

February 2024 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 [on the JUCD website](#).

HOW CARE IS BEING JOINED UP ACROSS DERBYSHIRE

Increasing blood pressure checks in Derby City – a partnership approach



Hundreds more people are being encouraged to get a blood pressure check at their local community pharmacy in a drive to reduce the likelihood of heart attacks, strokes and other cardiovascular conditions

A communications campaign is underway following the success of the 'hypertension case finding' project which saw over 4,000 extra blood pressure checks delivered in Derby City during 2023.

The partnership between NHS Derby and Derbyshire, Community Action Derby, Derby Health Inequalities Partnership and Derby City GP practices has been working with communities and grass-roots organisations to increase the number of blood pressure checks delivered in at-risk communities.

High blood pressure is reported in 70% of stroke patients, but lowering it by a small amount can cut the risk of stroke by 25%. Lowering blood pressure also significantly reduces the risk of cardiovascular disease and heart attack.

A key aspect of this project was to show how easy it was to have your blood pressure checked and provide longer-lasting education about the risks. By

involving communities in the project and providing the right tools, we can help them continue to advocate blood pressure checks and reduce health conditions associated with high blood pressure.

This project used the expertise of General Practice staff and Community Action Derby's community links to encourage those at a higher risk and individuals who may not typically visit health services to get a blood pressure check.

General Practice staff identified people at higher risk and piloted different approaches to delivering blood pressure clinics. Learning identified from these pilots will be employed to build on the success of the project, which is an example of how health inequalities in Derby are being addressed.

The communications campaign will be running until March and includes a mixture of community outreach, paid-for advertising and utilising our Joined Up Care Derbyshire partners to further promote blood pressure checks at community pharmacy.

If you would like more information on this project please email: ddicb.enquiries@nhs.net.

FREE blood pressure checks at your local pharmacy

Visit your local Pharmacy for a check, it could save your life. Pharmacists are trained to offer you advice if your blood pressure is higher than normal.





In this edition:

HOW CARE IS BEING JOINED UP ACROSS DERBYSHIRE

- Increasing blood pressure checks in Derby City – a partnership approach 1
- Derbyshire Black and Minority Ethnic (BME) Forum 2
- Derby Health Inequalities Partnership celebrates impact 3
- Public and Patient Insight Library latest reports 4
- Healthwatch Derbyshire calls for people to share their experiences of social care services 5
- Bringing Health and Social Care Information to the Heart of Rural Derbyshire Dales 6
- Help to make your service more young-person friendly 7
- Derbyshire Dialogue 8

OUR WONDERFUL PEOPLE

- DHU Derbyshire Service Rated ‘Outstanding’ by the Care Quality Commission 9
- Physiotherapist Fiona’s pride at MBE 10
- DHU make waves at international covid masterclass 10
- Reservists are providing winter support 11

SERVICES TO SUPPORT GOOD HEALTH

- Social prescribers help thousands to get better 12
- "Neuro hubs" are supporting hundreds of families 13
- Living Well Derbyshire and Derby Wellbeing Services 13
- Improving primary care access and support for women experiencing menopausal symptoms 14
- Thousands more appointments for people with breathing illness 15
- "One stop shop" for diagnostics improves patient access 16
- NEW Winter Wellbeing Timetable to support JUCD Colleagues 17
- Health and wellbeing at the touch of a button 18
- Hubs Mobility Advice Service 18
- Have you had your MMR vaccine? 18
- Derby Youth Alliance 19

Derbyshire Black and Minority Ethnic (BME) Forum

In 2006, the Derbyshire County Council commissioned [Links CVS](#) (the Chesterfield and North East Derbyshire Council for Voluntary Service and Action Limited) to help the development of a sustainable method for consulting and engaging with Black and Minority Ethnic (BME) communities in Derbyshire.

More than 17 years on, Links CVS continues to host the [Derbyshire BME Forum](#) in partnership with Derbyshire County Council. The Forum now includes 12 diverse community groups from the county.

1. Asian Association of Chesterfield and N Derbyshire
2. Chesterfield Muslim Association
3. African and Caribbean Community Association
4. Chesterfield and NE Derbyshire Muslim Women’s Group
5. Chesterfield Filipino Community Association
6. Chesterfield Senegambia Association
7. Chesterfield and NE Derbyshire Chinese Elders Group
8. Derbyshire Gypsy Liaison Group
9. North Derbyshire Refugee Support Group
10. Polonia Chesterfield
11. Verba: Ukrainian Social Group of Chesterfield, Derbyshire
12. Long Eaton Indian Association

The forum gathers BME communities-led insights and conveys voices regarding the lived experiences of these communities.

It also looks at the unidentified barriers preventing members of the BME communities to access mainstream health and care provisions.

Through this work it aims to highlight the need for culturally appropriate and sensitive services in health and care, to ensure equitable access of physical and mental health care to diverse BME community groups.

The forum helps make the health and care services providers make informed decisions based on the insights from and engagement with these community groups.

It works to achieve an ongoing cohesive joined up working approach between health and care service providers and the BME Forum to ensure mainstream health and care provisions are inclusive to meet the needs of all sections of community including BME communities and other equality groups.



BME Engagement Event, Vicar Lane, Chesterfield

Derby Health Inequalities Partnership celebrates impact



Amjad Ashraf, Co-Chair of Derby Health Inequalities Partnership at the launch of the Impact Report at the Pakistan Community Centre

Derby Health Inequalities Partnership (DHIP) has shared its first Impact Report – which celebrates the partnership's achievements in its first year.

The report, which [can be read on the DHIP website](#), shares its successes, including:

- achievements and the work of community organisations and community connectors to improve health and wellbeing and tackle inequalities.
- securing further funding to support more community connector activity to promote health and wellbeing across a variety of communities.
- carrying out a community consultation which has helped us to share the lived experience of community members with health services and decision-makers
- continuing to influence health strategies and plans so that they make a difference in people's lives

DHIP is a joint health and wellbeing initiative between Derby City Council and Community Action Derby.

It aims to build on the good work to tackle health inequalities that started during the pandemic and to work alongside local communities to improve their health and wellbeing.

Community connectors are volunteers who are happy to support local events and activities that aim to promote health and wellbeing. They have lived experience which helps them do this.

Community connectors have delivered a wide variety of activities on issues such as mental health, blood

pressure and heart health, diabetes, cancer screening, social isolation, and loneliness.

The community connectors include groups such as Deafinitely Women, Audrey's Charity, Normanton Dads & Lads, Derby Asian Women's Network, The Hadhari Project.

Collectively their work consisted of over 145 diverse and valuable events being held, with more than 3,000 people attending in total.

Connectors have shared their plans and proposals at DHIP meetings and have provided information about their activities and the issues faced by people struggling to improve their health.

Examples included:

- people from ethnic minorities struggling to access culturally sensitive healthcare
- elderly relatives who faced social isolation and challenges accessing geriatric healthcare services
- overcoming language barriers when accessing health services
- understanding benefits and how to access them
- women struggling to engage in physical activity because of physical and mental health issues.

DHIP will continue to work hard to place community experiences and voices at the heart of everything it does and to influence the health system and key partners to do the same.

For further information about all DHIP activities, please visit our [website](#).

Public and Patient Insight Library latest reports



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:

State of Ageing 2023 – this report from the Centre for Ageing Better shines a light on the growth in size and diversity of older age groups and the many ways in which the older population is changing. It highlights stark inequalities, and the need for urgent action to stop them growing rapidly over the coming decades.

State of Caring 2023 – the aim of this report from Carers UK highlights that carers were struggling even more with their physical and mental health, that their consideration at the point of hospital discharge has not improved significantly despite new rights, and that they are taking more on than ever before.

People's views on how far we have advanced I Annual Survey 2023 – the focus of this report from the International Foundation for Integrated Care assesses the extent of progress made delivering continuous and coordinated care.

The [Insight Library](#) is held on the Futures NHS Platform, so if you are already a member or if you need to request an account you can [access the library here](#).

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 our [online form](#).

You can also send reports directly to us at ddicb.engagement@nhs.net. If you do this, please ensure you provide permission for us to share the report, as well as details such as the publish date and author name(s).



Healthwatch Derbyshire calls for people to share their experiences of social care services

Healthwatch Derbyshire, the independent champion for people who use health and social care services, is reaching out to the community to gather their feedback and experiences of social care services across Derbyshire.

From feedback about care homes or wheelchair services, experiences of day centres, or support from social workers - every experience is important.

"Your voice matters, and your experiences can spark real change," says Helen Henderson, CEO of Healthwatch Derbyshire. "We tend to get feedback about health services quite often, which is understandable considering the pressure on the NHS at the moment. However, we want to urge more people to come and tell us about their experiences with social care services too, it's just as important for Derbyshire residents.

"Most people will know someone who relies on mobility equipment to get around, or someone who lives in a care home, or maybe someone who has had a social care assessment," continued Helen Henderson. "Local people's input on social care services is crucial in our mission to improve services for the diverse needs of Derbyshire residents."

A Derbyshire resident let us know that a care home where their relative lived was not providing culturally appropriate meals to their loved one. By letting us know, we were able to make sure that the meals provided met residents' cultural and religious needs. Sharing feedback on social care services really does create change.

People wanting to share their experiences of social care can do so by filling out Healthwatch Derbyshire's [online feedback form](#), by calling 01773 880 786, by emailing enquiries@healthwatchderbyshire.co.uk, or by sending a message on social media.

healthwatch
Derbyshire



Bringing Health and Social Care Information to the Heart of Rural Derbyshire Dales - Community Insight, a Volunteer Perspective

By Kay Baggle, Hartington Community Group Volunteer

I moved to Hartington three years ago and was keen to continue my interest in health and social care matters, having spent many years working in the NHS. Attending public health and social care meetings and forums seemed like a good way to familiarise myself with systems and organisations, should I ever need to access their services in this new area.

I was surprised to learn just how much the NHS structure had changed in a short space of time and how complex it seemed, with Integrated Care Systems replacing Clinical Commissioning Groups and with Primary Care Networks bringing groups of GP practices to work together. NHS bodies and local authorities are working with other local organisations in "place" and "place alliances", with the overall aim to develop one overarching regional Integrated Care Strategy, in our case 'Start Well, Stay Well, Age and Die Well'.

Listening to all the information, it became clear that as a rural village we seemed to be missing out on good and sometimes important information such as the new adult social care strategy, mental health support initiatives, social prescribing, health improvement professionals, matters of devolution and so on.

Hartington is in the centre of the White Peak area of the Derbyshire Peak District, next to the River Dove, and falls between different geographical boundaries: Derbyshire Dales, High Peak and Staffordshire Moorlands. This brings with it challenges and complexities as there are different organisations and departments to navigate.

Accessing information of relevance to our community can be difficult, complex and confusing. While some can access information digitally there is still a significant proportion of people who cannot. It felt important to ensure that members of our rural community and the surrounding villages receive the same information and are as well briefed as our neighbouring areas. To help achieve this vision, I was offered support from the Hartington Community Group and volunteer Liz Broomhead, who is experienced in community work.

I started to reach out to professionals to help get us started. Karen Lloyd, head of engagement at Joined Up Care Derbyshire (JUCD), provided links to professionals and contacts in a variety of organisations and it progressed from there.

Fiona Unwin, service development officer, public health for Derbyshire Dales - Derbyshire County Council, Lois



Jones health improvement worker, Live Life Better Derbyshire and Katie Burns, physical activity and sports development officer - Derbyshire Dales County Council, helped us move forward our ideas of a patient A-Z of local health and social care services and information sessions designed around local needs.

Our project work in Hartington is moving in a positive direction. Our IT volunteers, including Leon Goodwin and Dorothy Hawton, are supporting to design and add information to a new health and social care section to our village website. Our health and social care contacts continue to send email information to a designated information only email address. These updates are added to our [village website](#) regularly. People can now access digital health and social care information much easier. There is a variety of information from bulletins, newsletters, community directories and a A-Z of local service provision. For those people unable to access information digitally, we have put an information stand in the village hall. We have also recruited some volunteers in our three villages to support people to access information from the website. We have NHS and voluntary sector, health and social care professionals and volunteers visiting to offer information and updates about their services including falls, Citizens Advice and Carers Association. We are reaching out to our local surgery to let them know we are here to support them with future health events.

We are working with Andrea Kemp, Joined Up Care Derbyshire engagement specialist, and we are part of the Community Insight Pilot Project. We run healthy activities in Hartington which fit in well with the universal interventions associated with the personalised care model (long term conditions). Liz, Leon and I have produced a video and have interviewed a cross section of our three communities from young to older people to examine how the universal activities that they partake in impact their health and wellbeing. They have highlighted what they would like to see from health and social care services. We are hoping our model may help other communities.

Help to make your service more young-person friendly

Derby and Derbyshire public health colleagues are encouraging all services to take part in the 'You're Welcome Here' Award. This aims to make services more young-person friendly to help young people access the support they need and improve health and wellbeing.

There are 52,000 in Derby, and 121,800 young people aged 10 to 24 in Derbyshire, who will now, or in the future, need to use health or care services. When young people have a positive experience they are more likely to use services appropriately. Improving young people's access to services will make sure they access support early on, which will improve their health outcomes. Investing in young people's health can have a big impact on young people, including:

- improving health and wellbeing, and supporting young people to change harmful behaviours.
- reducing the impact on young people's health from those who live in deprived areas
- supporting young people to lead healthy lives now and in the future prevents health problems, and saves services money in the future.

Adolescence is one of the fastest phases of development and a time when young people develop their sexual identity, develop intimate relationships, and explore behaviours, some of which may increase risks to their health.

We know that a lot of young people find it hard to access health services. Especially those young people who, for a wide variety of reasons, may be more vulnerable. For example those:

- with learning disabilities
- who are being looked after
- experiencing poverty
- from diverse cultures

The 'You're Welcome Here' award can help young people feel confident to access the services that they need by reassuring them that:

- they are welcomed and listened to
- their opinions matter
- they won't be judged
- we won't share any discussions with their parents (except safeguarding concerns).

To achieve the 'You're Welcome Here' Award, settings and services must meet the following standards:

1. Involve young people in their care and in the design, delivery and review of services
2. Explain confidentiality and consent
3. Make young people welcome
4. Provide high-quality health, wellbeing and care services
5. Develop digital approaches
6. Staff skills and training
7. Link with other services
8. Support young people's changing needs

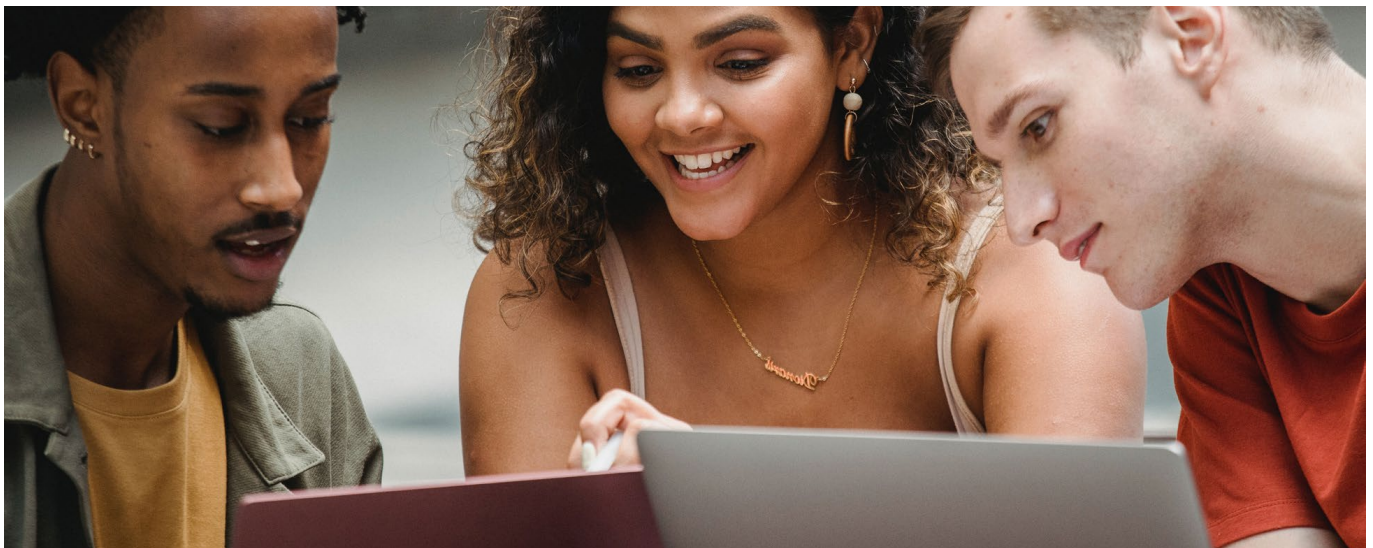
For more information please contact:

Sophie.Maher@derbyshire.gov.uk –

Public Health Practitioner – Derbyshire County Council

Harriett.Connolly@derby.gov.uk –

Project Officer – Derby City Council





Derbyshire Dialogue

Derbyshire Dialogue is a conversation with our population and those delivering and commissioning our services. Each session is an opportunity for our local residents to discuss what matters most to them about health and care services, what's working well, and what we can improve. We feed all this information back to our commissioners and providers to help build on strengths and work areas that require further development.

Recent Sessions:

How we use your data – This session told us how NHS organisations across Derby and Derbyshire use patient data to improve healthcare. Modern techniques allow the NHS to analyse patient medical records and history so doctors can identify people who may be at risk of illness or disease – but who don't know it. This makes it possible for those people to be invited for a medical consultation – before they get seriously ill, or even die.

Living Well Programme – Health, social care and the Voluntary, Community and Social Enterprise (VSCE) sector are developing new ways of working and modernising community mental health services for adults and older adults, taking into account the particular needs of local areas. In Derbyshire, this is called the Living Well programme. In Derby, it is called the Derby Wellbeing programme.

Every session of Derbyshire Dialogue is uploaded to our [YouTube channel](#) so you can catch up on everything we've been talking about. To keep up to date you can hit the subscribe button.

Upcoming Sessions:

21 February | Derbyshire Community Diagnostic Centres – These centres are being developed at Community Hospital sites across Derbyshire to bring additional diagnostic test (X-Ray, CT, MRI, Ultrasound, Phlebotomy, Echocardiography and more) capacity to the local population. This extra capacity will mean that patients will be able to get their tests quicker and in a range of locations nearer to home.

20 March | Social Prescribing – This is an approach that connects people to activities, groups, and services in their community and is being delivered across Derbyshire. The aim of the session is to tell you more about social prescribing, what it is, where it came from and how it operates in Derbyshire.

To find out how to subscribe to Derbyshire Dialogue emails and to book a place on upcoming sessions go to the [Derbyshire Dialogue page](#).

Joined Up Care Derbyshire



Derbyshire
Dialogue

DHU Derbyshire Service Rated ‘Outstanding’ by the Care Quality Commission

DHU Healthcare’s Chesterfield based Urgent Care North out of hours service has been listed as ‘Outstanding’ by the Care Quality Commission following its most recent inspection.

Based at Ashgate Manor, the service treats and cares for patients referred through DHU’s own 111 service based on the symptoms they describe, receiving an appointment at one of seven Primary Care Centres in the region or a home visit, depending on the needs of the individual patient.

Following a three-day visit from assessors in October 2023, the CQC rated DHU’s service as ‘Outstanding’ in terms of providing an effective, caring, responsive and well-led service for patients, ‘Good’ in terms of a safe service and ‘Outstanding’ overall.

Paul Tilson is DHU’s Managing Director of Urgent Care, he said: “This is a tremendous achievement for everybody associated with our urgent care services and I am delighted that the award reflects the dedication and care we put into this service. My gratitude and respect goes to all of my colleagues who work tirelessly with each other and in collaboration with our health partners and patients to ensure our services are of the highest quality and easily accessible to those who needs them.

“I’m so proud of the team but we all know that the hard work must continue. Our aim is always to maintain and improve this service, to carry on doing what we do well, whilst building on the professional excellence and experience of our people to continue to innovate and adapt to our patients’ evolving needs.”

CQC assessors spent three days assessing and reviewing the sites covered by DHU’s out of hours service at Ashgate Manor in Chesterfield, Buxton

Hospital, Clay Cross Hospital, New Mills Health Centre, St Oswald’s Hospital in Ashbourne, Castle Street Medical Centre in Bolsover and Whitworth Hospital in Matlock. The service also includes the North Derbyshire based GP Out of Hours Service, Community Nursing Services and the co-located Primary and Urgent Care Service co-located within the Emergency Department at Chesterfield Royal Hospital.

Kirsty Osborn is DHU’s Deputy Director of Urgent Care North, she added: “What was particularly pleasing were the things that the CQC highlighted as specifically impressive. Elements we are proud of such as addressing health inequalities and demonstrating positive health impacts on under-represented groups, our extensive and close working relationships with health partners, the continually positive patient feedback and the support we provide for our people. These are all things that have become embedded into how we work and an essential part of DHU’s vision and values.

“We were also praised for how we learn and react to occasions when things don’t go so well which is why we will be giving prominence to areas the CQC mentioned as areas for improvement. We are very much aware that our Urgent Care South services are likely to be inspected soon so we will be looking to take some of those lessons, examples of our own good practice and our colleagues’ collective brilliance into those areas to ensure we achieve a similar result.”

DHU Healthcare is now proud to hold ‘Outstanding’ CQC ratings for the Urgent Care North out of hours and its 111 service that covers 92% of the Midlands region.



Staff from the Urgent Care North out of hours service



Pictured left to right: Angeline Usher (Senior Workforce Coordinator), Karen Charity (Operations Manager) and Kirsty Osborn (Deputy Director Urgent Care North)

Physiotherapist Fiona's pride at MBE

A Derbyshire physiotherapist who was awarded the MBE in the New Year's honours list has spoken of her pride in her work.

Fiona Lindop, who works University Hospitals of Derby and Burton NHS Foundation Trust was recognised for her tireless commitment and contributions to enhancing the lives of patients living with Parkinson's disease.



She said: "I just feel so honoured and surprised – but I couldn't have done it without all the fantastic people I work with and all of my fantastic patients. It's all about teamwork."

Fiona, who has worked at the Trust since 1992, has played a pivotal role in UHDB being designated as a Parkinson's Foundation Centre of Excellence on two occasions – becoming one of only two centres in the UK to achieve such status.

She said: "We built the Parkinson's service up from nothing. It evolved from what was originally a day hospital for the elderly and it has grown incredibly and helped so many people since."

"It was not just down to me but the whole team. I have a dream job because I work with a fantastic multi-disciplinary team of professionals, all from a variety of disciplines so that we are able to offer patients a holistic care package."

"No two people with Parkinson's disease are the same. Some will have symptoms that are best managed by a physiotherapist, while others will need to be seen by an occupational therapist, speech therapist, doctor or nurse, so it's all about working together seamlessly to ensure the patient at the centre of it gets the best care for them."

Fiona's career has left a legacy not just at UHDB, but nationally. An assessment framework, which is used frequently across the NHS to assess the mobility of people with Parkinson's disease, has been named after her following her role in its inception.

Fiona will be presented with her MBE at a special ceremony this year.

DHU make waves at international covid masterclass

DHU Healthcare – which provides many NHS services in Derbyshire – has joined with other experts from around the world in learning about covid.

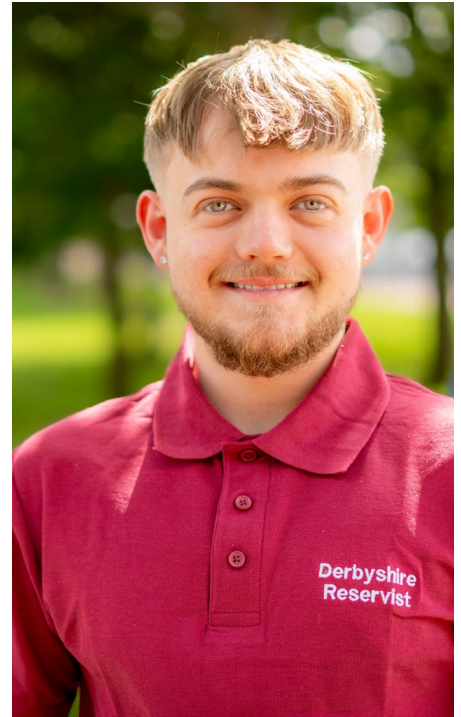
DHU's lead clinical pharmacist and advanced clinical practitioner, Daniel Graham, was among 50 delegates from the United Kingdom at the two-day Covid-Connect Masterclass in Madrid, Spain, in November.

The prestigious event brought together healthcare professionals, experts and leaders from around the world to address the management and treatment of covid patients.

The conference discussed how to optimise patient pathways, address the challenges posed by covid, assess the current state of various national healthcare systems, exchange knowledge, look at opportunities for improvement and explore innovative advancements in the treatment of covid.

Daniel said: "The conference involved meeting and linking in with a range of other clinicians who have responsibility for the treatment of covid patients in their territories from around the world. Delegates ranged from Australia, the USA, Ukraine, Costa Rica, South East Asia, and Europe and it was fascinating to hear how they approach the subject and share best practice with them."

DHU's participation at the conference underscores its commitment to staying at the forefront of healthcare and being actively engaged in international efforts to combat covid.



Reservists are providing winter support

Hundreds of "reservist" health and care workers are in place to provide support to health and care organisations over the busy winter period.

It follows a recruitment drive over the autumn to create a pool of staff who can work flexibly at times when pressure is high because of demand or staff absence.

Reservists are available to provide support to hospitals, residential care homes, GP surgeries and other health and social care facilities.

Since recruitment began in September the numbers of people accepted as reservists has grown to around 200, with a further 100 or so still going through interviews and checks.

The reservist recruitment team has attended many local jobs fairs and built links with Derby University and other education bodies to offer the roles.

There are five roles, each paid at a day-rate equivalent of the NHS banding for the post:

- Essential assistant – providing crucial, non-clinical, person-centred care and support to services in a variety of roles.
- Care support assistant – delivering personal and essential care support as requested by the service provider in various health or social care settings
- Nursing associate – providing practical and technical support to fellow health and social care workers, supporting the registered nurse in various settings and care environments.
- Registered healthcare professional – supporting services within the scope of your professional role, such as nurse, mental health nurse, physiotherapist, occupational therapist or paramedic.
- Registered vaccinator – delivering vaccinations safely and effectively as part of a multi-professional team in a choice of various different settings and care environments.

To find out more and register your interest, go to the [Joined Up Careers website](#), or for an informal conversation please email dchst.derbyshirereservists@nhs.net.

Social prescribers help thousands to get better

Social prescribers in Derby and Derbyshire supported thousands of people to improve their health and wellbeing over the past year.

Most GP practices have a social prescriber – who is there to support people through non-clinical ways, often by connecting them with local community activities and services.

Data for the 12 months of 2023 in Derbyshire held by the Joy case management system shows:

- 11,645 people have been supported by social prescribers
- people supported had nine fewer appointments at their GP practice, compared to their previous attendance
- 76% of people supported said their wellbeing had improved
- 661 community and voluntary sector services were used by people as a result of being referred by a social prescriber

Social prescribers often encourage people referred to them to take part in social events such as coffee mornings, walking groups or gardening groups.

This social interaction helps people to manage their health conditions and reduces the demand on GP services, says Sean Hedley, lead social prescriber with Greater Derby Primary Care Network.

He said: "Patients are referred to us by the GP and we can support with issues that are non-clinical. It may be loneliness, isolation or issues such as housing or finances.

"We can support them in managing and resolving those issues, which in turn supports their health and wellbeing."

One successful example of a social prescribing event is a weekly coffee morning held at the Nag's Head pub in Mickleover, Derby.

George, who was widowed after 65 years, says: "The coffee morning has given me something to look forward to on a Wednesday morning. It has filled that loneliness in my life."

Sarah, who was recovering from a relationship breakup, said: "I knew I needed help. It got me on my feet and involved with other things. And it's done the same for many people here."

Read and watch the stories of George, Sarah and Carole in our case study and short film on the [Joined Up Care Derbyshire website](#).

The social prescribing service is available through referral from your GP.



Sean Hedley



George



Sarah

"Neuro hubs" are supporting hundreds of families

New drop-in "neuro hubs" for children, young people, their families and carers have been providing support to hundreds of people since opening.

The neurodiversity hubs – in Derby, Swadlincote (South Derbyshire), Ripley and Chesterfield (Central Derbyshire), and Buxton (High Peak) – enable people to get help without the need for an assessment or diagnosis.

Since they opened in September the hubs have held 265 sessions, supporting 431 people, including both children and their parents or carers.

The hubs are operated by voluntary sector organisations and they have received positive feedback from people who they have supported.

This has included:

- "It was great to be able to speak to people who understand"
- "I was very nervous, but this felt welcoming"
- "Glad to finally have a service to speak to"
- "You have been a miracle worker"
- "Thank you, you have given me hope"
- "Thank you for making me feel listened to!"

The hubs provide:

- Drop ins for advice and information
- One to one sessions or groups via appointments
- A space to work out how to manage their situation
- Support with the assessment process, before and after diagnosis
- Training for parents and individuals

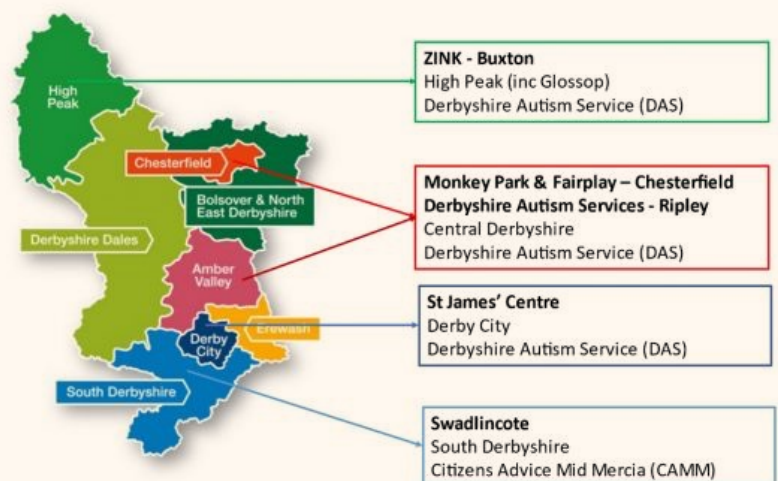
- Specialist sessions covering housing, benefits, finance and employment

Among the common issues where parents and carers ask for help with their children are:

- Being out and about
- Sleeping, eating, toileting
- Communication and interaction
- Education, work or play
- Sensory processing
- Crisis behaviour

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.

ND Hub Locations:



Living Well Derbyshire and Derby Wellbeing Services

Living Well Derbyshire (serving Derbyshire county) and Derby Wellbeing (serving Derby city) offer short-term care packages of up to 12 weeks for people who may be too unwell to be supported by their GP, but do not meet the criteria for a Community Mental Health Team service. The Living Well Derbyshire and Derby Wellbeing teams include people from health, social care and voluntary sector organisations to ensure people using the service can access a range of support to help them to keep well within their community.

To find out what's been happening over the past year, and plans for 2024, read the [Living Well Derbyshire and Derby Wellbeing December 2023 Newsletter](#).

For further information, please visit the [Living Well Derbyshire website](#).

Improving primary care access and support for women experiencing menopausal symptoms

Belper Primary Care Network (PCN) has adapted and improved the service offered through its GP practices for women who are going through the menopause.

The PCN is a collaboration of four GP practices in the Amber Valley area of Derbyshire - Appletree Medical Practice, Arthur Medical Centre, Riversdale Surgery and Whitemoor Medical Centre. Our aim as a PCN is to use integration and partnership to offer an extended and seamless health service to our service users.

As a PCN we are commissioned to deliver an "enhanced access" service, which simply means additional clinics, from 6.30pm to 8pm Monday to Friday and Saturday 9am to 5pm from two or our surgeries, Whitemoor in Belper and Arthur Medical Practice in Horsley Woodhouse. During these out of hours clinics, we offer a variety of services with face-to-face appointments with our clinicians whereby patients from our four member practices can attend.



Amy Armiger, Trainee Advanced Clinical Practitioner and Lead Nurse at Appletree Medical Practice, supporting a patient

Looking at our population health and their needs, we recognised that an increase in capacity and flexibility on appointment time for menopausal women should be included in our service planning. A lot of women of this age group work or have difficulty attending daytime appointments which could take up to 30 minutes for a detailed face to face consultation.

We identified clinicians within our network that already have a speciality in menopause and can offer tailored support and treatment, advice and guidance with the ability to signpost patients to trusted organisations and forums. Our clinicians are fully up to date with evidence-based information for consultations and can prescribe effectively whilst offering informed choices.

We also offer follow up appointments as part of the service and communicate the treatment plan back to practices.

The clinics have been a remarkable success and feedback from our patient experience highlight that "Everything was explained so clearly – it enabled me to make informed choices", "Great to have option of weekend or evening appointments seeing a specialist nurse", "really felt listened too – the service was excellent".

In addition to this, in January we are promoting the cervical-cancer-prevention week campaign in Enhanced Access, adding additional weekend clinics for cytology screening (smear tests) with extended appointments and informational resources available including [Jo's Trust](#) (the UK charity dedicated to those affected by cervical cancer and cervical abnormalities). We are offering extended appointments and informational resources throughout these clinics.

We have also worked with our own staff by having menopause champions at each practice led by clinicians with a passion and knowledge of the menopause who are committed to help and support in the workplace.

Ambitions for 2024 are to also run a men's health campaign through our Enhanced Access service which will be advertised via GP practices, our [website](#) and [Facebook page](#).

Thousands more appointments for people with breathing illness

Thousands of additional appointments are being provided in GP practices this winter to support people who become ill with breathing problems.

Patients will be referred to specialist "acute respiratory infection hubs" in their local area where they will see a clinician on the same day as they call.

The appointments will take place in multiple locations. One or more GP practice sites have been chosen as "hubs" across the 18 Primary Care Networks that cover Derby and Derbyshire. This means people can be seen in a location that is reasonably local for them.

Primary Care Networks – which are groupings of GP practices working together to provide additional staff and services to their patients – are running the service.

These same-day appointments increase the number of people that can be seen during the busy winter period in their local area and they relieve some of the pressure on our general practices. It should also reduce the numbers of people who turn to a hospital emergency department or urgent treatment centre.

The scheme is expected to provide nearly 13,000 additional appointments across Derby and Derbyshire from the time it began in early January, up to the end of March.

Patients will be assessed and offered appropriate treatment and monitoring. This may include being referred to a "virtual" ward – where patients are monitored at home from a hospital using specialist equipment in the home.

Eight acute respiratory infection hubs were run in Derby and Derbyshire last winter, seeing around 9,000 patients between December and April.

Dr Andy Mott, a GP at Jessop Medical Practice, Alfreton, and medical director of Derby and Derbyshire GP Provider Board, said: "Winter is always a busier time for all parts of the NHS. This is partly because people get more infections. Winter can make things worse for people who have breathing problems already too.

"People can feel very ill and need to be seen on the same day. So having these additional appointments available in locations that are reasonably local will help people to manage the symptoms of their illness and help avoid them having to go to a hospital."



"One stop shop" for diagnostics improves patient access

As part of a £29.9m investment in 'one-stop-shop' Community Diagnostic Centres (CDCs) in Derby and Derbyshire, Walton Hospital's CDC opened two new services in December 2023, with further enhancements and developments planned throughout 2024.

Walton Hospital, located in Chesterfield, Derbyshire, opened its phlebotomy (blood test) and ultrasound diagnostic services in December, allowing more flexibility and choice for patients. The service is run by colleagues and teams from Chesterfield Royal Hospital NHS Foundation Trust.

CDCs are 'one-stop shops' designed to provide an easier and altogether better patient experience by having a host of diagnostic facilities and services in one place. Where previously some diagnostic procedures needed to be completed in different locations and at different appointment times, there is now greater flexibility and options for patients – including tests completed under 'one roof' and closer to patients' homes: reducing the need for travel and providing improved access.

Walton Hospital, part of Derbyshire Community Health Services NHS Foundation Trust, was awarded £5.2m to develop a state-of-the-art building dedicated to a Community Diagnostic Centre. The site will host temporary rooms for the phlebotomy and ultrasound provision, whilst the purpose-built CDC is constructed. It is expected to be fully operational by September 2024. Walton Hospital is already home to a CT scanner and has already seen more than 3,000 patients since it arrived in early 2023.

Patients have the flexibility to choose where they would like to go for their blood tests and/or ultrasound appointments, and they may receive an appointment quicker if they choose to attend a Community Diagnostic Centre.

Your local Community Diagnostic Centres.

-  **Walton Community Hospital**
Chesterfield
S40 3HW
-  **Whitworth Community Hospital**
Matlock
DE4 2JD
-  **Ilkeston Community Hospital**
Ilkeston
DE7 8LN
-  **Florence Nightingale Community Hospital**
Derby
DE1 2QY
-  **Sir Robert Peel Community Hospital**
Tamworth
B78 3NG



NEW Winter 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 East Staffordshire.

As part of the service offer, the Wellbeing Team has launched a NEW Winter Wellbeing Timetable - a series of workshops, webinars, courses, clubs, activities, and dedicated support cafes; delivering advice, support, and useful information to help keep colleagues healthy, safe and well this Winter.

Following feedback on what impacts colleague's everyday health, a wealth of NEW support sessions has been added to the timetable to improve physical health and mental wellbeing. This includes:

- **Short activity sessions, making exercise accessible for all** - a series of new 10-minute exercise sessions have been introduced to encourage colleagues to become more physically active. Timetabled as 'Exercise Snacks', these short activity bursts help to boost circulation, increase mobility, improve fitness and build strength
- **Healthy Eating and Nutrition** - a new weekly Weight Management Group has been timetabled to help colleagues manage and maintain a healthy weight. The Winter Timetable also features a series of nutrition focussed webinars
- **Long Covid Facilitated Peer Support** - this new support group provides an opportunity for colleagues to meet other people with long covid symptoms, facilitated by a Clinical Psychologist from JUCD Wellbeing partner, Stronger Together
- **Menstrual Health Collective** - introducing a new monthly support group, providing colleagues with a space to learn and gain support with their menstruation cycle.
- **Psychological Support** - new workshops have been added to the Winter Timetable including Being Kind to Yourself, and How to Rest Well, providing colleagues with helpful techniques to prioritise wellbeing and support psychological health.
- **Holistic Self-Care** - running alongside the popular Emotional Freedom Techniques "Tapping," an easy to learn evidence-based stress reduction technique, a brand-new weekly class, The Breathing Room, has been added; exploring various breathing techniques

to help calm, de-stress, detox and re-energise body and mind

- **Coping with Loss, Bereavement Support** - a new monthly group providing coping mechanisms following the loss of a loved one
- **Continued support for Autism, ADHD and Dyslexia** - awareness and training has been scheduled throughout the quarter, running alongside dedicated Cafes and groups, to further the support for colleagues living with health conditions and/or hidden disabilities

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 Winter Wellbeing Timetable](#).

Bookings can also be made via the team's easy [online booking platform](#).

If you work for JUCD or one of its constituent organisations and would like to find out more about the wellbeing support available, please visit the [JUCD Wellbeing website](#) or call the team on 01332 787 703.



Health and wellbeing at the touch of a button

Did you know you can get quality assured health and wellbeing apps at the touch of a button?

Derbyshire County Council is working with Orcha - The Organisation for the Review of Care and Health Applications - to provide an online library of digital health and wellbeing support.

From support for long term health conditions to apps that can help you to stop smoking, sleep better and improve your mood, there's 100s to choose from.

Each app has been assessed against a wide range of criteria including clinical assurance, ease of use and data protection.

Visit the [Derbyshire Orcha Health website](#) to search and download apps.



Hubs Mobility Advice Service

If you have restricted mobility, are considering retirement from driving, or have a disability, the Hubs Mobility Advice Service (HMAS) aims to provide all the answers you need for stress-free travel without a car.

HMAS is a **FREE** information and guidance service on the best accessible travel options for you. It is provided through our [website](#) and via 15 of the 20+ Driving Mobility centres nationwide.

Who can use our services? The answer is anyone!

For tailored travel advice or for more information, contact your local Hubs service by emailing Maxine.bass@nhs.net



Have you had your MMR vaccine?

Measles, mumps, and rubella are highly infectious illnesses that can easily spread between unvaccinated people. The complications from these diseases can be life-changing. It's more important than ever to keep children safe by getting them vaccinated as cases of measles have risen across the East Midlands.

If unvaccinated, nine out of ten children in a classroom will catch measles from an infected classmate. One in five children will require a hospital visit and one in fifteen children will have complications from being unwell with measles, such as meningitis and sepsis.

The MMR vaccine is one of the most studied vaccines and millions of doses are given every year. This means the MMR vaccine is safe to be given to children.

Two doses of MMR vaccine should provide long lasting protection. The first dose is given after a child's first birthday. The second dose is given at 3 years 4 months old, or soon after, to protect them before they start school. If you of your child needs the MMR vaccine, please speak to your GP.

Visit the [NHS website](#) for more information.



Measles is more than just a rash



1 in 5 children will need a hospital visit

Derby Youth Alliance

Derby Youth Alliance is a coalition of community organisations who have come together to help support young people in Derby to be safe, develop and prosper. We want Derby to be a city where young people have opportunities and feel supported, where diversity and inclusivity are celebrated and where even those from the most challenging backgrounds feel happy, safe and empowered.

The Youth Alliance is led by Community Action Derby and consists of nine strategic partner organisations – Safe and Sound, Derby County Community Trust, Sporting Communities, Children First Derby, Derby Cultural Education Partnership, YMCA Derbyshire, Community One, Baby People and Umbrella.

As part of our offer, the Youth Alliance receives referrals for individual young people, families or areas of Derby where additional support could make a difference to disadvantaged young people who may be at risk of exploitation, causing harm to themselves or others, or of entering the criminal justice system. We match each young person with a suitable provider to offer mentoring support or diversionary activities to allow them to work through their barriers and improve their lifestyle and prospects.

In addition to our strategic steering group, we host bi-monthly networking sessions for the wider network of activity and support service providers in the city, each time showcasing different providers and projects at different venues and encouraging collaborative working and the forging of new connections across the sector.

We also run projects and events to tackle issues that young people are facing in their communities, such as anti-social behaviour, crime, radicalisation, poverty, SEND and inclusivity, youth voice and participation, Post-16 options and health and wellbeing.

One of our most recent projects was to promote White Ribbon Day 2023, an International Day of Awareness on 25 November, where men and boys show their commitment to ending violence against women and girls. Together with the Voices in Action Youth Council we created a film featuring local sports people from Derby County Football Club and Derbyshire Cricket Club, a local music artist and Derby's own Youth Mayor and young theatre group. To date, the [Derby City White Ribbon Campaign Video](#) has had over 2000 views and has been nominated for a Charity Film Award.

If you would be interested in finding out more about the Youth Alliance projects, White Ribbon Day campaign video, referral process, or attending our Children and Young People's Network (CYPN) sessions, please visit our [website](#).



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 please visit the [Joined Up Care Derbyshire website](#).

