stopped or adjusted due to social distancing guidance. We want to ensure that as we move into future phases of the pandemic we take on board what matters most to people, and lock in changes that people have found useful, such as greater access to telephone or digital appointments where appropriate.



## Have a quality conversation in 2021

Joined Up Care Derbyshire is supporting the Quality Conversations programme which is free and available to all staff across Derbyshire in primary care, community services, acute care, social care and voluntary services.

A 'quality conversation' is a well-established, person-centred approach which covers general communication skills and specific health coaching skills, including understanding the factors underpinning a person's health and wellbeing.

You can access this training in a range of different ways to suit your experience, interest, and time commitments. A new series of training dates have been established for 2021. The training covers essential foundations (over two half-days), masterclasses (three-hour sessions), and new (one-hour) surgery sessions.

For more information, please visit the Quality Conversations web pages on the Joined Up Care Derbyshire [website](#).

You can also find out the dates and reserve your place on any course by emailing [alison.merriman@nhs.net](mailto:alison.merriman@nhs.net)



# When you think you need A&E, think NHS111 first

Getting the right treatment, at the right time and at the right place has now become easier as Derby and Derbyshire residents are asked to contact NHS111 first by phone or online at [111.nhs.uk](https://111.nhs.uk) if they think they need A&E.

NHS111 First is now available to everyone in England and provides medical advice and assessment quickly. People using NHS111 will be taken through a series of questions which will determine the next course of action. This may result in patients being referred to their GP practice for a call back or an arrival time being given for A&E or an Urgent Treatment Centre, who will then know who is due to attend. The new system will help to ensure that people can safely receive the right care, in the most appropriate setting, whilst relieving pressure on hospital A&E departments. If those contacting NHS111 need to go to A&E then a booking or time slot will be arranged for them.

Dr Paul Wood, GP and clinical lead for NHS111 First in Derbyshire, said: *“We are pleased to be offering this service as it will support patients to access the right clinical service, first time.”*

*“You should continue to use 999 if you have a serious or life-threatening condition. However, if you think you need A&E, contact NHS111 first by phone or online as it may well save you a trip to the hospital. If you do need to go to hospital, using NHS111 will likely reduce the time you spend*

*waiting as we will book you in to be seen quickly and safely with a time slot.*

*“The new system will help more people to benefit from early clinical assessment over the phone, or online and will support the NHS to manage the flow of patients when capacity in waiting rooms is much smaller than before, maintain distancing and reduce the risk of infection.*

*“We know that a high proportion of people who walk in to A&E could be safely treated in an alternative healthcare setting. No-one experiencing a medical emergency will ever be turned away - you will always be treated urgently if your condition is severe or potentially life-threatening. However, using NHS111 first will help to ensure we can see people with the most urgent needs in a safe way, while protecting staff and patients.”*

NHS 111 is available 24/7 at [111.nhs.uk](https://111.nhs.uk) and by calling 111. The free-to-call single non-emergency number medical helpline is operated in Derby and Derbyshire by DHU Health Care. For those who have difficulties communicating or hearing, they can:

- Tell the call handler that they need an interpreter
- Use NHS111 Online (for age 5 and over only)
- Call 18001 111 on a text phone
- Use the NHS 111 British Sign Language (BSL) interpreter service NHS 111 (BSL) interpreter service

## Help us help you get the treatment you need.

NHS 111, GPs and hospitals are still providing the same safe care they have always done, just in slightly different ways.

#HelpUsHelpYou



## Contact Joined Up Care Derbyshire

Visit the website: [joinedupcarederbyshire.co.uk](https://joinedupcarederbyshire.co.uk)

Email: [joinedupcarederbyshire@nhs.net](mailto:joinedupcarederbyshire@nhs.net)

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