

WELBECK ROAD HEALTH CENTRE

Newsletter



New Winter Campaign - 'Think Which Service'

The NHS in Derby and Derbyshire is calling on residents to help stretched A&E and GP surgeries this winter by rethinking which service they opt for when unwell. The campaign aims to help people get quicker care in the most appropriate place. It focuses on advice to keep well, the wide range of services available at a community pharmacy, NHS 111 online and local urgent treatment centres. The campaign also encourages people to selfcare by taking simple steps to prevent illness such as keeping up to date with vaccinations, eating well, staying warm and keeping active. As well as checking in on vulnerable or elderly neighbours, friends or family members and keeping the medicine cabinet well stocked to enable people to treat themselves for minor ailments at home. To find out more and get the right support in the right place, visit:

<https://joinedupcarederbyshire.co.uk/stay-well/think-which-service/>

If you are unsure of which service is right for you, think NHS 111 online. NHS 111 online is a great resource for you to use over the winter period, it's quick, easy and available 24/7. Through 111.nhs.uk, you can find out how and where to get the right healthcare in your area, whether it's through your GP, urgent care, pharmacist, or through self-care. NHS 111 online can also book you an appointment at a local Urgent Treatment Centre or book a call back from a nurse, doctor or other trained health professional if required.

Remember, 999 and A&E are for an emergency, or life-threatening situations only.



Help Your GP Practice To Help You



Local GP Practices now have a wide range of healthcare staff who are available to support patients - making it easier to get an appointment and the care that the patients need.

In Derby and Derbyshire the number of staff who support the GP in additional roles has risen from 36 in 2020 to nearly 600 now in 2023 (full-time equivalent roles).

These roles are such as physiotherapists, paramedics, mental health practitioners, social prescribers, nurses and clinical pharmacists.

Having these skilled staff available means that people can often get an appointment on the same day (or within next 5 days) to see a healthcare professional, even when a GP is not available.

These additional staff are employed through Primary Care Networks and they work in GP Practices across the country.

Some of these staff at Hollybrook Medical Centre in Derby have explained what they do – and how patients can work with them – through a series of new videos and case studies. You can view these here on the Joined Up Care Derbyshire website: <https://joinedupcarederbyshire.co.uk/your-services/help-your-gp-practice-team-to-help-you/>

The expansion of the GP practice team is part of the national "primary care recovery plan", which aims to improve access to general practice.

Dr Shantal Deepak, a GP with Hollybrook Medical Centre, says: "Appointments for GPs get booked up quickly, but patients may well be able to see one of our other health professionals on the same day instead. The specialist staff – such as our paramedic, physiotherapist and mental health practitioner – will also have longer appointment times with the patient. They have more time to get into detail and to explore what's behind the symptoms. Having the additional staff also frees our time as GPs to deal with the more complex cases who definitely need our input."

Bridge The Gap

Bridge the Gap is an emotional literacy service, based in Derby but working across the Midlands, working with young people between the ages of 5 and 18 years.

Emotional literacy is the education around emotions. Emotions are intrinsically linked to our mental health – we feel emotions sometimes deeply, sometimes more quietly.



Emotions are complicated – how they present, how they feel in our body, how they connect to our thought processes and behaviours/actions. Understanding emotions helps us learn more about ourselves, become less scared of emotions and learn triggers to understanding those times where we might struggle.

What's speakable is manageable and being able to take the 'sting' out of emotions for young people helps them be able to navigate those feelings better, make sense of them and ultimately move through them. It helps to normalise all emotions – they are all ok, there is no shame in any feeling.

It is research proven that emotional literacy is a better indicator of long-term outcomes in children than intellectual ability.

Children who might question their identity, where they fit in the world, and want to make sense of their differences can do so more easily when they are more aware of their feelings around these differences.

If they understand when they are feeling a difficult emotion, they will be more able to articulate it to others and seek support and guidance to help them problem solve a situation and move through it. Ultimately emotional literacy builds authentic resilience.

You can find out about Bridge the Gap on their website (<https://www.jwbridgethegap.com/>), or **email** info@jwbridgethegap.com or **phone** 01332 600 827.



Useful Directories

Emotional Health and Wellbeing

The Emotional Health and wellbeing signposting website for Derby and Derbyshire contains local and national links and resources updated regularly. New content recently featured includes: information about physical health checks for people with severe mental illness and new urgent mental health crisis care alternatives.

(<https://derbyandderbyshireemotionalhealthandwellbeing.uk/>)

The Rethink Mental Health support map for Derbyshire provides details of many mental health support services, from crisis support to bereavement support.

Bereavement Support and information can be found on the High Peak CVS website - (<https://highpeakcvs.org.uk/bereavement-resources>)

The Hub of Hope provides information about services and support for when things feel unbearable, or when you have reached crisis point. It can also be used to find support for when you feel you are just starting to struggle, or need some extra help to get through a difficult time. (<https://hubofhope.co.uk/>)

Children with Special Education Needs and Disabilities

The Derbyshire County Council Local Offer is in place that provides support, guidance, and information for children and young people with special educational needs and disabilities from 0 to 25 years old, and their families. On these sites, you will find services in your local area and afield, and information on what support is available for you and your family.

(<https://www.derby.gov.uk/education-and-learning/derbys-send-local-offer/>)

Family Health

Derbyshire Family Health Service provides support and information to keep families healthy from birth to early adulthood.

(<https://www.derbyshirefamilyhealthservice.nhs.uk/>)

Voluntary & Community Organisations

The Derbyshire Directory can help you find out what is happening on your doorstep.

Information about community groups, sports clubs, charities and voluntary organisations.

(<https://www.derbyshire.gov.uk/community/derbyshire-directory/the-derbyshire-directory.aspx>)

Community Directory Derbyshire provides details of voluntary and community groups active in Derbyshire.

(<https://www.communitydirectoryderbyshire.org.uk/>)

The Joy Social Prescribing Platform also holds a list of services in Derbyshire, some which you can self refer to.

(<https://services.thejoyapp.com/>)

Community and Voluntary Support Services throughout Derby and Derbyshire also hold their own directories of services, so it's worth looking on their websites. For example - **High Peak CVS Directory**.

Adult Social Care Information in Derbyshire

A new, improved version of Derbyshire County Council's online information finder is now available to help residents lead the lives they want to live. The online tool provides free, impartial information and guidance for anyone who might need a bit of extra support to remain living independently at home.

Healthwatch volunteers and Derbyshire Carers association have supported the online tools.

You can also contact the council via contactcentre@derbyshire.gov.uk or call 01629 533190 Monday-Friday 9am-5pm.



Support For Carers in Derbyshire

A carer is someone who looks after a family member, partner or friend who needs help due to a long-term illness, frailty, disability, mental ill-health or an addiction. Every carer and their caring journey is unique. The responsibility of caring for someone who cannot manage at home without help can often place great physical and emotional strain upon the carer. Whether you care for someone for a few hours a week or 24 hours a day, there are services which offer a wide range of information, advice, guidance and support.

Derbyshire Carers Association

Derbyshire Carers Association deliver a comprehensive support service to carers of all ages across Derbyshire. All services are created to support carers with the practical, physical and emotional impact of care giving. All the below services are free and confidential to those carers who are supporting a loved one in the Derbyshire area.

For more information or to make a referral visit the Derbyshire Carers website (<https://derbyshirecarers.co.uk/>) or call Carers Helpline 01773 833833 open Monday to Friday 9am – 4.30pm.



Services available include:

- **One-to-one information** - advice and guidance from a Carer Support Worker – over the phone, virtually, at home or another place.
- **Carers Assessment and support planning** – an assessment of the carer's needs, with a Carer Support Worker who will identify areas where support is required to reduce difficulties and pressures of caring.
- **Financial and legal advice clinics monthly**
- **Connecting Carers to other services and the wider community** - such as health specific services, community groups and benefit support.
- **Telephone befriending** - reducing isolation through weekly telephone calls.
- **Wellbeing sessions** – to help Carers take a break
- **Carer learning sessions** - to support carers to continue their caring role confidently and with the right tools.

- **Planning for the future** – ensuring carers have a plan in place and are aware of support available such as Carers Emergency Card Scheme.
- **Carefree breaks** – where we have partnered with Carefree to give Carers a much-needed break away from their caring role.
- **Peer support** – we have a range of support groups and Cuppa & Chats for Carers to meet with each other in their community.
- **Derbyshire diverse carers** – improving the wellbeing of carers in minority communities by increasing identification and access to support.
- **Carers voice** – we want to hear the voices of Carers to improve the overall support which carers experience.
- **Carers news bulletin** – to receive the latest news on Carers, services and upcoming events.

Young Carers Service – our Young Carers Team support children aged 5 – 17.5 years who care for a family member who has a long-term illness, disability, mental ill health or addiction.

Young carers can receive a range of support, including personalised short and long term one-to-one help, support within schools, support group and social activities. Make a referral via the Derbyshire Carers website.



Virtual Wards Provide Hospital Level Care at Home

Patients who require hospital care in Derby and Derbyshire can benefit from earlier discharge or even avoid admission to hospital at all, thanks to virtual wards.

When a clinician feels it is safe and appropriate – and the patient also agrees – a patient may be moved to a virtual ward.

Multidisciplinary teams of people with different skills and knowledge ensure patients receive personalised care including daily reviews, clinical support, use of monitoring devices and home visits where required.

The expansion of virtual wards is supported by a growing evidence base that demonstrates benefits for patients who would otherwise be admitted to hospital, allowing them to continue their treatment at home safely and conveniently.

Over the next two years, Joined Up Care Derbyshire aims to have introduced 255 virtual ward beds.

Currently, virtual wards are available for cardiology, respiratory, diabetes, frailty, diagnostics and end of life / palliative medicine. Further virtual wards, covering other conditions, will be added later.

The benefits for patients include:

- They are empowered to self-manage their symptoms with support
- They have a personalised care plan to receive appropriate treatment
- They receive remote monitoring in their usual place of residence
- Reduced length of stay within hospital
- Reduced number of hospital admissions / readmissions
- Early supported discharge

Virtual wards are being used now at the Royal Derby Hospital, at Chesterfield Royal Hospital at Ashgate Hospice and by DHU Healthcare.

Virtual ward digital technology is provided by Doccla. Doccla have been providing remote patient monitoring in the UK since 2019 and their virtual wards are currently used by a third of Integrated Care Boards (ICBs) across the country.

Dr Seema Kumari, Senior Responsible Officer for virtual wards across Joined Up Care Derbyshire, said: *"Virtual wards are a safe and efficient alternative to NHS bedded care which will allow patients who would otherwise be in hospital to receive the acute care and treatment in the place they call home, including care homes. It allows our healthcare staff to allocate more time for those in need of acute hospital care as it frees up hospital bed space. This is better for patients' recovery and easier for their families and carers."*



Heather Stroud, Lead Respiratory Nurse (Virtual Wards) showing the Doccla system and equipment for respiratory patients

Mental Health Crisis Support Services

If you, or someone you care for, needs urgent mental health crisis support, there are a range of options available to support.

A mental health crisis often means that you no longer feel able to cope or be in control of your situation.

You may feel things (although this may be different for individuals) including:

- Emotional distress
- Anxiety such as an inability to cope with day-to-day life or work
- You may think about harming yourself, taking your own life, or experience hallucinations and/or hear voices.

The range of local support services for people with immediate mental health needs has been expanded in Derby and Derbyshire.

The expansion of mental health crisis services is part of a wider programme of partnership activity led by Joined Up Care Derbyshire which aims to improve outcomes for people with immediate mental health needs. The programme should also reduce the need for people to attend hospital Emergency Departments when another service may meet their needs better in the community.

The programme includes the following services:

- **Mental Health Crisis Support Drop-In Services** – for immediate out-of-hours support for those with mental health concerns or experiencing emotional distress. The Buxton drop-in service is already available at High Peak Crisis Support Service, Zink HQ, Clough Street, Buxton, SK17 6LJ and is open Fridays and Saturdays 6pm to 11pm, and Sundays 2.30pm to 5.30pm
- **Safe Havens** – for adults with immediate mental health needs – are running in Derby and Chesterfield every evening from 4.30pm to 12.30am. Derby's Safe Haven is at 309 Burton Road, Derby DE23 6AG and can be contacted on 0330 008 3722; **Chesterfield's Safe Haven** is at 188 North Wingfield Road, Grassmoor, Chesterfield, S42 5EJ and can be contacted through the mental health helpline and support service on 0800 028 0077 or self-refer make a [booking online](#).

- **Crisis houses** – for adults with mental health issues who will be offered short-term residential accommodation to support with their mental health needs to promote better stability and wellbeing. The facilities aim to reduce the need for inpatient care.
- **Step-down service** – Step down beds are organised short-stay placements to include an agreed appropriate wrap-around programme of care. The service is open 24 hours and is based at Tapton in Chesterfield.
- **Derby and Derbyshire Emotional Health and Wellbeing Website** – The website signposts to local and national services and provides further information on support and resources. Learn more - <https://derbyandderbyshireemotionalhealthandwellbeing.uk/>
- **Hub of Hope** – The Hub of Hope is the UK's leading mental health support database. The support service brings together local, regional, grassroots and national services to help you or loved ones struggling with any mental health concerns - <https://hubofhope.co.uk/>

The **mental health helpline and support service is available 24 hours a day, seven days a week for residents of Derby and Derbyshire. Call 0800 028 0077.**

Learn more on their helpline page - <https://www.derbyshirehealthcareft.nhs.uk/service/s/helpline-and-support-service>

In a medical emergency or life-threatening situation, attend your nearest Accident & Emergency (A&E) or call 999.



Find out what urgent crisis care services are available near you on the Derbyshire Healthcare website



GetUBetter App

The **getUBetter App** is a safe and effective way to help you self-manage your injury or condition at home, work, and on the move.

The app covers a range of musculoskeletal injuries and conditions including of the back, neck, shoulder, elbow, hip, knee and ankle. It is also for soft tissue injury (lower limb), upper limb tendinopathy and lower limb tendinopathy.

The App is designed to support people with *new, recurrent* and *long-term MSK conditions*. The platform provides lots of useful information to help people whilst they are waiting to be seen, recovering following surgery or managing an ongoing condition.

It will also allow doctors, nurses, and other clinicians to send people for the right treatment and service. This is much better for people because they are empowered to recover with the right information and support. It's also great for healthcare providers because they can direct people towards the best services to treat people with MSK conditions.

GetUBetter is for **anyone 18 or over who needs help with a joint or muscle problem.**

You'll get:

- Instant and 24/7 access to a personalised programme
- Easy-to-follow self-progression exercises
- Daily tips and local guidance from day one
- Advice on where to seek help when needed
- Access to local treatments and services



What are the next steps?

1. Sign up on the getUBetter website, then select your GP practice or nearest Hospital, as well as the condition you'd like support with. Enter your email.
2. Download the getUBetter app and sign up using the same email address.
3. Follow the instructions in the app to access your local support pathway.
4. Log in and follow your programme regularly to improve your musculoskeletal health.

If you need further help getting started, get in touch with one of their team by emailing contact@getubetter.com

AOB...

Please note we will be **closed** the following dates:

- Monday 25th of December 2023
- Tuesday 26th of December 2023
- Monday 1st of January 2024

Usual Hours resume from Tuesday, 2nd January 2024

While we are closed please ring NHS 111 or visit <https://111.nhs.uk/> attend A&E for any emergencies or ring 999 if the persons condition is life threatening.



We would also like to wish all of our patients a Merry Christmas and a Happy New Year!

Our best wishes - the Team at Welbeck Road Health Centre

