

## September 2024 newsletter

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



"We helped our patients better because of the shared care record" – [page 4](#)



"I'm a trust governor, you could be too" – [page 6](#)

## Village falls prevention classes are a county trailblazer

**A community in rural Derbyshire is helping to demonstrate how health and care services can be better designed around the needs and wishes of local people.**

People in Hartington, in the Derbyshire Dales, worked together with Age UK to bring a weekly falls prevention exercise class to their village hall.

Age UK is funded by Derbyshire County Council to provide its "Live Stronger for Longer" exercise classes across the county, but Hartington Village Hall was an additional location.

This meant local people did not need to travel 12 miles to Buxton to take part.

The 13 week programme of hour-long exercises has been so successful that the Hartington community has now worked with local yoga instructor Ann Kemp-Eyre to ensure the programme can continue after the time-limited funding runs out.

Read the full story on [page 3](#).



Health staff help people get back to work – [page 7](#)



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# Derbyshire Dialogue

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

### Recent Sessions:

**Virtual Wards** – This session highlighted how using technology allows patients to get the care they need at home safely and conveniently, rather than being in hospital.

**Derbyshire Dementia Strategy – the 2025 Vision** – The aim of the new 2025 Derbyshire Dementia Strategy is to provide a vision for how dementia services will be organised to ensure people living with dementia, their carers and those close to them, have the support and services they need to live well with dementia in Derbyshire.

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

### Upcoming Sessions:

**11 September | Improving Pain Management** – This presentation will showcase how we are delivering improvements in how we support people in our communities to live well with chronic or persistent pain. This includes insight into how we are implementing a national patient safety improvement programme to reduce harm from opioid (pain relieving) medications.

**9 October | Living Well** – The Living Well Derbyshire service involves Health services, Social Care and the Voluntary Community and Social Enterprise (VCSE) sector developing new ways of working and modernising Community Mental Health services for adults and older adults across Derby and Derbyshire. In this session we will be exploring what the service does and the feedback we have received from those that have used it.

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



# "As local volunteers we are helping keep our community safe and well"

People who are at risk of falling are benefiting from a long term programme of exercise classes, thanks to a pioneering collaboration.

People in Hartington, in the Derbyshire Dales, have worked together with Age UK and local yoga instructor Ann Kemp-Eyre to maintain the classes even after time-limited funding has run out.

**Watch our short film** – [How our community is helping to keep local people live stronger for longer](#)

**Read our blog** – [We volunteers helped to bring a falls prevention programme to our rural community – this is how we did it](#)

When Age UK's 13 week long "Live Stronger for Longer" exercise classes come to an end Ann will take over the sessions and participants will pay a small fee to cover her costs.

It has meant that dozens of local people at risk of having a fall can continue to do regular strengthening activities to maintain their independence and prevent the potentially devastating and costly impact of a fall.

Community volunteers Liz Broomhead MBE and Kay Baggley helped to set up the classes after becoming concerned that local people did not have enough access to information about health and care services available to them.

They invited local voluntary sector support groups to an information day in Hartington Village Hall to explain the support available and they asked local people what they wanted.

Helping to preventing older or more vulnerable people from falling through a local service emerged as a key priority.

Liz, who has spoken at Derby and Derbyshire's Integrated Care Partnership Board about the project, said: "We understand our communities best, but we are not healthcare professionals, so we are working with the NHS, social care and the voluntary sector to provide the services people need.

"This insight led approach means that health commissioners listen to communities and that they are supported to find their own solutions.

"It means the intervention is more effective, health outcomes are better, and it is sustainable."



## Case study – How John and Penny recovered from falls

John Grosvenor, aged 79, decided to join the classes after having two falls at home. He said: "It was extremely painful and it affected my mobility.

"I heard about the exercise classes from Kay and I came along and enjoyed it.

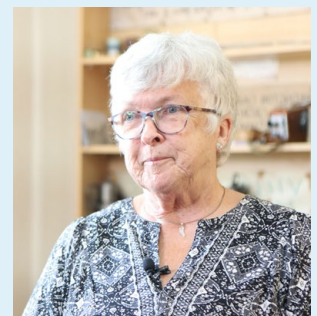
"It has really helped in building my core strength and has allowed me to continue to get around as I used to do when I was younger.

"It has given me a lot more confidence and I can do everything that I would normally do."

Penny Jones, aged 76, joined after breaking her leg. She said: "I went to physiotherapy but that came to an end and I wanted to continue to build my strength.

"The class has done wonders for me and built my confidence in walking around, getting up and down steps and stairs.

"I do the exercises at home too, doing raises on my ankles and standing on one leg."



## "Our patients had better care because of it"

Health and care colleagues across our system have been sharing their stories of how the Derbyshire Shared Care Record has helped them to provide better and safer care for their patients.

A selection of case studies has been published on the [Derbyshire Community Healthcare Services' website](#). Here are some extracts, which have been adapted for brevity:

### Derbyshire County Council residential home manager

"People come to us as emergency admissions. Sometimes they have medication with them and sometimes not. Previously we would have to call the GP surgery, in working hours, to ask about the person's medication and we were often told that information couldn't be disclosed. As a result medication may have been withheld. Now the shared care record speeds up care and decision making at the click of a button. It means that vital medications are not delayed, and so avoids added complications."

### Community physiotherapist

"When I see a new patient, I can view their history from acute services and also their care with the GP. I can see pending appointments and orthopaedic reviews, this enables me to provide accurate, targeted care. It can be stressful for the citizen be responsible for conveying the correct information to the right person about their condition. Being able to view the shared care record reduces this pressure on the citizen and this positively impacts the citizen's wellbeing."

### GP

"Previously I would refer a patient to a secondary care specialist service for care and I would not receive an update until a letter/email was received from the consultant. Now I can see where a patient has an onward referral from one specialty to another in the acute setting."

### Rapid response physiotherapist

"After an inpatient stay in hospital I can easily see a patient's discharge summary and relevant letters from orthopaedics. This means I can ensure that the patient receives the relevant rehabilitation support and care. The shared care record also decreases the number of failed visits to the patient's home, if they have been admitted to hospital, as this information is available to me before I go."

### Respiratory medicine

"Patients may not recall their medications and treatments exactly, but the shared care record allows us to back up the patient's version and gives us insight into the collaboration of teams involved. Some patients have a specialist treatment where previously, a letter would have been sent to the GP to obtain the full medication history, creating a wait. The shared care record enables a more rapid treatment."

### Adult care occupational therapist

"I had a citizen I was supporting with adaptations to her home but where she was in complex denial about her functional disability. I could, with her consent, scan the shared care record for clinical developments in her referral and view other service involvement without having to ask her to duplicate information. Being able to access records from partners resulted in a personal approach which fed into the choice of interventions and equipment choices and care package."





## Public and Patient Insight Library latest reports

This is our local library for collating and storing patient and public insight gathered across Derbyshire health, care, statutory and voluntary organisations, and is open to a wide variety of professionals to help share reports and learning across the system and inform decision-making.

We have been updating the [Insight Library](#) with some really interesting reports. Below are just a few highlights of some recent reports:

**Views on flu and covid vaccinations** – this report from Healthwatch Derbyshire highlights that most people are positive about both vaccinations, but there were more negative responses to the COVID vaccination compared with the flu vaccination.

**Derby's Diverse Carers and Derbyshire Diverse Carers** – the aim of these reports is to provide insight into the experiences of Carers from ethnic minority communities in Derby and Derbyshire, highlighting issues such as cultural challenges and barriers that lead to Carers feeling isolated, alone and excluded from services such as health and social care.

**Beyond the breaking point: patient survey highlights NHS challenges** – the focus of this report from The Patients Association is based on a survey into patients' experiences of healthcare, carried out just before July's general election, and discusses the current difficulties faced by the NHS.

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

All reports entered in the library are tagged so that they can be sorted by theme, service type, district, and several other categories. It is also now easier than ever to submit reports to be added to the library via our [online form](#).

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

## Would you like to be a trust governor?

There are many opportunities to contribute to the running of local NHS services. One is to become a public governor. Derbyshire Community Health Services NHS Foundation Trust is recruiting to eight posts currently (two in Derby and six in Derbyshire).

Prospective governors can nominate themselves but they must first join the trust's 17,000-strong [membership](#), which is free and simple to do.

The only requirements are you must have:

- a keen interest in health care
- time to attend meetings and get involved in events and training
- a willingness to work with others, listen and share ideas
- a desire to learn more about community health services.

To apply go to the [DCHS website](#) or contact Megan Wheeldon by calling 07870 503 648 (9am – 5pm weekdays) or emailing [dchst.governors@nhs.net](mailto:dchst.governors@nhs.net)

### Why I am a governor – by Gill Harvey

Gill Harvey was a GP partner in Dronfield for 35 years. She says: "I have worked in the health service all my life and I am now retired. I felt that I could be of service in another capacity and represent the public.

"There are lots of opportunities to get involved and I particularly enjoy visiting the various teams that work for the trust. I am able to get a better understanding of their roles and some of the challenges they face, as well as appreciating the work they do.

"By being a public governor I hope that I am able to feedback to managers to enable care to be maintained at a high standard.

"I think the trust has excellent care for all its staff. The services that the trust provides are widespread both geographically and in type of service. This creates significant logistical problems which the trust continually reviews."



## Join in our annual meetings

A number of our local NHS Foundation Trusts are holding their Annual Members' Meetings during September.

They are also offering the opportunity to find out more about working together with the trust during informal "market place" events held at the same time:

- Derbyshire Healthcare's is at the Research and Development Centre at its Kingsway Hospital site in Derby on Thursday, 26 September. Market place from 2.30pm, meeting from 4pm – 6pm. Please book [via Eventbrite](#) or by emailing [dhcft.membership@nhs.net](mailto:dhcft.membership@nhs.net) or calling 01332 623 723.
- Chesterfield Royal Hospital's is on Wednesday, 18 September, 5pm – 8pm with market place in advance, at the Education Centre, Chesterfield Royal Hospital, or by livestream on the trust's [Facebook page](#). No need to book.
- Derbyshire Community Health Services' is on Thursday 12 September, 1pm – 3.30pm, held on Teams. Logon to the meeting on the day via the [trust website home page](#).

Derbyshire Healthwatch is using its Annual General Meeting (AGM) to host an event to discuss how to improve hospital discharge pathways. This will help inform a new strategy for discharge. The event takes place on Tuesday, 17 September, 9.30am to 12.30pm at Arena Church, Ilkeston, 1 Rutland Street, DE7 8DG. There will also be "market stalls" at the event. Book your place [via Ticketsource](#).



## GP teams supporting hundreds back into work

GP practice staff in Derby are playing a crucial role in helping hundreds of people re-enter the workforce, thanks to an innovative new partnership.

This initiative, in collaboration with social prescribers - professionals who work alongside GPs to provide non-clinical patient support - is connecting individuals with the [Working Well East Midlands](#) employment support service.

Commissioned by Nottingham City Council, and supported by Derby City Council, this programme is led by Standguide in Derby.

Its team of specialists are providing tailored assistance to those facing employment challenges due to health-related barriers.

When a GP practice refers someone to the programme, the Standguide team contacts the individual within three working days to arrange a face-to-face meeting.

These meetings take place in familiar community settings - such as libraries, churches, and community centres - where the team discusses the person's employment aspirations and health needs. This collaborative approach ensures that the search for the right job aligns with the individual's unique circumstances.

The employment specialist then creates a detailed vocational profile, identifying skills and assisting with CV creation, job searching, interview preparation, and liaising with employers to find suitable roles.

But the support doesn't stop there.

Once employment is secured, the team continues support for up to a year, helping with workplace adjustments and offering ongoing support to ensure a successful transition.

Sarah Green, a social prescriber with Derby City North Primary Care Network, said: "Our GPs identify patients with physical or mental health needs who could benefit from rejoining the workforce.

"We engage in conversations about their health and how returning to work might improve their overall well-being. It's essential to consider both mental and physical health, as they are often interlinked. Additionally, employers may need to make adjustments for individuals with disabilities or neurodiverse conditions."

This partnership is not just about getting people back to work; it's about improving lives and fostering a healthier, more inclusive community.



### Case study – how our employment specialist helped "David" into a new job at Rolls Royce

"David" was suffering with high anxiety and low mood stemming from being made redundant.

We met by video call initially in March as he hadn't left the house in a while and had social anxiety.

David became emotional on occasion, but he was motivated to work and was open to advice and guidance.

After a couple of visits, we were able to support him to re-do his CV, produce a great cover letter, and look at vacancies together.

At the start of April he applied for a maintenance role at Rolls Royce and secured an interview.

David's spirits lifted, he gained a lot more confidence and we went through some potential interview

questions. I was so pleased and happy for him when he secured the position.

David says: "Without the help of my employment specialist I don't think that I would have come out on the other side of the crippling depression and anxiety that I was suffering.

"I have been supported and helped in many ways. After several months I was able to apply and finally found successful employment with Rolls Royce in Derby.

"Now I am in permanent employment, and I've never been happier."

- To make referral just call 0161 881 4826 (option 5) or see more on the [Standguide website](#).

## People with mental health issues helped into work

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Hundreds of people who are receiving support in the community for mental health issues have been helped into work.

The success has come in Derbyshire Healthcare's service for people who are receiving treatment for mental health in the community, or through its early intervention team.

The service has helped hundreds of people over the past four years. This includes 160 since April this year, of whom 86 have found permanent jobs.

Derbyshire Healthcare's Work Your Way service is separate from that operated by Standguide in Derby.

Samantha Parr, service manager, said: "We offer intensive, individually tailored support to help people to choose and find the right job, with ongoing support for the employer and employee to help ensure things run smoothly.

"Our team of employment specialists and peer support workers offer support, encouragement, and practical specialist skills for you.

"We listen to what you have to say about your choice for work and we understand your needs for flexible working and hours.

"We build a rapport with you so you feel confident that we will approach employers with you in mind.

"And we offer practical skills such as helping you to create a CV, showing you how to apply for a job and helping you to practice for an interview."

People who are under the care of Derbyshire Healthcare can find out more on [Derbyshire Healthcare's website](#) or by calling 01332 505 384.

Employers who can offer jobs can also find further details on the website.







## Final preparations underway to open Newholme Health Centre

A new community health centre is set to open in Bakewell later this month.

Construction, fit-out and commissioning of the brand new £11m Newholme Health Centre and ambulance station is approaching completion and its doors are expected to open on 23 September.

The development is a partnership between Derbyshire Community Health Services NHS Foundation Trust and East Midlands Ambulance Service NHS Trust whose former ambulance station was demolished to make way for the new integrated health facilities.

Clinical teams will take part in site induction visits and testing of the facilities will take place over the coming weeks ahead of the opening.

All outpatient services currently provided by Derbyshire Community Health Services NHS Foundation Trust at the outdated Newholme Hospital, next door, will move into the new building over the weekend of 21 and 22 September, for a smooth transfer of clinical services from one location to another in time for the start of the new week.

Preparations have been underway for months to ensure Newholme Hospital is fully vacated and left empty on the final moving day.

The next few weeks will see teams finalising the preparations for the transfer of their services, lock, stock and barrel, over one weekend, to be ready for receiving patients in their new health centre on the Monday morning.

Furniture is being labelled up and equipment and packing crates provided, and confidential waste collected.

This is a huge undertaking, involving many people, especially considering the 19th century Newholme Hospital building has been in use for providing health care since before the very first days of the NHS in 1948, when it first became known as Newholme Hospital.

Jim Austin, executive director spokesman for Derbyshire Community Health Services NHS Foundation Trust, said: **“These new facilities provide real gold standard facilities for patients in the Derbyshire Dales.”**

Craig Whyles, divisional director for Derbyshire at East Midlands Ambulance Service NHS Trust, said: **“The new building and its modern facilities will be such an improvement on our old ambulance station and by physically sharing a space together, it will undoubtedly build on our relationships and understanding of one another’s organisations and work we do to support our communities.”**



DCHS chief executive Tracy Allen, with Jim Austin, visiting the site.

## Health support at the touch of a button

Are you looking to make some healthy changes but don't know where to start?

Online and digital health and wellbeing apps can give you support with just a click of a button – but deciding which ones to go for can be tricky.

There are 100s of apps and online tools that promise to help with your health and wellbeing but how do you know which ones to trust – and which ones really can help?

That's where Derbyshire County Council's free Orcha health and wellbeing apps library can help.

It contains a wide range of quality assured digital health tools from stop smoking and mental health support to help managing long term conditions.

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

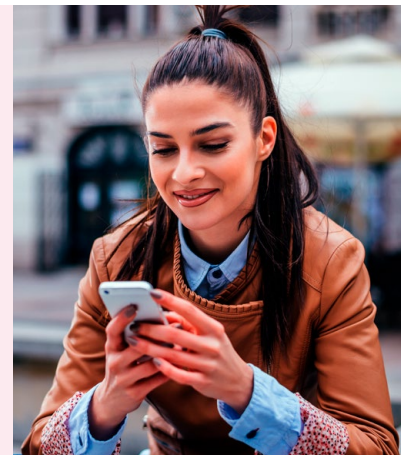


The council have also commissioned Lower My Drinking – a free app designed to help anyone who feels that they might be struggling with the amount that they drink.

Lower My Drinking works by helping you keep track of how much alcohol you drink as well as helping you to set goals to reduce how much you drink.

You can get help to think about alcohol in a different way, and plan what to do if you think you will drink too much.

The app can also help you to find activities to do instead of drinking alcohol, and offers advice on how to live a healthy lifestyle.



## New translation tech at UHDB

Innovative technology that allows for 240 languages to be translated at the touch of button, is improving patient experience and reducing appointment cancellations at University Hospitals of Derby and Burton.

The machines provide immediate translation using real life interpreters 24 hours a day.

The kit is provided by Language Line, which is already used as a provider of in-person interpreters at the trust, alongside British Sign Language providers.

Translation tools were previously in place at the hospital sites, but unavoidable delays for both patients and translators had seen an increased number of appointment cancellations.

Nicola Wigley, from the hospitals trust's estates and facilities team, said the machines allowed patient appointments to go ahead if a scheduled booking for an interpreter has had to be cancelled because of a delay.

Nicola said: "Using this allows us to be responsive without having to reschedule an appointment if there is no translator available. By utilising this new equipment we can ensure we continue to deliver care to patients who speak an alternative language who arrive as an emergency

"Even very early results are showing that the number of cancelled appointments have reduced.

"We know that for some people, it can be scary going to hospital and this is one of the ways to break that barrier and comfort anxious patients who might normally find it difficult to attend appointments because of a language barrier.

"The reason it has been successful and staff love it is because it is so easy to use. It is secure and is already very popular with patients, staff and visitors."



Nicola Wigley and Gurdeep Singh from Language Line.

## Course to help understand domestic abuse

People who work in healthcare, social care, childcare, education and housing are being invited to take part in a course to help understand domestic abuse.

It takes place on Monday evenings from 6.30pm - 9pm on Teams for 30 weeks, starting on Monday, 11 September.

This qualification is designed to increase awareness and understanding of domestic abuse and its impact.

There are four mandatory units that make up the specification for this level 2 qualification.

- Understand domestic abuse
- Understand the signs and risk factors associated with domestic abuse
- Understand the impact of domestic abuse
- Understand policy, response, and intervention in relation to domestic abuse

Progression from this course could be onto a level 3 course in childcare, counselling or health and social care.

For more information please email [DACESemployability@derbyshire.gov.uk](mailto:DACESemployability@derbyshire.gov.uk)

# New one hour Quality Conversations course to launch

A new introductory e-learning course for everyone who works in a health and care role has launched.

The course provides a foundation to the Quality Conversations approach and is relevant and available to anyone working in the health, social care and community voluntary sector in Derbyshire.

Existing courses are half-day facilitated sessions, but this hour-long course can be worked through at any time.

The interactive training explores health inequalities, effective communication skills, and how to bring personalised approaches into all roles.

It is for all the workforce, whether delivering direct or indirect support such as receptionists, porters, or domestic services.

It is also suitable for staff in office-based roles.

The three elements are:

## Health Inequalities in Derby and Derbyshire

Participants explore interactive scenarios that highlight barriers faced by those experiencing health inequalities.

Participants learn about the impact of different responses to those experiencing health inequalities.

## Opportunities to improve conversation skills

Participants interact with different conversations, and observe the impact of closed and open questions. They explore the benefits of responding with compassion, and understand how to signpost.

## Using a personalised approach in every role

Finally, learners explore how to apply this knowledge in their role, considering the benefits that working in a personalised way can bring.

Sandra Hicken, transformation lead for quality conversations and personalised care said: **“This e-learning provides an opportunity to improve awareness of health inequalities. It is great to champion enhanced communication and personalised approaches. It is available to a wide range of staff, in various settings and roles, yet remains relevant to everyone.”**

Sign up for the e-learning on the [Quality Conversations page of the Joined Up Care Derbyshire website](#).





## Thank you for your survey responses

Thank you to everyone who gave feedback over this newsletter through the survey that ran during August. We had nearly 150 responses, which is excellent.

The responses show, broadly, that:



- people do find the content of the newsletter interesting and useful



- people are receiving information from other sources too, such as social media and from other organisations



- people would like to receive the newsletter more frequently

We will now analyse the results in detail, with a view to improving the newsletter further.

## Contact Joined Up Care Derbyshire

Visit the website: [joinedupcarederbyshire.co.uk](https://joinedupcarederbyshire.co.uk)  
 Email: [ddicb.enquiries@nhs.net](mailto: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](mailto:karen.lloyd24@nhs.net)

If you would like to know how you can get involved please visit the [Joined Up Care Derbyshire website](https://joinedupcarederbyshire.co.uk).

