

November 2022 newsletter

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

Derby and Derbyshire All-Age Mental Health, Neurodiversity & Learning Disability Alliance Festival

On the 23rd of September the Derby and Derbyshire All-Age Mental Health, Neurodiversity and Learning Disability Alliance was launched within the Joined Up Care Derbyshire (JUCD) Integrated Care System (ICS). NHS commissioners and providers, local authorities, and voluntary, community and social enterprise (VCSE) sector organisations have formed a partnership aimed at working together to improve services for our local population.

A festival was held to support collaborative working by providing opportunities for colleagues within the Alliance to get to know one another and learn about each other's work.

During the day:

- Over 220 people received and shared information across 70 organisations
- 20 brave speakers took to the floor and talked about what an average day looks like for them; their challenges and their joys
- Four separate workshops were held to support colleagues to learn from one another
- Thoughts were shared on the graffiti wall and within the post-boxes
- Colleagues laughed and swayed along to Matt McGuinness, made lots of fuss over Daisy the therapy dog and got creative completing jigsaws, building with Lego, knitting, and creating a wonderful art therapy mural.

[Watch a short video capturing the festival highlights](#) or [view an animation](#) to find out more about what the Alliance is hoping to achieve. If you would like to know more, please contact Jennifer Stothard jennifer.stothard1@nhs.net.



Help us to help you this winter

Winter can be a challenging time for health and social care services, and many people in Derbyshire may have additional concerns where they are affected by the high costs of living. It's important that you look after your health and the health of your family. We know many people are affected by the high cost of heating and of food, but it is important to stay warm and hydrated, and to eat as healthily as possible.

If you are worried about a health issue that is not urgent, you can get free [health advice online from NHS 111 online](#) or by calling 111.

To help with the rising costs of living, [Derbyshire County Council](#) and [Derby City Council](#) have put together lots of information and advice, designed to ensure that you are getting all the help that you are entitled to.



Money saving tips for people with a learning disability this winter

Derbyshire Healthcare NHS Foundation Trust have an easy read leaflet to provide money saving tips for people with a Learning Disability. You can find it [here](#).

Accessing GP appointments and services

General practices are open and seeing patients.

You may find you can get an appointment at your practice more quickly by asking to speak with a nurse, clinical pharmacist or other specialist. You can also often go directly to an NHS physiotherapist without speaking with a GP first, and this is the best person to help with sprains, strains, back pain, and muscle aches.

Please do not visit the practice in person if you have symptoms of cold, flu or Covid-19, and we recommend that you wear a mask when attending an appointment unless it is unsafe for you to do so.

When you call or visit a practice, you will usually speak with a receptionist who is specially trained to ask you questions which will help ensure you get the most appropriate care. Please treat them with respect and help them to help you.

Some GP practices or groups of practices offer appointments in the evenings or at weekends, which can be booked further ahead.

Stay safe, get your vaccinations

Since the first Covid-19 vaccine was given, it has saved lives, helped tens of thousands of people stay out of hospital, and made it safer for us to live with Covid-19. But the virus is still with us and is still making people very ill every day.

Getting your flu and Covid-19 vaccines is one of the most important things you can do to keep yourself and others around you safe this winter.

At the time of writing, Covid-19 and flu vaccinations are being offered to everyone aged 50 and over, people with certain health conditions that put them at risk, pregnant women, and frontline health and care staff.

The Covid-19 autumn booster vaccination programme is well underway across Derby and Derbyshire, and a Chesterfield couple were among some of the first people to get their booster. Pam and Ian Marr booked an appointment together at Walton Hospital in Chesterfield as soon as they got a text message invitation from the NHS.

Pam, 77, said: *“We received a text to tell us that we are due our booster vaccination and we booked by calling 119 straight away. The vaccine has kept us both safe throughout the pandemic and has greatly benefitted us as neither of us has had Covid-19.*

“Covid-19 hasn’t gone. It might have lulled, but it’s still here and we all need to keep getting our boosters when we are offered them. They help us to build up our immunity. We know that immunity drops over time so the boosters are important. It’s like flu, we keep getting vaccinated against that every year.”

Pam’s husband, Ian, 75, had his booster at the same time. He added: *“I’ve always been a firm believer in getting vaccinations when they are offered and doing what I can to stay well. If you are offered a vaccination, you should get vaccinated. We’ve had*

all the vaccinations for Covid-19 that we have been offered within weeks of being invited.

“It’s very simple to book, it’s just a case of phoning and finding a convenient place and time.”

People who are eligible for the Covid-19 booster will be invited by the NHS when it is time for them to book. Bookings can be made [online](#) or by calling 119 – you should wait until you are invited. There are more than 60 places across Derbyshire to get your jab – mainly community pharmacies and GP surgeries – so everyone who is eligible should find it convenient to get their jab.

NHS staff across Derby and Derbyshire are also eligible for both the flu vaccine and Covid-19 booster so they can keep our patients and communities safe. Members of the JUCD executive team are leading by example and playing their part in keeping everyone safe by getting vaccinated.

NHS Derby and Derbyshire’s Chief People Officer, Amanda Rawlings, has had both of her vaccinations and said: *“I had my flu and Covid vaccines to help to keep me safe and well and to protect my colleagues, family and friends.”*

University Hospitals of Derby and Burton’s NHS Foundation Trust new Chief Executive, Stephen Posey, also got himself protected against both flu and Covid-19 earlier in the Autumn. He said he did it to protect himself and those important to him, *“There’s no better way to protect yourself and your patients, colleagues and family this winter.”*

Amanda and Stephen are not the only health care workers across the county to come forward, with many more Derby and Derbyshire NHS staff taking up the opportunity. Those who haven’t yet are being encouraged to do so, and we are making it as easy as possible to fit it into their busy schedules.



Urgent treatment centres

As the weather gets colder it is more likely that you may get ill or need other urgent care. If the problem is not life-threatening, you can visit an [Urgent Treatment Centre \(UTC\)](#), where waiting times are usually much shorter than at A&E.

UTCs are open at least 12 hours a day, every day, and offer appointments that can be booked through NHS 111 or through a GP referral, and can diagnose and deal with many of the most common ailments people often attend A&E for.

UTCs ease the pressure on hospitals, leaving other parts of the system free to treat the most serious cases.



Winter Pressures Single Contact Point

As we move into winter, we know that this is likely to be a particularly challenging time for some people.

To support professionals (working or volunteering) to refer and signpost vulnerable residents to essential services and self-help advice this winter, Derbyshire County Council has opened up a Winter Pressure Single Contact Point.

- The service will run from October 2022 – March 2023
- It provides a single contact point for colleagues to direct enquiries if you are not sure where to send them currently
- The service is open to all health professionals, social care practitioners, district/borough stakeholders and voluntary sector partners - who may come across a vulnerable person this winter that needs help
- To help us manage demand - if you already know where you need to direct your enquiry, please continue using existing pathways by going directly to the appropriate service
- Eligibility criteria applies to some services.

Further details can be found [here](#). On the website you will find a simple referral form, that you need to fill in to access support.

If you have any further questions, please contact: healthandwellbeing@derbyshire.gov.uk

Please note, a separate service is in place for professionals working with Derby City residents details can be found [here](#), or call 01332 640000 and select option 5.



Support with a Mental Health Crisis

Joined Up Care Derbyshire (JUCD) is committed to providing high-quality mental health crisis alternatives across Derby City and Derbyshire, in line with the [NHS Long Term Plan mandate](#). The aim of mental health crisis alternative services is to provide people with a safe and appropriate alternative to contacting emergency services or attending Accident and Emergency (A&E) or Emergency Departments (ED) when they are struggling with their mental health and other support services are unavailable. JUCD are developing a range of support services to address this need and have been successful in bidding for some additional NHS England money to expand local plans for these services.

Derby Safe Haven

There has been a successful re-procurement process for the new Derby City Safe Haven contract which will start on the 1 November 2022.

As part of the new contract, the Safe Haven will become 'open access', meaning that members of the public experiencing mental health problems can self-refer to the service in the future as opposed to being triaged and referred via the [Mental Health Helpline and Support Service](#) or any other statutory agencies.

The service provider has been widening access by working with partners including the police and ambulance service. Guidance and pathways have been co-produced to support these services to identify individuals who may benefit from attending the Safe Haven and to allow them to refer directly to the service.

Crisis House/ Chesterfield Safe Haven

Subject to further approval by the Integrated Care Board (ICB), a tender will be launched in November to identify a delivery partner or partners for a 'Safe Haven' in Chesterfield, to offer a similar service to the Derby Safe Haven. This will improve access to people in the North of the county and will include the 'open access' offer.

Following approval, a delivery partner will also be sought for a new 'Crisis House' in Chesterfield to provide short-term overnight accommodation for people who may otherwise be at risk of admission to the hospital. The existing Crisis House in Derby will also be tendered out to provide more sustainable provision in recognition of the high demand that the current service experiences and the positive outcomes that it delivers for individuals and the system.

Crisis Cafes: Mental Health Out-of-Hours Support

'Crisis Cafes' will offer a safe, inviting space to receive out-of-hours support for someone who self-defines as needing immediate support with their mental health but does not require medical attention. These new services will be provided within local communities, as a non-clinical offer with access to support from clinical staff should it be required.

Initially three café services will be commissioned in Derbyshire and potential providers will be invited to respond to a Request for Quotes which is envisaged to be open from 22nd October 2022 to 23rd January 2023.

The successful service providers will work with a range of partners across the voluntary and statutory sector to provide a safe alternative to ED and access to other forms of support and advice.

Small Grants Scheme

JUCD recognises the vital role that the VCSE sector plays in maintaining wellbeing and preventing people from entering crisis. We are excited to announce Erewash Voluntary Action's (EVA) Derbyshire Mental Health Forum has been allocated funding by JUCD to administer a Grants Programme that will support small to medium Voluntary and Community organisations and Social Enterprises across Derbyshire and Derby city that work with people to improve their mental health.

There will be two types of grants available:

- Grants of up to £500 for small organisations and non-constituted groups
- Grants of up to £5000 for small to medium sized organisations.

Grant application packs, including a briefing document with more information and an application form will be available via [EVA's website](#) from the 1 November 2022 and they will be accepting applications until the 16 December 2022.

Mental Health Helpline and Support Service

[The Mental Health Helpline and Support Service](#) is delivered by Derbyshire Healthcare Foundation Trust in partnership with P3 and the Derbyshire Federation for Mental Health and works alongside statutory agencies including the Police; NHS 111 and East Midlands Ambulance Service (EMAS). It was established during the pandemic and is available to residents of all ages within Derby and Derbyshire on a freephone basis 24 hours a day, 7 days a week for support and advice around mental health and wellbeing.

The Helpline currently receives on average around 3000 calls per month and offers listening, signposting, and can offer face to face support as needed. You can access the Helpline by calling 0800 028 0077.

If you have any questions or would like further information on mental health crisis alternative services, please contact ddicb.cypprogram@nhs.net.

Fast access to clinical decision support for nurses and GPs

BMJ Best Practice gives GPs and nurses access to clinical guidelines, drug information, and patient care leaflets all in one place. With extensive coverage of the most commonly occurring conditions, Best Practice can be relied on to answer your clinical questions.



Supports you with the very latest evidence and expert opinion, updated daily, and is linked to international guidelines.



Provides detailed drug information on dosing, availability, formulations, side effects and contraindications with our Integrated formularies.



Helps you discuss treatment options with patients. Best Practice has nearly 500 patient leaflets accredited by the Information Standard and reviewed by our Patient Panel.



Supports professional development. Best Practice Includes automatic CME/CPD tracking to support revalidation and appraisals.



Provides access whether you are in the surgery, on the ward, at home, or on call, with online, mobile and offline access via the BMJ Best Practice app.

Take a look at how [nurses](#) and [GPs](#) are using BMJ Best Practice.

BMJ Best Practice is funded by Health Education England and free to all NHS staff.

How to access



1. Visit best practice.bmj.com/nhsengland
2. Enter your OpenAthens username and password and click 'Sign in'
3. If you are a new user, you will need to now register for BMJ Best Practice personal account. Use your personal account to download the app for access anywhere, anytime, even offline.

You can also save time by asking for an evidence search to be done for you. Find out more [here](#). This link also explains how to sign up for an OpenAthens username and password.

Easy access to research articles via LibKey Nomad

You can use LibKey Nomad to get to your articles with ease!

Health Education England purchases hundreds of electronic journals and thousands of journal articles for NHS staff and learners. The electronic journals are generally purchased in packages or bundles, rather than direct from the publishers themselves. This is why when you're doing an internet search, for example through Google, you get to a publisher website thinking you've got success, and then the website wants you to pay for the article before it will show you the full text. Your library might have access to that journal, via a package or bundle, but it just won't work from the publisher website direct.

LibKey Nomad helps by checking your library's collections to see if the article is available to you, and if it is, provides a direct link to it. LibKey Nomad is a browser extension, which sits in the background as you are browsing the internet, so you do not know it is there until you might need it.

To get started with LibKey Nomad, first make sure you are [registered for OpenAthens](#).

LibKey Nomad works with most common browsers, including [Chrome](#), [Edge](#), [Firefox](#), [Brave](#) and [Vivaldi](#). Choose the link for the browser you use and install.

After installation, LibKey Nomad prompts you to select your subscribing institution. Select 'Primary Care in England'. After that, it automatically scans for scholarly content wherever you may be browsing. If an article is available to you as part of your library's collection, you will see a message in the bottom left-hand corner of your screen.

If you have any questions about LibKey Nomad or BMJ Best Practice, you can get in touch with Chloe Turner chloe.turner26@nhs.net Primary Care Librarian for Derbyshire.



The Tea, Talk and Tech Café in Ashbourne

A special Café in Ashbourne is providing older people with free, technology support to enhance their confidence and improve their digital skills.

'Tea Talk and Tech Café' at Ashbourne Pavilion was initiated in October 2021, by Connex Community Support, and John Dick, Chairman of Ashbourne and District 50+ Forum. Originally the brainchild of John, the initiative is run by Connex Community Support, a charity helping people across the Derbyshire Dales and the High Peak. The project is funded by Derbyshire County Council Public Health funding, and also supported by Platform Housing Group, Derbyshire Dales CVS, Rural Action Derbyshire and an increasing number of volunteers.

The Connex Project Coordinator, Hayley Beresford, and volunteers work one-to-one with Café visitors helping them with email, online shopping, and banking, finding information or making appointments. Hayley commented, *"Tea, Talk and Tech is such an important project in the community and makes everyone feel welcome. Not only are increasingly necessary digital skills being shared and learned but volunteers and clients are forging new connections"*.

John Dick said, *"The Café was specifically designed to provide a comfortable environment where people can socialise and support each other while getting advice. Classes already exist that can support people with technology, but many older people prefer something different to a classroom environment"*.

The aim is to expand 'Tea, Talk and Tech' into other areas of Derbyshire as part of a wider digital inclusion project, potentially supported by other organisations within JUCD, to help more people gain digital skills in an informal setting.

One of the volunteers said that the Café helped dispel myths about technology, *"Some people are nervous when they first come - technology can seem daunting. But once they have been, they see the Café as both a practical session and a chance to socialise. It's really nice to get to know everyone who comes here"*.

The Café helps visitors address practical issues too. J and P were having trouble making an online payment for a new hob, and a gas fitter. Not having a laptop and no other way to access the internet, J spent four and



a half hours on the phone to the company and their bank to try to find a resolution, but everything came back to online banking. They said *"It was such a stressful period and we felt we were going around in circles! It's such a relief to finally get some help. We wouldn't have a cooker in our home if C, our volunteer, hadn't been here to help us"*.

P, a resident at a care home in Ashbourne, had never used a mobile phone but wanted to learn how to contact his family if he needed help. The volunteers helped P buy his first mobile phone and showed him how to contact his family. P felt reassured knowing he could get in touch with his family when he needed to.

The Café is a great example of organisations and volunteers coming together to deliver valued support to residents of Ashbourne. 'Tea, Talk and Tech' welcomes visitors every Thursday between 11am and 1pm at the Pavilion, Ashbourne.

More information is available on the Connex website [here](#), or you can get in touch with Hayley Beresford by phone 01353 348600 or email teatalktech@connex.org.uk.

Not your average coffee morning!



Four mornings every week a coffee morning is held in Sandiacre where people can receive free food, either to take away, or to eat in whilst having a chat. There is also help on hand for people who struggle to use a computer or their phone, and a wide range of activities to take part in.

This is offered by Kings Road Area Neighbourhood Watch in partnership with local churches who provide volunteers and premises. The coffee mornings take place on a Monday and Tuesday at St Giles Church Hall and Friday and Saturday at the Methodist Church Hall on Butt Street, between 10am and 12pm.

The Coffee Morning is for anyone who would like to spend some time in a safe, warm place with a drink and a snack. It provides the opportunity to make new friends, connect with old ones, and receive help and support in meeting life's challenges.

The food provided is collected daily from the local Co-op and Lidl, preventing food from going into landfill, in addition to helping the local community.

During the morning there are opportunities to engage in a variety of activities, such as playing

games, drawing, reading, and puzzles. There is always information about staying safe and secure when at home using Neighbourhood Watch resources and expertise.

Coming soon!! Chair based exercises to help with mobility.

The coffee morning also aims to help break the digital divide by supporting people to learn how to use a computer and/or smart phone. A small number of computers are available to take home with a mobile Wi-Fi device, so that what they have learned can be practiced at home. The aim is to support people to communicate via emails and social media, use the internet and have online meetings with friends and family. There is a particular focus on learning what is available on the Parish, Borough and County Council websites as well as sites such as Neighbourhood Watch and Age UK, all part of the plan to help people be safe and secure.

For further information email sandiacrenw@gmail.com or Facebook: [Kings Road Area Neighbourhood watch Food](#).



Shared Care Pathology team wins award



The Derbyshire Shared Care Pathology team have received a Royal College of Pathology (RCPATH) Achievement award in recognition for their hard work and commitment to improving patient care.

The RCPATH launched its Achievement Awards to acknowledge the high standard of work across the pathology community. They invited nominations for teams and individuals, of all professional backgrounds and disciplines.

The winners received their awards in person at the College President's Annual Dinner 8 September 2022.

The Derbyshire Shared Care Pathology team have worked for several years to produce evidence-based best practice guidelines. In 2011, Consultant Clinical Scientist Dr Nigel Lawson teamed up with laboratory scientists to collaborate with local clinicians from primary and secondary care.

This work has enabled a better understanding of the needs a GP has, thereby allowing the service to make

changes towards improving patient management. The pathology team have produced guidelines to enable better comprehension and explanation of diagnostics, requesting and interpreting test results.

These guidelines are accessible online and are widely appreciated by colleagues in primary care and secondary care both regionally and nationally.

Dr Penny Blackwell, GP Lead for Shared Care Pathology in Derby and Derbyshire, said she was delighted with the award and proud of the work the team have done:

“Thank you to you all those GPs and consultant colleagues who have input and sense-checked the guidelines on the website over the years – we know from emails that we receive that they are appreciated by primary care and secondary care both regionally and nationally.

We could not put these guidelines together without input from you all and it's great to have all the hard work recognised by the college.”

New Director of Public Health

We are delighted to announce that Derbyshire County Council's new Director of Public Health is Ellie Houlston and she started her new role on 1 September 2022. Ellie previously worked as Assistant Director of Public Health in Derbyshire.

Ellie has significant experience having worked as a Leadership Fellow with Public Health England and in a range of Public Health roles at local, regional and national level in the NHS and local government before joining Derbyshire in 2019.



Working to improve mental health services for deaf people



Erewash Voluntary Action (EVA) Mental Health Forum Team and Communications Unlimited organised an event on the 4 July 2022 to raise awareness of the issues faced by deaf people when accessing mental health services.

The day started by acknowledging that there are many services that are not accessible for deaf people and that this needs to change but there was recognition that this could not happen overnight. Throughout the event, information was shared around the variety of resources currently available to deaf people, and there was lots of discussion about the barriers deaf people were currently experiencing in accessing services, and gaps in services were also highlighted. Conversations then turned to possible solutions to these barriers, and ways to improve services.

Over 50 people attended including representatives from deaf voluntary and community sector groups, mental health service providers and commissioners, and others across the mental health system.

The aim of the event was to get deaf people and their representatives talking with mental health

services providers and commissioners to raise awareness of the issues they were facing and look for possible solutions.

There was a lot of enthusiasm in the room for further events, and since the event took place work has begun to form a focus group to work with staff and volunteers across the system, working in mental health to help to improve delivery of inclusive services for deaf people. Dedicated resource has also been allocated to support improvements to services, and to have conversations that support system wide collaboration around this work.

It is acknowledged that there is plenty of work to do but a recognition that this is a real opportunity to continue the conversation and to make real improvements.

For more information about this developing piece of work please email Jodie Cook jodie@erewashcvs.org.uk

You can read about the discussions that took place at the event [here](#).



National Award for DHU Healthcare

A Derbyshire Covid-19 treatment plan, delivered by DHU Healthcare, has won a national award after delivering treatment to hundreds of people in the region.

The antiviral treatments were intended for clinically extremely vulnerable patients who tested positive for Covid-19. They would be assessed and, where appropriate, given a course of treatment to reduce the severity of symptoms, reduce the risk of serious illness and prevent a hospital admission.

The programme went live shortly before Christmas 2021 and went on to assess more than 5,000 patients, more than 1,500 of whom received potentially life-saving treatment.

DHU Healthcare's Covid Medicines Delivery Unit (CMDU) was awarded the Urgent Health UK (UHUK) 2022 Collaboration Award earlier in October as the initiative became one of only two such programmes that operated in the community rather than within a hospital setting.

Kirsty Osborn is Deputy Director of Urgent Care (Derbyshire) for DHU Healthcare, she said:

"Discussions about the programme started in Summer 2021 which was when we mobilised DHU's team. It resulted in a system-wide collaboration including hospitals, medicines management, GP surgeries, mental health, community services and the ambulance service. We were all committed to providing a service that patients could access quickly to assess their suitability for treatment as soon as possible.

"Most regional systems adopted a hospital-led approach but our Joined Up Care Derbyshire partners agreed that this would put additional pressure on an already challenged acute system. We agreed to provide a community-based option, bringing together 'Red Hub' services that DHU already provided at

our sites in Chesterfield and Derby, supported by Advanced Practitioners and GPs.

"Not only did this make the best use of existing services, it was also much easier for patients to access. We could easily reach patients who were housebound, in residential areas, community hospitals and even the prison service using a 'Red Taxi' and patient transport service."

A number of different treatments were available either intravenously or in tablet form, depending on a person's personal circumstances, health issue or current treatment. The treatments work by providing the patient with antibodies that they are unable to produce for themselves, reducing the severity of the symptoms and giving them the ability to fight off the virus themselves.

Kirsty added: *"The assessment process is not just about the effectiveness of the treatment, it's about how it interacts with a patient's medication, when they tested positive and what condition the patient has. Some may start with mild symptoms but without antibodies, their condition is much more likely to worsen and may result in a hospital admission. This treatment has helped to prevent that from happening, resulting in a faster recovery for the patient and less pressure on our health system.*

"When the programme was introduced, there was a lot of talk about how we could adapt and live with the virus. The vaccination programme was the first step, but this works alongside that programme. It gives those most susceptible to becoming seriously ill much more protection, not just in terms of creating a barrier to the virus, but also in terms of fighting off if they succumb to it. I'm incredibly proud to have been involved in this and of the team who have undoubtedly saved the lives of patients across Derbyshire."



Team Up in Derby pushing new boundaries

Team Up Derbyshire is an ambitious programme in Derby and Derbyshire that aims to create one team across health and social care who see all housebound patients in a neighbourhood.

A housebound patient is someone unable to leave their home due to physical or mental illness. It includes people living in their own home or a care home. These patients tend to have complex health and social care needs. Being housebound can be a permanent or temporary situation.

This team will provide anticipatory (also known as 'proactive'), planned and urgent care. If someone is housebound and needs a service, this team will deliver it.

[Team Up Derbyshire](#) has had a helpful head-start in certain parts of the city and county which already had services running which aligned very well to the aims of the national Ageing Well programme.

In Derby City, there has been a home visiting service in place since 2018 (as opposed to the usual GP practice-delivered home visiting service) supported by a culture of strong partnership working between health and social care.

The city has 28 GP practices, serving a population of 390,000, and five Primary Care Networks (PCNs) which have come together as one to further develop services; a period of closer working enhanced by the need for an effective and co-ordinated response to Covid-19.

Currently based in Derby's Cardinal Square, the leadership team and multi-disciplinary colleagues are looking for new accommodation from which to further develop services and co-locate with the wider system team. The team is led by Dr Riten Ruparelia, a GP at Hollybrook Medical Centre in Littleover, as strategic medical director, and Janine Patton, as strategic management lead, along with five dedicated clinical leads for the Ageing Well programme.

Janine Patton, Strategic Management Lead for Ageing Well in Derby City, says: *"We are fortunate in Derby that we have been providing services in a way that aligns to Team Up for several years and we are aided by the economies of scale that the backing of five PCNs brings. This provides greater flexibility in creating and filling specific roles and has brought greater recognition from partners; they are more willing to talk to us and work with us. We also have a 'get on and do it' culture which means we can make changes and develop new services quickly. Sometimes we are doing so much that we tend to under-estimate the achievements being made."*

Home visiting

When Team Up Derbyshire was launched, the home visiting service was already being delivered across a footprint that covered 170,000 of the city's population. This has since expanded to provide coverage across a population of 390,000.

The home visiting service runs five-days-a-week, 8am-6.30pm, and covers all people in a neighbourhood who are currently unable to leave home without support. These tend to be individuals, living at home or in care homes, with complex health and care needs. They are cared for by a multi-disciplinary team which includes GPs, community enhanced practitioners, advanced nurse practitioners, and paramedics. Following triage, the person is visited by the appropriate professional for their needs. A holistic assessment is carried out which seeks to identify and address all of their care needs.

Patient case study

An 85-year-old woman, unable to leave her home without support, had been discharged from hospital and referred into the home visiting service. The person had just had a terrible night with a very upset stomach, nausea, and vomiting. The triaging GP asked an advanced nursing practitioner (ANP) to visit the patient who was an insulin-dependent diabetic and had very low blood sugar levels but did not want to go to hospital. The ANP stayed with her for 90 minutes, offered support, checked her blood sugar levels every 15 minutes and gave the patient something to eat until she felt better. The ANP gave her some medication to relieve the nausea and vomiting. The ANP advised other services that the patient's insulin dose should be halved due to low blood sugar levels and a reduced appetite. She also asked the district nurses to check the patient's blood sugar levels in the afternoon and evening of that day. The ANP spent 1.5 hours with the patient providing support, both clinically and socially, preventing a hospital admission and then contacting the patient the following morning to check that she felt better.

Personalisation - What Matters to 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.

In previous editions of our newsletter, we have covered Personal Health Budgets and Shared Decision Making, Personalised Care and Support Plans, Social Prescribing and Supported Self-Management. The final component of Personalisation is around choice and what this means for people when choosing to access services.



Your NHS care: what choices are available to you

Did you know that in many cases you have the legal right to choose where you have your NHS treatment? The NHS is offering more and more options to enable you to make choices that best suit your circumstances, giving you greater control of your care, and hopefully better results.

You can view what choices are currently available to NHS patients in the [NHS Choice Framework](#). Here you will also find information about when you cannot choose – for example, if you need emergency care or you are a member of the armed forces. Make sure you know which options apply to you.

Did you know?

If a GP needs to refer you for a physical or mental health condition, in most cases you have the legal right to choose the hospital or service you would like to go to.

This will include many private hospitals if they provide services to the NHS and it does not cost the NHS any more than a referral to a standard NHS hospital.

You can also choose a clinical team led by a consultant or named healthcare professional, as long as that team provides the treatment you require. Find out more about [choosing a hospital or consultant](#) and [choosing a mental health service](#).

You can book your appointment via the [NHS e-Referral service](#). It can be done while you are at the GP surgery, or online, using the shortlist of hospitals or services provided in your appointment request letter. The shortlist is selected by your GP, so make sure you tell them about your preferences during the appointment.

To agree on the shortlist, you and your GP can compare information about hospitals or consultants on this website, including quality outcomes, waiting times, parking and travel. Use the [services near you](#) link to make an informed decision before booking.

You have the legal right to ask for your appointment to be moved to a different provider if you are likely to wait longer than the maximum waiting time specified for your treatment.

The hospital or integrated care board (ICB) will have to investigate and offer you a range of suitable alternative hospitals or clinics that would be able to see you sooner. Read the [guide to waiting times](#) for more information.

Find out more about:

- [Choice of GP](#)
- [Choosing a hospital or consultant](#)
- [Choosing a mental health service](#)
- [Choices in end of life care](#).

The future of patient choice in the NHS

The NHS is working hard to improve opportunities for patients to make choices about their care.

In the near future, NHS England wants all patients to be able to say:

- I have discussed with my GP or healthcare professional the different options available to me, including the pros and cons and, where appropriate, whether to choose to not have treatment
- I was offered appropriate choices of where to go for my care or tests
- I was given an opportunity to choose a suitable alternative provider because I was going to wait longer than the maximum waiting time specified in my legal rights
- Information to help me make decisions was available and I knew where to find it in a format that was accessible to me
- I was given sufficient time to consider what was right for me.



An example of using the right to choose

Sarah has recently moved house and would like to register with a new GP practice. She goes on the NHS website to search for GP practices in her area. She sees that there is a practice a 20-minute walk away from her house that has good quality ratings. However, due to health complications Sarah has restricted mobility and finds it hard to walk long distances. She sees that there is another practice an hour's walk away from her house but that is situated directly on her bus route. Sarah speaks to a friend who she knows is registered with this practice and hears that the quality of service is very good. She decides that this would be more convenient and chooses to register with this practice, rather than the closest one to her home.

Sarah feels more comfortable when she is assessed by a female GP. She speaks to her friend who also uses the practice and who tells her that Dr Najim is very friendly and professional. When she books her first appointment, Sarah requests to be seen by Dr Najim. The practice makes every effort to meet this preference, offering her several available appointments with Dr Najim, as well as a number of available appointments with other GPs at the practice in case these times are more convenient for her. Sarah reviews the options and chooses to take an earlier appointment with another female GP at the practice, as it will be easier for her to make this time.



What matters to you, matters to Derbyshire: Personalised Care forums

Personalised Care - Want to Know more?

- Do you want to personalise the care you give?
- Personalised care will benefit up to 2.5 million people by 2024, how can you become part of that achievement?

Personalised
Care
Institute
training offer

Whats is
in it for
you?

Networking
Connect with others
across the system
Become a PC
Champion

Would you like to become a Personalised Care (PC) Champion?

- Do you want something to believe in and not just something else to do?
- Have you an idea to improve Personalised Care in your team?
- Would you like to meet our PC champions and become part of a growing network of PC champions?
- What else matters to you?

All staff across the system are invited to the below sessions:

[10th November, 2-3 pm](#)

[1st December, 2-3 pm](#)

[8th December, 2-3 pm](#)

For more information please watch the JUCD Personalised Care video [here](#).

Want to access Personalised Care training? Visit the PCI website [here](#).

Email:

janinemcknight@nhs.net and

lauren.curry@nhs.net

'I choose'

We want to change the story of infant feeding.

We know everyone's journey of how they feed their baby is different. Sometimes it does not go to plan. Sometimes mums/caregivers want to do things differently to how those around them feed their babies. Sometimes they just want to feel good enough.

Derbyshire Family Health Service want to help you feel confident in the choices you make about feeding your baby. Their 'I Choose' webpages have lots of information about how they can support you to make a choice that's right for you.

You can find out more information [here](#).



Embedding strong engagement with people and communities

Embedding strong engagement with people and communities at the heart of decision-making around system transformation work has always been a priority for JUCD. In past editions of our newsletter, we have introduced you to various aspects of our 'Continuous Engagement Framework'. In the [March 2022](#) issue we introduced you to our **Patient and Public Partners role**.

To recap the term 'Patient and Public Partner' includes patients, service users, carers and their families, and members of the public. They are lay members who want to be involved in improving health and care services. They hold extensive experience and can get involved in various aspects of the work of ICS.

Patient and Public Partners can provide:

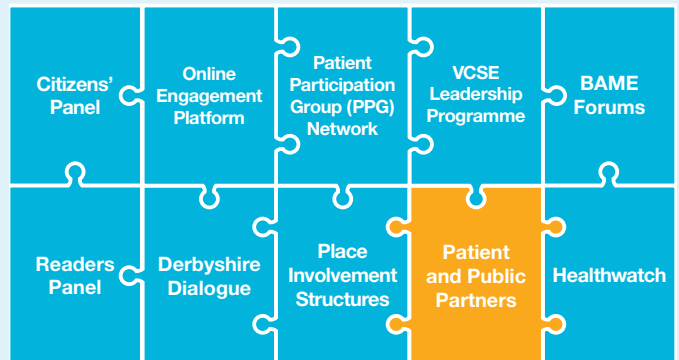
- Important feedback and insight around existing services and contribute to ideas and approaches for quality improvement efforts
- Improve communication between patients and health care providers, leading to improved patient and provider satisfaction
- Help health care providers embrace potential changes, as they can see them from the patient's perspectives
- Help to ensure that patients are full participants in the decisions that affect them
- Contribute to meaningful changes to health care services.

If you would be interested in becoming a Patient and Public Partner, all our involvement opportunities are available on our [website](#).

We are hoping to expand the number of opportunities open to Patient and Public Partners across our ICS and to support this work we have produced a best practice [guide](#) that provides help and support to anyone wanting to recruit Patient and Public Partners to their board meetings, workstreams or task groups. It also includes some top tips from our current Patient and Public Partners.

For any further information, please contact Engagement Specialist Hannah.morton10@nhs.net.

In our September 2022 newsletter, we introduced you to '**Our guide to working with people and communities**', which outlines our legal and moral obligations with regards to patient and public involvement. This guide has been developed for those considering, and involved in, service change to help them navigate the common legal and policy issues from the very start of a service change programme through to the final decision-making. The guide can be found [here](#). The guide is being disseminated to NHS commissioners and providers, as well as ICS leads and partners across the system, and training is available.



Training can now be accessed to support the implementation of this guide via:

- The NHS Futures Service Change and Reconfiguration Hub which can be found [here](#). This workspace includes a Learning and Development Programme that you can sign up for [here](#). This covers all aspects of managing a service change programme including requirements for patient and public involvement.
- Bespoke training from NHS England for Derby and Derbyshire ICS colleagues on the **22 November 2022**, which can be booked [here](#). This includes:
 - A 2-hour bespoke session 'Introduction to service change' customised for colleagues leading and working on service change within the ICB, Provider Organisations and the wider ICS. This session will clarify the service reconfiguration process, legal duties, assurance requirements and accountabilities around service change.
 - Followed by a session focused on 'Effective stakeholder engagement for successful service change'. This session, building on the first and supportive of our '[Guide to Patient and Public Involvement in the ICS](#)' on the [Joined Up Care Derbyshire website](#), will again, clarify requirements and be clear on best practice, legal duties, and areas of focus in assurance, as well as sharing some planning techniques and templates to support practical application of what is covered.
- The ICB Engagement Team are also happy to do specific team training sessions to discuss all aspects of the guide in relation to change programmes that you might be involved in. We also have a lunch and learn session taking place on the 1 December 12.30pm – 1.30pm that anyone is welcome to join. You can book on [here](#).

If you have any questions, or would like to request support and training on implementing the guide, please contact ddicb.engagement@nhs.net.

'New year, new career' message with four recruitment events

NHS and social care organisations across Derby and Derbyshire are coming together to stage four events in early 2023 to attract more people into a variety of rewarding caring careers.

Joined Up Careers Derbyshire, a partnership of health and social care employers, is putting on the Future Talent, Future Heroes events to highlight apprenticeship opportunities and other entry-level roles.

Two events are being held in January highlighting the availability of local apprenticeships – on Tuesday 10 January, 1-7pm, at the Derbyshire County Cricket ground, Derby and on Wednesday 11 January, 1-7pm at the Chesterfield Technique Stadium.

In March, a further two events will be held showcasing how students and the wider public can gain roles in the health and social care sector. These events take place on Tuesday 14 March, 10am-2pm, at Chesterfield College and on Wednesday 15 March, 10am-2pm at Derby College Roundhouse.

Susan Spray, Joined Up Careers Derbyshire programme lead, said: *“One of the biggest challenges facing health and social care is ensuring successful recruitment into the sector and that we have a workforce fit for both now and into the future. As such, we are really excited to be staging these four events that*



spotlight the many ways to get into working in health and social care and the huge number of different roles available. And what better way to begin the new year with a new career!”

NHS organisations including mental healthcare, community care and hospital care as well as local authorities and care homes will be represented at the events. There will be display stands, speakers and seminars. All four events are free to attend and do not require booking in advance. Just turn up on the day and find out all about the many different opportunities available.

For further information for anyone wanting to attend or for employers wanting to book a stand, please email: ddicb.joinedupcareers@nhs.net

Contact Joined Up Care Derbyshire

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

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

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

