

Winter 2019 newsletter

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

Preventing winter pressures

Winter is always a very busy time for the health service but there are things we can all do to help ease the pressure on services at this time of year:

- Call NHS 111 for advice before you make a trip to any service. They will advise you of the best place to go that can help
- Think about whether you need to visit a service – could the pharmacy help, for example?
- Have your flu jab tomorrow if you are eligible
- If you have diarrhoea and vomiting (or norovirus) then please do not mix in public for 48 hours after the last episode, and definitely do not visit a hospital unless you are really ill. If your children have diarrhoea and vomiting then they should stay away from school
- Remember that your GP practice has appointments in the evenings and at weekends
- Do not use A&E for minor illness or injury as you might risk the care of people who are seriously ill by diverting staff
- Visit a Minor Injury Unit in Buxton, Darley Dale, Ripley or Ilkeston, or the Derby Urgent Care Centre for injuries that are not life threatening. For wait times, see this [website](#). Minor Injury Units (Buxton, Darley Dale, Ripley or Ilkeston) are open from 8am to 8pm and also have x-ray facilities for anyone who thinks they may have broken a bone.

Know your services



Self Care

- You can often self-treat many minor injuries at home by keeping your medicine cabinet and first aid kit well-stocked with medicines such as paracetamol and ibuprofen.
- Most illnesses will begin to get better within a couple of days.



NHS 111

- If you're worried or unwell and want to speak to an expert about your health, call NHS 111.
- If you are worried about someone else and not sure what to do, use the NHS online service for information about a range of health and care services closer to home.



Pharmacist

- Your local pharmacy is the place to go to get any prescription medicines and clinical advice for minor health concerns.
- Pharmacy teams can also help with stopping smoking, cutting down on alcohol, advice on safe sex and emergency contraception.



GP

- Your local general GP surgery provides a wide range of family health services, including advice on health problems, vaccinations, examinations and treatment, prescriptions for medicines, referrals to other health services and social services.



Minor injuries

- Urgent treatment centres are a facility you can go to if you need urgent medical attention but it's not a life-threatening situation, such as sprains and strains, suspected broken limbs, minor head injuries, minor scalds and burns, skin infections and rashes.



A&E or 999

- Call 999 in a medical emergency. This is when someone is seriously ill or injured and their life is at risk.
- They should only be used in very serious or life-threatening situations.

Joined Up Care Derbyshire – Plan Refresh

Joined Up Care Derbyshire has been reviewing our Sustainability and Transformation Partnership (STP) Plan during the summer of 2019. Fundamentally, this 5 year plan sets out:

- Our response to implementing the commitments set out in the to the NHS Long Term Plan to 2023/24, with 2019/20 as the transitional year
- Our plan to become an Integrated Care System (ICS); including how we will bring together local organisations to redesign care and improve population health, creating shared leadership and action
- An outcomes driven approach so that the people of Derbyshire 'have the best start in life, stay well, age well and die well'. These are the population level outcomes which the Derbyshire system has agreed and are consistent with the NHS Long Term Plan ambition to ensure that we give everyone the best start in life, deliver world-class care for major health problems, such as cancer and heart disease, and help people to age well
- Our approach to developing stronger links and improvements in the wider determinants of health, leading to improved outcomes for people in Derbyshire which include housing, education and air pollution management
- Our approach to using our resources wisely and living within our financial allocation as a system
- A stronger focus on addressing inequalities through population health management approaches
- Our engagement and involvement approach to ensure strong collaboration and co-production with our public and stakeholders

Importantly, we recognise the cultural shift required to enable wellbeing rather than solely fixing ill health, throughout our plan and our approach going forward will focus on people not just patients.

Our refresh has involved a wide range of clinicians and managers reviewing the various areas of care, including maternity, cancer and children's services, to make sure we are still focussing on the right things. We have also had a broad range of stakeholders involved in helping to shape these plans, and the final document contains a summary of all of the things people have told us through our conversations and what we plan to do to address them.

The final draft of the plan was submitted to NHS England/NHS Improvement on 15 November however our plans to share the final draft have been hampered by the general election, during which time the NHS is not permitted to publish new plans. We await revised guidance from NHSE/I on publication but envisage that we will be in a position to publish the final draft early in 2020. In the meantime, the draft plan from the 27th September interim submission date remains on the Joined Up Care Derbyshire website.

The next steps will be to ensure that the priorities are translated into more detailed implementation plans to ensure that we are both meeting the requirements of the NHS Long Term Plan in the published timescales, as well as addressing additional health and care challenges faced by people in Derbyshire. Not least, our work with partners in tackling the wider determinants of health will proceed quickly, as we know this is going to be very important in improving the health and wellbeing across the county in a holistic way.

BREAKING NEWS

As part of the ongoing development of partnership working across Derbyshire, the Joined Up Care Derbyshire Board approved at its December meeting a proposal to create four Integrated Care Partnerships (ICPs). ICPs will be commissioned, typically in long-term, population outcomes-based contracts, to jointly deliver health and care provision to defined local populations. There will be incentives to improve population health outcomes, encouraging integrated provision and preventative approaches.

These ICPs will cover the footprints of existing Place Alliances:

- Chesterfield & North East Derbyshire and Bolsover
- Derby City
- South Derbyshire, Amber Valley and Erewash
- Derbyshire Dales and High Peak

More information will be included in the next edition of the Joined Up Care Derbyshire newsletter.

Surviving a messy, stressy Christmas

On TV the Christmas holidays are a time of happy families, delicious food and great presents. But for many people, the festive season is a difficult time – the Samaritans tend to receive about 400,000 calls to its helpline during December, including 11,000 on Christmas Day.

We sought advice on coping at Christmas from staff at Derbyshire Healthcare NHS Foundation Trust, the NHS trust that provides mental health, eating disorders and substance misuse services across the county...



Managing your mental health over Christmas

Laurence Baldwin, a former nurse consultant at Derbyshire Healthcare and now assistant professor at Coventry University gives the following advice about maintaining positive emotions over the festive period:

Prepare for the family ‘fun’

Lots of families are so busy that they don't spend much time together – except during the holidays. Being around family members for several days non-stop can be nice, but it can cause arguments and stress.

Try to think ahead about what emotions you might feel over the holiday period. If there are things that are likely to bother you, try to plan how you might deal with them. You might decide Christmas is not the right time to talk about them or you may find there's someone who can ‘have a quiet word’ on your behalf, to pave the way for a happier time.

The more families, the merrier

The ‘normal’ family you see in adverts isn't so normal anymore. Lots of people have parents living separately and deciding who goes where can be tricky and tense.

Try to appreciate the time you have with each part of your family. If you can't be with someone you really care about on the ‘big day’, try to look forward to the time you will have with them later.

If you are feeling lonely, think about who you could call, even if it's just for five minutes. If you know someone else who may be lonely, send them a text or ring them and say ‘hi’.

It's right to remember

If you have lost a loved one, or lost contact with someone, the holidays are often the time you miss them most.

Remember that it's normal to miss someone you care about, so expect

to feel a bit sad – but focus on the positives too. Remember the good stuff about that person and what makes them special to you. If you want to shed a tear, that's OK too.

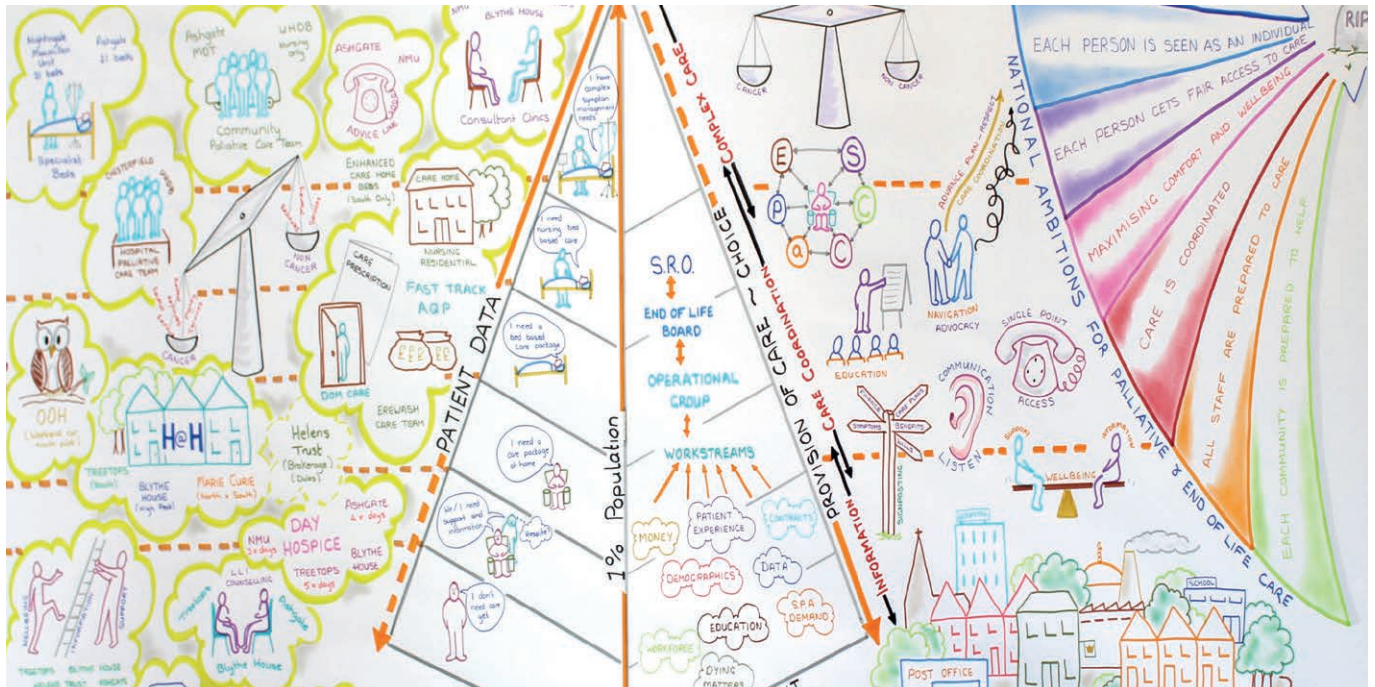
Reflect on the good as well as the bad

At New Year, people often think about what has happened over the last 12 months – and end up reliving only the disasters and disappointments.

Our bodies are trained to remember moments of crisis and fear, so that we don't repeat mistakes. But it's important when we look back to think about things that have gone well, too. There will always be successes, even if they seem small.

Planning to make New Year's resolutions? Try to make them realistic and have a plan to succeed. This will help you avoiding feeling bad that you haven't achieved something that was too ambitious.

New strategy to improve end of life care



In July 2019 Joined Up Care Derbyshire created the end-of-life care workstream to improve care for patients and help develop the first Derby and Derbyshire Clinical Commissioning Group (CCG) end-of-life care strategy.

End-of-life will affect us all at some point, whether that is the death of a friend, colleague, neighbour, relative or until it is our time to die.

Within Derbyshire, partner organisations have worked collaboratively for many years to strive for better end-of-life care for all. The end-of-life strategy is based around providing a truly joined up care approach.

The STP end-of-life workstream has made the following commitments to Derbyshire people:

- Each person is seen as an individual
- Each person gets fair access to care
- Comfort and wellbeing is maximised
- Care is co-ordinated
- All staff are prepared to care
- Each community is prepared to help.

The group has involved a graphic artist to help sketch out their aspirations to deliver excellent end-of-life care in line with the National Ambitions for Palliative Care.

This means there will be a greater focus on support for compassionate communities and greater emphasis on maintaining wellbeing through support and information at earlier stages of the end-of-life journey.

The vision is for all patient care needs to be understood by an informed workforce, backed up with education, in order to listen to the needs of patients and carers. Services will be accessed by a single point and co-ordinated in partnership with patients and carers to ensure fair access for all, irrespective of diagnosis. The new strategy will ensure that all information is shared appropriately with other services through a Derbyshire-wide electronic palliative care co-ordination system.

You can find the full end-of-life strategy on our website <https://joinedupcarederbyshire.co.uk/news/news/new-strategy-improve-end-life-care>.

End-of-life care is best designed with people who have personal and professional experience of care needs as people die. As a result, the end-of-life board and operational group has recruited public representatives to sit on their multi-agency meetings, and are looking at a programme of engagement to ensure that the public are involved in implementing the strategy actions.

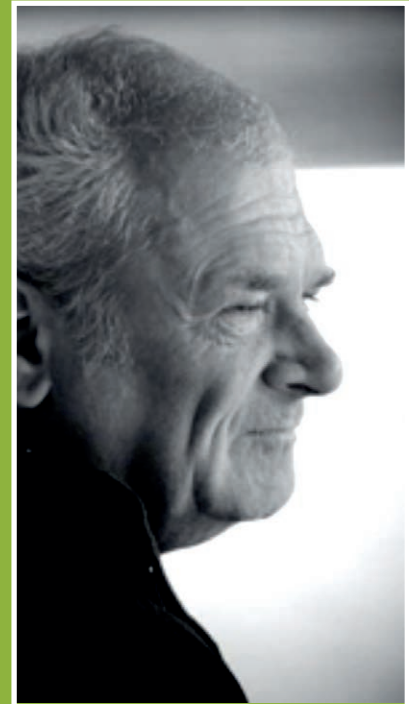
Public representative for end-of-life care

Reverend Bruce Johnson is one of the public representatives who has been recruited to sit on the end-of-life board.

“Hi, my name is Revd Bruce Johnson, I am an assistant curate here in Derbyshire. My family and I moved from Lancaster into Derbyshire around 18 months ago. My vocational journey has meant that I am challenged on a very regular basis to walk with people who are going through ‘life events’ including funerals. I am very much blessed and honoured to be able to be alongside those who are dealing with, preparing for, and trying to accept death, through loss and grief. I hope

I am able to share some of my faith and myself with those I meet at these difficult and challenging times of life.

“As a result of close family deaths when I was young, I very much value this opportunity and challenge to be a part of the end-of-life strategy board. I hope to be able to bring a faith perspective to the work being done in this area. I very much believe in multi-agency working and bringing together the skillsets of those who have experience in work in different areas. Together we can continue to learn from each other; combining our skills and talents for the good of those we meet.”



Whatever you call it, we should talk about it.

Marie Curie has launched a major public facing campaign to encourage more people to talk about death and dying.

All too often families feel deeply unprepared and distressed when facing the last chapter of life, either for themselves or their loved ones.

We strongly believe that Marie Curie can and should play our part in helping to tackle the public’s reluctance to talk about dying and death, and helping families feel better able to have those important conversations, share their wishes and be prepared, so that they have the best chance of a good end of life experience for themselves and those they leave behind.

For this purpose, we’ve developed an eye-catching creative campaign that works across TV, radio and social media, and which plays on the euphemisms people use to

avoid using the word death when talking about the reality of end of life experiences. The campaign is underpinned by our new online resource, which can be accessed at <https://www.mariecurie.org.uk/talkabout>.

Talkabout brings together a wealth of materials, including free conversation starter cards, checklists, inspiring articles and opinion pieces, as well as engaging videos. Shortly, we will also be releasing a series of thought-provoking podcasts with well-known guests, hosted by Jason Davidson, one of our supportive care services managers, a social worker by profession, who has worked in palliative care, hospice care and bereavement support services for over 25 years.

Please do take a moment to look at the wealth of resources available and encourage others to do the

same. We hope that the materials will inspire the public do more about their end of life wishes, wherever they are in their process. Through this campaign we want to support and contribute to the great work that is already being done by the community to encourage greater openness about death and dying.



Citizens' Panel

The Joined Up Care Derbyshire Citizens' Panel gives people the opportunity to share their opinions and feedback on health and care services, helping to ensure that services are designed and delivered to take into account 'what matters most to people'. Further details on how to apply to join the Panel are available on the website: <https://joinedupcarederbyshire.co.uk/get-involved> or you can apply directly using this link <https://secure.membra.co.uk/JUCDerbyshireApplicationForm/>.

Panel members have their say

Three in every four people felt that an electronic Clinician-to-Clinician Advice Service would be a positive development in Derbyshire and would be happy for their GP to seek advice from a hospital consultant on their behalf – that is one of the findings from a Joined Up Care Derbyshire Citizens' Panel survey.

If your condition is not complex, this electronic Clinician-to-Clinician Advice Service can allow your GP to provide you with the care and treatment you need, instead of being referred to see a consultant via an outpatient appointment at the hospital. This is just one of the services that Joined Up Care Derbyshire is considering implementing as part of its five-year plan.

The survey's aim was to establish what people in Derbyshire felt about online access to health services to help inform the Joined Up Care Derbyshire Digital Strategy. There were questions about being able to book and cancel appointments and access health records online. It also looked at how people felt about the possibility of video consultations with GPs rather than face-to-face visits in the surgery, and asked what would persuade people to use health services online if they do not currently do so.

There were 302 responses to the survey from members of the Citizens' Panel. The panel includes local patients and members of the public, staff, and representatives of the voluntary sector and other organisations. They were able to feedback views on a range of topics related to online access to health services.

David Hill, service delivery manager for Derby and Derbyshire CCG, said: *"This is a remarkable piece of work. I found the feedback very useful and the results will help us to understand exactly what patients think about the services we are implementing. The results give the CCG a clear view of how far we have come in achieving our online goals for instance, and where we need to focus our efforts to increase user take up."*

The full survey results are available on the Joined Up Care Derbyshire website at: <https://joinedupcarederbyshire.co.uk/news/news/panel-members-have-their-say>

Become a Public Representative

We have a number of opportunities for members of the public to become 'Public Representatives' on key strategic multi-agency meetings in Derbyshire, making important decisions about health and care services. All these opportunities are advertised through our Citizens' Panel.

- We are looking for Public Representatives to join the North East Derbyshire/Bolsover Place Alliance and the Derbyshire Dales Place Alliance. 'Place Alliances' involve commissioners, community services, local authorities, primary care, the voluntary and community sector, and the public working together to meet the needs of local people. All Place Alliances focus on supporting people to stay well for longer through a consistent set of work areas which include identifying people who are frail, preventing falls, supporting residents of care homes, and supporting people through social prescribing. In addition Place Alliances consider the wider determinants of our health, such as where we are born, grow up, live and work, and how these combine to affect our wellbeing
- We are also looking for a Public Ambassador for Social Prescribing. Social prescribing is a way of linking people with activities and support in the community to help support their physical, emotional and social needs. The Derbyshire Social Prescribing Advisory Group is supporting the development and delivery of a cross-sector plan for social prescribing in Derbyshire. The group would like to recruit someone who can represent those receiving services.

For more information, visit the website: <https://joinedupcarederbyshire.co.uk/get-involved> or join the Citizens' Panel, and you will automatically be sent information about these and any other opportunities as they arise.

Great care, always



Joined Up Care Derbyshire is taking part in the national roll-out of the NHS England *Always Event*® co-design approach.

The aim of this approach is to improve the quality of services and experience of care by understanding what really matters to patients, people who use services, their families and carers. It focuses on those elements of care that patients and families feel should always occur when they interact with health professionals.

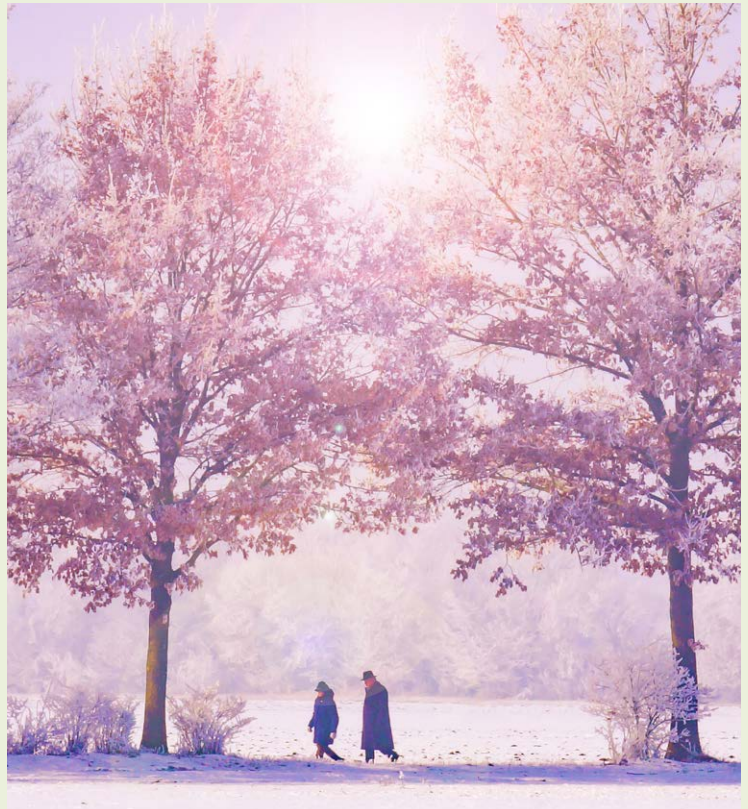
In 'always events' patients and families decide what the really important issues are, and work together with professionals to try to make experiences of care and treatment better.

An 'always event' must:

- Be in a partnership between patients, families and health workers
- Be clear about what matters to patients and the reason the 'always event' has been set up
- Have a written plan saying what improvements need to be made, who the improvements are for and how long this will take
- Look at different ideas that will make things better for people and test which ones are the best
- Be clear about what changes need to be made.

Joined Up Care Derbyshire is focusing our 'always event' planning around creating a joined-up approach to the identification, assessment and treatment of people who are frail and at risk of falls, admission to hospital and disability. To start this process we are sending a short survey to Citizens' Panel members to establish what people think are the important issues to consider when meeting the needs of people who might be frail.

Please sign up to the Citizens' Panel if you wish to contribute to this important piece of work.



Festive top tips

Derbyshire Healthcare 'expert by experience' Leanne Walker recommends:

- **Friends** – “Sometimes being around your family for a long time can feel too much. Arrange to spend time meeting or talking with friends.”
- **Get out of the house** – “Ask a family member to go for a walk with you – getting some air and stretching your legs can give you breathing space.”
- **Step back** – “When things get tense take a slow, deep breath, step back from the situation and approach it when everyone is feeling better.”
- **Alone time** – “Take a break from the celebrations and spend half an hour on your own. I find putting on my headphones and listening to music a great way to relax.”
- **Hobbies** – “Have something you can do to take your mind off things if you feel overwhelmed. Drawing, writing and being creative can really help.”
- **Be mindful** – “Enjoy the good moments in the good moments. Take in how they feel and what's special. I write down good moments on a piece of paper and keep them in a jar, then read them when I feel sad.”
- **Sleep** – “Being over-tired can add to negative feelings. Get plenty of sleep so you're refreshed for the day ahead.”

Further information:

www.derbyshirehealthcareft.nhs.uk/mental-health

What's happening at Place?

Place Alliances are groups of representatives from organisations across Derbyshire, working together to better support the health and wellbeing of their local population. This includes finding ways of making services easier to access and understand, more responsive and in an environment which is as comfortable as possible. Sometimes, Place priorities are important for the whole county and other times the focus is very specific to one community or area.

The new clinical leadership of Joined Up Care Derbyshire's Place Board has been working with partners to update the Place strategy and reaffirm the ambition. Key to the strategy is a person-centred approach which aims to wrap care around an individual – with different services working together in harmony, so people share their story once and have a more seamless experience of care. Programme lead for place, Angela Wright, said: "Place Board has already been successful at its mission to create the environment and opportunity for organisations and the populations they serve to come together to think, transform and work differently and more efficiently."



Challenge 1%

In April 2019, 11 Derby City GP practices and their community matrons and care co-ordinators began a project to identify and support people with moderate frailty. The project intended to test the theory that by providing preventative care and early intervention, people with moderate frailty could avoid deterioration of their condition and possible hospital admissions, for example due to a fall, or the flu. After six months, more than 1,000 people had been identified in Derby City and almost 500 assessments had taken place. Early feedback suggests that people have found the assessments beneficial both thanks to the time spent and advice given but also the feeling of empowerment to support themselves better. A full evaluation will be completed after one year. Dr Komal Raj said: "500 of the most frail patients in Derby City have had a comprehensive review. The service is working well with greater integration of community matrons in the primary care team. We have de-prescribed a lot, and identified patients at risk of falls and carried out interventions to reduce this."



Looking after the older generation

In 2018-19, a priority for the Place Board was the wellbeing of their local frail and elderly population. By working together at each Place Alliance, statutory and voluntary organisations helped to reduce the number of unnecessary hospital admissions by 787. In these cases, frail or elderly people were able to receive the care they needed in their familiar environment; which is not only more comfortable and less disorientating but avoids the risk of hospital-acquired illness. Hospital care is also expensive and this reduction in unnecessary admissions reflects an NHS saving of at least £1.5m by Place and its partners.

Dealing with drinking over Christmas

Breakout is the young people's drug and alcohol service for Derby. When it comes to drinking over the festive period, the Breakout team recommend we follow the advice from the organisation Alcohol Change, which includes:

- Drink and think in units - the UK's Chief Medical Officers (top doctors) recommend not drinking more than 14 units a week; that means about six pints of lager or a bottle-and-a-half of wine
- Pace yourself - enjoy each drink slowly, and remember that you don't have to join in with every round!
- Try drinking low alcohol and alcohol-free drinks - alcohol-free beers, ciders and wines used to taste unappealing, but they've improved so much in recent years that they're winning awards in place of their full-strength competitors
- It's fine to say no - not everyone drinks alcohol, and it's fine to say no
- Have a few days off - having a few alcohol-free days is a good way to cut down and give your body a rest
- Eat before and while you drink - have something to eat before you drink and, if possible, while drinking. It will slow down the alcohol being absorbed into your bloodstream and help you pace yourself.

Learn more about Breakout at www.derbyshirehealthcareft.nhs.uk/breakout

Further information: www.derbyshirehealthcareft.nhs.uk/alcohol



Making childbirth safer

Following the NHS England 2016 Better Births report aimed at improving safety within maternity care, a number of improvements in care are being taken forward locally by the Maternity Transformation Programme.

The report recommended that multi-professional teams are trained together to improve communication and shared understanding of complex clinical problems.

Practical Obstetric Multi-Professional Training (PROMPT) was identified as an example of best practice and was supported by the Derbyshire Local Maternity System at hospitals in Derby and Chesterfield.

The programme began in January 2019 and aims to train 100% of the maternity team including midwives, obstetricians, anaesthetists, ambulance personnel and healthcare assistants along with trainees in these roles. Training is provided by consultants, midwives and paramedics, supported by practice development teams. In Derby, 401 professionals have been trained so far.

Teaching is through lectures, hands-on skills and simulation scenarios. This is to replicate the clinical environment, equipment and challenges, with all staff involved together. Staff being trained also act as patients to emphasise communication which is a key learning factor.

It is too early to evaluate the outcomes for our families, however results from Bristol, for example, have shown a 50% reduction in hypoxic brain injuries and a 45% reduction in school-aged cerebral palsy. Probably most importantly, the training is being reviewed positively by the staff involved and appears to be achieving the multi-disciplinary team work and communication improvements.

Supporting people to leave hospital

Services in Derby which are working together to help support the discharge of patients from hospital have been successful in several prestigious awards this year.

Derby City's Home First service, Derbyshire Community Health Services' Intermediate Care Services and University of Derby and Burton's Integrated Discharge Hub have been working together to deliver the Discharge to Assess initiative. Discharge to Assess supports the discharge of people from hospital who are clinically stable but who require further assessment to establish their on-going health and social care needs.

Changes within the teams saw the establishment of a new Hospital to Home team and closer working between members of staff of different organisations. Joint training was also organised to overcome different organisational cultures. There have been improvements made to standardise admission and discharge packs and smooth the handovers between services. The number of patients flowing through the service has increased as professionals within teams work closer together and produce more timely assessments.

The success of the integrated service has shown that in 2018-19 there were increased referrals, with the majority of patients returning home and length of stay reduced to an average of 12 days. An estimated £2 million spend has been avoided by reducing delays in transfer of care to an average of eight days per month - largely through avoiding permanent admission to residential care and care agency costs.

One patient, Sheila, aged 86, said: "The physiotherapy was wonderful. I was having it three times a day and it got me going. I think I could have stayed on a ward and not got any better. Now I'm home and I'm slow but I can cope, and that's the main thing. I try to be independent."

The services continues to develop with a new Community Night Service pilot introduced in 2019 which provides night time calls.

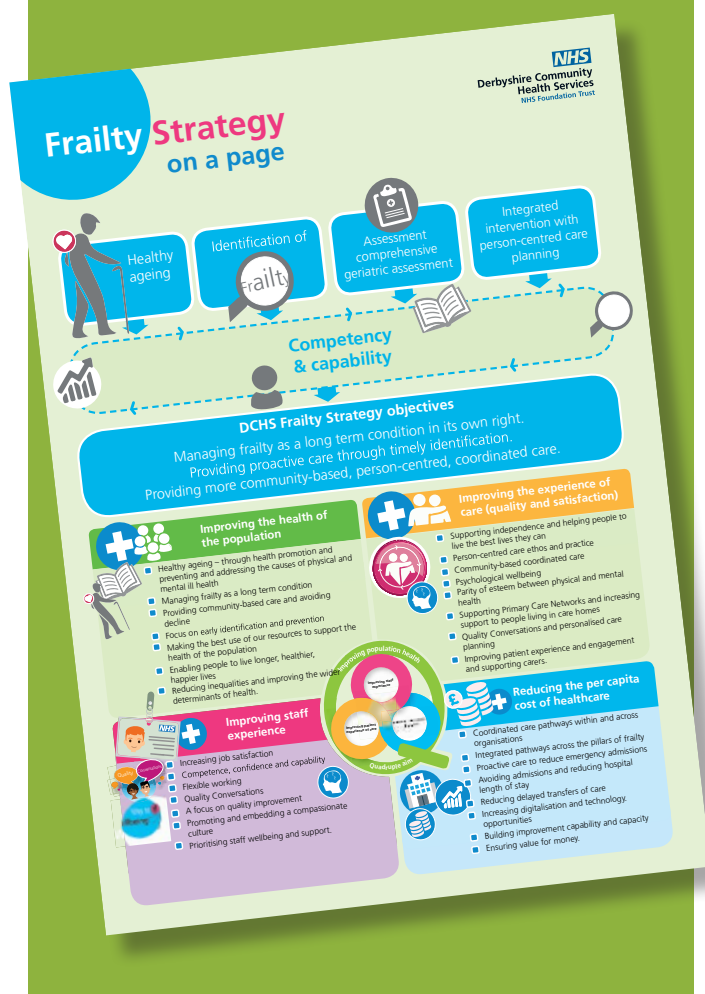
Home First won the LGC Awards Business Transformation category in 2019 and all three organisations were finalists in the Health and Local Government Partnership Award category of the HSJ Awards 2019.

Staff training to better help people who are frail

In order to support the delivery of improved care for an ageing population and those living with frailty, a programme of workforce training has been put in place by Derbyshire Community Health Services. The emphasis of the training is to treat older people as individuals who need person-centred, co-ordinated, community-based and integrated care.

Led by a specialist lead trainer, the training programme has helped prepare staff for the increasing acuity, complexity and dependency of older people living with frailty.

The training has general and specialist modules taking place over many months and allows staff time for periods of reflection. There is an ambition to further embed this training across all Joined Up Care Derbyshire partner organisations.





Become an 'ambassador' for your career

In other news, Joined Up Careers Derbyshire is busily promoting its future workforce ambassador role to all colleagues in the local health and care community.

Joined Up Careers works with schools throughout Derbyshire to raise the profile of careers in health and care and explain to young people about the wide variety of roles on offer. No matter what interests and skills the students might have, or whatever their gender or background, there is a job to suit everyone.

Joined Up Careers are seeking to build up a number of future workforce ambassadors who can help spread the message, highlighting their own experiences of working in this sector. The network of health and social care ambassadors would be on hand to speak to schools and colleges about how they got started in their career, raise awareness of the different roles available and explain what their work involves.

Participation in the scheme is on a voluntary basis, involvement can be anything from attending a careers event on a one-off basis to delivering sessions to a group of students on a more regular basis.

You can contact Joined Up Careers via the website <https://joinedupcareers.co.uk/contact> or by phone 01629 532415 and email Dhcft.joinedupcareers@nhs.net for further information.

Supporting our allied health professionals

Joined Up Careers Derbyshire supported the national celebration of the achievements of our allied health professional (AHP) colleagues on Monday 14 October.

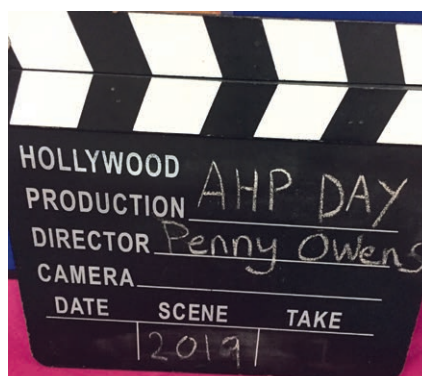
The day of celebration saw national, regional and local NHS organisations showcase the diversity of AHP careers and highlight the wonderful work they do for public and patients.

Joined Up Careers Derbyshire had a stand at a celebration event hosted at the Royal Derby Hospital and covered proceedings on social media throughout the day.

Joined Up Careers Derbyshire brings together local partner organisations to support the current and future health and social care workforce. It seeks to find the best candidates for roles within the health and social care sector of Derby and Derbyshire – and support them on their career journey.

In the month featuring the AHPs' celebration, the Twitter channel of Joined Up Careers Derbyshire gained more than 12,000 'impressions', or opportunities to view, its tweets.

You can find out more about Joined Up Careers Derbyshire via the website <https://joinedupcarederbyshire.co.uk/joinedupcareers> and on Twitter and Facebook at @JUCareersD.





Outstanding services in Derbyshire

Staff in services across Derbyshire are celebrating after having their service rated as “outstanding” by the Care Quality Commission (CQC).

The Your Sexual Health Matters service run by Derbyshire Community Health Services was recently rated outstanding by the CQC regulator for its work across the city and in Derbyshire. The team has been awarded the contract from Derby City Council to continue to

deliver Your Sexual Health Matters for a further three years.

And now the NHS 111 service (staff pictured above) in the East Midlands has been rated outstanding by the CQC. The service is provided by DHU Health Care, and has bases in Derby, Chesterfield and Leicester. The CQC carried out a comprehensive inspection of the 111 service earlier this

year as part of their scheduled inspection programme.

Pauline Hand, managing director of the 111 service, said: *“We are extremely proud that the CQC has rated our service as outstanding overall. It shows that our continuing emphasis on innovation and development has been recognised as positively benefitting our patients. It is also a great tribute to the care, professionalism and dedication of our 111 staff.”*

Coping at Christmas with an eating disorder

Christmas can cause a lot of anxiety within families where someone is living with an eating disorder. With pressure to eat lots of food, attend family and other social gatherings, it can be difficult not to feel anxious and overwhelmed at this time of year. There are things you can do to reduce some of this anxiety. Here is some advice from CAMHS eating disorders specialist nurse, Pamela Pearce.

- **Be prepared** - some people find it helpful to plan the big day, in regards to the Christmas menu, and decide what this will be in advance
- **Portion control** - if you are really struggling with planning your meals ahead, you may find it more helpful to stick to your usual diet plan or you can follow the Eat Well Guide, which is broken up into five individual groups
- **Go easy on yourself** - Christmas is a time to enjoy yourself, so try to avoid being too ‘rigid’. Allow yourself some slack, acknowledge your emotions and accept that is how you are feeling
- **Find a distraction** - try not to discuss food or body shape during meal times; clearly this can be difficult if there are a lot of people present
- **Advice for parents** - for parents/carers of a young person with an eating disorder, it might be helpful to plate up their meal for them along with the whole family rather than everyone helping themselves
- **Remember the ‘big picture’** - it is one day, it does not last forever. The most important thing is that you enjoy yourself, have fun and spend time with family and friends.

Further information:

www.derbyshirehealthcareft.nhs.uk/eating-disorders



Have you downloaded the NHS App?

With the NHS App you can:

- Check your symptoms – find reliable NHS information on hundreds of conditions and treatments, and get immediate advice
- Book appointments – search for, book and cancel appointments at your GP surgery
- Order repeat prescriptions – see your available medications and request a new repeat prescription
- View your medical record – get secure access to your GP medical record
- Register to be an organ donor – easily manage your preferences on the NHS Organ Donor Register
- Choose how the NHS uses your data – register your decision on whether it can be used for research and planning
- The NHS App is free to download from the App Store and Google Play.

Useful helplines

Samaritans

Call 116 123 for free
www.samaritans.org

ChildLine

0800 1111
www.childline.org.uk

Beat Eating disorders

Adult helpline: 0808 801 0677
 Youthline: 0808 801 0711
www.beateatingdisorders.org.uk

Drinkline

0300 123 1110 (weekdays 9am to 8pm, weekends 11am to 4pm).

NHS 111

Call 111 24 hours a day for advice and help.

STOP PRESS!

Joined Up Care Derbyshire will hold its Board meetings in public from January 2020.

Opening up planning and decision making to public

scrutiny is the main reason for the move, with the first meeting in public taking place on Thursday 16th January 2020, 9am-12noon at The Hub in South Normanton.

Members of the public are invited to come along for all or part of the meeting and any questions on agenda topics must be submitted 48 hours in advance of the meeting. Verbal

answers will be provided where possible at the meeting and all questions will receive a written response. Further questions may be taken on the day following the conclusion of the main business, but this will be at the discretion of the Board Chair.

More information is available on our website.