



THE VALLEYS
MEDICAL PARTNERSHIP

PPG Meeting

19 September 2024

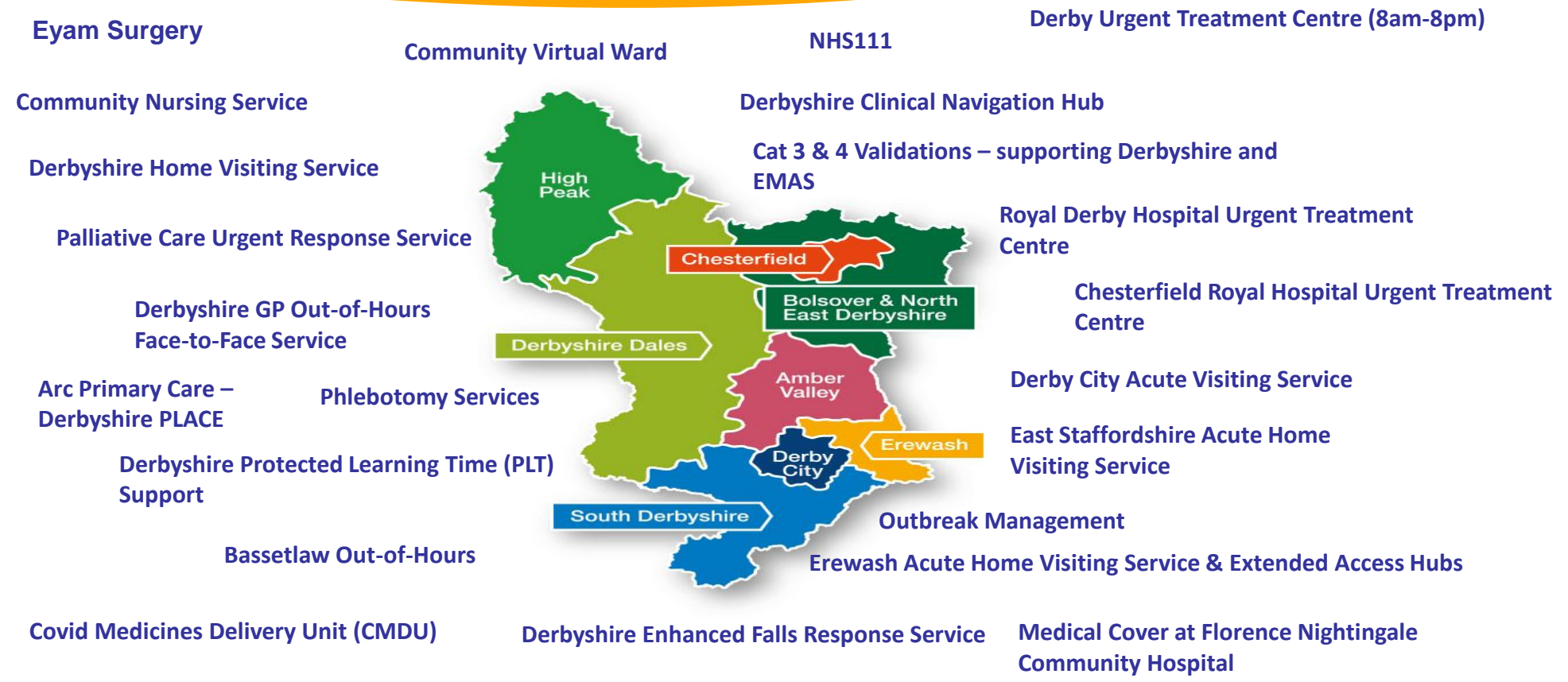
1. Chairman's welcome and apologies received
2. Minutes of previous meeting
3. Matters arising from previous minutes
4. **Presentation and Q&A Session: Rhonda Pickering (Deputy Director)**
5. Practice update
6. GP Collective Action – Overview and practice Response
7. Any other business – AccuRx/System1 Text Messages and Notifications
8. Date of next meeting – Thursday 21 November 2024 at Moss Valley Medical Practice

! Members and those in attendance are asked to switch mobile phones off for the duration of the meeting please !

DHU Healthcare Derbyshire



Our Derbyshire Services



Clinical Navigation Hub (CNH)

DHU Pilot to Reduce Pressure on Acute Services (Since 2022)

Goal: Reduce pressure on acute services and support EMAS, Chesterfield Royal Hospital, and Royal Derby Hospital.

Approach: Phased implementation of clinical validation for NHS111 and EMAS referrals.

Key Initiatives:

- 24/7 validation of NHS111 telephony and online ED dispositions.
- 24/7 validation of low acuity (Cat 3 & 4) ambulance dispositions via NHS111 online.
- Validation of Cat 3-5 EMAS ambulance patients.
- In-hours validation of 1-, 2-, and 6-hour primary care dispositions.
- Clinical advice provided to non-clinical level 1 falls response teams.

Process:

- Patients are contacted by a GP or Advanced Practitioner within the assigned priority timeframe.

Outcomes:

1. Significant reduction in inappropriate referrals to Emergency Departments.
2. Reduced pressure on GP practices and ambulance services.

Derbyshire Urgent Care Home Visiting Service (HVS)

Home Visiting Service (HVS) Overview
Linked with Clinical Navigation Hub: Provides a rapid response for illness and injury during out-of-hours periods.

Staffed by:

1. General Practitioners (GPs)
2. Emergency Care Practitioners (ECPs)
3. Advanced Nurse Practitioners (ANPs)
4. Clinical Practitioners
5. Community Nurses (evenings and overnight)

Key Focus:

- Target patients at risk of hospital admission or ED attendance.
- Reduce unnecessary ED visits and acute admissions.

Additional Services:

- Out-of-Hours visits to community hospitals.
- Weekend admissions clerking service.

Derbyshire Integrated Urgent Care Services

Derbyshire Integrated Urgent Care Services

• **Locations:** Urgent care services provided at multiple locations across Derbyshire, including Derby Urgent Treatment Centre (UTC), open 8am-8pm, 365 days a year, with both walk-in and pre-booked appointment options.

•Service Aim:

- Deliver local integrated urgent care and extended GP access.
- Provide rapid assessment, diagnosis, and treatment for urgent care needs.

•Focus:

- Responsive to local demand in primary and community care.
- Reduce unnecessary ED visits.
- Ensure cost-effective care delivery.

•Availability:

- Tier 1 services provided at 15 sites across North and South Derbyshire, including 3 Urgent Treatment Centres (UTCs)

Phlebotomy Services at Derby Urgent Treatment Centre

DHU Urgent Care (Derbyshire) offers community-based phlebotomy clinics in Derby City, operating seven days a week for both adults and children. The service provides a combination of pre-booked and walk-in appointments and is located at Derby Urgent Treatment Centre. It complements the phlebotomy services provided by University Hospitals of Derby and Burton (UHDB) at hospital sites. Since 2020, patients have been able to choose and book appointments through the Swiftqueue booking system.

Community Nursing Service

DHU Urgent Care provides a seamless, 24/7 community nursing service on behalf of Derbyshire Community Health Services (DCHS) NHS Foundation Trust, covering both Derbyshire County and Derby City from 18:00 to 08:00 daily. The in-hours service, provided by DCHS from 08:00 to 18:30, shares the same SystmOne clinical system, ensuring a smooth transition of care between providers.

This community nursing service supports patients in maintaining independence and avoiding unnecessary hospital admissions. It integrates with NHS111 and Out of Hours GP services, offering coordinated care that includes end-of-life and palliative care, catheter and bowel management, diabetes care, wound and ulcer treatment, and medication administration



Covid Medicines Delivery Unit (CMDU)

DHU launched the CMDU in December 2021 to provide advanced clinical triage, treatment, and monitoring for high-risk, non-hospitalized Covid-19 patients using antivirals and neutralizing monoclonal antibodies (nMABs). Operating 7 days a week from 08:00-18:00, the service offers both oral and intravenous treatments.

Clinicians refer patients electronically or by phone, and eligible patients receive clinical triage within 24 hours. Intravenous treatments are delivered at Ashgate Manor in Chesterfield and Derby Urgent Treatment Centre. In 2023/24, DHU partnered with Purple House to offer self-referral for eligible patients, expanding the service to include antiviral treatments for measles in vulnerable populations.

Community Virtual Ward

DHU has been a pioneer in virtual wards, launching one of the first "Oximetry at Home" services in December 2020. By October 2022, the service expanded into the Community Respiratory Virtual Ward, becoming one of Derbyshire's first live virtual wards. In 2023/24, DHU further expanded to support the full Derbyshire Community Virtual Ward, managing patients with various conditions safely in their homes.

The service accepts referrals from across the system, including CMDU, EMAS, ED, Primary Care, and more. A new system, DOCCLA, introduced in July 2023 by Derby and Derbyshire ICB, enhances remote monitoring with tailored equipment and iPads for communication and video consultations.

DHU provides remote monitoring for Chesterfield Royal and Royal Derby Hospitals on weekends and bank holidays, offering 24/7 patient support, reducing unnecessary hospital admissions. Patients appreciate the service, which enables them to stay at home safely. Looking ahead to 2024/25, DHU aims to streamline referrals and fully integrate the virtual ward system via SystmOne.



DHU Urgent, Emergency, and Primary Care GP Practices

DHU operates four GP practices across Derbyshire and Leicestershire:

- Eyam Surgery in Derbyshire, serving 3,489 patients.

In Leicester, Leicestershire, and Rutland (LLR):

- Bowling Green Street Surgery
- The Heron GP Practice (including the St Matthew's Medical Centre branch)
- Thurmaston Health Centre

These LLR practices have a combined patient population of 23,000.



Derbyshire 2023/24 Successes:



- Achieved **Outstanding CQC rating** for Urgent Care Derbyshire (North) services.
- Delivered **over 21,000 evening and overnight Community Nursing visits** to housebound adults.
- Adapted the **Swift Queue** booking system for Phlebotomy, offering both pre-bookable and on-the-day appointments.
- Worked with **EMAS** to reduce ambulance requests, increasing non-ambulance resolutions from **55-60%** to **68-73%**, avoiding around **575 ambulances per month**.
- Completed **41,000 face-to-face consultations** and **19,000 home visits** out of hours.
- Achieved timely service delivery with **93.49% of urgent home visits** within 2 hours and **95.68% of less urgent visits** within 6 hours.

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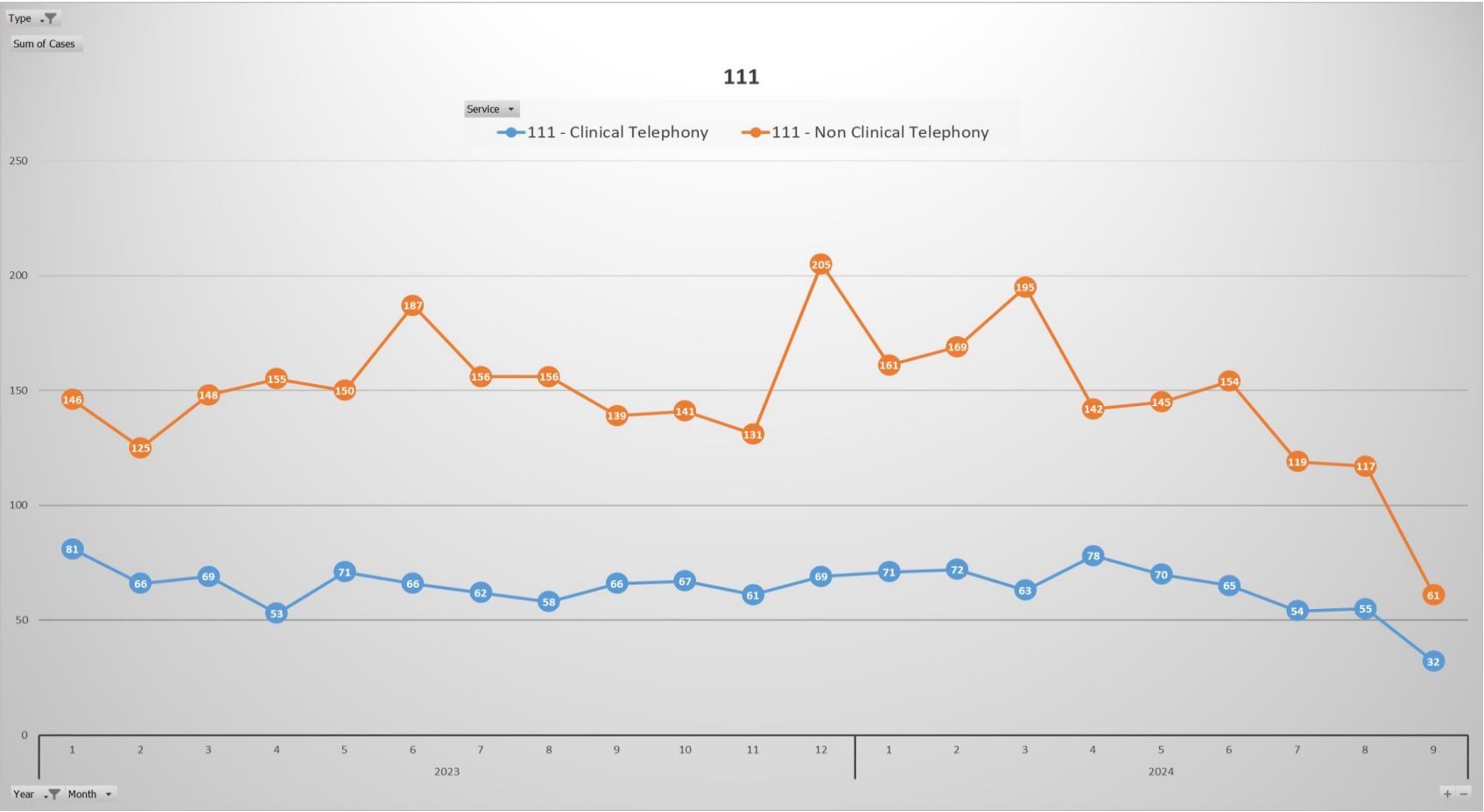
Usage of DHU Services by The Valleys Medical Partnership for NHS111 in 2023 and 2024



Row Labels	111 - Clinical Telephony	111 - Non Clinical Telephony	Grand Total
2023	789	1839	2628
1	81	146	227
2	66	125	191
3	69	148	217
4	53	155	208
5	71	150	221
6	66	187	253
7	62	156	218
8	58	156	214
9	66	139	205
10	67	141	208
11	61	131	192
12	69	205	274
2024	560	1263	1823
1	71	161	232
2	72	169	241
3	63	195	258
4	78	142	220
5	70	145	215
6	65	154	219
7	54	119	173
8	55	117	172
9	32	61	93
Grand Total	1349	3102	4451

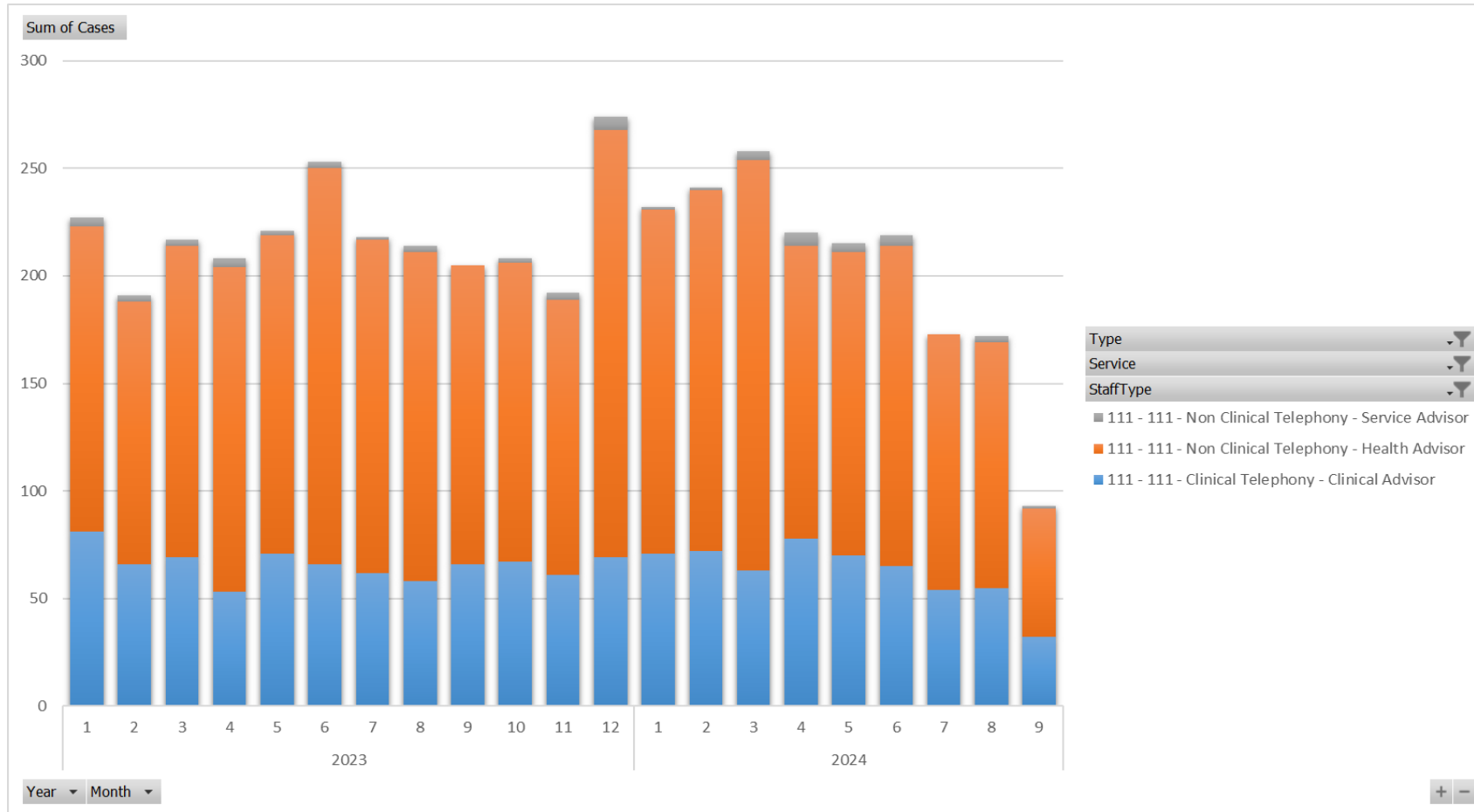
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The Valleys Medical Partnership's Utilisation of DHU Services for NHS111 in 2023 and 2024



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The Valleys Medical Partnership's Utilisation of DHU NHS111 by Staff Group for 2023 and 2024



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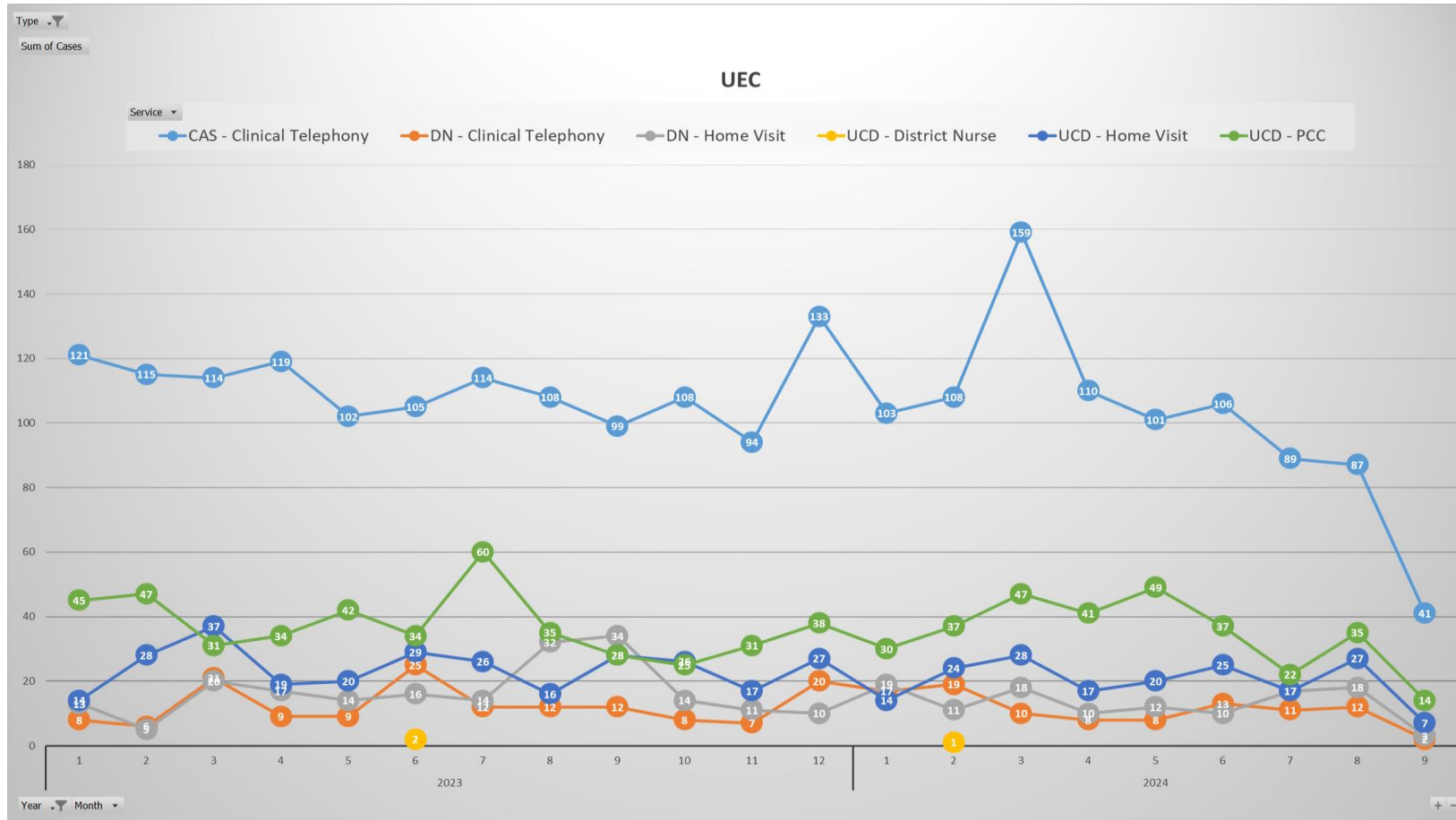
The Valleys Medical Partnership Utilisation of DHU UEC Services for 2023 and 2024



Row Labels	CAS - Clinical Telephony	DN - Clinical Telephony	DN - Home Visit	UCD - District Nurse	UCD - Home Visit	UCD - PCC	Grand Total
2023	1332	149	200	2	287	450	2420
1	121	8	13		14	45	201
2	115	6	5		28	47	201
3	114	21	20		37	31	223
4	119	9	17		19	34	198
5	102	9	14		20	42	187
6	105	25	16	2	29	34	211
7	114	12	14		26	60	226
8	108	12	32		16	35	203
9	99	12	34		28	28	201
10	108	8	14		26	25	181
11	94	7	11		17	31	160
12	133	20	10		27	38	228
2024	904	100	118	1	179	312	1614
1	103	17	19		14	30	183
2	108	19	11	1	24	37	200
3	159	10	18		28	47	262
4	110	8	10		17	41	186
5	101	8	12		20	49	190
6	106	13	10		25	37	191
7	89	11	17		17	22	156
8	87	12	18		27	35	179
9	41	2	3		7	14	67
Grand Total	2236	249	318	3	466	762	4034

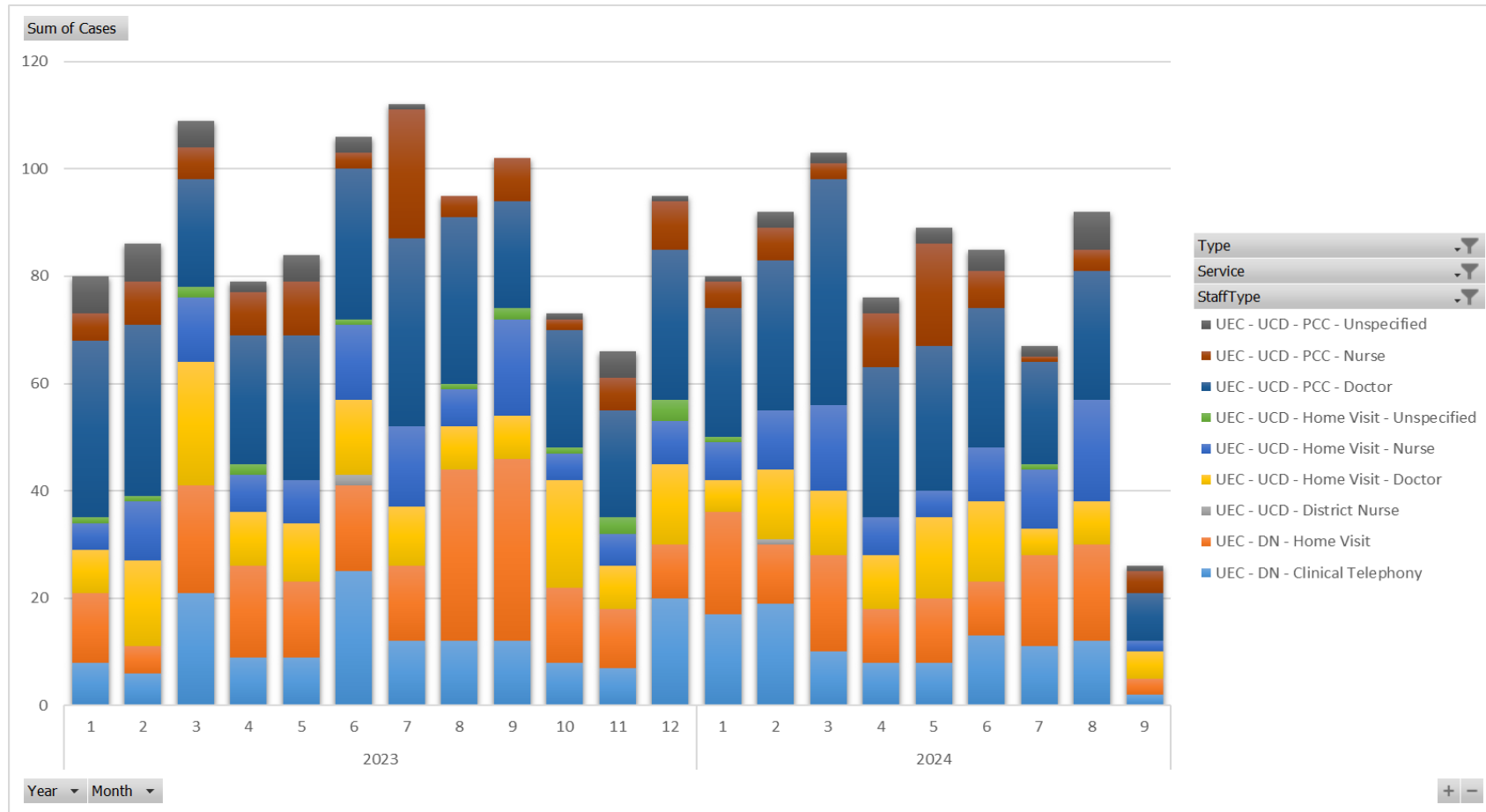
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The Valleys Medical Partnership Utilisation of DHU UEC Services for 2023 and 2024



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The Valleys Medical Partnership Utilisation of DHU UEC Services by Staff Group for 2023 and 2024



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Your experiences of our DHU Services?

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What do you think our top five priorities should be?

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- Become Patient Safety Partners by Participating in Quality Walkaround Visits at Our Sites and Services
- PPG Visits – Using Observe & Act Model
- Patient Advocate
- Patient Story's from Patients who use of services
- Patient Focus Groups to support innovative solutions that lead to better outcomes and experience for patients & their families

Get involved in ensuring our services meet the highest standards and are responsive to patient needs.

What we believe in - our CARE values

At the heart of everything we do you'll find our CARE values – the principles, standards and behaviours we live by.

And whilst they belong to DHU, they sit alongside the values in the NHS Constitution, which we are also proud to uphold as a valuable partner within the National Health Service.

We CARE for you. We are always:



Compassionate

We show kindness, consideration and understanding in everything we do - and demonstrate our caring nature to our patients, people and communities.



Accomplished

We are available day and night – a responsive, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual.



Respectful

We recognise the value that individual and team differences bring - welcoming views, listening, being honest, and learning from others' experiences.



Encouraging

We believe everyone matters, so we inspire confidence in others - promoting 'speaking-up', fostering career-long learning and development, and supporting improvement ideas.

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Our Strategy

Our vision
With you and for
you in everything
we do.

Our mission
Every day we support
our people to deliver
compassionate,
high-quality
patient care.

Our critical success factors:

1

Patients

Patient Experience Strategy

We ask our patients what matters to them – to improve their care experiences, transform our services, achieve high-quality standards and realise the best possible health outcomes.

2

People

People Plan

We value our people through a 'coaching culture' - offering staff engagement, wellbeing support, career progression and inspirational, visible leadership.

3

Innovation

Transformation Strategy

We seek new ways of working with input from our people, patients and partners - enabling improvement and investment in a stable and sustainable business.

4

Collaboration

Partnership Strategy

We connect and integrate – working with others to deliver the best healthcare, treatment and results, prevent further ill-health and improve wellbeing.

5

Citizenship

Social Responsibility Strategy

We maximise the benefits and value of our social responsibility – supporting good causes, offering employment and procurement opportunities, and lessening environmental impact.

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What we believe in - our CARE values

QUESTIONS?





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