

## 4<sup>TH</sup> JUNE – DDHF SERVICES DEVELOPMENT EVENT

**D**urham Dales Health Federation's Services Development Event on the 4<sup>th</sup> June was well attended and attracted a diverse and appropriate range of stakeholders working with the target patient group in the Durham Dales.

The format of the day was a morning of presentations and networking to generate and enable stakeholder awareness followed by focused group discussions to suggest how best to develop DDHF's 7 day Vulnerable Adults Wrap Around Service (VAWAS) provision. The main themes which emerged from group discussions focused on the provision, management and support of services and prevention with significant emphasis on Nurse led Multi Discipline Teams (MDT) supported by GPs, realising the potential of IT based solutions and patient education.

Reflecting on the group discussions and subsequent suggestions for service development, the apparent synergy with and alignment to findings from other Member Practice and wider stakeholder engagement activities is notable. From DD Practice Managers' Group Winter Pressures Task Groups in 2013 through DDHF Prime Minister's Challenge Fund workshops in 2014 to DDES CCG and NECS Five Year Forward View event this year, as well as others, the same core themes emerge. This would suggest DDHF should be able to proceed in directing our future services development with a degree of confidence, particularly in engaging with potential partner organisations in positioning, leading and managing partnership services and solutions.

Clearly, we live and work in challenging times of almost constant change and development with significant financial and demand pressures on our health economy. Stakeholder engagement is important to obtain all the essential input and involvement we need to ensure our organisation and the services we provide are developed appropriately and we achieve the outcomes our patients and we need. Well organised events such as ours on the 4<sup>th</sup> of June are key in enabling us to remain an effective organisation; thank you to all those involved at every level.



**Dave Hall**  
(Interim) Operations Director

**S**ince our Easter newsletter, DDHF has successfully completed our first year as a federation; thank you to all concerned for their hard work, great contributions and fantastic support.

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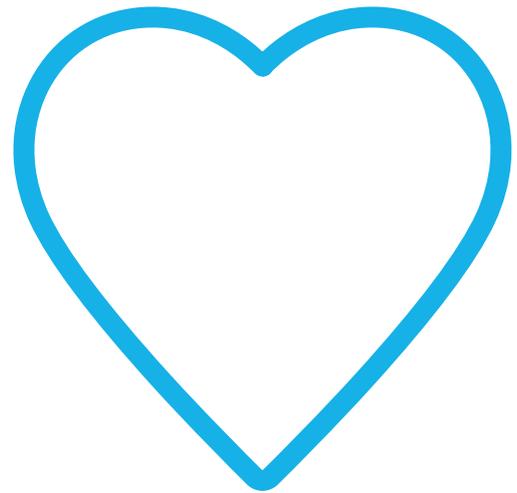
The occasion was marked with a General Meeting of members and stakeholders on 22<sup>nd</sup> April at Bishop Auckland Community Fire Station, at which DDHF Board of Directors informed all present of the Federation's progress in year one and likely direction of travel moving forward. The meeting also included notable presentations from DDES CCG and CDDFT. As mentioned in the previous newsletter, the Board undertook a strategic review of the Federation at the close of year one and prior to the General Meeting to determine what organisational developments we need to ensure our continued success in moving forward. Subsequently, the Federation is moving away from a projects based structure towards a more permanent one to enable continuity and sustainable delivery of services which has led to, and will likely continue to lead to, employment opportunities within DDHF.

The success of our first year is founded upon excellent clinical provision and good contractual performance in delivering commissioned services which has required some innovative approaches at all levels in service delivery and contract management; a tribute to all those involved in delivering and supporting our services. The result of our good performance is increased confidence and engagement of key stakeholders, potential partner organisations and commissioners which, in turn, has resulted in further commissioning of services. Undoubtedly, there will be some significant challenges ahead in dealing with the moving of services from secondary care into primary care with delivery of integrated services in the community based around General Practice.

This said, DDHF is well positioned to deal with these challenges and take advantage of emerging opportunities to continue our success. Ultimately, organisations and people tend to invest in success and moving forward we must continue our efforts and focus on delivery of high quality cost effective services to provide the care we know our patients need and deserve.

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**Dave Hall**  
(Interim) Operations Director



**D**urham Dales Health Federation are working with member practices to deliver a programme of training over the coming months. We have formed a Working Group which meets monthly to discuss the requirements of training within Practice.

In June we had several training sessions take place, these sessions were aimed at Practice Nurses, Health Care Assistants and Admin staff. The Practice Nurses were given Spirometry & Inhaler Technique Training and the uptake for this had been high, the training had being booked to capacity. Health Care Assistants and Admin staff had the opportunity to attend mandatory Fire Training, Health & Safety or Infection Control and Needlestick Injury Awareness Training.

July gives opportunity for those who were not able to attend the June training to fulfil their requirements and for the GPs to attend valuable End of Life training.

| DDHF TRAINING PROGRAMME 2015/16 |  |  |  |
|---------------------------------|--|--|--|
| Date                            |  |  | Venue  |
| 25 <sup>th</sup> June 2015      | Fire, Health & Safety Training         | Admin & HCAs                               | Bishop Auckland General Hospital, Education Centre DL14 6AD<br>– Common Room           |
|                                 | Infection Control & Needlestick Injury | Admin, HCAs & Practice Nurses              | The Four Clocks Centre, Bishop Auckland DL14 7EH<br>– The Wesley Room & Armstrong Room |
|                                 | Spirometry & Inhaler Technique         | Practice Nurses                            | Bishopgate Medical Practice, Bishop Auckland DL14 7EJ<br>– Conference Room             |
| 15 <sup>th</sup> July 2015      | Fire, Health & Safety Training         | Admin & HCAs                               | The Four Clocks Centre, Bishop Auckland DL14 7EH<br>– The Armstrong Room               |
|                                 | Infection Control & Needlestick Injury | Admin, HCAs & Practice Nurses              | Bishop Auckland General Hospital, Education Centre DL14 6AD<br>– Lecture Theatre       |
|                                 | End of Life                            | GPs, Nurse Practitioners & Practice Nurses | The Manor House Hotel, West Auckland DL14 9HW<br>– The Knight's Hall                   |

A calendar of the training programme is available on GPTeamNet, it will be updated regularly, keeping you up to date with the latest developments.

We hope that the training sessions prove beneficial to our member practices and that the training events are well supported in order to extend the programme.

**Jo Petch**  
Deputy Project Manager

## FEEDBACK FROM 25<sup>TH</sup> JUNE EVENTS

### NEEDLESTICK & INFECTION CONTROL

“easy to understand, informative”

“it has confirmed previous training and was a useful reminder”

### FIRE HEALTH & SAFETY

“both speakers were easy to listen to and enthusiastic”

“learned fire risks both in workplace and home”

“more aware of what needs to be carried out”

“very informative and relevant to our job”

“good use of protected time”

“achieved a good understanding on both subjects”

### SPIROMETRY

“very informative, well presented”

“greater understanding of spiro interpretation”

“valuable having specialist advice on a complex subject”

“built upon knowledge and skills”

“excellent speaker, very interesting”

“feel more confident in reading spirometry results”

Since our last Newsletter was published in March there have been exciting developments within the Services that Durham Dales Health provide. As well as the continuation and development of the ANP and Extended Opening Services the Vulnerable Adults Wrap Around Service now incorporates the Proactive Care Home Service and this has been implemented and is established throughout the practices within the Durham Dales Locality. The Nursing Team and Care Co-ordinators have played a huge role in the delivery of this service concentrating on the most vulnerable patients and those with complex needs. I would also like to welcome Barbara McCabe and Pauline Lee to our team. Barbara and Pauline are Community Staff Nurses who have a wide range of knowledge and experience and will be an absolute asset to our team. I am keen for this service to continuously develop to support practices and provide high quality care to our most vulnerable patients.

Communication with practices, patients and care homes is vital in order for services to be proactive and I would like to thank all of those that have provided feedback so far. This has certainly helped shape current services and will certainly help shape future services. Development of the Durham Dales Health GPTeamNet portal is on-going and all practices now receive updates and much needed information via this route.

Future projects that I am currently working on and am keen to be made available to practices as soon as possible are the Just Beat It Programme and also Community Diabetic Clinics. Just Beat It is a tailored exercise and lifestyle management programme to help patients to reduce their risk of developing diabetes – improving health through educational and physical activity sessions. I am currently working with Stewart Doyle, Health Improvement Specialist from CDDFT to move this programme forward and to make this accessible to the patients within the Dales Locality. I am also working with Andy Hardy, General Manager For Community Services from North Tees and Hartlepool Foundation Trust to offer approximately eight community diabetic clinics per week to the practices within the Dales. Diabetic Specialist Nurses will run these clinics to support practices with the management of their Diabetic patients.

I would also like to welcome Ross Hetherington to the team as Intern for the next year.

Cherrie Hirst  
Project Manager

## HEALTH & SAFETY CONSULTANT

**A**s a chartered health and safety practitioner, the moral, economic and legal threats to a business are presented to me on a daily basis through the concerns of our clients.

These possible threats are quite clear when supporting GP practices. The moral regret when staff and patients are injured on GP premises is understandable. The legal and economic consequences are arguably harsher. CQC non-conformances, civil claims in the pursuit of compensation and even the potential for legal action through the HSE are quite realistic concerns for hard pressed Practice Managers and GPs.

At H&S Consultants UK Ltd, we have set about a programme of gap analysis across the DDHF in order to identify any possible gaps in their health and safety management. Through this process, we have updated policies and procedures, updated COSHH and risk assessments and will soon begin a programme of training and fire risk assessments across the Federation. Our aim is to take some of the bureaucratic burden off the shoulders of the Practice Manager and to support the Practices achieve legal compliance in the areas of health and safety through sound advice.

Success will be to achieve legal compliance, reduce the economic threat to DDHF and to support a safe working environment for staff and patients.

**Stuart Mackenzie** CMIOSH  
H&S Consultant (UK) Ltd.

## NEW TEAM MEMBERS



**BARBARA MCCABE**  
Community Staff Nurse



**PAULINE LEE**  
Community Staff Nurse



**ROSS HETHERINGTON**  
Intern