

# DHU and You!

Version 2—Spring/Summer 2014

*Integrated Out of Hours GP service & NHS 111 service for Derbyshire • NHS 111 service for Leicestershire, Nottinghamshire and Northamptonshire • Urgent Care Centres • Walk-in Centres • Evening & Overnight District Nursing services • Offender Healthcare • RightCare®*

## New site in Chesterfield!

For many years our Chesterfield site was based at Scarsdale, just off Newbold Road. We've now moved to Ashgate Manor on Ashgate Road, with larger and improved premises in a central location, to ensure that we continue to provide our patients with the best quality of care.



The new Ashgate Manor building

We were involved before the build was completed and were able to have a certain amount of influence on the layout and plans. This meant we could implement some of the ideas and suggestions given to us by patients who have previously used our service.



One of the new purpose built clinical rooms

Our new building was officially opened on Thursday, 20 February 2014 by Mr Toby Perkins, MP for Chesterfield and Cllr. Paul Stone, Mayor of Chesterfield.



Mayor Paul Stone, second left, and Toby Perkins cut the ribbon, flanked by Lindsey Wallis, left, and Chesterfield Mayoress Barbara Wallace.

Prior to the move a consultation period took place where 204 patients who visited Scarsdale were given a questionnaire and asked whether they would be affected by the move to Ashgate Manor. The feedback from the 204 patients was overwhelmingly positive!



Waiting room and clinical reception area

We will continue to make changes and improvements as necessary as we settle into our new home and as patients continue to give us constructive feedback. We're delighted that overall, staff and patients are very positive about their purpose built healthcare premises and surroundings.



when it's less urgent than 999

## Meet us at Chesterfield Carnival!

Derbyshire Health United will have a stand at the Chesterfield Carnival on Saturday, 26 July 2014 at Stand Road, Chesterfield. We will be there from 11am—6pm so why don't you come along and meet us?

You will be able to talk to some of our staff, get to know much more about our organisation and have the opportunity to look around a DHU vehicle.

## New DHU website coming soon!

We would like to make you aware that our website is currently being updated —we apologise for any inconvenience caused. We will endeavour to have this up and running as soon as possible.

## NHS 111

DHU provide the NHS 111 service to Derbyshire, Nottinghamshire, Northamptonshire and Leicestershire. The NHS 111 service is available via the easy to remember, three-digit number – 111. Calls from landlines and mobile phones are free and the service is available 24 hours a day, 365 days a year to respond to people's healthcare needs when:

- they need medical help fast, but it's not a 999 emergency;
- they don't know who to call for medical help or do not have a GP to call;
- they think they need to go to A&E or another NHS urgent care service; or
- they require health information or reassurance about what to do next.

Callers to 111 are put through to a team of highly trained call advisers, who are supported by experienced nurses. They use a clinical assessment system and ask questions to assess callers needs and determine the most appropriate course of action, including:

- callers facing an emergency will have an ambulance sent without delay;
- callers who can care for themselves will have information, advice and reassurance provided;
- callers requiring further care or advice will be referred to a service that has the appropriate skills and resources to meet their needs; or callers requiring services outside the scope of NHS 111 will be provided with details of an alternative service.



## Meet our staff

### *Julie Tomlinson—Named Nurse for Safeguarding Vulnerable Adults*

I've worked for DHU since 2006. Within that time I've worked as a Custody Nurse, a Nurse Advisor doing telephone triage, and as the Lead Nurse for Adult Safeguarding.



Prior to working for DHU I worked in a number of roles supporting Adults with Learning Disabilities, specialising in working with adults with an Autistic spectrum disorder. The Adult Safeguarding Lead Nurse role has developed over the years. Its main component is helping to protect vulnerable people from abuse and harm.

Within this role I am a Dignity Champion and work hard to promote the importance of treating all patients with dignity and respect. DHU has recently won the Derbyshire Bronze Dignity challenge and we are currently working towards the silver award.

## Dignity

Dignity and respect mean different things to different people; for some they mean someone being polite, being treated fairly or just being listened to. Derbyshire Health United believes that all patients should be treated with dignity and respect.



In 2013 DHU received the bronze award for the Dignity In Care challenge, demonstrating how treating people with dignity and respect is already part of the care that we provide.

DHU has more than 50 members of staff that have volunteered to become Dignity Champions. A Dignity Champion is someone who believes passionately that being treated with dignity is a basic human right, not an optional extra. They believe that care services must be compassionate, person-centred, as well as efficient, and are willing to try to do something to achieve this. Dignity Champions are willing to:

- Stand up and challenge disrespectful behaviour
- Act as good role models by treating other people with respect, particularly those who are less able to stand up for themselves
- Speak up about dignity to improve the way that services are organised and delivered.

The champions within DHU are all committed to taking action, however small, to create a care system that has compassion and respect for those using its services. This commitment was recognised by the Care Quality Commissioners during their recent inspection of our service. Within the summary findings they state that: "we observed examples of good interaction between patients and staff and noted that staff treated patients with respect and kindness and protected their dignity and confidentiality."

DHU will continue to improve the way services are delivered and strive to make patient experiences positive.

# ***YOU SAID, WE DID...***

You said: Patients triaged by the Derbyshire Health United streaming service at the Chesterfield Royal Hospital were not 'flagged up' to A&E staff / treated with enough urgency when reaching A&E

We did: The DHU streaming nurse will have a mobile telephone and will contact the Accident and Emergency nurse in charge if they have particular concerns about sick patients when they are streaming them

You said: You were not given clear enough directions to our site at Ashgate Manor in Chesterfield when you were asked to go there for an appointment (after calling 111)

We did: We have formulated clear directions to the site and saved these in our records system. Staff have been reminded to give these directions to callers

## ***What is Patient and Public Involvement (PPI)?***

Patient and Public Involvement (PPI) includes patients, both present and future, and the public in discussions to encourage opinions and views about the services we offer. This can lead to a more informed service development and change. Patient and Public Involvement help improve patients' experiences of Derbyshire Health United (DHU).

## ***What do we do?***

The purpose of involving patients and the public in the work of DHU is to ensure that the services we provide and commission truly reflect the needs of the people who use them.

## ***Methods***

- Patient and Public Involvement questionnaires
- Patient and Public Involvement meetings
- Friends and Family Tests
- Comment, Complaints, Suggestion Boxes
- We act on HealthWatch feedback

## ***How to get involved***

There are a variety of ways you can become involved in Patient and Public Involvement within DHU:

You can become a volunteer and undertake work that covers PPI projects or you could become part of a focus group if you have a particular interest in certain areas of health provision e.g. diabetes, heart disease, learning disabilities

## ***Interested in joining?***

To register your interest in becoming a member of the Patient and Involvement Panel please contact:

**Tom Oxley**

**PA to Director of Nursing and Quality**

**Derbyshire Health United**

**Ashgate Manor**

**Ashgate Road**

**Chesterfield, Derbyshire**

**S40 4AA**

**Tel: 0300 1000 404 / Fax: 01246 550446**

**Email: [tom.oxley@derbyshirehealthunited.nhs.uk](mailto:tom.oxley@derbyshirehealthunited.nhs.uk)**

