

**2023/24**

**ANNUAL REVIEW**

*Jane Thompson (Bowes, 2024)*



**DDHF**  
DURHAM DALES HEALTH FEDERATION



## WELCOME

# Welcome to Durham Dales Health Federation (DDHF) annual review for 2023-2024. This is our first annual review and will be a regular publication from now on.

To begin, I would like to thank all of our staff. We would not exist as an organisation without them. They work extremely hard and are dedicated to providing excellent services to the Durham Dales population. I would also like to thank the many partner organisations that have worked with us over this last year to establish an Integrated Neighbourhood Team (INT) and for the close working relationships we have established with our Acute, Community, Mental Health and Voluntary Sector Providers.

The last few years have been challenging. We have played our part in dealing with the Covid pandemic and the ongoing pressures within the NHS. The effects of these are still being felt throughout primary care but despite this we continue to strive to deliver efficient and effective at-scale services in line with our Mission and Values.

### Primary Care Networks (PCN) were established in 2019 and DDHF supported our practices to deliver this contract and to facilitate the employment of additional Primary Care staff.

This national contract has been extended into 2024-25 and it is expected that those additional staff will become part of the Primary Care baseline going forward. DDHF support practices by providing an at scale solution and manage the risk that would otherwise fall to small groups of practices within our PCNs.

This past year has been challenging with the introduction of the new Integrated Care System (ICS). The structural and staff changes that have resulted from this have directly affected our contracts and the services provided by our member General Practices.

Nevertheless, DDHF has continued to deliver our ICB commissioned services to a high standard and have supported our three PCNs to deliver their PCN Directed Enhanced Service contract.

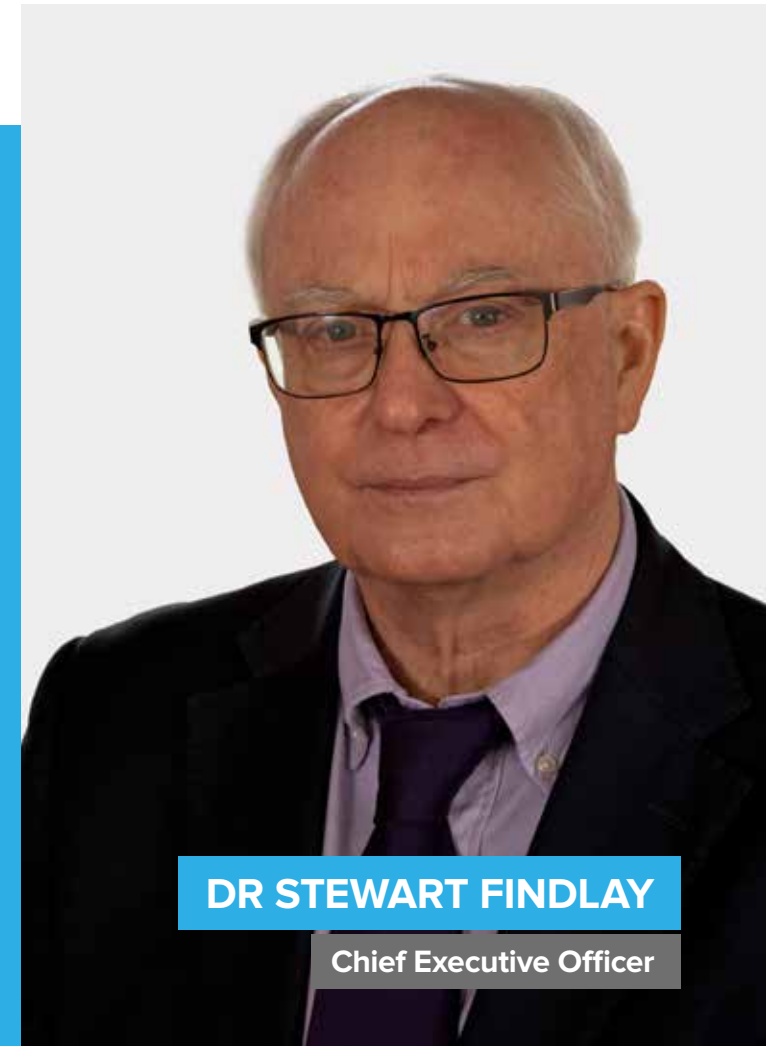
Throughout the year we have supported the many industrial strikes within the health service by providing additional hours in our Same Day Urgent Care Service (SDUC) at Bishop Auckland and University of North Durham hospital hubs as well as providing additional hours on Bank Holidays to support the avoidance of admissions or attendances at A&E.

- *In September we supported practices across County Durham by delivering nasal flu vaccinations in nurseries and via pop up clinics for the second year running.*
- *In the Autumn and over the winter period we supported practices by delivering Flu and COVID vaccines to care homes and we also provided additional clinics for Acute Respiratory Infections (ARI), reducing pressure on our busy General Practices and Hospitals.*
- *In December we recruited two Pre-Registration Pharmacy Technicians in partnership with Clemitsons Pharmacy. They will work within the pharmacy and also rotate around our three PCNs. We are hoping to make a similar appointment in 2025 with Apprentice Pharmacists.*

We are committed to supporting our staff and in the past year we have embarked on the Better Health at Work (BHAWA) Campaign and achieved Bronze status in December. This coming year we will be concentrating on campaigns with our staff to achieve Silver status. Our recent staff survey gave us very good and encouraging feedback but there are areas where we would still like to improve.

We are also in the early stages of our sustainability journey having signed up to the national Green Impact for Health campaign in order to contribute to “Delivering a Net Zero National Health Service”. We will be involving staff in these activities and providing regular updates on both campaigns on our website and social media pages.

The workforce has grown significantly over the last year with the addition of more pharmacists and an expanded Social and Wellbeing team with more Health & Wellbeing Coaches and Social Prescribers. We have reinforced our clinical team with more Advanced Nurse / Paramedic Practitioners and Salaried GPs taking our total staff at the end of March to 97. This expanded workforce will be supported and their training needs addressed without any increase in our management costs.



DR STEWART FINDLAY

Chief Executive Officer

### 2024 is the 10 year anniversary of DDHF being awarded our first contract for older people's services (VAWAS).

That contract established us as a major provider in the locality and our services have expanded ever since. We are now working in a much more difficult financial environment but we look forward to future opportunities to take on new contracts, where we can support the wider NHS, by providing cost effective community based services.

Our core business will always be to support our local General Practices, their PCNs and to support the development of Integrated Neighbourhood Teams in the Durham Dales locality to provide joined up services for our population and to meet the national targets set out in the Fuller Report of May 2022.



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

Jane Thompson (Barnard Castle, 2024)

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# ABOUT THE FEDERATION

**Durham Dales Health Federation (DDHF) is a not-for-profit organisation and has a clear vision and mission statement with core values and principles.**

**VISION:**

To be a federation of GP Medical Practices working together to provide high quality cost effective primary healthcare services.

**MISSION:**

To ensure, maintain and develop the provision of General Practice in the rural and urban communities of Durham Dales.

**VALUES:**

Equity of provision  
Supportive, caring and inclusive  
Performance oriented  
Proactive

**The organisation supports 3 PCNs within the Durham Dales locality: Wear Valley PCN, Bishop Auckland PCN and Teesdale PCN which overall covers 12 GP practices.**

In addition to supporting these the organisation holds 18 individual contracts which requires partnership working throughout County Durham with local acute and mental health trusts, local authorities and voluntary services as well as providing additional contracted services as and when required.

To further strengthen these partnerships DDHF are actively involved in the Durham Dales Integrated Neighbourhood Team set up in early January 2024. The purpose of this group is to bring together all local organisations in a truly integrated way of working together to offer the population support and tools to help people to live happier and healthier lifestyles.

The organisation has a strong skill set of experienced teams both clinical and non-clinical supporting many service users with health, economic, social, wellbeing and lifestyle issues within the population of the area in order to support our GPs workload and avoid unnecessary admissions into hospital. You can read more about these in our Workforce and Training sections.

We continuously strive to improve both experience with the organisation to ensure our patients coming into contact with our staff experience a consistent high level of care and our staff are competent with a good skill mix and are fully supported with their development as well as their wellbeing.

Further information can be found on our website [www.ddhf.co.uk](http://www.ddhf.co.uk)





# GOVERNANCE

## The Governance of Durham Dales Health Federation is around our founding principle to work together with the practices to provide high-quality, cost effective primary healthcare services.

With this in view a GP or manager from each of the 12 member practices, which also include the three PCN Clinical Directors, forms our board and all strategic and business planning is done at Board and Senior Management Team level.

With the many services we are contracted to provide we are CQC registered and currently hold a Good overall rating from our inspection in 2022. With the introduction in 2024 of the new Single Access Framework we are striving to ensure we are fully compliant in all areas for any upcoming inspections. To achieve this and ensure full awareness the senior management team meet monthly for action planning, CQC is discussed as a standing agenda on all team meetings and we hosted a full interactive organisation training session for the staff in April 2023.



Overall Rating:  
**Good**

Safe	Good	●
Effective	Good	●
Caring	Good	●
Responsive	Good	●
Well-led	Requires Improvement	●

[Click here to view full report](#)

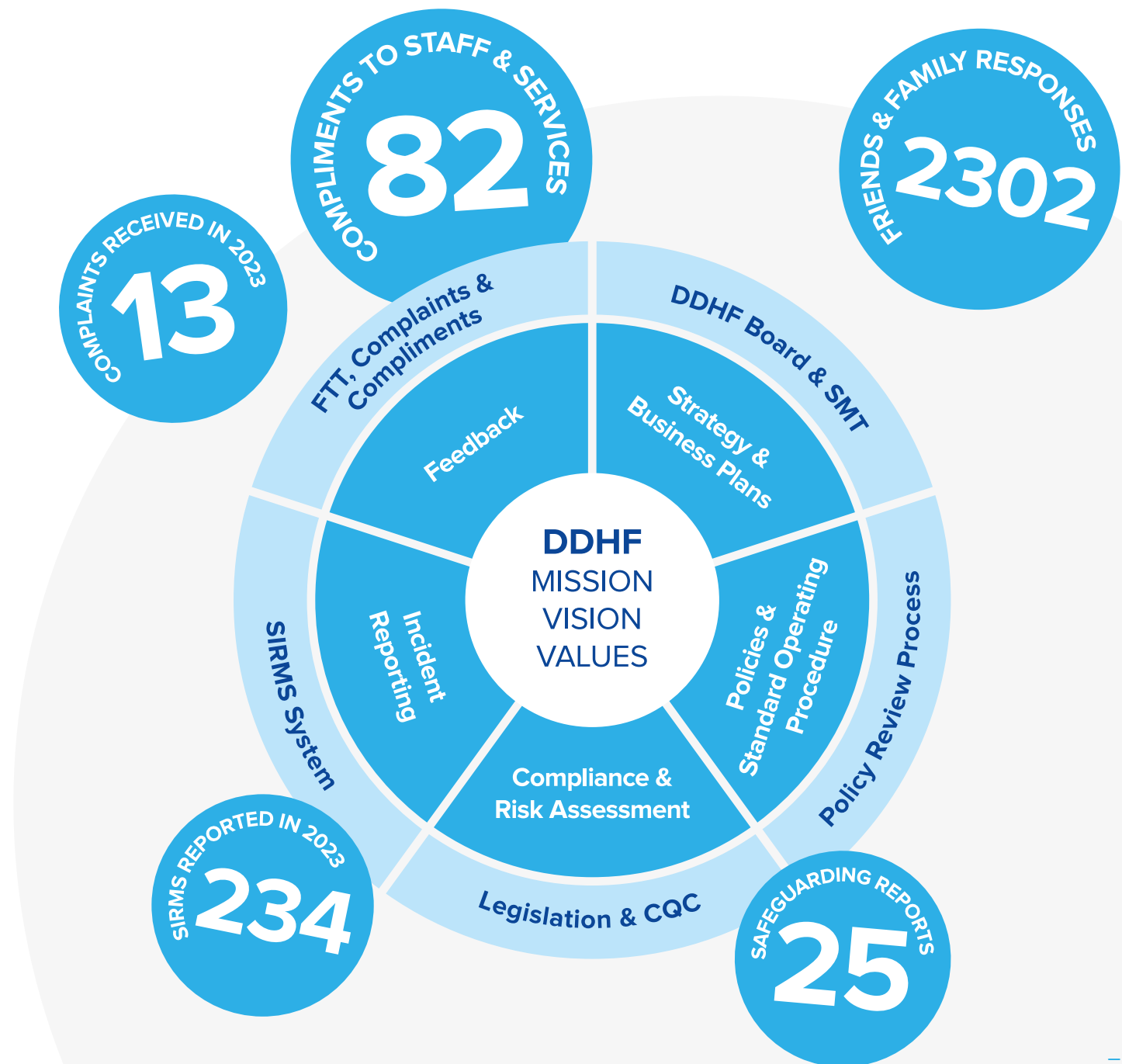
Incidents occurring in the service, including the recording of any safeguarding issues, are reported through the Safeguarding Incident Reporting Management System (SIRMS) and this year we introduced monthly management SIRMS review meetings with feedback provided to staff and the ICB on actions required or trends. At the end of the year an audit was undertaken and many trends picked up including documentation, discharge issues and medication issues all of which have been fed back during team meetings or directly to the organisation / ICB involved where appropriate.

Similarly an audit was carried out on our complaints received over the year with similar trends on documentation identified and training was provided to the whole organisation in July 2023 on clinical documentation and clinical negligence.

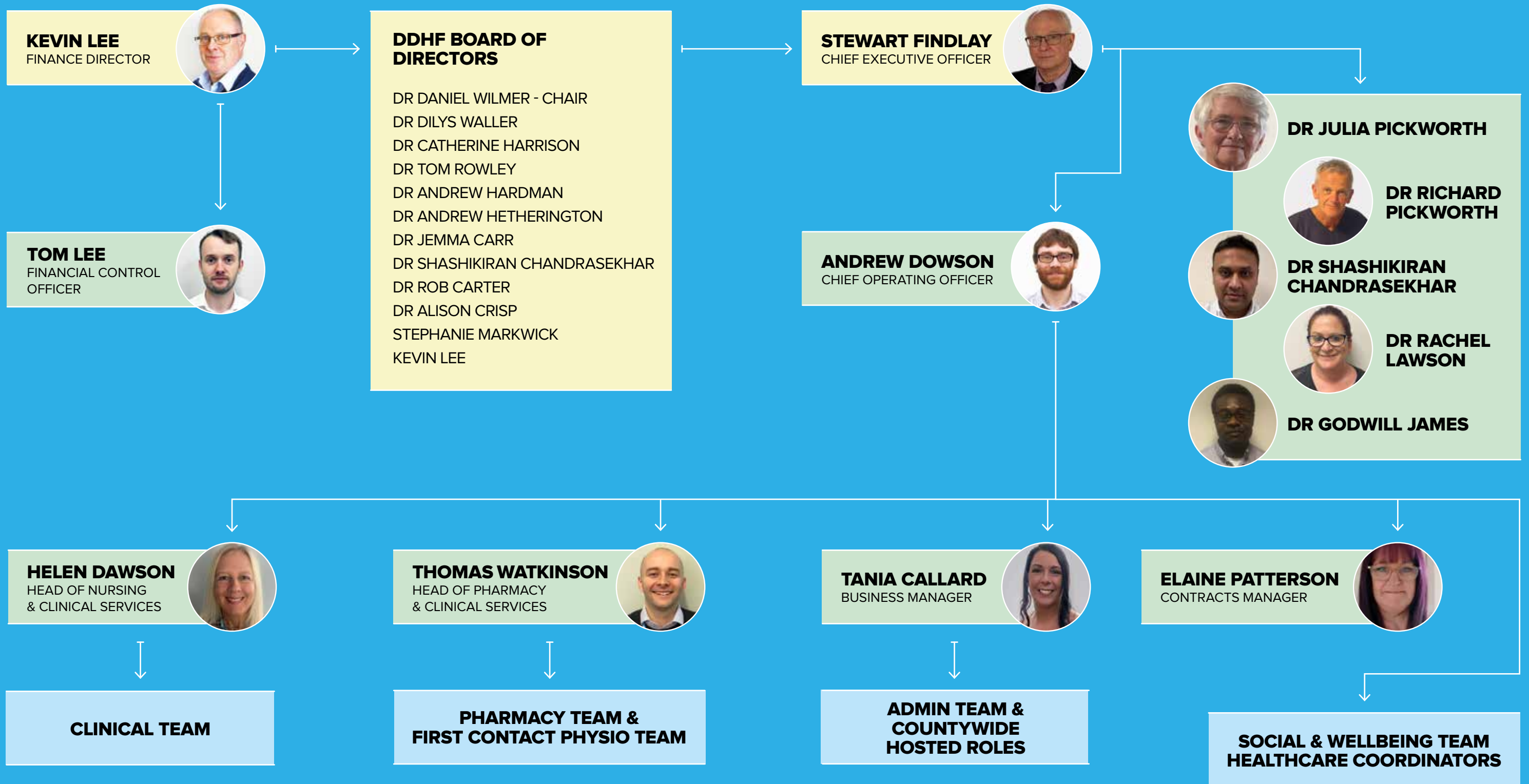
We have an extensive Policy, Standard Operating Procedure and Risk Management governance arrangement which includes a full circle Policy Approval Process involving staff consultations with any newly introduced or amended documents. This year we have introduced Equality Impact Assessments to our policies and the coming year will involve adding these to each document as each of the policies come up for renewal or need amending.

Additionally we send and record Friends and Family Tests as well as compliments to the staff and service which are fed back during team meetings and you will see these shown throughout the report on each service page.

**Our governance model is shown below.**



# ORGANISATIONAL STRUCTURE



SECTION 3

WORKFORCE

The workforce has grown over the past year with a 21% rise from April 2023 to March 2024.

With 12 leavers and 30 new starters, 23% of which are returning staff or have moved from our temporary bank to permanent contracts, reflects the organisation as a rapidly developing appealing organisation to work for, evidenced by the number of applicants we have attracted for many of the adverts we have had over the year.

Our range of new staff over the past year have been for every team with particularly high recruitment into our clinical, pharmacy and wellbeing teams. A number of these appointments are via the Additional Role Reimbursement Scheme (ARRS) who work directly from the practices in each PCN providing first point contacts for the patients providing additional support directly to the GP Practices.

Within our clinical team we have introduced a range of specialist development roles from Junior Practitioners, Trainee Nurse Associates and a Career Start Practice Nurse. Throughout the past year all of our Trainee Nurse Associates have qualified as Nursing Associates and 2 of our nurses / paramedics have passed their Independent Prescribing moving them into Advanced Nurse Practitioners in 2023.

As an organisation who supports and encourages learning and career development we welcome apprenticeships and student placements from local colleges and universities and endeavour to provide these placements with a good experience of varied levels of service from the Same Day Urgent Care services right through to the social and wellbeing elements of our workforce. Over the past year we have hosted a number of students from University of Teesside, Sunderland, Newcastle and Bishop Auckland College on 2-3 week placements or full apprenticeships, 1 of which passed their apprenticeship in the last year and has gone on to become a permanent member of staff.

With the higher number of staff coming through our recruitment we have also in the past year strengthened and reinforced our induction processes ensuring that all staff who join us have a full two week timetable of shadowing, learning and training around the whole organisation to ensure they fully understand the whole picture and processes with additional weeks added dependant on the role.

At the end of this process and a couple of months into their role we ask them for their feedback anonymously on their induction and any themes or required actions for these are discussed in the Leadership and Management monthly meeting to amend the programme accordingly.

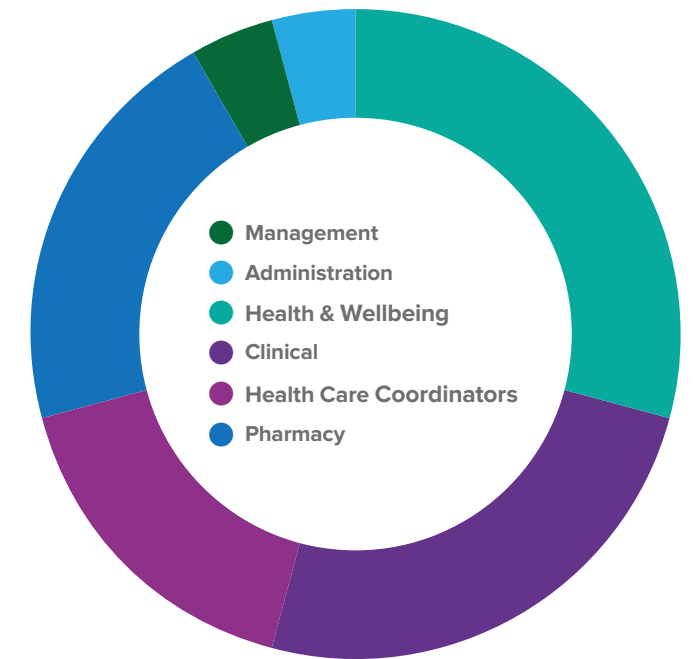
Feedback from Staff

*It was a very pleasant day and I enjoyed the shift immensely, I was a little slower than normal reusing a new database. I must say what a very helpful and welcoming team from the GP, ANP and receptionist. Hopefully this can be fed back as nothing was too much effort.*

*I just wanted to send you an email to say a huge Thank You for giving me the opportunity to come for my placement. Placements are not always easy but I fully enjoyed my time with your team. You have a wonderful nursing team who have a vast amount of skills and knowledge, they had taught me a lot in a sort space of time. They also made me feel welcomed and included me in with everything. Please could you pass on my Thank You to them.*

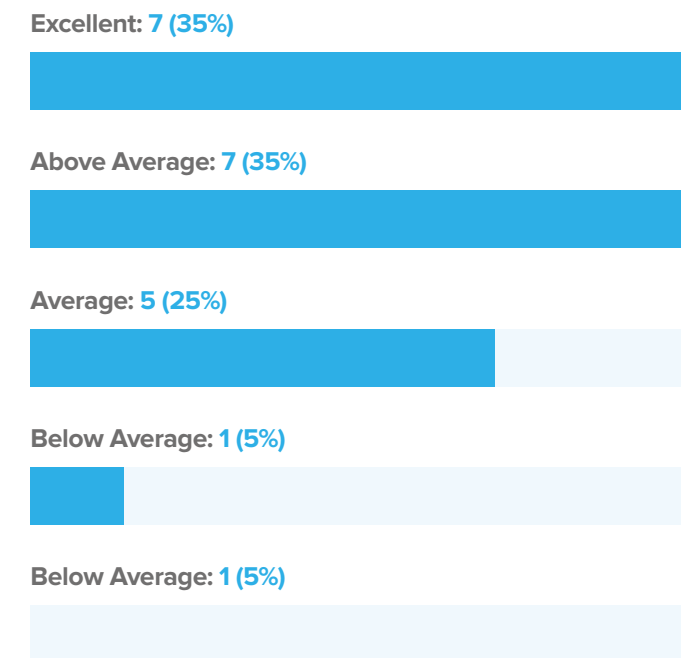
*When reading through the DDHF handbook I found it very enthusiastic and passionate and feel excited and enthusiastic to become part of the team.*

Staff Joining 2023/24



Satisfaction Results

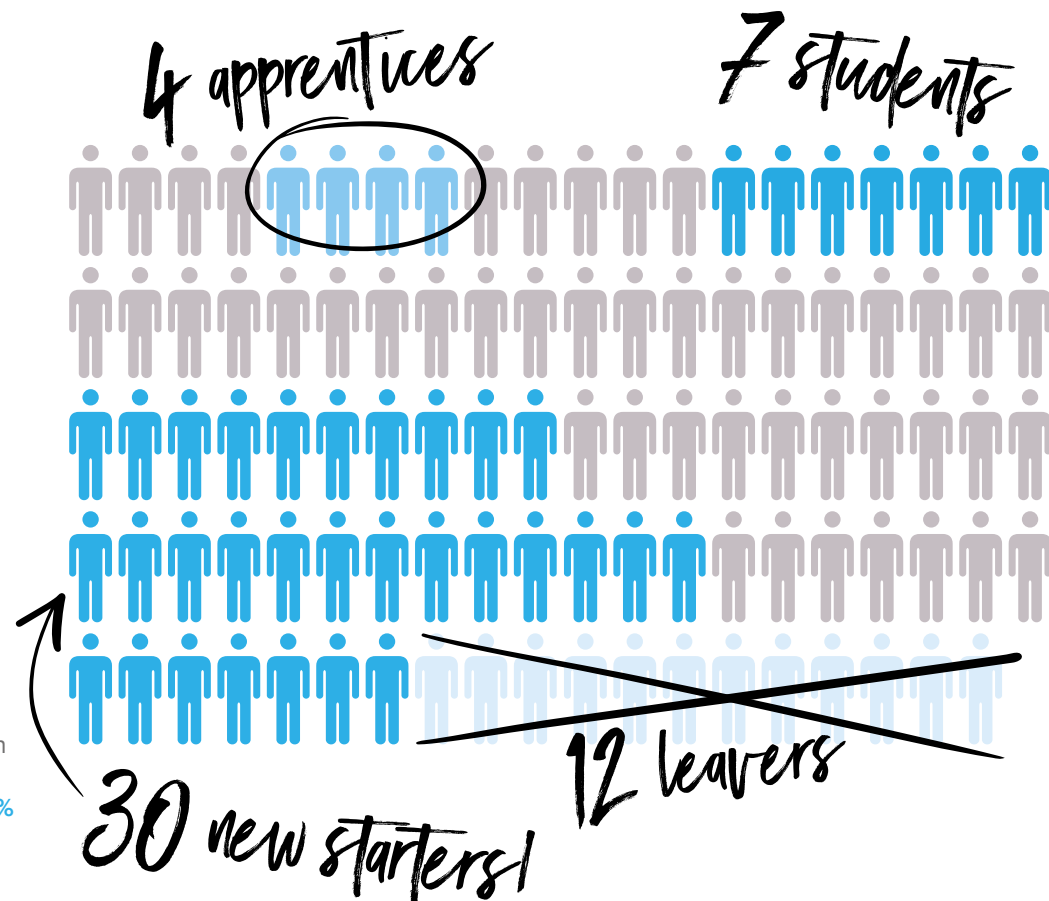
Overall induction ratings. 20 responses.



Current Number of Staff:

97

- Apprentices: 4
- Students: 7 (placements from Paramedics and Nurses)
- Sickness levels: 7%
- Leavers: 12 over the year however we have had 7 staff who have either left and returned or previously worked on our bank and have applied for advertised roles and joined us permanently.
- New Starters: 30 all undertaken 2 week inductions which has a current satisfaction rating of 95%





## TRAINING

Statutory and Mandatory training is delivered electronically via e-LFH, and monitored centrally. In addition, the organisation arranges regular CPR training for all staff, as required.

Further CPD and training opportunities are regularly made available to all staff, including during protected learning time sessions.

With the introduction of the new Oliver McGowan Autism training in 2022/2023 we have encouraged all staff to ensure the Tier 1 training was completed by the end of the financial year and in November we linked with Tees, Esk and Wear Valleys NHS Trust to provide some face to face autism training for the organisation which 70% of the staff attended.

To support the practices we have also provided inductions to DDHF for newly placed registrars as well as facilitating combined training for practice staff for First Aid and Basic Life Support as mop up sessions to support their compliance training. Our Business Manager sits on the ICB locality steering group and provides a voice for our locality practices in what training they would like the ICB to deliver.

*“As a new member of staff it was good to meet other staff members and find out more about their roles within DDHF. I have attended such events with previous employers and they can be very dry and boring but this was fun and enjoyable.”*

Stat and Man Completion by End of 2023:

# 99%

Clinical Independent Prescribing Course:

# 4

Organisational Protected Learning Times Sessions:

# Three

- *DDHF Roles & CQC Awareness*
- *Documentation & Clinical Negligence*
- *Autism Training*

*“It was a very enjoyable session- the first one since I joined that has been F2F for the entire team, so it was good to meet the wider team and understand more about their roles and responsibilities.”*

*“I really enjoyed the session. Lots of information to be aware of. I would love more training like this, maybe another level of information”*

*“Kieran was very engaging and made what could be a very dry subject much more interesting.”*

### Next Steps

This year we have reviewed our statutory and mandatory training frequencies to bring this in line with local Trusts to enable the smooth transition to health passports for training between organisations. The new frequencies will commence from 1st April at which point the organisational training compliance stood at 99% completed and in date.

With the ICB reduction of Protected Learning Time (PLT) from 12 to 6 this year there will be a significant impact on staff throughout Primary Care being able to complete their compliance training as well as any additional training. For DDHF we utilise some of these dates for quarterly organisational training days for the staff to gain consistent significant training as well as networking within our quickly growing workforce. As an organisation we are reviewing the options for continuing to provide these days as well as additional training required in the best and most effective way without any detrimental impact on the services we run or the practices we support.



# INVOLVEMENT & STAFF WELLBEING

Over the past year we have been participating with the Better Health at Work Award programme with the Bronze award achieved in December.

Campaigns over the last 12 months have included stress, physical activity, fundraising and healthy eating. In the coming year we will be aiming to achieve Silver and will be focusing on Men and Womens health alongside other health campaigns.

Alongside the Better Health at Work Award achievement our staff have forged good links with community organisations to make an impact on the local population by engaging in collecting and supporting local food banks and raising money via raffles. Other fundraising throughout the year have been Skipping for Cancer Research, Skydiving for East Durham Veterans, Great North Run for Newcastle Hospitals Charity and a Sponsored Walk for Alzheimers Society and we will continue to participate in national and local fundraising throughout the coming year to support our population and community.

At the start of 2024 we carried out a DDHF staff survey alongside the national NHS survey and results for both were of a similar nature. The internal DDHF survey ran alongside NECS, with responses from 63 staff and the majority of staff are happy with their role and the support given by the organisation. There are some areas for improvement around shared learning across teams, error reporting awareness and communication which will be a priority for the organisation to focus on with staff in the coming year.

Throughout all of the above we have fully reviewed and strengthened our communications strategy ensuring our website, social media interactions are updated to provide good accurate information as well as showcasing the organisation and staff more widely. The top engagements on these platforms are as expected in relation to our many vacancies we have issued throughout the year with Care Navigation posts also featuring highly on the calculations for the year.

Staff Survery Results Response Rate:

**64%**

Facebook Engagements:

**1,986**

LinkedIn Engagements:

**113**

Website Views:

**24,727**

from **7,344** users

Awards Achieved:



Fundraising:

**£2,915**

including...

- £450 for skydiving**
- £1,250 for Great North Run**
- £240 for sponsored walk**
- £120 for food bank raffle**
- £855 for skipping challenge**

*Thanks to all staff who participated.*

Compliment from Feeding Families

*I would like to express my heartfelt thanks on behalf of everyone at Feeding Families for the amazing volume of donations we received from you and your colleagues at DDHF. We have completed the packing of the 10,000 Christmas food boxes and all have been collected by our Partner organisations and are being distributed to those in greatest need this festive period. We would like to wish you all a very Merry Christmas and a Happy New Year.*



### Next Steps

The organisation has recently signed up for Green Impact for Health award aimed at reducing our carbon footprint and contributing towards the NHS Greener Plan.

The award covers many elements but specifically includes areas for Social Prescribing and Vulnerable Groups to encourage better future sustainability such as local opportunities for nature based prescribing or addressing fuel poverty in vulnerable populations. We are currently 28% towards the Bronze status on this award.

We are also in the process of signing up to the Armed Forces Covenant, which recognises those who have performed military duty unites the country and demonstrates the value of their contribution and organisations are expected to uphold the key principles of the Armed Forces Covenant. As an Employer who has benefited from recruiting Veterans, Reservists and family members of those currently serving in the Armed Forces, who are part of the Armed Forces Community (AFC), DDHF recognises the contribution that all those groups make to our organisation, our community and to the country and more information on the work we have done in the past year is highlighted later in the report.





SECTION 4

SAME DAY URGENT CARE

Our Same Day Urgent Care Services at both Bishop Auckland General Hospital (BAGH) and University Hospital of North Durham (UHND) have handled over 30,000 patient contacts over both services in the past year in comparison to 20,000 the previous financial year.

In addition to the bank holidays covered in 2022/23 including the extra day for the King's coronation, the NHS experienced an unprecedented number of industrial strikes by health staff which we supported on several occasions facilitating extra appointments into our service to bolster the system during the strikes.

The organisation's end of year figures are shown below and from a review of the outcomes over the two sites 92% of patients seen were retained in Primary Care with 7% requiring onward referral to A&E and 1% admitted to hospital.

From December 2023 - April 2024 we offered appointments for Acute Respiratory Infection (ARI) hubs for the second year running with over 2,800 patient contacts over the two sites - largest majority of these referred (95% at Bishop and 54% at UHND) were from the GP practices with an additional 524 patients (31%) streamed from A&E into the service.

	Bishop Auckland	Durham
Appointments used	18869	11782
Streamed from A&E	N/A	3203
Average Wait Times (Minutes)	11:00	7:00
Kept in Primary Care	96%	89%
Friends and Family Recommendations	94%	94%
ARI Hub	1116	1695

“ Reception staff friendly, medical professional took time to talk to me and explained in a way I understood what was wrong with my health, friendly and caring. ”

The Figures

Based on 2,175 patients feedback responses.

83%



of patients are **VERY LIKELY** to recommend our service to friends and family, if they needed similar care or treatment

84.2%



of patients rate their overall experience of our services as **VERY GOOD**

92.5%



of patients feel that Durham Dales Health Federation, met their needs

“ The patient stopped by the reception desk on their way out to say that the service they received today from booking with 111 to being seen was excellent. ”

SECTION 4

VAWAS, HOME VISITING & EHICH

Vulnerable Adults Wrap Around Service (VAWAS) and Home Visiting

The aim of the VAWAS and Home Visiting Service is predominantly to support practices in transforming the care of the ageing population and reducing avoidable admissions within the Durham Dales locality in patients within care homes and within their own home with referrals from GPs direct to DDHF.

The service has been running since 2015 and is led by our clinical team which has a skill mix including salaried GPs, paramedic and nurse practitioners, junior practitioners and a health care assistant and fully supported by our administration team as first point of contact for calls.

The referrals are triaged prior to any visits to either their own home or care home by a qualified clinician. In the past year many of the staff have completed their Independent Prescribing course moving forward into their Advanced Practitioner roles strengthening the organisations' clinical services.

Telephone Triage:

8,900

Care Home Visits:

5,500

Community Visits:

643

“ Thanks to Health Care Coordinator Team from Lyons Court today for supporting and being a help to the carers when a patient was ill and 999 had to be called. ”

Enhanced Health in Care Homes (EHICH)

DDHF have employed Health Care Coordinators since 2014 with a varied staff skill mix originally to support older or frail patients both within care homes and in their own homes working under the previous Teams Around Patients (TAPS) model.

With the introduction of the Directed Enhanced Services (DES) alongside Primary Care Networks (PCN) their service also embraced the Enhanced Health in Care Homes (EHICH) requirements of the contract incorporating personalised planning and holistic care into their role.

The team work across the 3 PCNs as well as linking with other services both internally and external partners. Over the past year they have forged close relationships with the care homes in the Durham Dales locality providing support for weekly ward rounds and MDTs, carrying out Comprehensive Geriatric Assessments (CGA), Personalised Care Support Plans (PCSP) and further annual / discharge reviews for the PCSPs.

This year the team facilitated a successful questionnaire with care homes and are now holding a quarterly Care Home Forum with engagement from many integrated services, as well as care home managers with two of these meetings already successfully undertaken.

EHICH Falls Assessment: 672



EHICH DNACPR Completed: 1,473



EHICH EHCP Completed: 1,374



Ward Round patient Contacts:

35,000

Personalised Car Support Plans:

39,000



# PHARMACY

The Pharmacy teams working in our 3 PCNs have become integral to Practices ways of working supporting primary care resilience and provide further accessibility to patients.

The team undertakes elements of both patient facing work and background administrative and safety processes. Recent focussed NHS long term plan initiatives have involved identifying patients who could benefit from improved management of cardiovascular conditions through optimisation of Atrial Fibrillation, Blood Pressure and cholesterol treatment.

We have built on previous Investment and Impact Fund (IIF) PCN Direct Enhanced Service (DES) workstreams towards high risk populations such as those on polypharmacy, frailty, in care homes and addictive medications.

### Routine pharmacy support activities:

- Discharge and clinic letter medicines reconciliation and new patient reviews
- Medication queries from staff and patients.
- Medication initiations and acute request support.
- Medication reviews and repeat dispensing.
- Out of stock management.
- Medication safety searches and high risk drug management.

DDHF are the lead employer of two pre-registration pharmacy technicians in partnership with Clemitson's Pharmacy (Crook), as part of our ongoing efforts to support the development of a homegrown skilled workforce.

*The lady I spoke to was very friendly, knowledgeable and informative regarding my recent blood test & blood pressure readings.*

Pharmacy Team Completed CPPE Training Course:

18

Pharmacists Independent Prescribing Course:

6

Contacts by the Pharmacy Team:

35,704

Medication Reviews:

11,463

Care Home Patients Supported:

469

Friends and Family Feedback:

100%

### Medicine Optimisation Work

Each quarter the Integrated Care Board (ICB) set workstreams contributing to the NHS Long Term plan, local prescribing initiatives, safety and quality work and medicines cost-effectiveness.

### Next Steps

Our current workforce are coming to the end of their initial formal training with CPPE and independent prescribing.

Our next steps are looking towards integrating these new prescribing skills into the management of chronic diseases. One of our senior pharmacists is pursuing the Advanced Clinical Practitioner qualification which encompasses the acute management of patients and involvement in undifferentiated diagnosis.

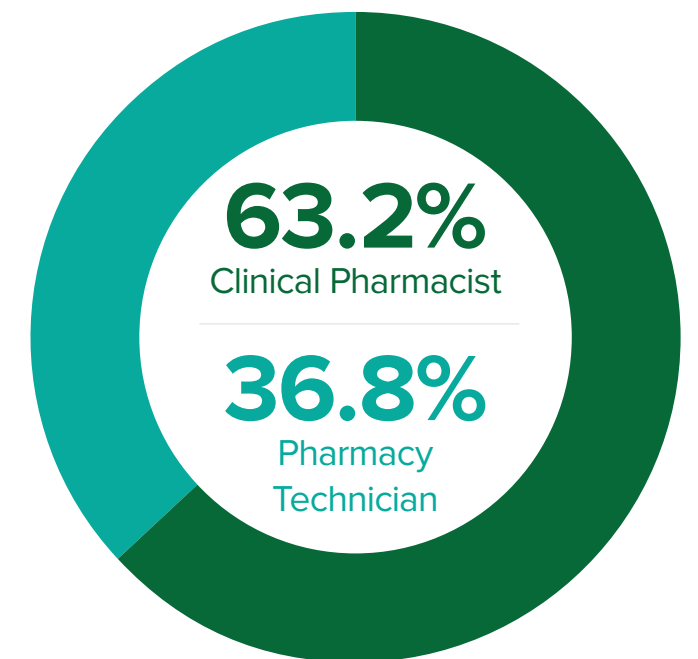
We will be offering two pre-registration pharmacist posts, again in partnership with Clemitsons, for the first cohort of trainees that will complete their training as independent prescribers.

*Understood my concerns about the lack of supply of a vital eye cream, they liaised with the manufacturer and the Chemist, and kept me informed throughout. When available they issued a prescription and sent me texts. All round exemplary support and service. Well done!!*

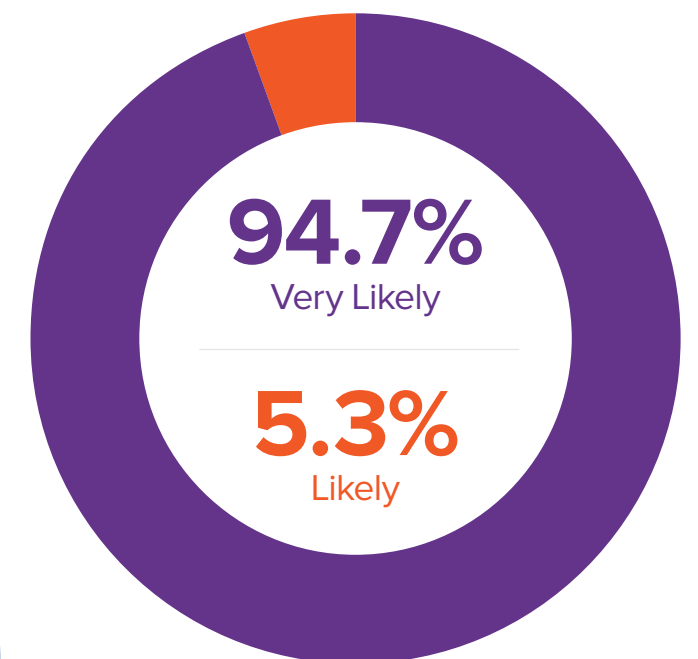
*The person I spoke to was professional, helpful, polite and explained every aspect of meds and made it clear what was expected to happen on future a massive help at a frightening time gives a great release thank you so much.*

*The pharmacist has gone above and beyond and sorted my Nana's medication out into a dosette box and getting it delivered to her home. This has helped me immensely and hopefully get my Nana back to being herself. The pharmacy technician was so polite, kind and empathetic thank you.*

Which staff member were you seen by?



Patients likely to recommend our services to friends and family:





# FIRST CONTACT PHYSIOTHERAPY

**Durham Dales Health Federation supports the PCNs in recruiting ARRS staff for each PCN and the recruitment of these staff are agreed jointly with the lead practices at the monthly PCN meetings.**

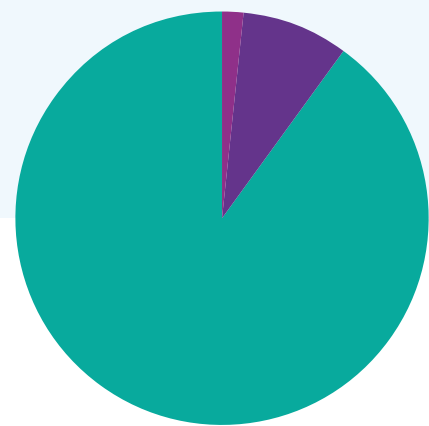
For 2 of the PCNs the recruitment of the First Contact Physiotherapist (FCP) was agreed to be via County Durham and Darlington Foundation Trust who recruit and line manage these staff.

Wear Valley PCN elected to recruit a physiotherapist (Ryan) via the Federation in 2022 and this has worked successfully resulting in a further Physiotherapist lead (Aimee) recruited in November 2023. Both physiotherapists cover 3 surgeries in Willington, North House and Weardale.

The current service improvement aim is to reduce the wait for patient access to a First Contact Physio from 2 weeks to same day/same week appointment, whichever is more appropriate for the particular issue.

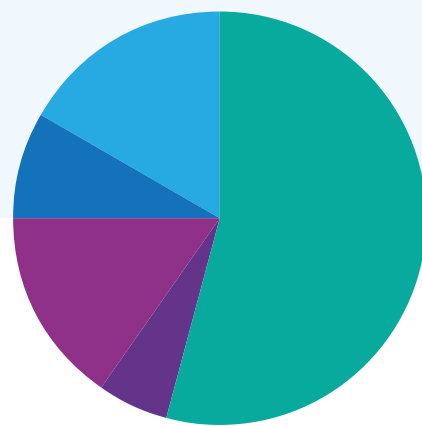
An initial audit carried out in December 2023 covering a snapshot of 3 weeks in November 2023, and presented to the PCN meeting, showed a large increase in new referrals and reviews with an increase of access to 115 slots per week.

FCP Audit - Week 1



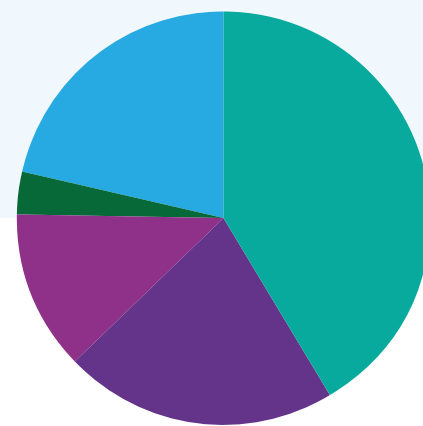
New FCP 8.5%  
GP/NP 89.8%  
Review 1.7%

FCP Audit - Week 2



New FCP 54.2%  
GP/NP 5.6%  
Review 15.3%  
DNA 8.3%  
Not Used 16.6%

FCP Audit - Week 3



New FCP 41.6%  
GP/NP 21.3%  
Review 12.4%  
DNA 3.4%  
Not Used 21.3%

The training needs and patient education highlighted from this are being taken forward alongside identifying ways of improving the FCP service further and the team will be carrying out a further audit this coming year for patient and staff feedback and will act on the results accordingly.

Aimee currently uses injection therapy for Musculoskeletal (MSK) joint pain and has recently taken a prescribing course which will further enhance the service provision and will be looking at ways to improve / reduce prescribing in MSK once settled with the new skill.

Ryan has recently completed his injection course and will be developing this new skill over the coming months with the support of Aimee.

Contacts from First Contact Physio (DDHF) in 2023/24:

# 1,756

The ultimate goal is to provide efficient service by reducing GP time with MSK patients and to give valuable advice for patients to self manage their condition. FCP will initiate investigations if required and refer to appropriate services. The overall aim is to improve self management with the patients where possible, manage those that can be managed in the surgery and ensure correct and appropriate referrals for those that need physio or orthopaedic care.

**“** I work with Ryan Adams in Stanhope GP surgery. He assessed a patient he was concerned about as this patient had muscle wastage and different size pupils, Ryan was concerned and sought urgent medical advice for this patient who was seen straight away and sent to A+E where this patient was diagnosed with a cva, thanks to his knowledge and thorough assessment this patient was given emergency treatment and will hopefully make a full recover – Well done **”**



SECTION 4

SOCIAL & WELLBEING

The Social and Wellbeing Team has increased in size considerably in 2023 due to increased demand for support for patients across the Durham Dales.

Since 2019 these new roles to primary care have expanded to where we are now and have proved to be a valuable link from primary care into other services in the local area. As well as Social Prescribing team increasing the PCNs have added more capacity into their practices with additional Health & Wellbeing Coaches and Care Coordinators to provide additional support for capacity and access targets and all roles are proving to be significant enablers in social and wellbeing outcomes.

As the teams are increasing in scope of referrals as well as volume of staff, in 2023 DDHF introduced a Social and Wellbeing Manager (SWBM) role to support the leads of the 3x PCN teams and to free up the leads to focus on theirs / their teams caseloads alongside their line management.

The role is a shared role and enables the SWBMs to steer and support the teams in a more strategic way, feeding into the Senior Management Team directly to meet the organisational objectives. The SWBMs are also key leads for the organisation for the Mental Health Transformation project involved in the weekly huddles with integrated neighbourhood organisations.

In order to also meet the DES requirements of Proactive Personalised Care and as a follow on from the previous year bowel screening work the team have been involved in a time limited project in early 2024 to encourage cervical screening uptakes in 25 year olds, providing reassurance and encouragement for attendance. This work is currently being evaluated and is due to be shared at a Northern Cancer Alliance Share and Learn event in June 2024.

“Probably the best health service/group I have attended. Informative, well presented and explained how and what will happen if you do not alter your lifestyle. With just enough group participation to keep the group focused. Well done to all concerned.”

“I found the appointment very useful. My coach was knowledgeable, positive and had a relaxed and professional manner. I'll definitely follow some of the tips and suggested programmes and would recommend the service.”

Number of Patients Seen for Whole Service:

24,794

Social Prescribing Link Worker:

5,237

Health & Wellbeing Coach:

1,813

Care Coordinator:

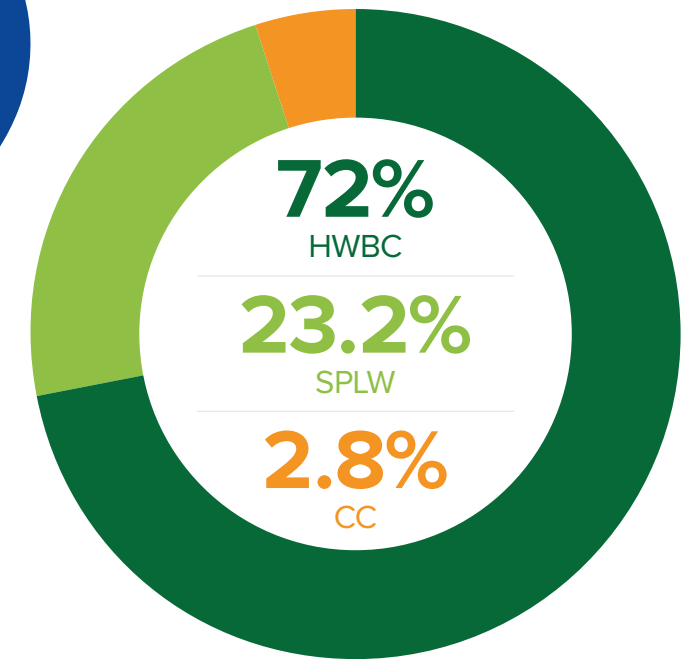
17,744

Friends & Family Feedback:

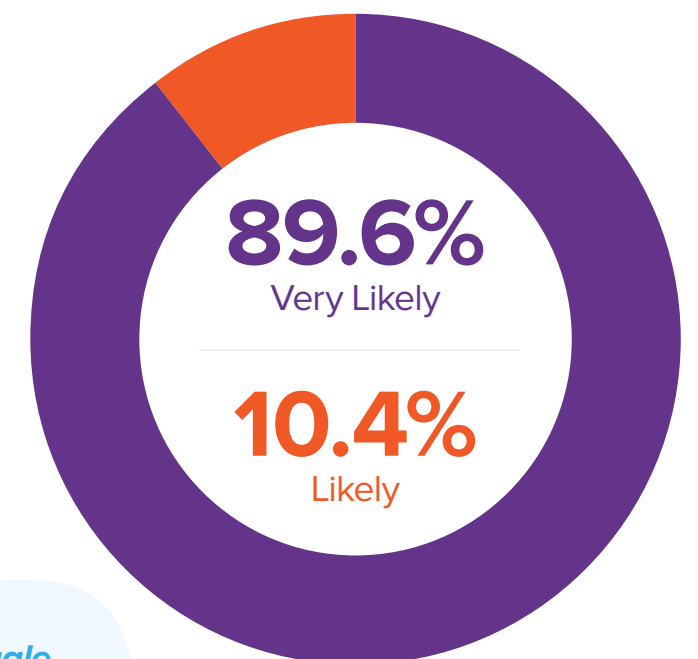
100%

“The help I received was great, I struggle with forms and how to complete them, this service is valuable and I would certainly pass on the services of DDHF.”

Which staff member were you seen by?



Patients likely to recommend our services to friends and family:





SECTION 4

ARMED FORCES SPLW

This role is part of a 2-year 'Test and Learn' Demonstrator funded by NHSE Armed Forces Team to scope out how social prescribing can support the specific needs of the Armed Forces Community (AFC).

The role is unique in the north of England and our AFC Social Prescribing Link Worker (SPLW) Chris covers County Durham receiving referrals for advice and education to the wider SPLW community in order to increase capacity and better support the AFC as well as supporting more complex cases, holding a small caseload.

Chris has worked alongside veterans, including those who are struggling with substance misuse, resulting in successful positive outcomes. Outcomes include financial, social, employment and accommodation issues to ensure better living and the organisation will continue to build on this work to adapt into the pathways and processes in a similar way to improve the lifestyle and social impacts.

Chris has received many compliments from patients, stakeholders and other social roles on the delivery of our Armed Forces Social Prescribing Link Workers presentations in the past year and these are shown below.

Over the past year Chris has taken the service forward significantly with the following involvements undertaken:

- Multiple steering groups were created and held to include other AF SPLWs across the country to develop pathways, training, share good practice and identify learning needs. Included NHSE. Other AF SPLWs from Cornwall, Plymouth and Dorset and Northumbria university.
- Chris was heavily involved in the creation of the training that was created to deliver to clinicians and other Social roles to enable a more thorough understanding of the support a veteran or dependant of a veteran could be supported
- Built links and engaged with multiple charities including Op restore and Op Courage
- Northumbria University is currently undertaking a full evaluation which will continue until 30th September covering the whole area which Chris covers. Alongside this DDHF are conducting their own internal evaluation on the service Chris provides and this will be the focus in the first quarter of 2024-25.



Referrals:  
**130**

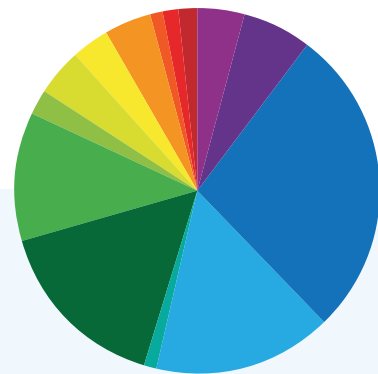
Compliment:  
**7**

Presentations:  
**37**

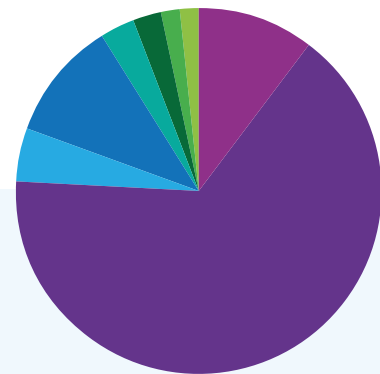
Training Sessions:  
**37**

The Head of Veterans Outreach Services from Royal Chelsea Hospital contacted DDHF to gather knowledge and information on how the role was created. Royal Chelsea then conducted a visit in November to meet DDHF and was accompanied by one of the Chelsea pensioners. Chris introduced Royal Chelsea to the SSAFA group located in Bishop Auckland and The Head of Outreach delivered a presentation. DDHF then continued to support the Royal Chelsea hospital to deliver a road show in the Durham Dales area later in the year.

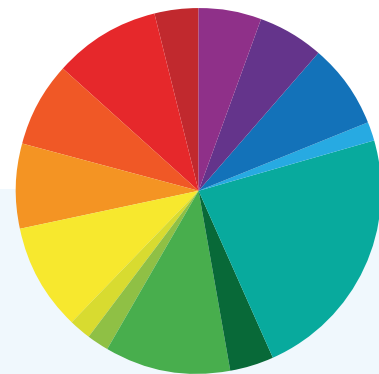
Referred To:



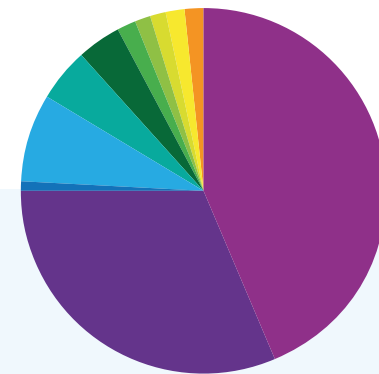
Military Service Type:



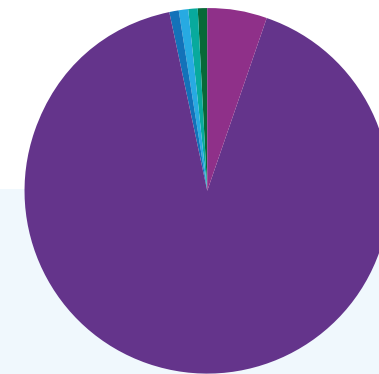
Secondary Referral:



Referred By:



Military Status:





SECTION 4

# EARLY CANCER DIAGNOSIS FACILITATOR



Emma joined us last April as a Northern Cancer Alliance (NCA) / ICB funded role to work on driving improvement in cancer outcomes and uptakes in cancer screening and prevention, especially via earlier diagnosis, through outreach to Primary Care Networks (PCN) / Clusters across County Durham.

In her role Emma has had a very busy first year and has already forged good relationships and regular contact with Cancer Delivery and Cancer community groups also reaching out to deprived communities and groups.

Over the past year Emma has supported, educated and influenced the primary care teams, health professionals and local health systems throughout the 13 PCNs presenting at PCN meetings as well as providing one-to-one sessions with practice staff to to upskill staff members and identify areas for improvements to increase data to reach targets. The current figures for

the Durham Dales locality combined show an overall increase in uptake figure from the previous year of 3%.

Emma has been key in identifying and supporting Cancer Champion/Cancer Care Coordinator roles in primary care designing and delivering bespoke training for all practice staff. On reflection of this Emma has worked with NCA to design regional cancer care champion training for all PCNs in the north east to follow.

For DDHF specifically we have worked with Emma and the practices to establish and implement the Early Diagnosis Cancer Action Plans for the 3 PCNs to ensure these met the requirements of the DES and the Northern Cancer Alliance work.

Emma's work links closely with the Social Prescribers, Health and Wellbeing Coaches and Care Coordinators attending their team meetings and within DDHF, as her employers, is linked intrinsically with our Social and Wellbeing teams working on targeting specific cohorts and workstreams.

More recent involvement has been with a short project targeting the 25 years olds to improve screening uptakes on cervical screening working with the Social and Wellbeing Team to provide reassurance and encouragement to try and break intergenerational cycles in DNAs. Emma, alongside our Admin Lead, was key in providing data and information to the teams and supporting the implementation of the work alongside the management team and the results of the uptake and work from all involved are shown below.

**294** Number of Eligible Patients

Reports ran via DDHF Admin Lead on SystmOne for overall eligibility of patients aged 25 at the time of the report who had not had a test in the previous year.

**158** Engagement

Engagement via telephone contact from either Social prescriber or Care Coordinator.

**54%**

**56** Cervical Screening Completed

Report ran for tests between January 2024 and April 2024

**35%**

Compliments are regularly received from stakeholders, practice leads and other social roles on the delivery of our Early Cancer Diagnosis Facilitator presentations and for the enthusiasm with which these are delivered.

Emma is working alongside Northern Cancer Alliance following the DES to influence and encourage work within the PCNs and future plans are to provide awareness training with the DDHF clinical team on Making Every Contact Count (MECC) in all interactions with patients as part of their processes.

SECTION 4

# VACCINATIONS

Durham Dales Health Federation have been busy with covid and flu vaccinations throughout the year within the care homes on behalf of the PCNs. In addition DDHF have vaccinated their own staff in the autumn months to protect them, their families and the patients they see.

This year with a larger volume of staff we offered multiple sessions to the staff in the Autumn, linking with the Protected Learning Time (PLT) days, with over half the staff taking the offer up. Alongside this we keep ongoing records of staff status on Hep B injections as our responsibility as an employer for their own safety and minimise or eliminate any risks as much as possible.

The clinical team working with the administration and health care coordinator teams have now streamlined a smooth process for providing the vaccination service in the care homes and have delivered 2x successful covid programmes in 2023-24, one of which was carried out in Autumn 2023 and was combined with the flu programme.

For the second year running the organisation, following an expression of interest, were asked to deliver nasal flu vaccinations to 2-3 year olds within nurseries and pop up clinics. This again was done in conjunction with Durham County Council and NENC ICB with close partnership working. The programme ran from October 2023 to January 2024 with 315 vaccinations successfully administered overall throughout County Durham and was also featured on the local morning breakfast programme.

“ Please can you thank all of your team, and yourself for the amazing support during the vaccination process. I appreciate that you have all juggled your time and taken turns to come out and all still have your regular jobs to still do, I know it been testing at times but its not gone unnoticed and I really appreciate all your hard work. it's been a pleasure working with you all, I genuinely mean that! ”

“ Easier for working parents as children were already attending nursery the same day / time and were familiar with the staff who were helpful and supportive. ”

Feedback was given via a survey provided prior to the clinics for parents to complete and some of this is shown below.

Care Home Vaccinations for Flu and Covid:

**Over 1000**

Care Homes (No. Homes / Patients:

**24 / 973**

2-3 Year Olds:

**315**



Staff Vaccinations for Flu:

**57%**

NENC Average: **51%**

Staff Vaccinations for Covid:

**46%**

NENC Average: **37%**



## FORWARD PLANS FOR 2024/25

Looking forward into 2024 and beyond presents significant challenges and opportunities for DDHF as an organisation. The likely changing political landscape may mean that health and social care policies will need to shift into a different direction nationally. It is anticipated that this will take several months to significantly emerge at an operational level however.

The local picture will also remain unclear as to how national policy will be applied and with structural changes to our ICB still bedding in, a significant shift in operational focus is not anticipated.

During this time DDHF can implement its 2024/25 business plan to mitigate some of the likely challenges that will occur during the coming year. DDHF is well placed to adapt and deliver support to the wider health and social care system with our proven track record but we also need to continuously develop and enhance the service offers we already provide.

DDHF has always focused on training and development of its staff and this will continue into the future with exciting opportunities to work with local partners including community pharmacy and universities. Maintaining this development will also ensure roles employed under the ARRS can expand further providing vital support firstly to our three PCN's but also the wider community.

**The development of Integrated Neighbourhood Teams, which has already commenced in the Durham Dales will be vital to bringing local providers together utilising the leadership of the Clinical Directors from the Durham Dales PCN'S.**

The INT will focus on developing solutions to local issues driven by population health management. INT's will expand on the work PCN's have already undertaken over the past several years now covering the larger population of the Durham Dales.

Using the relationships already built up between organisations and groups as well as inviting wider representation it is hoped that we can further improve the lives of people who live right across the Durham Dales.

In the shorter term, pressures on health and social care are likely to remain at an increase as we move into the Autumn / Winter period. DDHF has shown that particularly during times of surge, we are able to be flexible in meeting the demand and support provided to our local health system. DDHF will be ready to respond to these challenges whilst also maintaining support to our GP Practices, PCN's, INT and the wider system.

Given the uncertainty on strategic direction DDHF will continue to move forward with delivery of services providing care and support to the patients of the Durham Dales and beyond. The opportunities that await in the coming year can only elevate DDHF as an essential part of the service provision in the local community.





## CLOSING COMMENTS FROM THE CHAIR

**On behalf of the board of directors and our member GP practices, I have to congratulate Durham Dales Health Federation (DDHF) for its continued flexibility and innovation in providing sustainable health care services at a scale.**

**From our Extended Access Provision (EAP), Vulnerable Adult Wrap Around Service (VAWAS), Same Day Urgent Care (SDUC) Service at University Hospital of North Durham and Bishop Auckland Hospital, support of three different Primary Care Networks (PCNs) and their associated staff, and the new Integrated Neighbourhood Teams (INTs) to name just a few, it is impressive reviewing the team's achievements over the years.**

While we discuss and review our projects and performance as a Federation every month with our Board of Directors, documents like this help crystallise that progress and mark the achievements made over a much longer time period; this document acts as a milestone of the past year and a benchmark for the next. It also helps answer that question sometimes asked 'Who are Durham Dales Health Federation and what do they do?' for those without regular contact with the services above or the team.

The report has several areas worth highlighting:

### **DDHF is a satisfying place to work.**

Once a sign of a healthy organisation is the investment in staff, not just training but also supporting students and apprentices. The positive comments and high level of staff satisfaction, as well as the recent enrollment in better health at work programme only serves to clarify that, but thank you again to all the staff, you make DDHF what it is!

### **DDHF's services are valued!**

The numbers of patients seen are always helpful to monitor performance, but seeing 92% of patients happy with our patient facing services is a big boon and gives confidence we are building in the right direction for our patients.

### **DDHF is progressing to build a unified service for the most vulnerable patients.**

The Enhanced health in care homes as part of practice PCN work, combined with our VAWAS service and home visiting services, in close coordination with member GP practices, are building towards the best care we can for our ageing population. This includes working with our District Nurses and Local Authority and linking up with hospital discharge planning for those most at risk, as well as supporting the vaccination of all the care homes in the practice areas. I remember a time without this level of support so with the increasing demands on NHS services, having this core service will become even more important.

### **DDHF services cover much more than just appointments in Durham Dales!**

It is not only clinical appointments or home visits that DDHF provides locally. DDHF manages teams of social prescribers, pharmacists and First Contact Physiotherapists for our PCN's. They also host regional services with our Veteran support, Early Cancer Diagnosis Facilitators and extend their clinical support to Durham City too.

I won't stress the point any more, but this report really helps codify the many strands of work underway in one organisation, all provided by a diverse and specialised team, backed with the support and direction of the member practices.

The future as noted is not without challenges to the unfolding landscape of NHS healthcare in the next few years but DDHF is in a strong and flexible position to meet and exceed those challenges.

**Thank you for sharing in our achievements.**

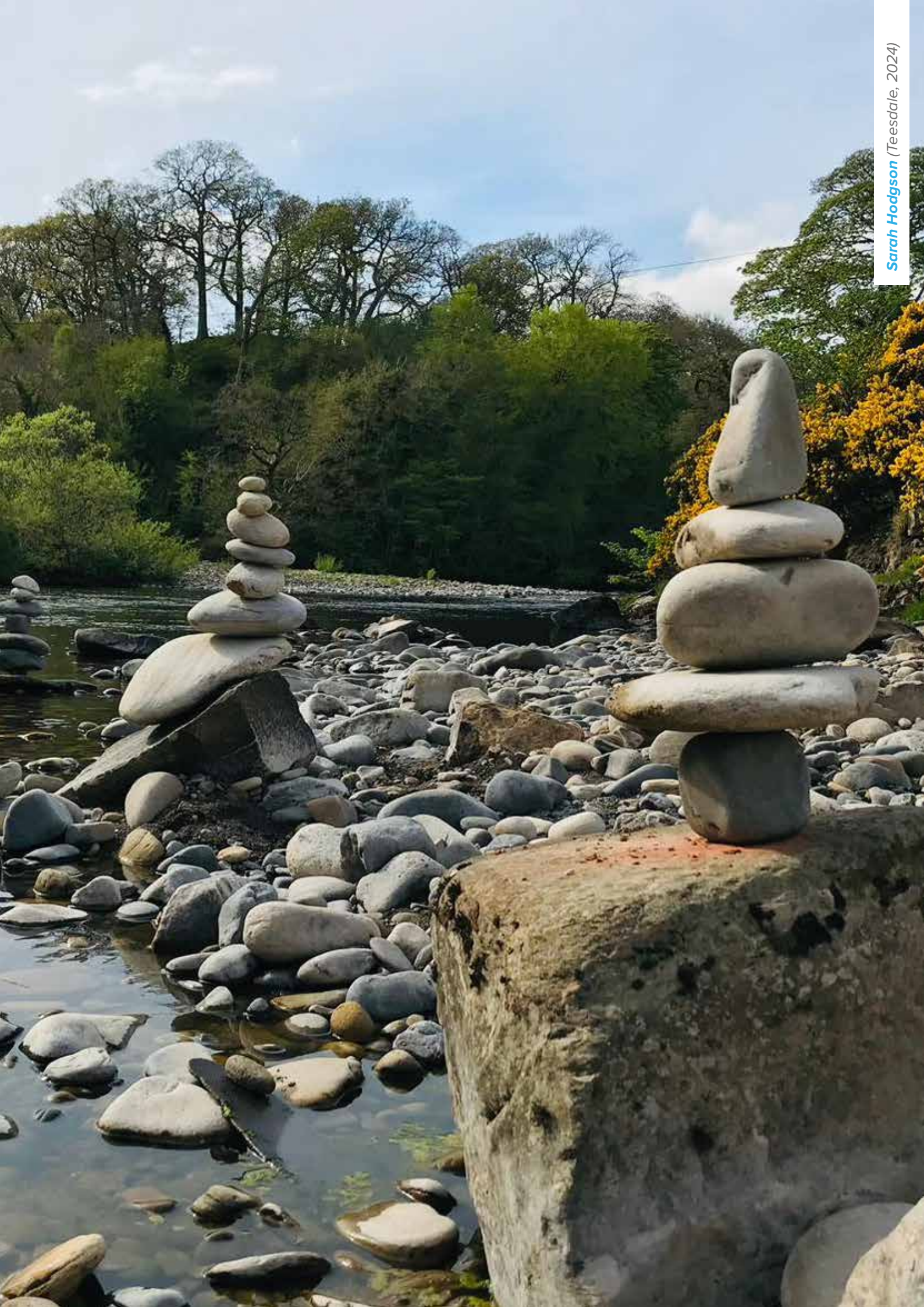


*Every member of the DDHF team should be proud of what they have built together in support of the patients, the practices and the wider community of Durham Dales.*

**DR DANIEL WILMER**

**Chair**





Sarah Hodgson (Teesdale, 2024)

**DDHF**  
DURHAM DALES HEALTH FEDERATION



## DURHAM DALES HEALTH FEDERATION

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