

**COMMUNITY  
WELLNESS SERVICE**

**DDHF**  
DURHAM DALES HEALTH FEDERATION

## BACKGROUND

**The Durham Dales Health Federation (DDHF) is a collaborative organisation comprising the twelve GP Practices located in the Durham Dales area of County Durham. The Practices are working together to provide high quality primary healthcare services to this locale.**

To support our GPs in improving care for older people and those with complex needs, Durham Dales Health Federation employs a diverse team of healthcare specialists known as the Community Wellness Team.



## AIM OF THE SERVICE

**The team will visit patients who have been identified as being at risk of hospital admission in order to provide a health assessment, medication review and to develop a care plan which includes their choice of preferred place of care.**

This proactive approach aims to assist patients in remaining healthy in their own homes, as well as to help patients avoid hospital admissions and, if possible, coordinate between health and social care to make sure their care is joined up. The team can help signpost patients towards appropriate services and sources of funding.

In addition the service aims to support early discharge from hospital and a point of contact should health/care needs change.



# EMERGENCY ROUTES

## Health Services are changing

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- Unwell during the day? Call your GP between 8am and 6pm.
- Urgent? There are same day appointments at a hub nearby up until 8pm.
- When your GP is closed call 111.
- Injured? Bishop Auckland Minor Injury Unit is available 24/7.



# USEFUL TELEPHONE NUMBERS

## Out of Hours Centre

111

(This is for 'out of normal hours' emergencies)

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## Bishop Auckland General Hospital

01388 455 000

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## Darlington Memorial Hospital

01325 380 100

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## James Cook University Hospital

01642 850 850

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## University Hospital of North Durham

0191 333 2333



# PRACTICE INFORMATION

## PRACTICE NAME

## TELEPHONE NO.

<b>Auckland Medical</b> — Bishop Auckland St Helens Toft Hill	<b>01388 602 728</b> <b>01388 604 163</b> <b>01388 834 843</b>
<b>Barnard Castle</b>	<b>01833 690 408</b>
<b>Bishopgate Medical</b>	<b>01388 660 990</b>
<b>Cockfield Surgery</b>	<b>01388 718 202</b>
<b>Evenwood Surgery</b>	<b>01388 832 236</b>
<b>Gainford Surgery</b>	<b>01325 730 204</b>
<b>North House</b> — Crook	<b>01388 762 945</b>
<b>Old Forge</b> — Middleton-in-Teesdale	<b>01833 640 217</b>
<b>Pinfold Surgery</b> — Butterknowle	<b>01388 718 230</b>
<b>Station View</b> — Bishop Auckland Coundon	<b>01388 452 711</b> <b>01388 601 860</b>
<b>Weardale Medical</b> — Stanhope Wolsingham St Johns Chapel	<b>01388 528 555</b> <b>01388 527 691</b> <b>01388 537 296</b>
<b>Willington Medical Group</b>	<b>01388 742 500</b>



## YOUR CONFIDENTIALITY

**The doctors and nurses who take care of you will need to make notes about the treatment you are receiving. This is to make sure that you always get the right care, even if you go into hospital.**

We will ask for your permission before we pass on your information to anyone else, unless someone is at risk of serious harm or the law requires us to. Anyone who receives information about you must maintain the same standards of confidentiality

If you have any concerns, please speak to your nurse or doctor.

## COMPLIMENTS/COMPLAINTS PROCEDURE

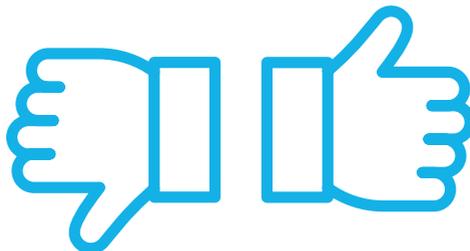
**If you wish to make a compliment or complaint about the service please contact Complaints Manager, Ross Hetherington via email:**

**[ross.hetherington@nhs.net](mailto:ross.hetherington@nhs.net)**

DDHF take complaints and comments very seriously. If you have any concerns, you can raise them with the member of staff you normally deal with, who will try to resolve the issue by the next working day.

If you aren't satisfied with our response, you can make a formal complaint, either verbally or in writing. This will be handled by the Complaints Manager, who will contact you to find out how you would like your complaint handling. After discussing the complaint with you, we will investigate the issues and provide you with a response, including an explanation and any remedial action we will take. We will contact you to check that you are satisfied, and if not, we will undertake further action as necessary to resolve any outstanding issues.

If you are still unhappy with the outcome of your complaint, you can ask the Health Service Ombudsman for an independent review. We will inform you about how to do this in our response, and will work with you and the Ombudsman to make sure the review is carried out properly.



# MEET THE NURSING TEAM



**CRAIG HAY**  
Community Services  
Manager



**CLARE EDWARDS**  
Community Nurse  
Practitioner CNP



**CAROLINE BLACKBURN**  
Community Nurse  
Practitioner CNP



**ANDREA KAYE**  
Portfolio  
Nurse



**SAFAK KOÇU**  
Community Nurse  
Practitioner CNP



**PAULINE LEE**  
Community Nurse  
Practitioner CNP



**BARBARA MCCABE**  
Community Nurse  
Practitioner CNP



**MELISSA SWEENEY**  
Community Nurse  
Practitioner CNP



**JULIE HUNTRODS**  
Community Nurse  
Practitioner CNP



**HELEN DAWSON**  
Emergency Care  
Practitioner ECP



**KAREN STANWIX**  
Emergency Care  
Practitioner ECP

## MEET THE CARE TEAM



**TRACEY STORES**

Health Care  
Coordinator



**ELLIE FRANKLIN**

Health Care  
Coordinator



**KATIE ROBERTS**

Health Care  
Coordinator



**RACHEL MCCLENNAN**

Health Care  
Assistant



**LISA TURNBULL**

Community Wellness  
Coordinator



**JOANNE RAINE**

Assistant  
Practitioner

## CONTACT



If you are visited by a member of the Community Wellness Team, a personal care plan will be developed with you, taking into account your needs and preferences, with regular reviews arranged.

If you need to speak to someone about your care before your review, please contact your GP surgery.



**WORKING TOGETHER TO  
PROVIDE HIGH QUALITY,  
COST EFFECTIVE PRIMARY  
HEALTHCARE SERVICES**

# OUR SERVICES

## COMMUNITY WELLNESS TEAM

**The Community Wellness Team is a nurse-led, multidisciplinary team that supports patients at greater risk of hospital admission to remain in their preferred place of care, whether that be in their own home, living with relatives or in a residential home.**

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Patients who are eligible for the service will be visited by one of our Care Coordinators, who will carry out an initial informal assessment in order to create an individualised care plan. The care plan aims to help patients to stay safe and well in the place of their choosing and also informs other medical professionals involved in their care of their specific needs and concerns in the event of a hospital admission.

The Community Wellness Team also provide regular home visits, 6 monthly reviews and rapid response care packages for up to 48 hours and are able to help patients make appropriate adjustments to their lifestyle and environment in order to make keeping well that little bit easier. In addition, our nursing team are on-hand for acute visits when medical attention is required using their close knowledge of their patients to support their GP.

## COMMUNITY PSYCHIATRIC NURSING SERVICE

**In May 2016, we launched the Community Psychiatric Nursing Service, led by a team of Specialist Psychiatric Nurses hosted by DDHF.**

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The service aims to improve access to specialist psychiatric services by providing regular appointments to patients with mental health issues, who may require extra support. Visits can take place either at home or in the GP practice that the patient is registered with. Our objective is to help ensure that patients with mental health problems receive rapid and appropriate assessment, treatment and referral in their preferred place of care and thus feel well supported in the community.

## HEALTH IMPROVEMENT SERVICES

**DDHF work closely with Area Action Partnerships and County Durham Public Health to help improve healthcare services in our most rural areas, particularly for adults who are socially isolated or who have conditions that require additional support.**

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Currently DDHF employs a Health Trainer covering the Weardale Area, helping eligible patients to adopt more active, healthier lifestyles and thereby improve their wellbeing.

In addition, our Community Services Manager has worked closely with The Weardale Practice to facilitate and coordinate the referral of suitable patients registered with the Weardale Practice to the County Durham Wellbeing for Life programme.

DDHF employs a Wellbeing Coordinator in the Weardale area. This co-ordinator works to reach vulnerable and socially isolated people who need to access support services, but are unaware of the provision available to them or are unable to access appropriate services due to their condition.

## MESSAGE IN A BOTTLE

**Message In a Bottle is a way for patients to keep essential medical information in their home.**

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This is so that information is available to emergency services should they be called, and to others who may have an occasional care role for the patient, such as family or friends. Patients are provided with:

- A medicine bottle to be stored in the fridge
- An insert including all essential medical information
- A fridge sticker
- A window sticker

If you are interested in receiving a Message in a Bottle pack please speak to one of our health care coordinators.

# INTEGRATED DIABETES SERVICE

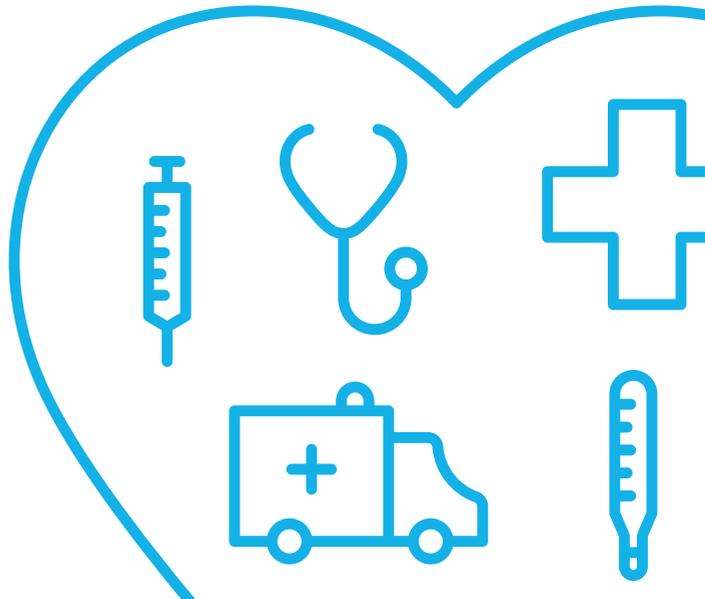
**In April 2016, DDHF launched a large scale Integrated Diabetes Service, building upon previous work carried out by diabetic specialist nurse, Karen Jones.**

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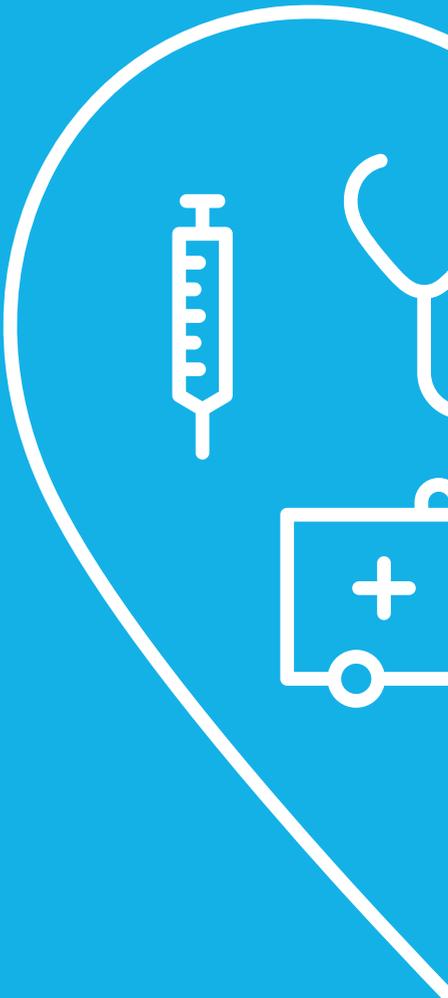
The service aims to deliver comprehensive, multidisciplinary care in the community for patients living with type I and type II diabetes, or who are at risk of developing type II diabetes. This service is provided by a specialist team comprising 2 Consultants, a Diabetic Specialist Nurse and a named GP and Practice Nurse within each of our member practices. We offer a holistic approach to specialist and preventative diabetes care, and aim to:

- Empower patients to self-manage their condition where possible through education and personalised care planning
- Help at-risk patients take the right steps to prevent diabetes onset
- Provide regular reviews and support in the community
- Integrate different service providers, from hospital care to social care and mental health

Through delivery of this service, we hope to provide patients in the Durham Dales who are living with or are at risk of developing diabetes with high quality specialist care in the community, helping them to keep well and caring for the majority of patients outside the hospital setting.



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HEALTH FEDERATION**

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