

Connections

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Welcome to the June 2014 issue of our magazine for trust members and staff. No doubt you've spotted a few changes to the magazine since our last issue!

Probably the first change you'll notice is to our brand identity. We've updated the trust's corporate 'look' following feedback from people inside and outside our trust. The new brand identity further develops the ribbons we've traditionally used. It maintains a consistent use of colours with a more modern, refreshed look. It has been developed in consultation with service users, carers, staff and governors, so I hope you like it!

We've also slightly changed the name of the magazine – from 'Connection' to 'Connections'. It's a subtle change but it's important, because we want the magazine to cover the range of connections we're developing here at Derbyshire Healthcare: connections between the trust and the communities we serve (see our work on equality and diversity on page 8); connections between the trust and our partners (see the 'week in the life' of a health visitor on page 10); connections between the different services we offer (see the article about occupational therapists on page 12); and connections between good mental health and good physical health (see our tips on managing anxiety on page 5). As always, we value your feedback on the magazine. Our contact details are on page 16.

On the subject of feedback, I've recently received feedback about my own work, after completing my first full year here. A 360-degree appraisal was carried out, giving colleagues – both within and outside the trust – the chance to comment on my ability to work with others, to manage services, to deliver the strategy and to set direction. You can read how I did on my blog. Or tell me how you think I'm doing; I'm always open to feedback.

Finally – I'd like to pass on my congratulations to staff for enabling us to remain the top mental health and community trust in the country for patient confidentiality. This is the second year that we have topped the national charts for good information governance. It reflects well on our most important connection – the connection we have with our patients. And it gives a clear message to people in contact with our services that information about them is in safe hands.

Steve Trenchard, Chief Executive (CEO)



Follow Steve's blog on the Derbyshire Healthcare website. Click on 'Get Involved' and then 'Chief Executive's Blog'.

Contact Steve by calling 01332 623700 ext 31205, or writing to: Steve Trenchard, Chief Executive, Derbyshire Healthcare NHS Foundation Trust, Bramble House, Kingsway Site, Derby DE22 3LZ.



Get on your marks for the Annual Members Meeting!

Meet Olympic medal-winning athlete Roger Black: Derby Conference Centre, 25 September, doors open 4.30pm, formal meeting starts 6pm.

Make sure you save Thursday 25 September in your diary, because you won't want to miss this year's Annual Members' Meeting (AMM).

As well as being a chance to learn more about the trust's work, there will be an opportunity to hear from former 400m runner and Olympic silver medallist Roger Black. There will be a free prize draw, with some great prizes.

The event will start at 4.30pm with refreshments and a 'marketplace' of stalls, covering many of the trust's services. At 6pm the formal part of the evening will begin, with presentations from Roger Black, chairman Mark Todd, chief executive Steve Trenchard and finance director Claire Wright.

Derby Conference Centre offers free parking on site, as well as hotel rooms if you want to stay the night (with a special rate for AMM attendees). The address is London Road, Derby DE24 8UX. London Road is partly closed but the conference centre is easily accessible from the A6 (Pride Parkway).



Olympic silver medallist Roger Black will speak at the meeting on 25 September



Book your place at the AMM by emailing membership@derbyshcft.nhs.uk or calling the membership team on 01332 623700 ext 33302.

If you would like this information in a different language or format please contact communications@derbyshcft.nhs.uk

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It's good to talk

Our talking therapies teams are making a difference to the lives of local people – both young and old.

One of the most effective ways to manage anxiety and depression is to talk about them. Talking helps us to explore what's really bothering us and to find new ways to look at the world.

Derbyshire Healthcare provides talking therapies (sometimes called psychological therapies) for both adults and children – and both have been attracting positive attention lately.

The service for adults, Talking Mental Health Derbyshire (TMHD), has helped to establish Derbyshire as one of the best places in the country to recover from common mental health problems like anxiety and depression. TMHD, a partnership with Derwent Rural Counselling Services and Relate, uses a range of therapies including counselling and Cognitive Behavioural Therapy (CBT) to support people across Derbyshire. Figures published in April

“ We have helped to establish Derbyshire as one of the best places in the country to recover from anxiety and depression ”

by the Department of Health show that recovery rates for anxiety and depression across the county are well above the national average of 44%, and that is at least partly thanks to the success of talking therapies like TMHD.

Indeed, Talking Mental Health Derbyshire's recovery figures are so good – the service is ranked ninth out of 140 across the country – that team members Anjali Taylor and Amanda Jones were invited to a meeting with Health Minister, Norman Lamb in London to discuss their good practice.

Our Child and Adolescent Mental Health Services (CAMHS) team also provides talking therapies to young people, in the form of CBT and parenting training. The team's success in spreading the use of talking therapies across all its services was recognised in February, when staff members Scott Lunn and Vicky Owers and young person Leanne Walker were asked to present at a conference in Manchester on improving access to psychological therapies. The conference was attended by senior clinicians, commissioners and Department of Health officials.

Leanne, who is part of the CAMHS participation group offering advice on how services should develop, has now been asked to work with the national participation team that reports directly to the Department of Health, and advises CAMHS organisations across the country. Well done, Leanne!

“ Our CAMHS team was asked to present at a conference in Manchester attended by senior clinicians, commissioners and Department of Health officials ”



Talk up our talking therapies!

Please spread the word about our great talking therapies. Talking Mental Health Derbyshire, available to people aged 18 and over (16 and over if not in education) can be contacted on 0300 123 0542.



Managing anxiety

'Anxiety' was the theme of this year's Mental Health Awareness Week (12 to 18 May). We have been encouraging people to spot the signs of anxiety and to find ways to manage anxiety before it becomes a problem – including talking about it with others.

Our Child and Adolescent Mental Health Services (CAMHS) team worked with young people and the administrative staff at our Temple House centre in Derby to produce a display showing how different parts of the body respond to anxiety.

We also teamed up with First News, the national newspaper for children and young people, to produce a special report on managing anxiety at exam time.

To read the article in full and see our detailed tips on managing anxiety, please visit our website and search for 'Mental Health Awareness Week 2014'.



Our special report on anxiety in First News, the national children's newspaper (issue 412, 9-15 May 2014)

Our top tips to help manage anxiety...

1. Talk to someone and, if needs be, ask for help
2. Stay healthy - eat well, sleep well and exercise
3. Do things you enjoy and are good at
4. Spend time with friends and family
5. Take time to relax



The League of Friends Summer Fayre: free entry, free parking, for a good cause!

Get set for the summer fayre

The annual League of Friends Summer Fayre will take place at our Kingsway Site, in Derby on Saturday 5 July, 1.00pm to 5.00pm.

Attractions will include 'meet a creature', children's magic, belly dancers, stalls, games, a bouncy castle, a tombola and a prize draw. So do please come along – all proceeds will go to patient care. Parking and entry are free.

Snapshot...



Women's relaxation room revealed

A new relaxation room has opened on the Enhanced Care Ward (ECW) at the Radbourne Unit, where women can take time out to reflect and chat to other female patients on the ward. The Aqua Relaxation Room, funded partly by the League of Friends and partly by raffles held on the ward, was named and designed by patients and nursing staff. One patient said: "The room is absolutely beautiful and will give myself and the other ladies on the ward a safe haven to chill, relax and chat." Plans are now underway to start women's health promotion groups on the ward, with members of staff offering hand massages and teaching relaxation techniques.

Coffees, teas and memories

As part of Dementia Awareness Week, our Cubley Court dementia ward played host to a reminiscence tea party in May. Patients, carers, families and staff enjoyed live music, plus cakes made by the patients themselves. There were lots of reminiscence materials to help bring back memories from the past, including Rempods – pop-up reminiscence rooms like the old music hall pictured below. Our Deputy Chief Executive, Ifti Majid (left), joined in the fun with residents and carers.



Tackling discrimination

Well done to Chesterfield Football Club, who have shown their commitment to mental health by signing the Time To Change pledge. The club is one of our official partners and is helping us to use football and physical activity to improve mental health (more information at www.facebook.com/spireitetrust or call 01246 264030). Derbyshire Healthcare's Karen Wheeler and members of the Healthy Body Healthy Mind Programme joined the club for the signing of the pledge.



Raising money, raising awareness

The Child and Adolescent Mental Health (CAMH) Liaison team has raised over £1,000 for Papyrus UK, a charity supporting young people with suicidal thoughts, through a sponsored 'HOPEWalk'. The team was joined on the 10-mile walk by trust colleagues from Puffin ward at Royal Derby Hospital, who work with them to support young people who have self-harmed or attempted suicide. The CAMH Liaison team has also contributed to a book helping clinicians to better understand the lived experiences of people who self-harm. In 'Our Encounters with Self Harm,' published by PCCS Books, they describe how they responded to the need for a dedicated team to help young people admitted to the ward following episodes of self-harm.



Making people count

Our finance team has signed up to Future-Focused Finance, an NHS-wide initiative to encourage trusts to deliver transformation effectively and sustainably over the next five years. In part that involves 'knowing the business' – something our finance team is doing by encouraging the team to spend time with front-line staff, including physiotherapists, occupational therapists, ward nurses, and the pharmacy and estates teams.

The trust has scored a healthy Monitor finance rating of 3 out of 4 every year since becoming a foundation trust in 2011. We met our savings targets for 2013/14, and are on track to deliver £4.3m of savings for 2014/15.

Carers and cake

The Core Care Standards team held events in Buxton, Ilkeston and Derby in March to support and celebrate carers looking after family members or friends with a mental illness, learning disability or problems with drug and alcohol misuse. Specialists from Derbyshire Carers Association, Think Carer and the trust were on hand to chat to carers and offer information and advice.



Equal to the task

We are working hard to give all communities equal access to our services...

.....
“We want people of all different backgrounds to know about our services and feel comfortable using our services to improve their health and wellbeing”
.....

Steve Trenchard,
Chief Executive

We are proud to announce that Derbyshire Healthcare has become one of only 21 trusts in the country selected to champion equality and diversity across the NHS. As an 'Equality and Diversity Partner', we will work with NHS Employers to share examples of our good practice with other NHS trusts – particularly our efforts to engage with all our local communities.

Part of the application for partner status involved us demonstrating how equality and diversity played a role through leadership at all levels. Our Chief Executive, Steve Trenchard, is one of only six NHS chief executives chosen to be an Ambassador for the Personal, Fair and Diverse campaign, also run by NHS Employers, which seeks to create an NHS where everyone counts, where services are personal and designed to give patients what they want and need, and where fairness is built in – so that everyone has equal opportunities and treatment.



The trust also receives continuous feedback from community representatives of all backgrounds who sit on the 4Es Stakeholder Committee. The Trust's Chairman, meanwhile, makes regular 'reach-out visits' to community groups, in order to make them aware of the Trust and to learn about any barriers that may exist to the Trust's varied range of services. And earlier this spring, Derbyshire Healthcare also became the first NHS trust in Derbyshire – and only the second mental health trust in England – to sign the British Deaf Association's BSL (British Sign Language) Charter, to show our commitment to equality for Deaf people. Read more about these stories on page 9.



Become a Personal, Fair and Diverse Champion today!

Sign up and be part of a network of champions, all committed to taking some action to create a personal, fair and diverse NHS by visiting www.nhsemployers.org/campaigns/pfd-campaign.



Our staff unveil the rainbow flag window stickers outside the Kingsway Site along with our Chairman, Mark Todd on International Day against Homophobia and Transphobia

Showing our true colours

International Day against Homophobia and Transphobia (Saturday 17 May) was the perfect opportunity for us to show our support for the lesbian, gay, bisexual, and transgender (LGBT) communities across Derbyshire this year. To mark the day we kitted out all of our public reception areas with rainbow flag window stickers and our Chairman, Mark Todd, unveiled a rainbow banner at the entrance to the main site on Kingsway in Derby.

We have a strong record of supporting LGBT people. We were named 'organisation of the year' in 2013 by local charity Derbyshire Friend for our "innovative ways of working and engaging with community groups" and our "passion and enthusiasm for improving people's lives." We also run monthly drop-in sessions in partnership with Derbyshire Friend, led by therapists like Michael Naphthine (on the cover) who are able to offer confidential advice and support to people experiencing distress as a result of gender or sexual identity issues.

Our BSL pledge



During May we signed the British Deaf Association's BSL (British Sign Language) Charter and by doing so became the first NHS trust in the county – and only the second mental health trust in England – to demonstrate our commitment to equality for Deaf people.

Mark Todd, Chairman, and Steve Trenchard, Chief Executive, signed the Charter on behalf of the trust and made a pledge to give Deaf people full access to the trust's healthcare services across Derby and Derbyshire.

Through the BSL Charter, we commit to:

- Ensuring access for Deaf people to information and services
- Promoting learning and teaching of BSL
- Supporting Deaf children and families
- Ensuring staff working with Deaf people can communicate effectively in BSL
- Consulting with our local Deaf community on a regular basis.

Our signing of the pledge is featured on the British Deaf Association: www.bda.org.uk



Sobia (centre) with fellow health visitors Sandra Bennett, Gerry Morris, Dawn Nuttall, Susannah Morrison, Laura Freeman and Jennie Churchill

A week in the life of...

Sobia Bano, Health Visitor

Monday

Health visitors work with children from birth to five, and their families. We lead on the Healthy Child Programme, which aims to provide families with a programme of screening, immunisation and health and development reviews, supplemented by advice around health, wellbeing and parenting.

We work hard to build good relationships with GPs, nurseries, councils, children's centres and many more, so we can deliver a quality service. Today I am meeting with a children's centre manager to discuss the take-up of two-year health reviews. We must make sure children are ready for school, and these reviews play a crucial role. They allow us to review the child's general progress and give key messages about health and parenting. We look at aspects including diet, speech and language, social development and physical development.

Tuesday

I support a student health visitor, and today we have a meeting with her university lecturer. The course for student HVs is intense but the support they receive in practice and at university is really good. Support from the trust continues once you are qualified – for example, I am the preceptor (mentor) for two newly qualified Health Visitors.

During a clinic for six- to 12-month health reviews, my student and I carry out a session on dental health. Poor oral hygiene is very common in inner city Derby, as are public health issues like obesity, parental smoking and maternal mental health. There is also a low uptake of immunisations. We take any opportunity we can to get across public health messages.

Wednesday

It's child health clinic day today. Parents are able to drop in and weigh their child and ask any questions. Although the most commonly asked questions are around diet, I also advise people on sleep, behaviour management, positive parenting strategies, speech and language. One lady needs support with breastfeeding. Breastfeeding is the most effective way to protect the health of an infant, and is another big aspect of our role. We have excellent training packages on this and other parts of the job.

Did you know
Children make up 22.4% of
the Derbyshire population



Thursday

Today I attend a child protection case conference. This is where concerns about a child’s welfare are discussed and a plan of action is put in place if it’s felt the child is at risk of harm. Many other agencies are present at today’s conference including the police, drug and alcohol team, family visitor, social worker and the school teacher for the child’s older sibling. I also represent the school nurse as we work very closely with each other. I’ll need good partnership working with these agencies and the family to achieve the best outcomes for this child. Although there are many issues that cause a safeguarding concern, the main issue discussed is the presence of domestic violence. I arrange a home visit with the mother; this will allow me the opportunity to give her the support required. Safeguarding children is a big aspect of our role. However we receive regular supervision to support us, and it’s very satisfying when a positive outcome is achieved.

Friday

I receive a phone call today from the mother and baby unit at the hospital about a lady who has postnatal depression. We discuss her care plan in the community. I will visit her to offer my support but will also liaise with her GP.

.....
“ **Health visitors are in a perfect position to intervene at an early stage.** ”
.....

Later in the day I attend a health promotion event in the local park with a colleague. Our focus is on healthy eating – as we know there’s a need to talk about this in our community. Obesity in school-aged children due to poor diet is on the rise, and health visitors are in a perfect position to intervene at an early stage.

I end the day by making sure my files and notes are up to date. Our records are now electronic, and I can’t say I miss all the paper!

Although next week will no doubt be interesting, diverse and enjoyable... I am ready for the weekend.



Help us recruit more health visitors

As part of the government’s plan to increase the number of health visitors (HVs) across the country by 4,200, we are training and employing dozens of new HVs every year.

If you know a qualified nurse who might be interested in becoming a health visitor, please ask them to call 01332 888080 ext 88373.



Sobia (right) advises student health visitor Susannah Morrison about child health reviews.



The OT crowd

Occupational therapists (OTs) and occupational therapy assistants work in a variety of roles across the trust, in communities and hospitals alike. We asked a selection of OTs about the different ways they promote independent living.

Some of our OTs use equine therapy



Sandra Town **Temple House, Derby**

"I work within the Child and Adolescent Mental Health Services (CAMHS) Learning Disability team, supporting young people up to their 19th birthday who have a moderate to severe learning disability and a mental health problem. Many of the young people come to our team because they are exhibiting challenging behaviour, anxiety or a low mood. My role, as part of a multi disciplinary assessment, is to understand if they have a sensory processing disorder – that is, an inability to use information received through the senses in order to function smoothly in daily life. If they are very sensitive to, say, noise or touch, this might affect how they function at school

or with friends. If they are very active, it may be because they are seeking extra-sensory information.

"I will carry out a sensory assessment, speaking to parents, carers and teachers, and observing the young person at school. I will then give recommendations about levels of noise, or visual stimulation, or physical activity. I may give advice about regular movement breaks throughout the day, teach calming techniques to the child or their carers, or make adjustments at school and home to help meet the child's sensory needs."

Claire Lowe **Hartington Unit, Chesterfield**

"We work with adults and older adults to promote and enable a sustainable discharge from hospital. We work with individuals to help them prepare to look after themselves in their home environment – that could be through shopping, budgeting, cooking, using the bus, or using local amenities. We encourage them to be productive; to get back into work, attend college or take up a hobby. We invite speakers into our unit here at the hospital, for example to talk about maintaining good physical health, and we also run a gym.

"We routinely support people to visit their homes and local community, to enable us to have a better understanding of their home environment and the local area. We organise home assessments for many of our older adults or those with physical difficulties – and we can order equipment for them, to improve their level of functioning."



Louise Stewart Old Vicarage, Bolsover

"Katrina Reece, Megan Shenfield and I work in the Recovery Team of the Community Mental Health Team for Bolsover and Clay Cross. Our service users have severe or enduring mental health problems such as schizophrenia, psychosis, depression, anxiety, obsessive compulsive disorders and borderline personality traits. Within the multi-disciplinary team, our focus is on helping them to develop healthier lifestyles that support their mental well-being. We try to combine communication and confidence-building with

exercise through an Active Confidence programme, which includes sessions of rock-climbing, canoeing and abseiling.

"We also use equine therapy, which involves the clients working individually, and in small groups, with specially chosen horses, in a relaxing outdoor environment. We find that they gain greater awareness of the way they communicate and explore the foundation of all relationships – trust."



Susan Stayner Cubley Court, Kingsway

"My team engages people with dementia in activities that help them to improve their quality of life and give them a more positive outlook on life. We run regular cooking and gardening groups, which not only allow us to assess people's daily living skills but also encourage social interaction, help build self-esteem and generate positive associations with the past.

"We also run weekly reminiscence groups, where patients can discuss previous jobs, hobbies or trips, looking at old objects and photographs which help to hold their attention. This kind of reminiscence has been shown to reduce feelings of loneliness and depression."



Occupational therapists across the Trust get together through Special Interest Group (SIG) meetings to share examples of good practice and insights from recent training courses. They also attend 'journal clubs' to look at the latest academic research.

Did you know
Our OTs work with adults and children
across a variety of health settings



News in brief

'Safewards' launched

We have signed up to the national Safewards model (www.safewards.net), to further support the trust's work to reduce conflict and containment as much as possible on our acute inpatient wards. As part of this scheme our clinical staff will undergo intervention training to help limit potential harmful events like self-harm, aggression and seclusion. Each ward will have a 'Know Each Other' booklet that details staff and service users' likes and dislikes, to further enhance relationship building.

High engagement

We have been identified as a key national performer in terms of high levels of employee engagement. We were one of only eight NHS trusts recognised by the IPA (Involvement and Participation Association) for our high performance based on employee engagement scores, patient satisfaction and a range of other data.

New care tool

Do you look after someone receiving mental health care from us? Visit www.corecarestandards.co.uk/pbr to learn about the National Tariff Payment System, a new funding system that also helps decide on the package of care that a person is likely to need. You'll also find information and tools there about Care Clusters – 'packages' of care for people who have similar needs, even though their diagnosis may be quite different.

Meet your governor:

Igor Zupnik, Derby City East

I first got involved with Derbyshire Healthcare when... I received a notification about the public governor elections by post. I thought that getting involved would allow me to better understand the trust's ethics around care and compassion, as well as the changes in the way the trust provides services – changes that are essential in today's society.

I decided to stand for election as a governor because... it was a very welcome opportunity to get involved in something fundamental to people in Derbyshire: public health. In particular, I have always felt very strongly about mental health issues. Mental health problems that are left lingering or undiagnosed cause so much needless suffering – they undermine individuals and their families.

The most challenging thing about being a public governor is... to take in the 'big picture' for the trust within an ever more complex medical landscape, and at a time of growing crisis around mental health and dementia.

As a governor, I want our vulnerable service users to continue to receive the level of care they expect and deserve, and I want to prevent the trust's staff from becoming overstretched. As anyone who has cared for a loved one with a mental health problem or dementia knows, there can be no 'escape options' or cavalier approaches when it comes to funding our health services.

The best thing about being a governor is... that as a former teacher of Business Studies, I have a fantastic opportunity to be part of such a caring organisation – one that employs highly professional people who are committed to caring for the needs of vulnerable and dependent members of the Derbyshire community.

I am also very proud of all the research that is allowing us to develop new methods of treating patients and supporting people. I took a photo recently on the Kingsway site because I wanted to capture how far we have come in developing a more humanitarian outlook on mental health. Let's hope that old superstitions about mental health soon cease for good.

“I have a fantastic opportunity to be part of such a caring organisation”



Igor at the Kingsway site in Derby



Become a governor

We will hold elections later this year for vacant governor posts in places like Chesterfield South, Erewash South and North East Derbyshire.

To find out more, or to contact any of our governors, please email governors@derbyshcft.nhs.uk or visit www.derbyshcft.nhs.uk/members/governors.

You can also watch our governors in action at the Council of Governors meetings on...

- Tuesday 9 September 2014, 1.00pm
- Tuesday 9 December 2014, 1.00pm.

Both meetings will take place at the Centre for Research and Development, Kingsway site, Derby DE22 3LZ.

Change for the better

The Trust is always trying to change and improve – here are some examples:

New ward, new ways of working

On 1 April 2014 a new ward opened at the Radbourne Unit in Derby, reducing the need for local people to travel outside of Derbyshire to receive care.

The new wards provide gender specific accommodation, with a moveable wall in place between the male and female wards to enable the number of beds in each space to vary, depending on gender requirements. Each ward is now of a reduced size which improves the quality of patient experience and care.

Initial feedback indicates the new layout of the ward has supported our nursing staff to spend more time in direct contact with patients.

Learning Disabilities moves to Paris

On Tuesday 22 April, Learning Disabilities became the first Trust service to move from Carenotes to Paris, the new electronic patient record system. Paris has more features, is more intuitive and provides a better user experience than its predecessor. It will enable clinicians to access accurate and up-to-date patient information wherever and whenever they need it. Other services will move to Paris over the coming months.

Recovery education

We are currently developing our plans in relation to recovery education centres. See the next edition of *Connections* to find out more!

Transforming the trust

During 2013/14, approximately 500 people shared their views about how we should change our services to meet the needs of the future. Several common themes emerged, giving us the following vision for 2019:



- Our services will be wrapped around the **needs of the patient** and their community, they will be easy to access and re-access and will be designed to meet an individual's needs.
- Our services will **interconnect with other organisations** to ensure that care is delivered in a truly integrated and co-produced way.
- We will have fewer beds and instead will **care for patients within their communities** as much as possible; services will support and enable the development of community, family and patient resilience.
- Our workforce will be **flexible** to support the patient's journey.

We are now moving into our next phase, where we can start to look at how to make this vision a reality for the people of Derbyshire. We will continue to involve and update you on our ideas through these pages.

