



Winter/Spring 2020/21

NHS

Derbyshire Community
Health Services
NHS Foundation Trust



Community *magazine*



NEW NHS 111 SERVICE for Derby and Derbyshire

See
pages
8-9



A warm welcome

from Prem Singh, chair

In normal times, I would take this opportunity to send you good wishes for a happy and healthy 2021 as we slowly emerge from the dark days of winter.

But sadly, I know that many of us continue to face multiple challenges arising from the pandemic and efforts to curb infections are affecting many aspects of our everyday life. Anyway, here's hoping that 2021 brings us all much needed light, hope and good health.

Please know that you are not alone and that you can reach out to find support if you are experiencing any adverse effects on your wellbeing because of the unusual times we find ourselves in. Joined Up Care Derbyshire and Derbyshire County Council websites both have sections on supporting general wellbeing and public health. The end of the tunnel is in sight, as more and more local residents in the priority groups are able to receive their protective Covid-19 vaccinations. Health teams across the NHS in Derbyshire and Derby are working flat-out to ensure this

happens just as quickly as possible for the maximum number of people. The race truly is on, and we are indebted to their efforts.

Against this backdrop, it is a tribute to the resilience of my colleagues across DCHS and the wider Joined Up Care Derbyshire partnership, that we can bring you this update on some exciting non-Covid-related developments which have been achieved over the past few months.

The long-anticipated architect's drawings for a new Bakewell health hub are now available (see page 10). A planning application has been submitted to the Peak District National Park Authority and you can have your say on the plans as part of that process.

Facts and figures about a year in healthcare at DCHS are included in handy infographics, as presented at our annual members' meeting (see page 6), and details about how to access urgent care across Derbyshire and Derby (page 8) give a handy guide to the 111 First service and our Urgent Treatment Centres as

the most appropriate places to seek help when you need same-day care for a new non-life-threatening illness or injury.

Looking forward, I am delighted to share the exciting news that preparatory work on creating a shared care record for every Derbyshire and Derby resident has been agreed (page 12). This high tech development promises to greatly improve the experience of care for patients and service users who access multiple services, who thankfully, won't need to repeat the same information over and over to different health professionals.

Please enjoy reading this latest My Community magazine for these stories and more. If you have any comments or suggestions please don't hesitate to contact us (all our contact details are on the back page). Keep safe and thank you for your interest in local NHS services.

With my very best wishes

Prem

Contents

4-5

Welcome to our recently
elected NHS governors



6-7

Spotlight on...
your community NHS services



8-9

When you think you need
the Emergency Department (ED)...
think NHS 111 first



10-11

Bakewell – unveiling plans
for a new health hub!



12

In other news:
Veteran Aware
Shared care records



Your editorial team



Tad Jones *production lead*

Governance and membership manager

Email dchst.members@nhs.net

Call 07870 503 648



Rebecca Beedie *editor*

Media manager and copywriter

Email r.beedie@nhs.net

Call 07717 714239

Welcome to our recently elected NHS governors

Nine public representatives from across Derbyshire have been elected to help provide the voice of local communities on the Council of Governors at Derbyshire Community Health Services NHS Foundation Trust.

The recently elected representatives will serve a fixed term on our Council of Governors, which brings together individuals from all walks of life to represent local communities in how health services are delivered.

Prem Singh, chairman, said:

“*The Council of Governors plays a crucial role in ensuring we are meeting the needs of our Derbyshire communities in the way we deliver care. Each governor brings invaluable insight from their own perspective which strengthens us as a team in our main priority of ensuring we are providing the best possible care in local communities.*

I am grateful to all those individuals who put themselves forward to serve in this voluntary capacity. We are very lucky to have such support across our communities and I look forward to welcoming our first-time new governors and for the opportunity to work again with those who are re-elected for another term.”

Derbyshire
Dales and
High Peak



Jane Dent



John Dick

Amber Valley,
Erewash
and South
Derbyshire



Tony
Marston



Terence
Watson



Paul Gibbons



David Mayes

Bolsover,
Chesterfield
& North East
Derbyshire



Gillian Harvey



Lynn
Walshaw

Two
vacancies
remain
unfilled

Rest of
England



David Boddy

In the City of Derby there was one vacancy and no nominations were received.
There were six vacancies for staff governor positions. The following people were elected:



Amy
Farrington



Joy Williams

Healthcare
support,
facilities
and estates



Sara Nash



Marie Heywood

Other
registered
professionals

Nursing



Donna Quinton



Alex Carberry

Administrative,
clerical and
managerial

Medical and
dental

The Council of Governors holds the organisation to account on behalf of the communities it serves across Derbyshire. The elections were triggered because post-holders had come to the end of their terms of office. Unfilled vacancies will be included in the 2021 round of elections.

If you are interested in becoming an NHS governor, or to find out more about the role, please contact:
DCHST.members@nhs.net



Spotlight on... your community NHS services



You may have tuned into our virtual Annual Members' Meeting – or AMM - when we updated DCHS members about our trust's performance during 2019/20 and held ourselves up for public scrutiny.

The AMM is the time at which we present our annual report and accounts and invite questions to our trust board.

Although Covid-19 has dominated all our lives since March 2020, 11 months of the 2019/20 year under scrutiny looked back to a time when life was yet to be turned up-side-down by the pandemic.

Chairman Prem Singh spoke about all the "fantastic progress, both internally and as a health and care system, changing and modernising the way we care for people."

A special focus on children's services described the close partnership between us and Derbyshire County Council in improving the health of Derbyshire's families through the 0-19 service.

Working to reduce inequalities by providing services which support families to give their children the best possible start in life is at the heart of the work of the 0-19 team.

Did you know?

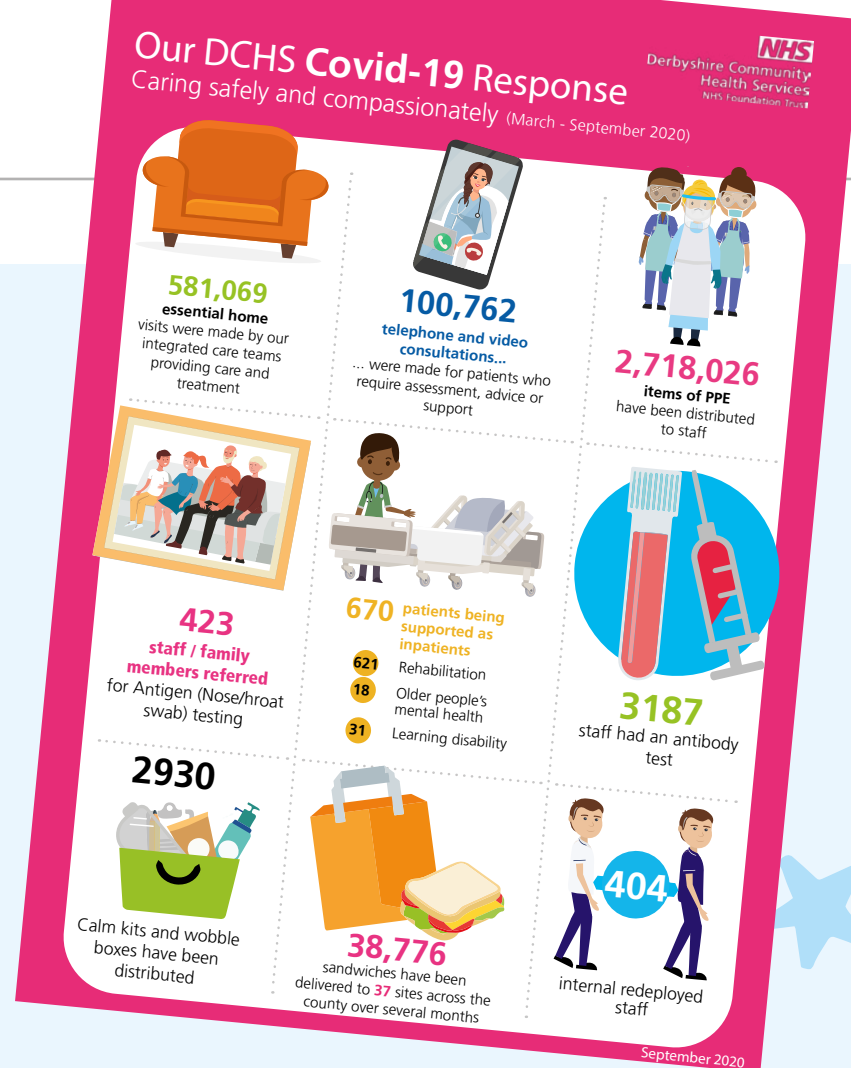
- We promote the health and wellbeing of the **153,000** young people who live in Derbyshire.
- Children and **young people under 20** make up over **21%** of the total Derbyshire population.
- On average **20 children a day** are born within Derbyshire, every day. That's **7,400 a year!**
- Derbyshire has **418** primary schools, **85** secondary schools and **56** colleges.
- Our schools provide education and support to around **80,600** children (from reception to year 10). On average each year **800 children** are **home schooled**.



Focusing on recent months, Tracy Allen, chief executive, spoke of the huge challenges of Covid-19 and the magnificent response from staff across the Trust who demonstrated adaptability, innovation, teamwork and support for one another in responding to the crisis on behalf of the patients and families who rely on them.

By mid-September 2020 some of those unusual measures which had been put in place to support the pandemic response included 100,762 phone and video consultations with patients so they could get the assessment, advice and support they needed at home without coming into a hospital or clinic.

A summary of our 2019/20 performance, outcomes and achievements was shared at the AMM and is provided in these infographics:



2019/20 Highlights

NHS
Derbyshire Community Health Services
NHS Foundation Trust

Over 2 million patient contacts... of which:



- **1,553 people cared for** in our rehabilitation inpatient beds, 64 in our older people's mental health beds
- **89,435 people seen, treated and discharged** in our Urgent Treatment Centres (19,459 being children) – 99.98% within 4 hours
- **8,300 new babies** supported by our health visitors
- **85,159 people cared for at home** by our community nursing service – 13,400 seen by the new Rapid Response Team
- **3,539 people treated in our ICS wound care clinics** resulting in 61,019 wound care appointments being managed in these clinics
- **17,165 patients triaged** by our MSK service.



Care Quality Commission

New overall rating - OUTSTANDING!

(CQC inspection, September 2019)

- All measures are either **good** or **outstanding**
- Retained **outstanding** for our caring, urgent care and dental services
- Integrated sexual health services rated **outstanding** after previous 'requires improvement' rating - a fantastic achievement



Comings and goings

- Nine new **nursing associates** qualified (March 2020) and got roles in DCHS (22 now in training)
- The first 10 **apprentices** were trained on behalf of Derbyshire's health and care system (20 now in training)
- **Day-case services** and colleagues transferred to University Hospitals of Derby and Burton (November 2019)
- **Community dental services** transferred to 'Community Dental Services' after a tender by commissioners



Quality Service

NHS
Derbyshire Community Health Services
NHS Foundation Trust

An OUTSTANDING organisation

(CQC September 2019)



- **98.24% of the 22,612 patients** we surveyed recommending our Trust to their family and friends
- **Top 10** in the Freedom to Speak Up index 2020
- **Gold UNICEF Baby Friendly**



- **Over 500 participants** took part in research studies across DCHS
- Quality Always clinical assessment and accreditation scheme – locally owned and sustainable quality improvements. **No teams assessed as 'red'**



- **Achieved a score above the national average for five out of the six elements** in the patient-led assessments of the care environment (PLACE) audit

2,591 carers identified to help support their physical and mental health



- **48.84% reduction** of significant harm pressure ulcer events against a target of 10%

- **More than 80%** of colleagues received their 'flu vaccination and through our 'jab for a jab' partnership with UNICEF, sponsoring over 10,000 life-saving vaccines in the developing world



- **Challenges with patient waiting lists** in health psychology – potential to worsen during Covid-19

- District nurse-led (formerly GP-led) **wound care clinics – working well** on the whole, though we experienced capacity challenges in Derby city due to the volume of practices and patients requiring wound care support

- **Staffing/establishment for community nursing has been challenging**, especially in Derby city, making operationally managing the activity more difficult.

Quality Business

NHS
Derbyshire Community Health Services
NHS Foundation Trust

Our financial health

- **Met all financial obligations** in 2019/20
- **Exceeded our control total surplus target** of £1.8m, by £0.2m, resulted in additional Provider Sustainability Funding of £2m being received
- **Capital spending of £6.8m – most significant investment** in IM&T and purchase of Belper Clinic land
- **Efficiency savings** of £5.6m generated (on target); £4.2m recurring.



Information/cyber security

- **More than 95%** of colleagues completed information governance training
- IT security and capability: **4,100 work devices to be upgraded or replaced**
- **93% of laptops 'patched'** with latest security updates
- **1,992 new smart phones** for community-based and other colleagues, to support efficient and secure service delivery.



Accountability

- **Completed** the financial accounts and annual report to timescale
- **The Audit and Assurance Committee approved** that the accounts be prepared on a "going concern" basis
- **The external auditors provided an unmodified** audit opinion on the financial accounts and on value for money.



Looking forward

- Preparing for the new and emerging **finance regime post Covid-19**
- **Working with partners** as an emerging Integrated Care System (ICS) and how the financial flows will need to change to support this.



Quality People

NHS
Derbyshire Community Health Services
NHS Foundation Trust

2,585 (62.4%) of colleagues completed the staff survey, our highest response rate ever



- Of those, **85.5%** said they would recommend our care to their friends or relatives – the highest score amongst all community Trusts
- **71%** of staff surveyed would recommend DCHS as a good place to work and scored us above average in seven of the 11 survey overall themes.

- **Staff Wellbeing** focused on three key elements: prevention, resilience and support
- More than 260 sessions delivered including stress to resilience, time management, 'way to wellbeing' and bespoke team support
- Launched women's health project; Thrive mental health app and 15 Schwartz Rounds

9% Staff turnover was at a 9% average over the last 12 months, which is in line with the NHS staff turnover average



Year-end vacancy rate = **5.0%**

Absence rate = **5.0%**



Result
Staff survey wellbeing scoring improved from 38% in 2018 to 42% in 2019 which is 7% better than the average for community trusts



We are taking active measures to reduce our agency spend which at £1.936m was above the NHSI ceiling of £1.36m by 42.5%

In the last 12 months **10.8%** of staff experienced at least one incident of physical violence at work from patients/service users, their relatives or other members of the public. This increased from **9.5%** in 2018.



Commitment to inclusion

- Proportion of BAME colleagues at DCHS was **4.2%**, an increase from **3.8%** the previous year. Derbyshire BAME population = **6.7%**
- **Disability Confident Leader Award** – recognising our commitment to employment, career progression and training for disabled colleagues.

If you need medical help
THINK NHS 111 and **NHS**
Urgent Treatment Centres
first when your health need
is not life-threatening.

A new NHS 111 service for Derby and Derbyshire residents
is helping you get the right urgent care for your needs.

All our Urgent Treatment Centres can treat everything from broken bones to cuts and gashes, minor eye infections, insect bites, bumps and bruises, scalds, wound infections and much more.



If you think you need the Emergency Department (ED), previously known as A&E, because of an injury or sudden illness you can get quick NHS support by going online to 111.nhs.uk or picking up the phone and dialling 111.

24/7

NHS 111 is free to call and provides patients with a clinical assessment quickly 24 hours a day, seven days a week, from specially trained operators from DHU Health Care.

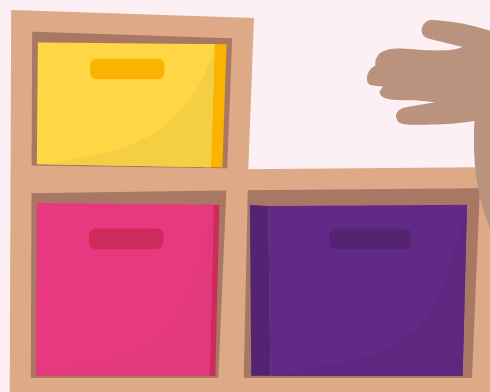


People using NHS 111 will be guided through initial questions about what's happened to them and then directed to the best place for their illness or injury. This may mean an urgent appointment at one of the five Urgent Treatment Centres in Derby and Derbyshire.

Gary saved
the goal but
hit the post.



The missing piece to the jigsaw puzzle was up Lena's nose!



To get help from NHS 111 you can:



Visit
111.nhs.uk



Call
111

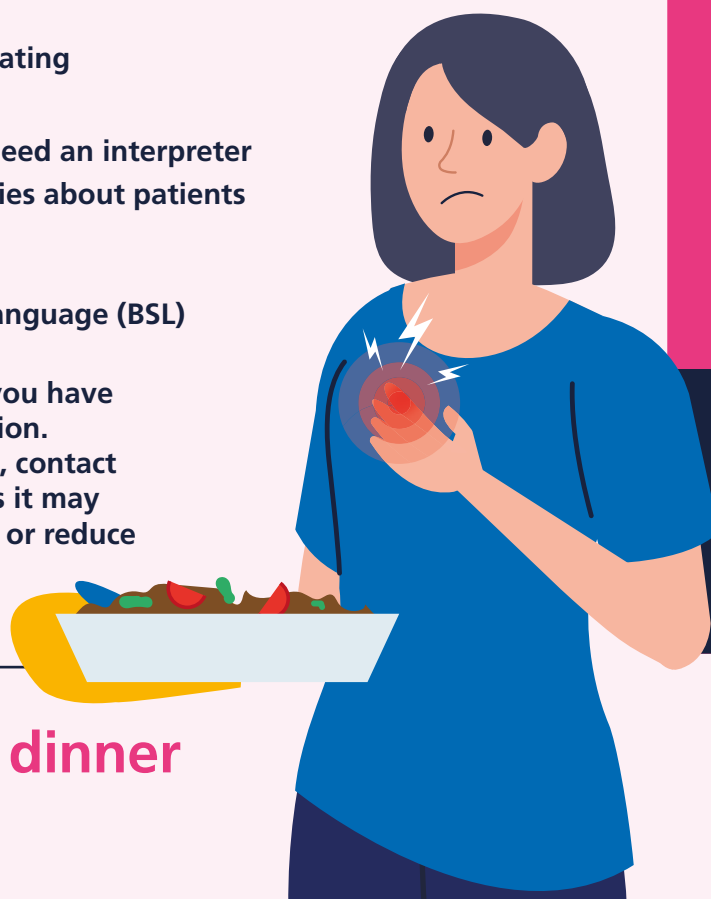


Download
NHS App

Anyone with difficulties communicating or hearing can:

- Tell the call handler that they need an interpreter
- Use NHS 111 online (for enquiries about patients age 5 and over only)
- Call 18001 111 on a text phone
- Use the NHS 111 British Sign Language (BSL) interpreter service

You should continue to use 999 if you have a serious or life-threatening condition. However, if you think you need ED, contact NHS 111 first by phone or online as it may well save you a trip to the hospital or reduce the time you spend waiting.



Janice didn't burn dinner - just her finger!

Urgent Treatment Centres

OPEN

8am - 8pm
every day



MOST
SITES HAVE
PLENTY OF
FREE
PARKING

You can find them at:



Ripley Community Hospital,
DE5 3HE



Ilkeston Community Hospital,
DE7 8LN



Buxton Hospital,
SK17 9NJ



Whitworth Hospital,
Darley Dale, DE4 2JD



Entrance C, Derby
Urgent Treatment Centre
Osmaston Road,
Derby, DE1 2GD

If you need medical
help and you are not
sure what to do...

THINK NHS 111 first.

Urgent Treatment Centre appointments are available via **NHS 111**



Bakewell – unveiling plans for a new health hub!

This is what the new health hub for Bakewell could look like

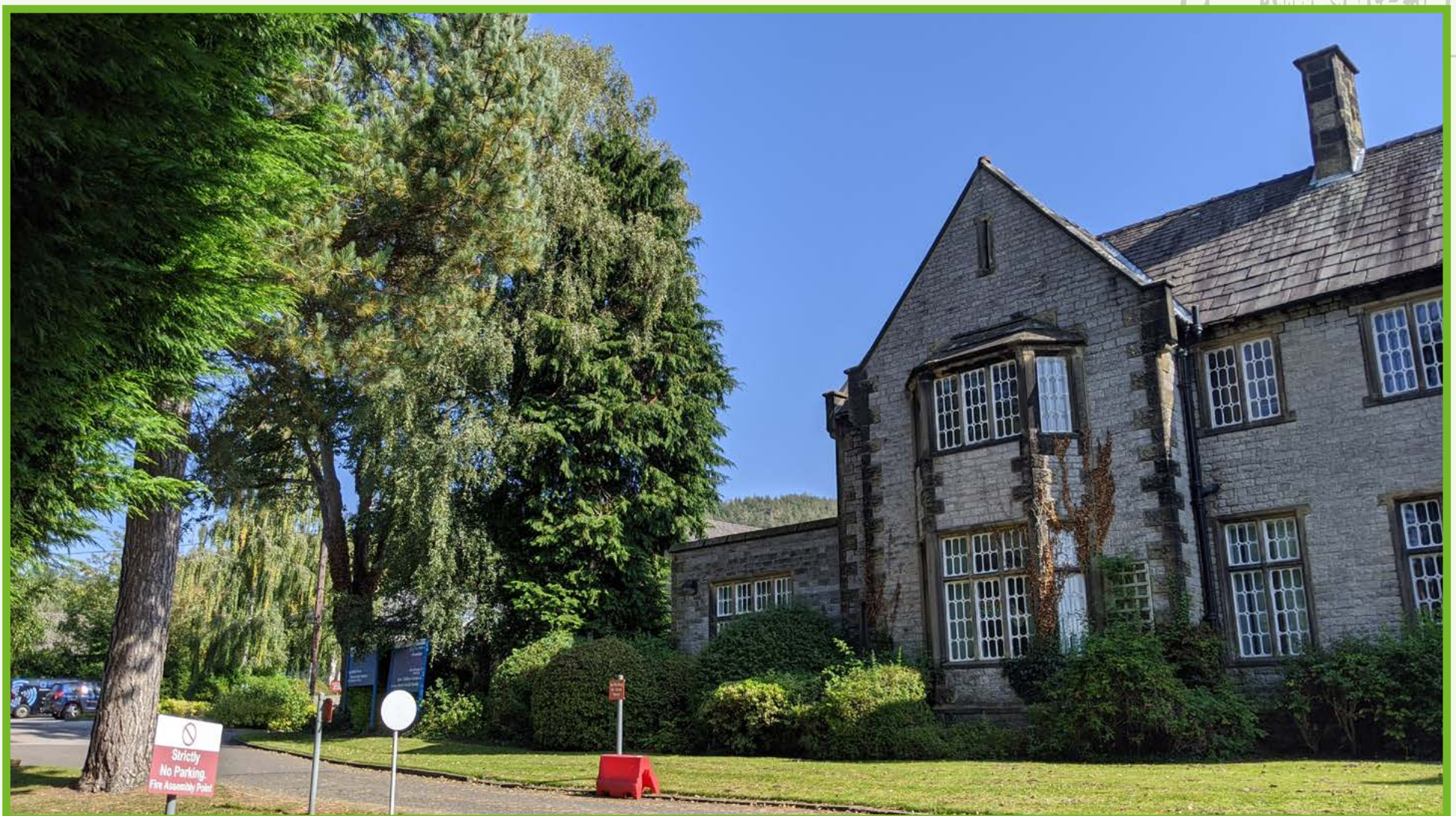




These architect's drawings depict proposals for brand new health facilities on part of the Newholme Hospital and adjoining ambulance station site in Bakewell.

“ We are delighted to be able to share these exciting plans with local residents so they can see for the first time what their new health hub could look like. ”

William Jones,
chief operating officer



The plans have been developed, in partnership, by Derbyshire Community Health Services NHS Foundation Trust and East Midlands Ambulance Service NHS Trust.

The aim is to provide a base for a range of community health services and a new ambulance station serving Bakewell and the Derbyshire Dales.

A formal planning application was submitted in late December to Peak District National Park Authority for consideration through the statutory planning process during 2021.

“ We have worked closely with the Peak District National Park Authority to ensure our designs are sympathetic to the heritage of the area while also providing a building which is suitable to meet the needs of 21st century community-based healthcare. ”

William Jones,
chief operating officer

You can see the plans in more detail and comment on the application here: www.peakdistrict.gov.uk/planning

In other news...



Veteran Aware

We have been accredited as a Veteran Aware organisation for providing active support for ex and serving armed forces patients and NHS staff members.

The award is conferred by the Veterans Covenant Hospital Alliance to NHS organisations which are leading the way in recognising the armed forces community in its care.

Tracy Allen, our chief executive, said:

"This reflects our commitment to ensuring we properly support the needs of veterans, reservists and serving armed forces personnel."

Shared care record



The first step is being taken towards creating a single NHS and social care record for each resident in Derby and Derbyshire so that all the information to help in an individual's care is available to professionals in one secure place.

The project, led by Joined Up Care Derbyshire, has been out to tender and is in the final stages of agreeing a contract for an IT solutions provider who can initially show how a shared care record could be delivered successfully. There are potentially many benefits. Service users who see different professionals could avoid the need to repeat their stories at each new appointment.

More details on:
joinedupcarederbyshire.co.uk

stay in touch!

To help the environment we are striving to reduce our paper usage and switching to electronic publications where possible.

Can you help us?

If you are receiving this newsletter through the post would you be happy to receive an electronic version of the next edition instead of a printed copy?

If you would prefer to receive this and any other information from us by email, please can you:

- Let us know your email address
- Confirm that you would prefer to be contacted via email.

You can ring, email or write to:

The governance and membership manager

☎ 07870 503 648

✉ dchst.members@nhs.net

Write: (no stamp required):

Freepost PLUS RRZG-BYXW-LCCG

DCHS NHS Trust

Chief Executive's Team

Babington Hospital

Derby Road

Belper

DE56 1WH.

Are you using Twitter or Facebook?

You can now keep up to date with all of our latest news on services and events by following us on Twitter or Facebook. We want to hear from you!

Follow us

🐦 twitter.com/dchstrust

📘 facebook.com/dchstrust

Join our membership Facebook group to hear all about the latest DCHS news, events and exclusive discounts here first. Be able to chat with other members and ask us any questions.

Find the group here:

🌐 www.facebook.com/groups/DCHSmembership

We look forward to chatting with you!

Did you know as a member you can access exclusive offers?

As a member you are able to access Health Service Discounts, a website offering deals, savings and offers on everything from high street shopping to holidays.

To take advantage of this service, go to **www.healthservicediscounts.com** and click 'register now'.