



## December 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](#).

### Helping people find the right service

From November 20, the Central Navigation Hub-Plus has been live and service information has been provided to DHU Healthcare to support a focus on navigating fallers to urgent community response recovery or assessment pathways. From the same date, the Derby Local Navigation Hub has started as a pilot (Team Up members co-located at the Council House) and has been able to receive referrals which require multi-disciplinary input for assessment of more complex fallers and other urgent community response concerns. Evaluation and feedback from these early approaches to central and local navigation is being collated and shared.

### Finalising winter plans for enhanced falls service

Team Up colleagues have been progressing plans for enhanced falls services across all Place areas this winter, with a view to extending the service into 2024-25.

### Surveys show favourable perception of home visiting service

Two new workforce surveys have shown strong support for the Team Up home visiting service. The research, carried out among home visiting service staff and GP practices, builds on similar surveys conducted with the staffing groups in 2022 and helps show a picture of the progress being made. 99% of home visiting staff said they would recommend the service (up from 95% last year), while the corresponding figure from GP practices was 88% (up from 82% last year).

One response from the GP practice survey stated: *“The Team Up PCN home visiting service has had an immensely positive impact on our practice, exemplifying exceptional effectiveness and efficiency. Their competence in patient care is truly commendable, as they consistently maintain open lines of communication with our practice, keeping us informed about the status of patients visited. This streamlined collaboration, in my view, has not only improved patient outcomes but has also significantly eased our workload, enabling us to dedicate more time and attention to addressing other pressing patient issues.”*



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Other responses are shown below.

# When asked about the benefits of the Team Up Home Visiting Service?

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|--|---|---|---|
| <br>"Valued clinician is able to see patients on the day and allows the practice additional capacity and services if needed"        | <br>"Collaboration across the city / excellent resource"   | <br>"Taking burden off GP surgeries. Increase in care planning and care of the frail, frailty reviews"                 | <br>"I personally have found it very helpful and the home visiting service has seen my patients promptly and managed them appropriately. Thank you!"   |
| <br>"Our HVS is becoming more integrated in the community teams therefore less duplication of work"                                 | <br>"It has freed up GP time from doing acute visits providing an excellent service linking closely with social care"    | <br>"The service is a game changer and has made a real positive impact on the quality of patient care"                 | <br>"Improved communication between local GP surgeries"  |
| <br>"It is fostering closer working between social care / community health and primary care which is always a positive step."       | <br>"It has been a very much necessary and positive addition to services being offered to our patients"                  | <br>"The quality of the home visit [is] much better than GP s did as there is more time to spend with these patients." | <br>"For clinicians, it has been a game changer, ensuring we are not juggling too many tasks in the time constraints, by having to rush and do home visits. It has eased a lot of stress on GP s." |
| <br>"I think rather than creating more time etc to do more stuff .It is the first step to making a GP working day more manageable." | <br>"Excellent service. Very reliable. Reduced pressure on GP services. Helps improve efficiency and service provision." | <br>"Care Home Ward rounds are being picked up by the Team Up service, across the PCN. Providing consistent care."     | <br>"Definitely having access to a collaborative service"  |

The surveys also identified areas where Team Up could make changes or improvements in the home visiting service. Issues identified included the increasing complexity and time required for some visits, the need to enhance some clinical skills and staff wanting to gain a better understanding of the availability of support from external agencies. A presentation providing a more in-depth summary of findings is available from Team Up data curator Liz Lawrence – email [liz.lawrence3@nhs.net](mailto:liz.lawrence3@nhs.net)

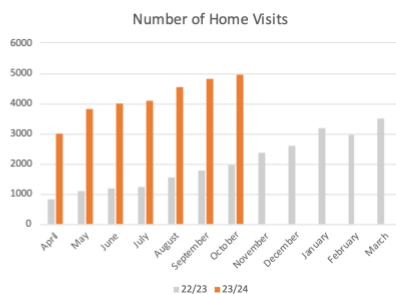
The number of home visits taking place across the area continues to rise – see chart below. From the start of this financial year in April to end October, a total of 29,248 home visits have taken place.

## Home Visiting Service -October 2023

**24,259**   
Total number of home visits April 2022-March 2023

**29,248**   
Total number of home visits April 2023- October 2023

**4,941**   
Number of home visits for the month of October 2023



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|--|
| <b>Target</b>  |
| 100% costed plans reviewed by 1.6.22   |
| Revised local target date - TBC  |
| <b>Target achievement</b>  |
| Plans to be signed off: NE Derbyshire  |
| <b>Target</b>  |
| 100% PCNs delivering: Revised local target: 5 day per week 8am - 6:30pm by 31 <sup>st</sup> March 2023 |
| <b>Progress towards target achievement</b>   |
| 8am-6:30pm 5 days a week - PCNs working 5 days per week - 92% (11*)                                    |
| PCNs working 8 am -6:30pm- 83% (*10)   |
| 100% Geographical coverage (of population)- HVS in action  |

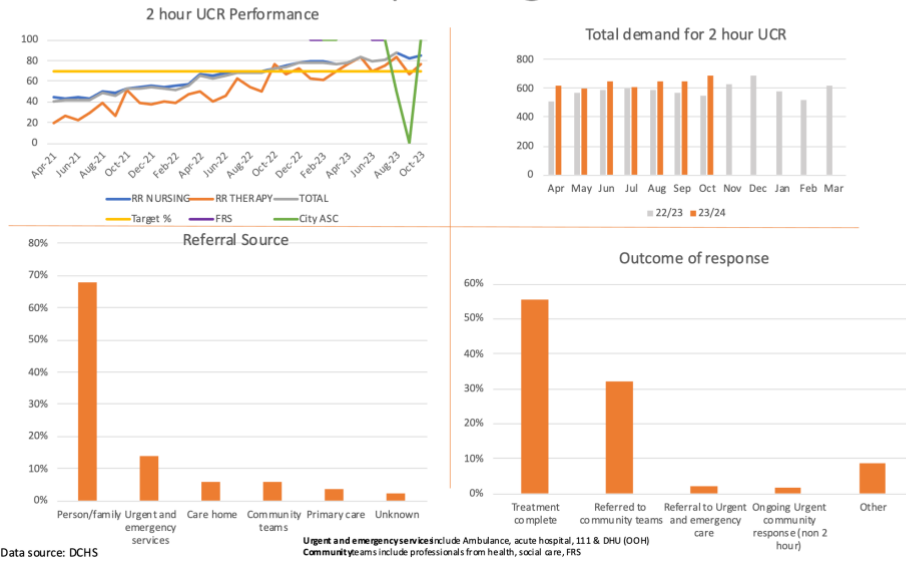
\*Derby City is counted as 1, although is 5 PCNs working together  
Note: Glossop not yet included.



## Ahead of the national target

The DCHS rapid response therapy and nursing teams continue to exceed the national urgent community response target and have performed at more than 80% for the last six months. Demand for two-hour rapid response services has seen a 6% increase for October (690 people per month) with increased consistency across primary care network areas – see charts below.

### UCR 2 hour reporting-October 2023

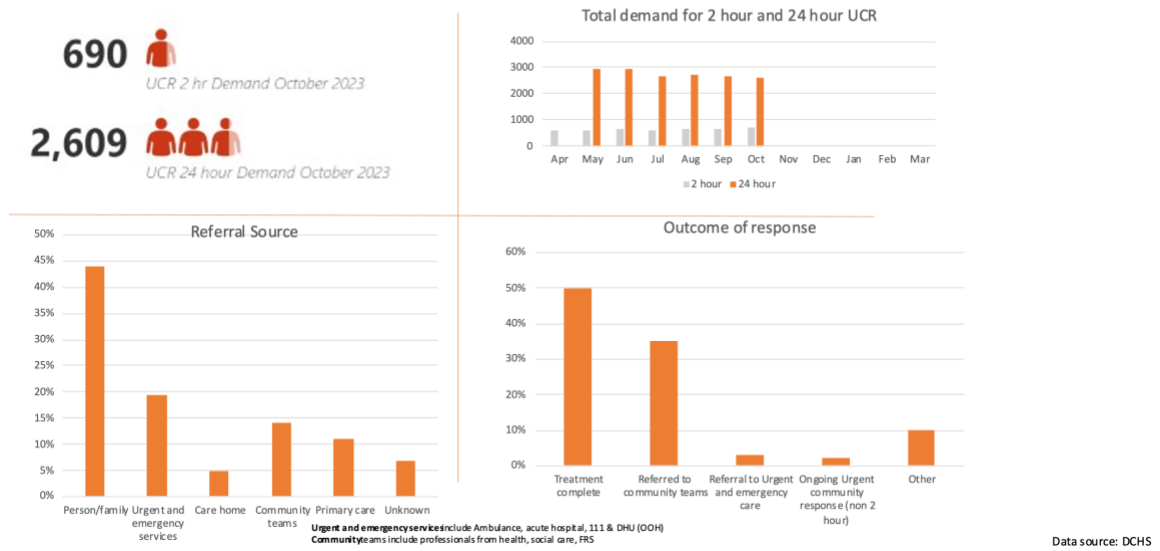


|   |
|---|
| <b>National Target 70%</b>  |
| 2 hour UCR (October) 85%  |
| Demand (October) 690 (RN-653, RT-34, FRS-0 ASC-3)   |
| National position (September) 84%   |
| Regional Position (September) 88%   |
| <b>Target achievement</b>   |
| Target achieved   |
| Variation across PCNs* from 73-100%   |
| <small>Please note DCHS reports directly into CSDS. This includes Derby City Local authority and FRS activity in pilot areas.</small> |
| <b>Same day demand (excludes 2 hr) (October) 2,640 (RN-1,726, RT-870, ASC 13)</b>   |

Data source: DCHS

\* Derby City result combines the 5 PCNs

### UCR 24 hour response reporting-October 2023



Data source: DCHS



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## Progressing an integrated approach

Derbyshire County Council (DCC) and Derbyshire Community Health Services (DCHS) are currently progressing their *Working Together Better* programme, aiming to deliver an effective 'Pathway One' service which provides responsive assessment, short-term intervention and reablement to support people to remain at home in times of crisis, support timely discharge and enabling more people to remain in a place they call home. The programme's scope includes the council's short-term services (including occupational therapy) and DCHS's rapid services and community response teams. The approach includes integrating roles, upskilling where appropriate, co-location of colleagues, and joint training and recruitment. Elsewhere, as reported in last month's bulletin and on the Joined Up Care Derbyshire [website](#), a consultation has been launched to allow people to have their say on the potential integration of rehabilitation and reablement services provided by Derby City Council and DCHS.

## Workforce update

An update has been provided to the Team Up Steering Group on issues within recruitment and retention of staff within the general workforce and within [Team Up](#) services. Recruitment events, promoted via social media, have been held by the Careers Team at Joined Up Care Derbyshire. Operations leads have reported increased interest in roles in recent months, with recruitment success in both advanced clinical practitioner and community GP positions. ARCH PCN has reported at being full establishment. There is a perceived raised awareness about the home visiting service with the future of this service being seen as more stable. The Careers Team is soon to help promote a 'New to Care' campaign, focusing on healthcare assistant and support workers for those new to working in this sector (and those returning).

## Terms of Reference agreed

A Terms of Reference has been signed off for the Integrated Care Homes Steering Group. The Group, which meets every four-to-six weeks, will take a system-wide approach to care homes (including residential and nursing care homes) to lead and coordinate all complementary workstreams to promote a safe, sustainable and high-quality care home sector for our vulnerable populations of Derby and Derbyshire. The Group reports to the Integrated Place Executive via the Team Up Steering Group.

## Branding revised

Team Up has now adopted the branding of Joined Up Care Derbyshire rather than having separate visual imagery. New Word and PowerPoint templates have been produced and are available from the programme office.

## 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](mailto: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.**

