

Team Up Derbyshire

October 2023 bulletin of Team Up Derbyshire

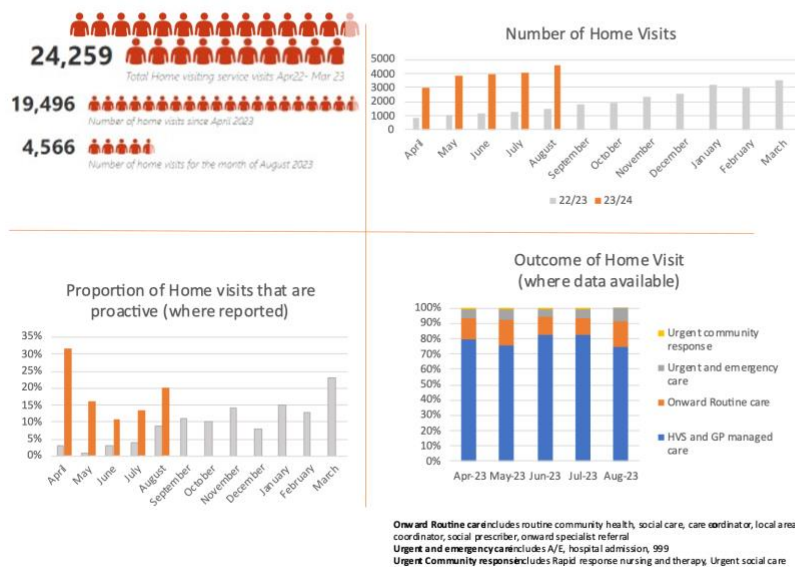


This latest bulletin from Team Up Derbyshire brings together news from the programme and updates from the Team Up Steering Group. Team Up Derbyshire is an ambitious programme in Derby and Derbyshire that is creating one team across health and social care who see all the people in a neighbourhood who are currently unable to leave home without support. For more information, visit the [Joined Up Care Derbyshire website](#).

Home visiting update

Visit numbers provided by the home visiting service continue to increase – since April 2022 there have been nearly 44,000 Team Up home visits. There is now 100 per cent geographical coverage across Derby and Derbyshire although some local areas have a more limited service, with reduced hours in the day or reduced days in the week. Latest figures are shown below.

Home Visiting Service-August 2023



Target
100% costed plans reviewed by 1.6.22 Revised local target date - TBC
Target achievement
Plans to be signed off: NE Derbyshire South Dales
Target
100% PCNs delivering: Revised local target: 5 day per week 8am -6:30pm by 31 st March 2023 7 days a week 8am -8pm by 1 st April 2024
Progress towards target achievement
8am-6:30pm 5 days a week - PCNs working 5 days per week - 92% (11*) PCNs working 8 am -6:30pm-83% (*10)
6.30pm -8pm 5 days a week no PCNs working until 8pm
Weekend working - no PCN working weekends
100% Geographical coverage (of population) - HVS in action

*Derby City is counted as 1, although is 5 PCNs working together
Note: Glossop not yet included.

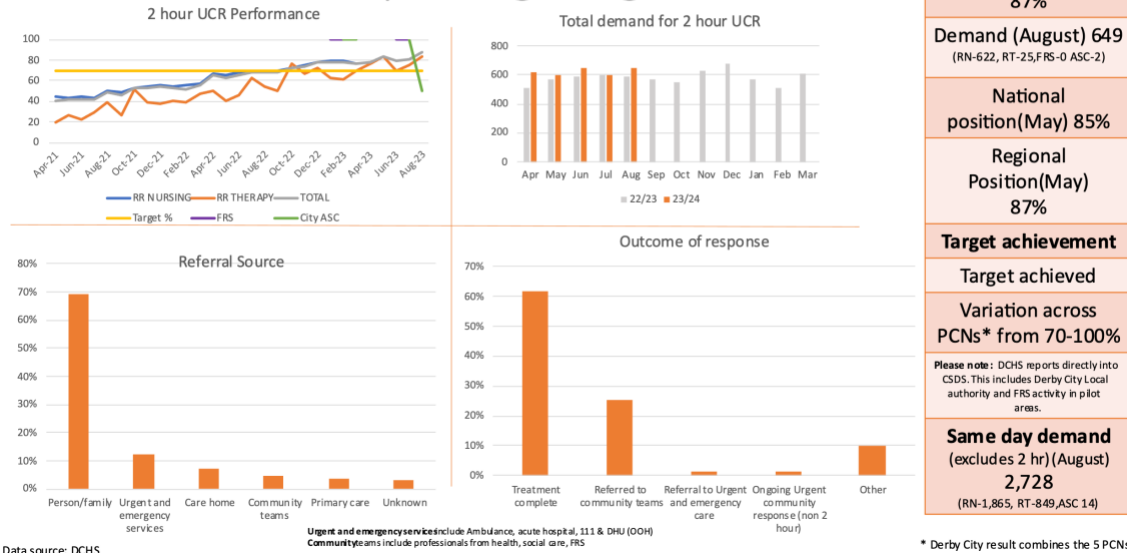
Urgent community response update

Derbyshire Community Health Services Rapid Response Teams recorded the highest performance against the national urgent community response (UCR) target during August at



87%, which is an outstanding achievement. Response rates in each of the Place areas reached the 70%-plus target for the first time since recording commenced. Demand for services remains high at about 600 people per month. Latest figures are shown below.

UCR 2 hour reporting -August 2023



Review of enhanced falls service proposals

The Team Up Steering Group has reviewed plans for providing an urgent community response (UCR) enhanced falls service across Derby and Derbyshire this winter. The aim is to establish a place-based workforce able to respond to level one falls (falls without injury which require physical assistance to recover) every day of the week from 8am to 8pm. Due to the different services being run by different organisations across the area, a mixed provider model will continue to be adopted. Requests have been made to try to make the funding for such services recurrent in the future, rather than being seen as an 'isolated' budget need.

Funding in place for the Central Navigation Hub-Plus this winter

Funding has been secured (non-recurrently) to support the development of a Central Navigation Hub-Plus for Derby and Derbyshire this winter, beginning November 2023. The Derby and Derbyshire system currently funds a Central Navigation Hub which has codes validated by clinicians to allow some patient cases to be seen without requiring an ambulance. A Hub-Plus is an expansion of this existing provision into an 'unscheduled care co-ordination hub', helping ensure fewer cases need to go to the emergency department. Local providers recently took part in a 'perfect fortnight' of testing to see how the system works.

Case study follows below of a person being supported by the Hub:

"A patient had been passed through to CNH as a Cat 4 ambulance during the out-of-hours period and was called by a GP. The referral had stated 'severe pain'. On further questioning the patient had run out of her regular Tramadol (pain medication) prescription by accident from the GP surgery the day before and was in significant pain as a result. There was no



acute problem. She perceived the pain to be so severe that after not being able to get an appointment at her GP surgery she called 999.

“On triaging her and with consent accessing her GP records, the CNH GP could see that the patient had genuinely run out and there were no signs of overuse or concerns about her medication use documented by the surgery. The GP issued a minimum amount of Tramadol while the patient ordered her repeat prescription and the patient was very happy with the outcome. This was felt by the GP to be a good example of something simple for a GP to sort out, which avoided an ambulance dispatch.”

Overcoming digital challenges

Team Up is working to meet a number of information technology challenges that occur when working in new ways across different organisations. These include registering NHS mail accounts and accessing Shared Care Records (now known as Connecting Care Records) across different IT systems. These issues are set to be addressed by a future Clinical Digital Forum.

Our latest blog post – hear Chris’s views on Team Up in Erewash and the rewards of being a community GP



Dr Chris Potts is a GP at the Moir Medical Centre in Long Eaton, a community GP and a clinical cabinet member (frailty and end of life care) at Erewash Health Partnership.

He tells our [Team Up blog](#) all about how Team Up is being implemented in Erewash as well as the many benefits that working as a community GP can bring.

“Team Up is a notion and a philosophy that we all have held for a very long time, before it had a name. The direction of travel of Team Up is the direction of travel for primary care and I think it is the right way to go. We need an increased ability to hold risk in the community; to manage complexity at home; to move away from hospitals as the default place of safety; and to be able to build teams, across the disciplines, to manage this within the community, within someone’s house or care home.”

Further information

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

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

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