



Derbyshire Healthcare
NHS Foundation Trust

Your Care

How you can be in control and a partner in your care and treatment

Explaining our Core Care Standards



Making a
positive
difference

This booklet is yours. Use it to help you think about how you would like your needs to be met and the services you receive to be provided. You can use the booklet to record things that are important to you. You can bring it to appointments and talk to our staff about things. You can even share it with family.

It includes:

- Involvement and choice
- Assessment
- Care Planning
- Review
- Moving Forward and Moving On
- Families and Carers
- Coordination
- Safety
- Your Records
- Tell us what you think
- Our values and standards

Making a positive difference

The Trust will...
Fully involve you in your care whenever possible and ensure that you have service contact details

Discuss your options for care and treatment with you, in a way that you understand, and ask what option you would like to follow
Get to know you as a person, not a diagnosis or disability, and treat you as an individual

Listen to you and try to ensure that you feel heard and trusted
Make sure that what is important to you is important to us

Ask who is important in your life and involve them.

Patient Experience Promise

What the TRUST will do for me

What I will do for the TRUST

What we will do TOGETHER

Together we will...

Work on your recovery to help you reach your goals and potential

Treat each other with respect and be polite to each other
Develop a mutual contract identifying how we will work with each other

If we have to cancel appointments - we will let the other know beforehand (except in emergencies).

NHS
Derbyshire Healthcare
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I will...

Lead in my care, describing my life story and experiences so they can be included in my care plan

Be an active participant in my care and recovery, and consider your advice
Let services know if my health gets worse

Do my best to be open and honest with you to aid my recovery
Tell you who is important to me and how I want them involved.

Making a positive difference

Involvement and Choice

You will be involved as much as you want and are able to be

We want to help you to make **informed choices** through:

- **Understanding** your care, treatment and support choices
- **Being a leader** in decisions about your care, working in partnership
- **Having information** to help you make choices and decisions about things like medication
- **Taking the lead** in working out what makes your health worse or better, and using advance statements or advance decisions if you want to, to say what you would like to happen
- **Your family and carers being core** to your care when they need to be (when you're happy with this)

Think about how you would like to be involved

I would like to have:

- An understanding of my experiences and health conditions, and to talk about how it can be managed
- A copy of any letters about me
- Choice in the treatments and support in my care plan
- Information about other services I can use
- A care plan that accurately reflects my views opinions and choices and includes my recovery goals
- A copy of my care plan
- Someone there to speak for me (see Advocacy page.4)
- The opportunity to work out my own plan for keeping well
- My family/carers involved and considering their needs
- An understanding about how my treatment ends and how I exit the service well when I no longer require support
- The opportunity to provide feedback on the service I received

Advocacy

Who can help make sure your voice is heard?

Making decisions

If people lack capacity, for example due to being very unwell, decisions will be made on their behalf using a best interest process. This may involve talking to your carers and close relatives, if appropriate. If you have any concerns about this, please let us know. You can help us support you in making these decisions by working with us to make an advanced statement (please see page 7).

Advocacy

Advocacy is about making sure that someone gets their views heard. Most people are able to speak up for themselves, but sometimes we all need some help. An advocate does not tell you what they would do; they help you to decide what you want. Advocates respect your views, work together with you and do not judge your choices.

Support for people with a mental health problem or who do not have capacity to make their own decisions

Some people who experience mental health problems are detained under the Mental Health Act 1983. People who are sectioned under the Act can use the services of a specialist advocate called an **IMHA** (Independent Mental Health Advocate). The IMHA service is free and every area must provide one. Information on how to contact an IMHA should be given to you if you are sectioned, admitted, accepted into guardianship or placed on a community treatment order.

Some people may lack the capacity to take decisions in certain specific, important situations. **IMCAs** (Independent Mental Capacity Advocates) are

instructed by the Local Authority or NHS where a person has been assessed as lacking capacity in relation to a specific decision, and they have no-one in their lives who can be involved in the decision making. IMCAs are also involved in specific decisions around long term accommodation moves and serious medical treatment. They are instructed by the Local Authority to support people subject to the Deprivation of Liberty Safeguards (DOLS) under the Mental Capacity Act 2007.

For help please contact:

- if you live in the county of **Derbyshire** contact **Derbyshire MIND** on [01332 623732](tel:01332623732) or email advocacy@derbyshiremind.org.uk
- if you live in **Derby City** contact **ONE Advocacy** on [01332 228748](tel:01332228748) or email referrals@oneadvocacyderby.org

NHS Independent Complaints Advocacy

If you wish to make a complaint about an NHS funded service, either about your own treatment or that of a family member, child or carer then you can use the NHS Complaints Advocacy Service. This service is free and confidential, and it can help you understand your rights, assist with complaints, applications and support people at meetings.

- If you live in the County of **Derbyshire** contact **Derbyshire MIND** on [01332 623732](tel:01332623732) or email advocacy@derbyshiremind.org.uk
- If you live in **Derby City** contact **ONE Advocacy** on [01332 228748](tel:01332228748) or email referrals@oneadvocacyderby.org

Independent Community Advocacy

The Care Act 2014 requires Local Authorities to ensure that people are fully involved in their assessments, reviews and the development of their support plans, safeguarding enquiries and reviews. If someone is likely to have 'substantial difficulty' in being involved, and if they do not have an 'appropriate person' to support and represent them, then the Local Authority has a duty to arrange independent advocacy.

- If you live in the County of Derbyshire contact Derbyshire Independent Community Advocacy Service on [01332 623732](tel:01332623732) or email enquiries@derbyshireindependentcommunityadvocacy.org.uk
- If you live in Derby City contact ONE Advocacy on [01332 228748](tel:01332228748) or email referrals@oneadvocacyderby.org

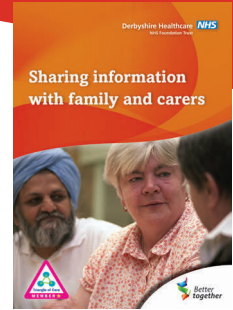
If I have an Advocate his/her name is:



They can help with:

Advance decisions - having your say

An **advance decision** (which used to be known as an advance directive or a living will), explains what **medical treatment you would not want** in the future if you lack the capacity to make decisions (as defined by the Mental Capacity Act 2005). It can be about all future treatment, not just that which may be lifesaving. An advance decision is legally binding (unless it is overridden by other legislation, the Mental Health Act for example, or if there is a danger to you or others), but it does not have to be written down, unless you decide to refuse life-saving treatment. You may have a Lasting Power of Attorney for Finances or Health, please let us know if you do.



You can also make an **advance statement**, which is not legally binding, but will be taken into account by health and social care services. You can use an advance statement to record your preferences, for example, what medication you would prefer, who you would like to be involved if you need to be admitted to hospital or who you are happy for your information to be shared with. Ask for a copy of our booklet and advance decision form **'Sharing Information with Family and Carers.'**

You can get help with Advance Decisions and Statements from:

- NHS Choices www.nhs.uk
 - Rethink www.rethink.org
 - Age UK www.ageuk.org.uk
 - The Alzheimer's Society www.alzheimers.org.uk
- (in Derbyshire telephone: [01332 208845](tel:01332208845))

My advance decision/statement:

- I have an advance decision to refuse treatment
- I have an advance statement
- My family know about this
- I have given a copy to:



Safeguarding and you

We work with other agencies to try and make any safety or safeguarding plans for you, personal to you and all about your support needs

- If you are referred to a team to talk about safeguarding, you should expect that when you first meet your safeguarding worker you should be asked what you want to happen
- You should feel listened to during conversations and meetings about helping you feel safe
- You should feel like your perspective and your story is valued and if you don't agree with the plan, your worker should tell you why they are concerned and why your wishes can't be met, and you should still be involved
- When you have a plan in place to support you, and your shared safety goals are met, then you should talk to your worker on how the experience was for you

Sexual Safety

Our aim is to improve health outcomes for victims and survivors of sexual abuse. We work with people, their families and other agencies to ensure the physical and sexual safety of all people who use our care services.

We want to make sure you feel safe when you receive care and treatment from us. Everyone has the right to feel safe from sexual harm, we do not want you to feel uncomfortable, frightened, or intimidated in a sexual way by other service users or staff. Our staff work within professional boundaries and do not engage in personal or sexual relationships with people who need or have needed support from our services. If you receive attention or communications that are not appropriate you can contact us and be reassured we will act to continue to keep you safe. Please call us on 0800 027 2128 if you are worried or speak to someone else with whom you feel safe, this can be other staff or a trusted friend/family member.

My Safeguarding Notes

Staying Safe and Keeping Safe



What are my warning signs that I am not feeling safe?

What helps me feel safer?

What lifts my spirits or mood?

What helps me feel able to cope?

Who can I talk to that can help?

Who can I contact for professional support?

Standards of Care in Derbyshire

We work to maintain high standards of care throughout our services. This means we will follow guidelines and policies to ensure you receive good care and treatment. We are always working to improve services so they meet the needs of people in our communities.

What can you expect from our services?

- An **Assessment** of your needs to find out how we can help and support you and to be recognised as a full partner in your care
- A named **Key Worker** or Care Co-ordinator who you can contact if you need to
- Involvement in putting a **Care Plan** together which is easy to understand and in a format that is useful to you, as well as an opportunity to have someone with you during your appointments
- **Safe** and effective care that focuses on your wellbeing and recovery, and recognises your physical and mental health needs
- Involvement of **Carers and Family** members (wherever possible)
- A **Review** of your care when it is needed
- A safe and effective **Transition** when you no longer need support from our services

To find out more information about all our services please visit our website <https://www.derbyshirehealthcareft.nhs.uk/services>

My Key Worker/Co-ordinator:

Contact numbers:

Care Plan date:

Next review date:

Other people involved:



Assessment

We will find out with you what your needs are

When you are referred to our services, we will arrange for someone to assess your situation and work out with you what your needs are. This will be someone who knows about the type of difficulties you have. We will:

- Listen to you, and hear what you say
- Involve you in your assessment as much as you want or are able to, and explain what happens in a way that makes sense to you
- Involve other people or agencies if we need specialist advice or information
- Find out about any assessments or tests you've already had, and try not to ask you the same questions again
- Include information from parents/carers, relatives, or others (with your agreement if you are able to consent)

Think about:

- ✓ What's the background to the situation you are in?
- ✓ What are the things that worry you at the moment?
- ✓ What are the most important things you'd like to deal with?

Care Planning

You will have a clear care plan

A care plan is a plan that describes in an easy, accessible way your needs, views, preferences and choices, the resources available, and actions to meet those needs. It should be put together and agreed with you through the process of care planning and review. Agreeing a care plan with your health professional means being able to talk about your situation, how it affects your life, what you want to do, and what you can do for yourself with the right support. It's about being given all the information you need, being listened to, being able to ask questions, and feeling able to say what's really important to you. It's likely to include timescales. The plan that is agreed with you should be the result of all this. To find out more about services and support:

- Choice and Medication
www.choiceandmedication.org
- Derbyshire Healthcare NHS Foundation Trust
www.derbyshirehealthcareft.nhs.uk
- Derbyshire Emotional Health and Wellbeing
www.derbyandderbyshireemotionalhealthandwellbeing.uk



Care Planning

A care plan is an agreement between you and your health worker and describes your needs, views, preferences and choices. It also records what resources are available that can help you and what actions need to happen by everyone involved. Before a Care Plan is written you might like to think about:

What matters to you?

What you want to achieve and your goals?

What strengths and skills you have to help you achieve your goals?

What actions you can take which help you?

Who else can help or be involved?

My physical and mental health

It's important to make sure that you have all the health checks you are entitled to. You may be more at risk of having problems because of your health, lifestyle or situation. If so, we recommend you have an annual health check by your GP. If you need help or support, talk to your main health professional.

What is involved?

A physical health check will be carried out when you come into our services so we know what will help. This will mean asking you questions about your lifestyle and measuring your blood pressure, weight, height and pulse. Some medications that are prescribed may need more physical checks when you first start taking them, this will be discussed with you when they are prescribed.

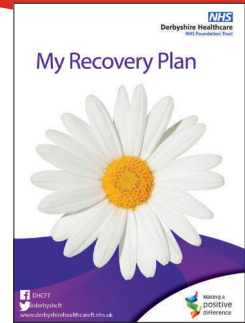
If problems are identified, for example you need support with stopping smoking, or with your diet, you should be given advice about getting the help you need. Personal health planners are available to help you keep a record of your health and to help you to consider how to keep well. They can also be used as a communication tool between you and your main health professional.



Date & place of check	Results	Actions needed	Health professional

Managing your own health

Care plans will also recognise that people can be in control of their lives and can regain a meaningful life despite a serious physical or mental health problem. Staying well and well-being approaches and health promotion initiatives such as smoking cessation, physical health etc. will be an important part of this, as well as recovery tools and techniques such as 'Wellness Recovery Action Planning (WRAP).'



Work out how you feel when you are not feeling well and think about the best way to manage this. Think of a health issue you would like to manage better and work out your plan. It might be something simple like ringing a friend for a chat, or going for a walk, or ringing a health professional.

My plan



Health issue:

What things make it better or worse?

Who or what can help, and any phone numbers?

What I plan to do:

What is my goal:

Review


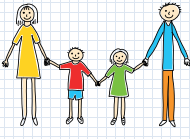

We will check that things are working for you

A review is a chance to see how the plan is working, and your care plan should be reviewed regularly with you, at least once a year. Before your review, think about how you feel about how things are going:

- Are the services working?
- Are they the right services?
- Are they helping you to reach your aims?
- What else would help?

Try filling in the grid below:

Don't forget!
You can bring someone with you to a review for support

	What's working? ✓	What's not working? ✗
I think 		
My family think 		
My staff think 		

Moving forward and moving on

We want to make sure that if you need to move between services, or when you no longer need our support, that the process works smoothly and well for you. This might be when you leave our services. It is important that the process is clear and that everyone understands it.

Discharges and transfers will:

- Involve you to lead in your care and moving forward
- Be co-ordinated by a named person
- Include someone to check that it went well where needed
- Be agreed with other organisations or services where needed, such as general or specialist hospital services, GPs and Primary Care Services, including letting them know about any significant changes to your care
- Include suggestions for access to other support where appropriate
- Have access to support with the process
- Involve your family/carers, taking into account issues of confidentiality



My transfer or discharge is on:

/

/



It is from:

to:

Who is co-ordinating it?

Who is my contact after the transfer?

What I want to ask about:

Families and Carers

We will work with families and carers

'A Carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support'

Families, parents, and carers are often a vital part of the life of someone who needs the services of the Trust. We understand that caring for someone who is unwell, or has difficulties, can have an impact on the lives of families and carers and we want to help work out any needs they have, and to support their well-being wherever we can.

If you have family or friends who help you with day to day needs, or support you emotionally, there are ways in which they can get help themselves.

Derbyshire Healthcare Foundation Trust is a member of the Triangle of Care membership scheme run by the Carers Trust. We are committed to working in partnership with families, carers and friends of people in our services.



Carers Assessment:

Derby: Universal Services for Carers www.citizensadvicemidmercia.org.uk/ carers or helpline: 01332 228777, email: carers@citizensadvicemidmercia.org.uk

For a carers assessment contact Derby City Council on 01332 640000

Derbyshire: The Derbyshire Carers website www.carersinderbyshire.org.uk/

You can also complete the Carers Emergency Card directly on:

www.derbyshire.gov.uk/carerscard For a carers assessment, advice and support contact Derbyshire Carers Association on 01773 833833, email: info@derbyshirecarers.co.uk

Support for Carers:

- Derbyshire Carers Association: Carer Assessment Workers who will complete Carers Assessments, access emergency cards, respite, grants, information and help to further support Carers in their role. This now includes a young carers service. Tel: [01773 833833](tel:01773833833) www.derbyshirecarers.co.uk/
- Universal Services for Carers www.citizensadvicemidmercia.org.uk/carers for people aged over 18 caring for someone living in Derby City. Service includes 'Carers Conversations', activities and wellbeing support. Tel: [01332 228777](tel:01332228777)
- Making Space Derby City Dementia Support Service Tel: [01332 497640](tel:01332497640) <https://makingspace.co.uk/derby-city-dementia-support>
- Alzheimer's Society Derbyshire Dementia Support Service Tel: [01332 208845](tel:01332208845) derbyshire@alzheimers.org.uk
- Umbrella Derby & Southern Derbyshire - families of disabled children/young people - Tel [01332 785658](tel:01332785658), <http://umbrella.uk.net/parent-and-carer-support/>



- Autism Information and Advice Service
Tel: [01332 228790](tel:01332228790)
<https://www.autisminformationservice.org.uk/>
- First Steps Derbyshire support for families of people with eating disorders
Tel [01332 367571](tel:01332367571) <https://firststepsed.co.uk/>
- Frank Free and confidential advice, support, counselling and information for anyone affected by drug misuse Tel: [0300 123 6600](tel:03001236600)
www.talktofrank.com
- Talking Mental Health Derbyshire A free service providing talking therapy for anyone who feels they may benefit. Telephone: [0300 123 0542](tel:03001230542) for an appointment or email: dhcft.talking@nhs.net

Co-ordinating your care

Your care will be co-ordinated

Co-ordinating your care will mean that a named worker will keep in close contact with you and liaise with others involved. The way co-ordination works will be different in different services but we will share information with you about how to contact your worker and others.

The person who works in partnership with me is:

Based at:

Telephone number:

If they are not available, I can contact:

I am happy that:

- I can contact someone when I need to
- I can contact someone in the evening and at weekends if I need to
- My co-ordinator/main worker keeps in regular contact with me
- My plan is agreed, and happens
- My plan is regularly reviewed and updated
- I am involved as much as I want or am able to be
- Everyone involved in the care plan knows what's happening
- They know about the situation, and any changes, and keep others informed



Safety

We will help you and others be as safe as you can

We want to make sure you are as safe as you can be and so we will work with you to find any potential areas where you don't feel safe. This is so that we can help you to manage these situations and help you, your family/carers, staff, and the public, to keep safe. We will always 'Think Family' and consider safety for children, young people and vulnerable adults, and try to safeguard them.

Your care plan will include a safety plan that says what everyone will do if either your health gets worse, or part of your plan is not working. You need to be actively involved in this. It will include numbers you can ring, such as:

- For emergencies (fire, police or ambulance) call **999**
- Call **111** if you need medical help fast but it's not life-threatening
- For non-emergency police issues call **101**
- Mental health helpline and support service is available 24 hours a day, seven days a week for residents of Derby and Derbyshire. Call **0800 028 0077**
- If you are feeling unwell but it's not urgent contact your GP
- Derby City Careline - During office hours call **01332 640777** for social care support in Derby. Outside hours call **01332 956606**
- Call Derbyshire offer social care support in Derbyshire – Tel: **01629 533190**. Outside hours call **01629 532600**.
- Samaritans offer emotional support 24 hours a day - Tel: **116 123**

My local emergency numbers:

- My GP:
- My Key Worker/Co-ordinator:
- My family/friend/carer:
- My local service:



Asking for help

When you are ringing for help, it's sometimes difficult to get your message across, so try using the **SBARD** framework:

- **Situation:** Who is calling and why? Be clear about the situation
- **Background:** How has this come about? What is the history?
- **Assessment:** What are the problems that you and the person you are calling identify?
- **Recommendation:** What do both you and the person you are calling feel would help?
- **Decision:** What has been agreed and who will do what?

How to get help for families and carers

When you're worried about the person you're looking after, it can sometimes be difficult making people understand what's wrong and why you're concerned. The SBARD structure helps you to organise your thoughts before you call or that you can get the help you need. Things to remember would include:

- Think about who might be able to help and who you could contact - have you got a copy of a care plan, a contact card or an Infolink Resource Directory?
- Make sure you take the person's name that you speak to, and a contact number
- Talk about the options there may be solutions that you've got considered

If you've got the consent of the person who's involved in their care, please contact their main worker. If not, please call our Family Liaison Team on 01323 2122 or email family_liaison@derbyshirechs.nhs.uk

Overall is a place to make notes, but these are the main things to think about:

Situation:	Who is calling and why? Be clear about the situation.
Background:	How has this come about? What's the history?
Assessment:	What are the problems that you and the person you're calling identify?
Recommendation:	What do both you and the person you're calling feel would help?
Decision:	What has been agreed, and who will do what?

@derbyshch | DHCFT | www.derbyshirehealthcareft.nhs.uk

Situation

My name is:

I am calling because:

Background

This is what has led to me calling (what has happened):

Assessment

This is what I am worried about:

Recommendation

This is what I think would help:

Decision

I spoke to:

We agreed:



Your Records

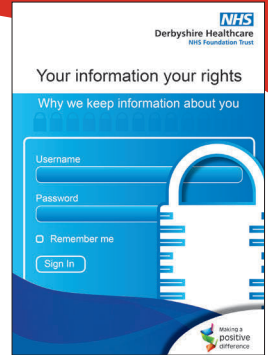
We hold records about everyone we support and we keep these safe and confidential. Under the Data Protection Act, you have the right to ask to see these. When asking to access a health record, you can ask for personal information either about yourself or another person who you are representing (this could be a relative, someone you are a carer for, or a friend). We will come back to you as soon as we can and let you know how your request is going.

Telephone: 01332 389131

Email: dhcft.accesstohealthrecord@nhs.net

Write to: Access to Health Records, IM&T and Records, Derbyshire Healthcare NHS Foundation Trust, Kingsway House East, Kingsway, Derby, DE22 3LZ

Sharing information is a key part of how we provide better care. We encourage the sharing of information wherever possible but will always respect your rights to confidentiality. You can find out more about how we keep your information safe on: <https://www.derbyshirehealthcareft.nhs.uk/about-us/data-security>



Notes about my records:





Your feedback - Tell us what you think

The most important way we monitor and improve the quality of our services is from the comments we get from the people who use them, and their family and carers. If you have any feedback about the service you have received - good or bad – we would like to know.

For service users, carers or families who have compliments, comments, concerns or complaints, please let us know by either speaking or writing to us. Its best if you talk to staff locally first, as they might be able to sort out any problems for you, but if they can't, or if you would prefer to talk to our Patient Experience Team or Complaints Manager, please contact us on:

- Patient Experience Team on [01332 623751](tel:01332623751) or [0800 027 2128](tel:08000272128)
- E-mail us your feedback to dhcft.patientexperience@nhs.net
- Register your feedback or complete the 'Friends and Family Test' on www.derbyshirehealthcareft.nhs.uk/contact-us/feedback/

To be able to keep making improvements to our services we may contact you by text message following an appointment, or changes to your care, to ask what sort of experience you have had.

If you are still concerned

Healthwatch is the health and social care consumer watchdog. You can call them for information, advice and support and to raise an issue.

- **Healthwatch Derby City** on 01332 643988 or Text: [07812 301806](tel:07812301806)
Email: info@healthwatchderby.co.uk
- **Healthwatch Derbyshire** on [01773 880786](tel:01773880786) or Text: [07943 505255](tel:07943505255)
Email: enquiries@healthwatchderbyshire.co.uk
- **Parliamentary and Health Service Ombudsman:** telephone [0345 015 4033](tel:03450154033). www.ombudsman.org.uk/making-complaint
- You can talk to the **local safeguarding team**, in Derbyshire call [01629 533190](tel:01629533190) or in Derby City call [01332 642855](tel:01332642855)
- You can share your care experience and raise a concern about your care and treatment with the **CQC** on: Speak up and call them by calling [03000 616161](tel:03000616161), or using their online contact form at: www.cqc.org.uk

My Notes - You can use this space to write down anything important

All about me



What I like:

What I don't like:

How I like to communicate:

Who can support me:

This person can be contacted on:

Anything else:

The information in this booklet belongs to you. We would encourage you to share the information you have recorded with the health professionals who work with you, so we know what matters most to you, and find the best ways to support you.

Our values and standards

Services work best when the people who use them are involved in the care process as partners. Our values put patients at the centre of everything we do:

- **People first** – We put our patients and colleagues at the centre of everything we do.
- **Respect** – We respect and value the diversity of our patients, colleagues and partners and support a respectful and inclusive environment.
- **Honesty** – We are open and transparent in all we do.
- **Do your best** – We work closely with our partners to achieve the best possible outcomes for people.



We will take into account people's diverse needs, particularly around communication and access, and respect your privacy, dignity and independence. Our services will protect your rights, as well as those of other people, and will protect you and others from harm wherever possible. We will always try to make sure that people are involved as much as they want and are able to be, and have choices wherever possible.





Become a member

Our public membership is very important to the Trust. It allows us to have regular dialogue with our local communities, including people who use our services and their families and friends, local residents and people who have an interest in the services we provide. Through these conversations and relationships we can work together to improve the local NHS services we provide across Derbyshire and to ensure the Trust is responsive to the needs of our local communities. See our website for more information on: www.derbyshirehealthcareft.nhs.uk - search for 'become a Trust member'.

If you would like this information in a different language or format, including Easy Read or BSL, please contact dhcft. communications@nhs.net

Ak by ste chceli tieto informácie v inom jazyku alebo vo formáte, kontaktujte spoločnosť dhcft.communications@nhs.net

如果您想要將本信息用其他语言或格式显示，请联系 dhcft.communications@nhs.net

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Jeżeli chcieliby Państwo otrzymać kopię niniejszych informacji w innej wersji językowej lub w alternatywnym formacie, prosimy o kontakt z dhcft.communications@nhs.net

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ dhcft. communications@nhs.net

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