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CEO workshop July 2022 - see page 4



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*Thank you to all the contributors to this Newsletter*

*Next issue due Winter 2022*

Please submit articles of interest to [sarah.fletcher13@nhs.net](mailto:sarah.fletcher13@nhs.net)



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# Message from the CEO

## Outline of UHUK's strategy and future priorities



[conor.burke6@nhs.net](mailto:conor.burke6@nhs.net)

**M**ost people can relate to the experience of starting a new job - having to get to know and understand the organisation's history, how it works, its ambitions and its people.

When I joined UHUK I had 3 questions:

- What does the organisation stand for and do?
- What does it want to become?
- What are its key priorities?

Not simple or easy questions for any group to answer but they are especially important for a UK wide and diverse membership organisation responding to a continuously changing NHS landscape as it emerges from a pandemic.

Over the last 10 months I have worked with UHUK leaders and stakeholders to shape some answers and through this produce our 3 year strategy. So what does this look like?

### 1. What is UHUK?

It is relatively straight forward for most organisations to be clear on their identity and define their reason for being, but this is more complex for UHUK.

UHUK grew from the creation of GP Co-operatives in England but since then the membership has grown to include a range of small and large primary and community services providers, spanning multiple geographies and made up of diverse organizational structures e.g. social enterprises, associations, CICs etc.

But what quickly became clear in discussions with members was that despite real differences the key things that united everyone was their passion, drive and commitment to improving the lives of their people, their patients and their local communities combined with entrepreneurial mindsets and abilities to make this happen at pace.

See Fig1. What is UHUK? (on page 3)

### 2. What do we want to become?

When it came to understanding members' ambitions for the future a range of views were expressed that covered both a focus on how members shared knowledge and expertise with each to help them develop and grow as well as a clear priority to raising our collective profile externally and having more influence as a national voice for urgent care.

In the end and after much debate and discussion we agreed we needed to be bold and that we should act together both to shape national policy and demonstrate we walk the talk by aspiring to excellence and implementing best practice.

We set a clear ambition for where we want UHUK to be by 2025:

Actively shaping **UK health and care policy** and to be recognised as **leading the innovation** and local **implementation of best practice** in **Integrated and Urgent Primary Care**.

### 3. What are UHUK key priorities?

Having a clear ambition is fundamental to any organisational strategy but what often drives success is the ability to then focus, execute and deliver to make it real.

Discussions with members identified 5 major challenges they were facing that related to the UHUK ambition:

- The impact of the new Integrated Care Systems (ICSs), collaborative providers and place-based partnerships is unclear leading to uncertainty and anxiety.
- The Integrated Urgent Care provider market is likely to consolidate and integrate across and within systems creating both opportunities and risks.
- Going forward a range of providers will be delivering out-of-hospital or other urgent primary or community care services including PCNs, GP Federations and new provider alliances.
- Members are facing increasing demand together with financial and workforce capacity pressures challenging their sustainability.
- ICSs may not understand or recognise the benefits and value UHUK members deliver in local systems and for communities.

In response:

- We will need to ensure UHUK supports members to understand and respond to the challenges created by a rapidly changing provider landscape.
- We will need to ensure UHUK offers meet both the needs of large scale regional 111 providers and those providing services in local systems and place-based partnerships.
- We need to consider broadening our membership to increase representation, have more influence and develop relationships.
- We will need to support our members to innovate and transform the way they deliver services and to have their challenges and risks heard by NHS policy makers and decision makers.
- We will need to raise the profile of our members by demonstrating the high quality healthcare and social impact they deliver as integrated and urgent primary care providers and as social enterprises.

Now we have finalised how we want to move forward the next stage of our work is to make this happen. However, the UHUK strategy remains dynamic so we can respond to a rapidly changing landscape and market place. I would very much welcome your views and thoughts on our progress to date. ■



(continued from p2)

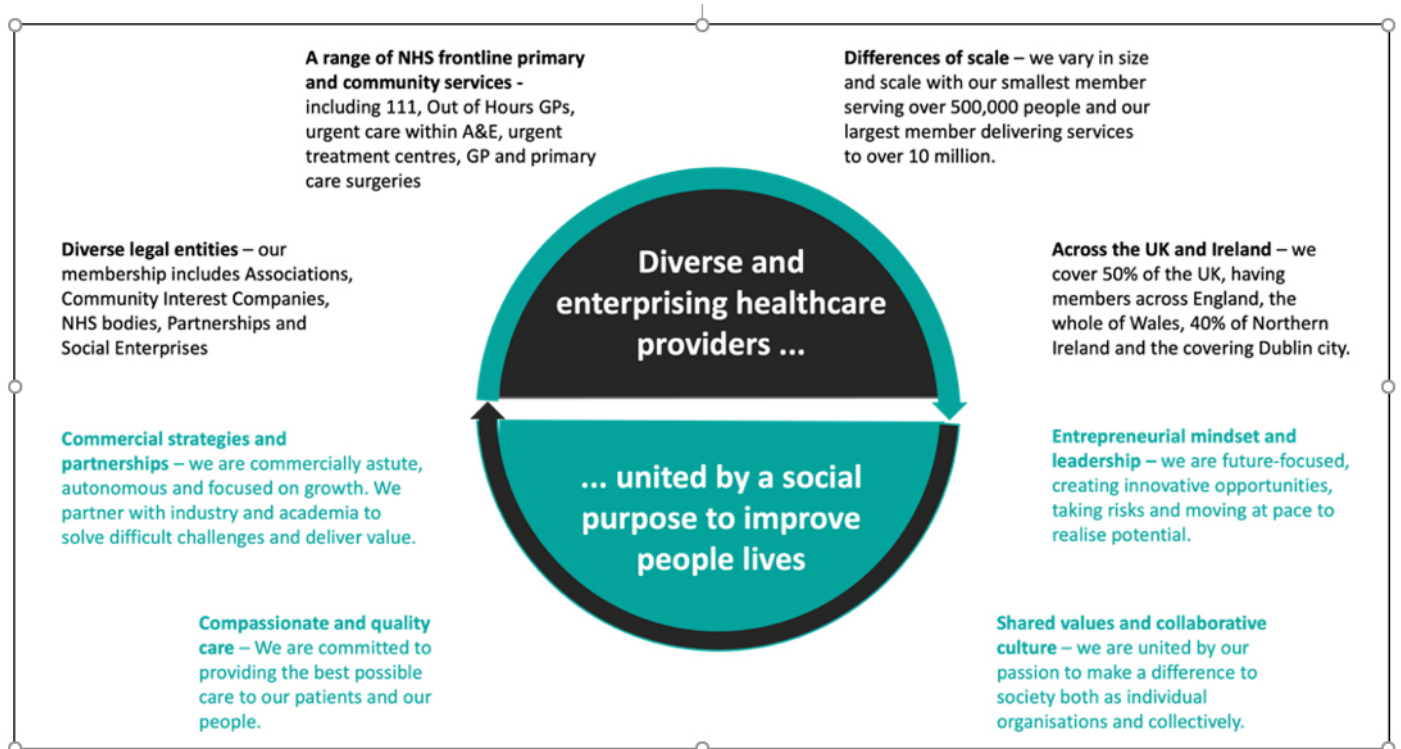


Fig1. What is UHUK?

If you would like to know more about UHUK and the future strategy, please contact [conor.burke6@nhs.net](mailto:conor.burke6@nhs.net).



## Revolutionise staffing at your UTC with Lantum

Designed specifically to meet the complex staffing needs of UTCs, Lantum's new UTC Managed Service makes the complex, time-consuming task of filling shifts a thing of the past. Lantum connects you with the staff you need, guarantees hands-on help with filling shifts, and significantly reduces admin and agency spend.



### Clinician recruitment and retention

Finding clinicians is time consuming. With Lantum, your Client Delivery Manager creates and maintains a pool of clinicians for you to book.

They also ensure all required documentation is approved, and will book clinicians into any required training.



### Proactive shift filling

Your Client Delivery Manager will also drive up the fill rate by actively engaging with clinicians to book into shifts.

They will directly contact clinicians when rotas are posted, ensure clinician profiles are up-to-date with availability to enable better shift matching, chase pending applications and more.



### End-to-end account management

As well as working with your UTC to recruit and book clinicians into shifts, your dedicated Client Delivery Manager will be with you every step of the way as you start using Lantum.

They will manage the set up of your account, be your first point of contact, and build strong relationships with your rota managers.



"I would never have been able to operate an integrated service without Lantum. You can quickly get a feel for the system - Lantum provides full transparency. And for urgent treatment centres and mobile units, it ticks all the boxes."

**Steve Frost, Service Manager, Dorset Integrated Urgent Care Service**

#### Get In touch

To learn more about Lantum's UTC Managed Service, including how it would work with your organisation and the difference in costs, email [enquiries@lantum.com](mailto:enquiries@lantum.com).



# Message from the Chair

## Simon reflects on the CEO workshop



[simon.abrams@nhs.net](mailto:simon.abrams@nhs.net)

For the second year running the Fighter jets roared down the sun-drenched length of Ullswater lake as UHUK CEOs considered the future direction of the organisation. It was curious how we were enthralled by the display of deadly power as we met to discuss a subject poles apart from warfare, notably health care. This year, under the direction of the now settled in UHUK CEO Conor Burke, the workshop took on a different format as it focused on challenges and opportunities.



*Nigel Gazzard pitching UHUK's vision to the panel of 'Dragons'*



Lisa Hollins, Executive Director – UK Operations, British Red Cross spoke eloquently about their innovative and entrepreneurial activities that support the NHS. I was struck by the simplicity and purposefulness of their service. Nothing more complicated than ensuring there is food in the fridge and a working lock on the front door for frail elderly people being discharged from hospital. An

innovation that unblocks hospital beds. Next Rachel Murphy/Former CEO, Difrent, an entrepreneur who in a few years and with the assistance of a wide network of colleagues, set up an award-winning digital services company that assists recruitment to health and social care.

As the day closed and the fighter jets roared their approval, eager delegates turned to thinking about the real world outside the workshop. It was clear that the challenges from the previous year's workshop had prompted a new way to look at the sector. There was an energy to move forward. Not everyone was in the same place but there was good understanding of the issues that need addressed. UHUK has consulted widely and developed its new vision and strategy. The workshop gave the sense that members will have a greater voice in integrated and urgent care; more support to address the challenges arising from the NHS restructure; and potentially further develop the capacity to be innovative and successful.



*Team Building walk in the valley*

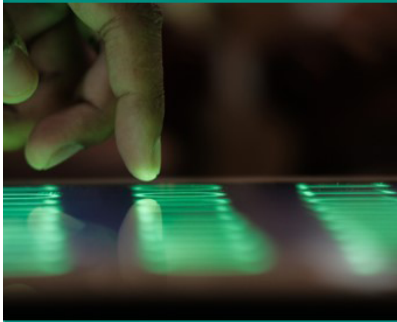
The inspirational speakers set up the atmosphere for the next session which was to describe the UHUK vision and strategy implementation plan as a pitch in the equivalent of a Dragons Den. Creating such an event and making it sound authentic in just over two hours was ambitious. I can only say it worked. Delegates rose to the challenge pulling together ideas and delivering a stimulating pitch to the Dragons in a way that suggested an untapped confidence and talent. The Dragons, recruited from the speakers and commercial sponsors, made comments and suggestions. Their expertise in bringing new ideas to the NHS and being entrepreneurial was matched by the responses of delegates.



*Day 2 summary of outcomes*

For more information on UHUK and how we work for our members, please look at the [website](https://www.uhuk.org.uk), or contact [hazel.harrison2@nhs.net](mailto:hazel.harrison2@nhs.net).





# Cyber Insurance

## What is Cyber Insurance?

Cyber insurance (also referred to as cyber risk or cyber liability insurance) is a form of cover designed to protect your business from threats in the digital age, such as data breaches or malicious cyber hacks on work computer systems.

A business is responsible for its own cyber security, but in the event of a cyber attack having the right insurance will mean you aren't alone. Cyber liability cover will provide crucial support to help your business stay afloat.

So, how does cyber insurance work and how much cyber insurance do I need? Read our full FAQ guide for an introduction to this cover.

## What does cyber insurance cover?

In the event of a cyber attack, most cyber insurance policies will cover the first-party and third-party financial and reputational costs if data or electronic systems have been lost, damaged, stolen or corrupted.

For the business involved – the first-party – cover includes the cost of investigating a cybercrime, recovering data lost in a security breach and the restoration of computer systems, loss of income incurred by a business shutdown, reputation management, extortion payments demanded by hackers, and notification costs, in the case you are required to notify third parties affected.

Third-party coverages (that result from claims against you) include damages and settlements, and the cost of legally defending yourself against claims of a GDPR breach.

**For more details on cyber insurance and how it can help you, please contact us:**

**Email:** [promed@jameshallam.co.uk](mailto:promed@jameshallam.co.uk)  
**Telephone:** [02079777888](tel:02079777888)

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# Surgery Insurance

## What is Surgery Insurance?

A policy specifically designed to provide Commercial premises Building cover, contents, business interruption and liability cover for the modern day osteopathic clinic. Your policy will be comprehensive and tailored to meet your needs. What is covered?

- Business Contents and Computer Equipment
- Business Interruption
- £10 million Employers Liability and £5 million Public Liability- Including third party property damage

Optional covers available including Practice Legal Expenses, property away from the premises, Book debts, Personal accident cover and increased Public Liability.

You can obtain a quotation through James Hallam's client portal ( [Link here](#)). You can view your quote and make changes accordingly, with the ability to purchase online. If the quote is referred we will discuss this further with you if necessary.

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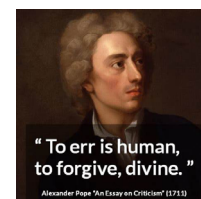
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## To err is human, to forgive, divine. Where does ASW Assurance sit on this continuum?

DON'T PANIC! You've not entered the twilight zone, I am not going to provide you with an article on the 18th century neoclassical poetry of the Augustine Age. However, the title of Alexander Pope's 1711 poem, "An Essay on Criticism" is somewhat apt for the topic I wanted to cover.

### Who am I?!

Forgive me, I am jumping ahead! For those of you who don't know me, or those who've not seen me for a while, I am Phil Rogers, Assistant Director of Audit and Assurance Services at ASW Assurance. We provide the audit and benchmarking services to support UHUK. I've been involved with UHUK since 2008, nearly from its conception, however you will be more familiar with Hils our Engagement Lead, or Brandon/Ollie.



### What is ASW Assurance's purpose?

Anyway, back to the topic in hand, 18th century poetry...I jest! What is ASW Assurance's purpose? Where do we sit on the continuum of error to divine forgiveness?! Firstly, let's dispel some myths:

- ♦ **The auditor's word is not law!** Although my auditors are all nice and knowledgeable people, we have no divine powers. You can challenge us, if you think we've got something wrong. When we are working with you we will try, when developing recommendations, to come up with practical solutions to address the risks identified. But we are not experts in everything - if we get the wrong end of the stick, or suggest something impractical, let's discuss it. Don't get into the pattern, "Audit said, so I must do". It's a trap!
- ♦ **We aren't here to provide forgiveness.** Our role, is not to judge/forgive but to fairly reflect what we find, with no fuss or favour. We aim to be unbiased in our opinions and how we put over our findings, taking into account all relevant and mitigating matters.
- ♦ **We aren't here to cast aspersions.** We are not here to unfairly criticise, or just to tell you everything you are doing is wrong. Errors occur, mistakes happen; we are here to identify good practice too.

### So, what ARE we here for?

To coin a probably much overused phrase, we are here to be a "Critical Friend". UHUK members are in a unique position, in that you aren't mandated, as an NHS Trust is, to have an internal audit service. UHUK has chosen to have this service to help organisations to improve, share good practice and, ultimately, improve patient care. Myself and many of my team joined the NHS, you could say as idealists or even dreamers, with the view of helping healthcare organisations to affect change and maintain/improve patient care. Our aims are aligned to that of UHUK.

### The benefits of working with ASW Assurance

The real benefit; the value added; is working with us collaboratively. We bring to the table a fresh pair of eyes, the audit, risk and assurance skills/knowledge, as well as our experience of working across UHUK members and the wider NHS. You bring your expertise and the knowledge of your organisation. Through the audit and benchmarking process, we help you celebrate where things are going really well, but also highlight any areas which might need improvement - not just for the sake of it, but to affect meaningful change.

We look forward to continuing to work with UHUK members, and hopefully my Team continue to embody the criteria of a "good critic", which Pope sets out in his Essay.

If you have spotted the various film, TV, or musical references throughout the text, send me an email...there may be a prize!

### If you would like to discuss how ASW Assurance can help your organisation, please contact:



**Hilary Costa**  
 Audit and Assurance Manager  
 E: hilary.costa@nhs.net



**Philip Rogers**  
 Assistant Director of Audit and Assurance Services  
 T: 07887 561532  
 E: philiprogers@nhs.net

We can support your organisation by providing a broad range of services, which we will happily tailor to your needs:

- \* Governance and risk management.
- \* Safety.
- \* IG, security and IM&T.
- \* Financial assurance.
- \* Data quality/analysis reviews.
- \* Human resources.
- \* Project management.
- \* Cultural reviews.
- \* Surveys and benchmarking reviews.
- \* Core reviews.
- \* Specialist and bespoke training
- \* Counter fraud service.



## UHUK NEWS

## UHUK appoint new NED

The Chief Executive of East Midlands based DHU Healthcare, Stephen Bateman, has been appointed to a Non-Executive Director role on the Board of UHUK

Leading the 'not-for-profit' community interest company since 2014, he comments, "I am incredibly proud of DHU's community interest status – and the diverse range of services we provide around the clock to the NHS frontline. We value our role as a corporate citizen – and invest in the communities we are part of, donating to good causes, buying from local businesses and services, and offering employment opportunities. I look forward to supporting UHUK to maximise the benefits and value of social responsibility."



DHU is already part of five integrated care systems in the East Midlands and we are set to expand into the West Midlands later this year. Through this additional Non-Executive role I am keen to see our independent organisations coming together to make a difference to healthcare through the route of social enterprise."

With no shareholders and a focus on benefitting others, the companies that make up Urgent Health UK re-invest any surplus funds they create into patient care and services, their workplaces, and the places they are part of.

As a national federation UHUK, brings together more than 20 social enterprise organisations, and is a sizeable collective of out-of-hours medical care providers. Like DHU, its members deliver compassionate, high-quality patient care alongside the NHS – supporting emergency departments, urgent treatment centres, NHS111, community nursing, emergency dentistry, minor injury units and more.

Stephen continues, "Partnership is transforming health and social care, and it is this sort of collaboration that will drive forward much-needed change."

"We are a group of companies driven to provide high standards of care to our patients as well as great places for our people to work, and services that give value for money, says Conor Burke, Urgent Health UK's Chief Executive. "We are delighted that Stephen has joined the Board in our support. As 'one voice' our federation has a real opportunity to contribute to the NHS and we would like to see every integrated health system opting to partner with social enterprise as part of a service commissioning strategy."

## UHUK AWARDS

## For 2022, UHUK are piloting member Awards

This year we are excited to introduce member awards at the UHUK Conference, which is being held on 5th and 6th October at the Crowne Plaza Chester, CH1 2BD.

The Awards fall into four categories and are based around team achievements:

1. **Best Service** – A service in your organisation that has been exemplary. It may have received many accolades from patients, the team may work particularly well together, patient flows work well so patients don't wait, the service regularly meets its targets, it has been adaptable responding to changing requirements, it has been innovative responding effectively to a new need.

2. **Best Use of Technology** – New or re-purposed current technology, that is solving a problem in a more effective way, improving patient care, making services more cost effective, enabling teams to

work well together, enabling a service to run better, connecting services making communication work better.

3. **Best Team** – A team that has a reputation for "doing it well", can be large or small, a team that is reliable and gives confidence to the organisation, regularly solves problems, does what is asked of it well and quickly, has a good feel about it.

4. **Best collaboration with another organisation** – Working together as a productive partnership benefiting patient care, developed an effective and productive relationship, demonstrated the benefits of working with others as an exemplar, provided opportunities for learning from each other.

The Awards are open to all members and you can nominate your own team if you wish. You might consider sending us a short video (approx. 2-5 mins) to accompany your nomination. There will be prizes for the winners and we ask that a representative will be available at an Awards Ceremony to collect the Award on the evening of the Conference dinner (5th Oct).

Please return the nomination form to [hazel.harrison2@nhs.net](mailto:hazel.harrison2@nhs.net) by Tues 6th September 2022 and if you have any further queries, pls do not hesitate to ask. We look forward to hearing from you!



## AWARDS NEWS

### BrisDoc Shortlisted for Three HSJ Patient Safety Awards

BrisDoc is delighted to announce that we has been shortlisted as a finalist in three separate categories at this year's HSJ Patient Safety Awards, recognising our outstanding contribution to healthcare.

Following two of the toughest years in the health and social care sector, we continue to champion patient safety amidst challenges that the health and social care sector is facing.

The categories we have been shortlisted in are:

#### ♦ Changing Culture Award

Recognising BrisDoc's transition to an Employee Owned Social Enterprise providing NHS Primary Care Services 24/7

#### ♦ Best Use of Integrated Care and Partnership Working in Patient Safety Award

Recognising our work pioneering the System Clinical Assessment Service

#### ♦ Mental Health Initiative of the Year

Recognising our work with Avon and Wiltshire Mental Health Partnership Trust, South Western Ambulance Service FT and Healthier Together developing the Mental Health Integrated Urgent Care Front Door

The full list of finalists can be found on the HSJ's website.

Winners will be announced at the awards show on Thursday 15th September. We will keep you all posted.



### Salford's COVID-19 vaccine project for people with a learning disability scoops award

A project to ensure people with a learning disability had access to the COVID-19 vaccine has been named 'Inclusion Champion' at the Greater Manchester Health and Care Champion Awards.

The learning disability teams from NHS Salford Clinical Commissioning Group (CCG) and Salford Royal NHS Foundation Trust worked together with Salford Primary Care Together and GP practices across the city to identify every person in Salford with a learning disability and offer them the vaccine.

They thought about what puts people off having the vaccine such as fear of doctors and healthcare settings; fear of needles; sensory overload in busy vaccination centres; difficulties in waiting for long periods of time and not having information in appropriate formats to enable them to make an informed choice. They decided that as a 'reasonable adjustment' they would offer all people on the GP learning disability register a home visit from a specialist nurse, who understands the needs of people with learning disabilities, for their vaccines.



Easy read booklets and letters were produced, along with a dedicated vaccination booking line for people with learning disabilities. For those who could attend a vaccination centre, dedicated clinics were set up with longer appointment times, no waiting and relaxing music playing. Family carers were also offered the vaccine.

As a result, uptake for the first COVID-19 vaccine amongst the learning disability community was 84% while second dose uptake was 81%.

Dr Dawood Anwar, Chief Clinical Lead for Salford Primary Care Together, said: "These awards demonstrated the strength of the relationships we have in Salford.

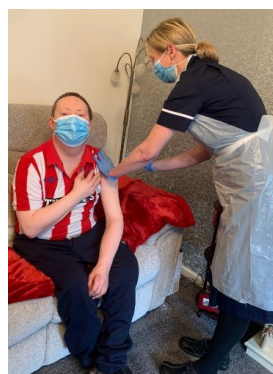
All providers came together, collaborated and innovated to provide clinics for one of the most at risk cohorts in our community."

"This was an effort by all – the specialist nurses, the commissioners, public health and SPCT teams and wider primary care colleagues. It has been a great achievement – all of us coming together for the right reason, to do something really special for our patients."

The project was honoured at the GM Health and Care Champion Awards, the only Greater Manchester-wide awards to recognise members of paid and unpaid workforce who regularly go above and beyond to improve the health

and wellbeing of the people of Greater Manchester.

In addition to this award, the project was shortlisted in the national Parliamentary Awards in the Covid Response category as the North West region's entry.





## AWARDS NEWS

### Nurse running Bedfordshire out-of-hours menopause clinic up for top UK award

A nurse who set up a menopause clinic after a challenging experience accessing support herself, has been shortlisted for a prestigious award.



Bedford on Call (BEDOC) clinical services and governance manager Lesley Quinn designed and delivered an out-of-hours menopause clinic offering evidence-based information, support and advice to women in Bedfordshire.

She has been selected from hundreds of entries as a finalist in the Leadership category of the RCN Nursing Awards.

She will find out if she has won at a ceremony on Thursday 6 October at the Park Plaza Westminster Bridge Hotel in London.

The RCN Nurse of the Year 2022 will be selected from all the category winners and will also be announced at the event.

Ms Quinn was already a practitioner and independent prescriber at BEDOC, which is commissioned by Bedfordshire, Luton and Milton Keynes Clinical Commissioning Group to provide extended access to GP services in four localities across Bedfordshire.

She said: 'In 2019, as a menopausal woman, my own healthcare experience made me realise that there was a need for a more accessible specialist service for women who needed support and treatment during what can be a challenging time of life.'

'The ethos of BEDOC is to improve patient access to primary care and my idea for this specialist service led me to do some additional training to improve my knowledge and competencies in relation to the menopause and prescribing hormone replacement therapy.'

'My first clinic took place in February 2020 just before lockdown began and has continued apart from a short break for me to work on the COVID-19 vaccination programme which BEDOC were also commissioned to deliver.'



**NURSING AWARDS**  
Brought to you by RCNi



There are now four clinicians working across Bedfordshire and patients have described the service as 'life-changing'.

She said: 'I am delighted to be a finalist and grateful to the colleague who nominated me. I am extremely proud of the menopause service and the work that is done by our team to improve the lives of the women that attend our clinics.'

'To be a finalist in such prestigious awards is a brilliant opportunity to spread the word about the work we do.'

A spokesperson for LloydsPharmacy Clinical Homecare, sponsor of the Leadership Award, said: 'This year's entries demonstrate the value and innovation that nurses bring to the forefront of patient care despite the challenges and constraints in healthcare.'

'We celebrate their achievements and are humbled to witness the dedication and compassion that each of the entrants has shown. We wish them all the best of luck and acknowledge that to even apply to showcase their achievements requires significant courage.'

RCN general secretary and chief executive Pat Cullen said: 'This shortlist showcases the very best of nursing and highlights the work we do day in, day out to improve the health and well-being of our patients.'

'I am so proud of all of these finalists.'

The Foundation of Nursing Studies is the event's charity partner. Its chief executive and chair of the awards judging panel Joanne Bosanquet said: 'The quality of entries again this year was so high and it was near impossible to choose our finalists from the creative and innovative work submitted.'

'The shortlist showcases excellence and recognises the enormous difference that nurses make to people's lives throughout the UK.'

**The Leadership Award is sponsored by  
LloydsPharmacy Clinical Homecare**

Part of McKesson UK, a leading healthcare company, LloydsPharmacy Clinical Homecare is an experienced provider of clinical home care in the UK. It provides care to more than 100,000 patients in their own homes, at work, or in the community.

It works in partnership with the NHS, pharmaceutical companies and private medical insurers.



## YOUR NEWS

### Mastercall & Dignio awarded SBRI funding for an innovative solution to support new & efficient ways of working to address post-pandemic NHS

Mastercall has been awarded funding for a late-stage SBRI innovative solution to support new and efficient ways of working, addressing the treatment backlog and workforce pressure in the post-pandemic NHS.



Specifically, Mastercall are partnering with Trafford Council/CGG and Trafford Care Homes to expand Virtual Ward best practice in Greater Manchester working with remote monitoring experts Dignio UK.

Mastercall Healthcare is also working with the Greater Manchester AHSN to supplement the service further with 24/7 CurrentHealth wearables for high acuity patients.

The award is one of nine solutions funded through a nationwide call by SBRI Healthcare, in collaboration with NHS England and NHS Improvement, the Accelerated Access Collaborative and AHSN Network. Competition 19 is the first Phase 3 funding challenge of its kind, designed to take technologies looking to move from clinical evaluation to real-world implementation.

For more information visit [SBRI Healthcare website](#)

### Mastercall led collaboration with digital partners Advanced & Dignio secure funding award enabling interoperability between core systems

Mastercall are delighted to announce that it has recently been awarded PODAC funding. The national Digital PODAC programme NHS Digital and NHSX are developing is to improve digitisation and productivity using digital technology across pharmacy, optometry, dentistry, ambulance, and community (PODAC) sectors.

We are thrilled to be working closely with our digital partners at Advanced and Dignio to streamline our remote monitoring service and enhance clinical efficiency for our patients.

Here's what Jonathan Ritchie, our Director of IT & Digital Innovation / CIO had to say, along with our friends at Dignio & Advanced;

We are delighted be awarded PODAC funding from the NHSX team – this will interop two of our core healthcare solutions working with Advanced and DIGNIO and ensure a streamlined approach to remote monitoring, enhancing clinical efficiency to support our patients via an innovative collaborative approach working with our digital partners

*Jonathan Ritchie,  
Director of IT & Digital Innovation / CIO, Mastercall Healthcare*



We are delighted be awarded PODAC funding from the NHSX team – this will interop two of our core healthcare solutions working with Advanced and DIGNIO and ensure a streamlined approach to remote monitoring, enhancing clinical efficiency to support our patients via an innovative collaborative approach working with our digital partners

*Ewa G Truchanowicz,  
PhD, FRSA Dignio UK Managing Director*



We are delighted be awarded PODAC funding from the NHSX team – this will interop two of our core healthcare solutions working with Advanced and DIGNIO and ensure a streamlined approach to remote monitoring, enhancing clinical efficiency to support our patients via an innovative collaborative approach working with our digital partners

*Alistair Eaton,  
Vice President, Health & Care at Advanced*





## YOUR NEWS

### DHU - Role of Paramedics in Urgent Care

When you think of a Paramedic, your first thought may be as part of an ambulance crew. In reality a Paramedic is a registered professional working across a range of settings across health, education, military and many other environments.

Rachel Hodgett is a DHU Healthcare Paramedic working at Loughborough Urgent Treatment Centre. Her story perfectly illustrates the range of knowledge, skills and experience a Paramedic has...

"I'm ex-military, having spent nine years in the RAF as an Imagery Intelligence Analyst. Whilst doing that, I volunteered as a military co-responder with the Ambulance Service in my spare time so, when I decided on a change, the RAF funded me to do a Paramedic qualification and I've never looked back.

"It was a three-year, full-time degree at the University of Greenwich and I worked with London Ambulance Service. I felt like I was doing something extremely worthwhile when I was volunteering. This continued in my training, there's something about being the first on scene, making that initial assessment and providing treatment to someone.

"I'd be there to help treat and assess acutely unwell patients such as heart attacks, complications of Chronic Obstructive Pulmonary Disease (COPD), traumatic injuries and the like. In many ways it's a seamless progression from the RAF. You have to be calm under pressure and make difficult decisions during intense situations, something I had to do regularly when I was deployed to Afghanistan. The transferable skills are there.

"I then became a Paramedic within Prison settings in Nottinghamshire and Leicestershire that was another challenge entirely. With the Ambulance Service we never really knew where we would go or who we would treat for what; at the prisons we had a fairly static group of people of whom we had medical histories for but a different set of health challenges. I would respond to acute illnesses, injuries relating to self-harm, assaults, drug use and mental health problems. It was fascinating and very intense, involving a different skillset in terms of training and approach to the job.

"It was at the end of May 2022 when I joined DHU as a Clinical Practitioner and what attracted me was the variety of work and development opportunities. Loughborough Urgent Treatment Centre

is my base now but, in a similar way to when I was an Ambulance Paramedic, I don't know who or what will come through the door at any moment.



"But there's more to it for me and I'm receiving additional training, for example, x-ray and blood interpretation which you don't experience on the road and additional treatment pathways to put the patient on and there's a chance for me to become a non-medical prescriber which is my next goal.

"I'm very fortunate to have worked in the RAF, ambulance service, within prisons, and DHU, the latter three as a Paramedic, with so much variety. Each career choice has led to the next one and there's always something new, even within a chosen profession. There's nothing routine about being a Paramedic in any situation, we save and change lives; there's so much to learn and I'm delighted to be able to develop, learn and discover more about how to treat and care for our patients." ■

### DHU Healthcare's Palliative Care gets some Timely Support

**DHU Healthcare has developed two essential new services to work with their Palliative Care Urgent Response Service (PCURS).**

Thanks to additional funding from Hospice UK and NHS England, the service is now supported by a 24-hour, seven day a week Single Point of Contact as well as a 24/7 health care assistant run Emergency Carer Support Service.

DHU is managing both services as part of a two-month pilot, with DHU's 111 service referring the patients.

Jill Davies is the Palliative Care Clinical Lead at DHU, she said: "The advice line will provide a 24-hour point of access, 7 days a week across Derbyshire. It means

that any 111 calls from a family or carer supporting a patient on end-of-life care will be transferred to an ANP who will have relevant EoL experience, or in some cases will be transferred to another appropriate service, so that the patient gets the best chance possible of fulfilling their wishes of staying at home.

"The Emergency Carer Support Service (ECSS) will help us to provide three 'on call' HCAs who will be available 24/7 across Derbyshire to provide crisis care and support. Staff will provide short term, ad hoc support until a more co-ordinated care plan can be put in place. The HCA may see several patients in one shift but the support they will be able to provide will be invaluable to both the patient and the Palliative Care Team.

"It will complement rather than replace services such as the Hospice at Home teams or the Roaming Service and give these patients the best chance of having their wishes respected.

"Unfortunately, there are many people who find themselves in a crisis position at this stage of their care. This can lead to unnecessary hospital admissions and an increase in deaths in hospital due to a lack of practical support for patients and carers at home. Together, these services give essential support to those patients who have expressed a wish to remain at home, die peacefully on their terms with dignity, in a comfortable environment and surrounded by loved ones." ■

## WHAT MAKES A NURSE A NURSE – SARAH'S STORY

### At DHU Healthcare, a nurse's role doesn't have to be traditional



We all have a very definite idea of what a Nurse looks like, whether it's the uniform, the belt buckle, the old 'Carry On Matron' style hats but that's all changing. I'm Clinical Performance Manager Sarah Booker qualified as a Nurse in March 2005. She wears a headset instead of a buckle but is, in every sense of the word, a Nurse.

"The irony is I wanted to become a Veterinary Nurse but didn't get passed the interview stage for qualifying," said Sarah. "My Aunt was a ward Sister, my Nana worked in Theatres at Queen's Medical Centre and another Aunt worked at Northern General Hospital in Sheffield and they suggested I go into healthcare. It turns out I'm much better with people than I was with animals!"

"I was a Healthcare Assistant for three years at Ward 31 in Derbyshire Royal Infirmary and fell in love with the profession. When the opportunity came for me to train in 2002 I took it and went straight back to the same ward, a Trauma Orthopaedic ward, as a Nurse and I was so proud. I worked there for ten years before becoming a Sister on a ward caring for elderly patients before taking on the role of Matron at the Rehab and Older Person's Unit."

"I then moved into leadership, successfully applying for a Clinical Leadership Fellow secondment and worked on my PG Cert as a Leadership Healthcare Professional. It was run by Health Education England and gave me an incredible insight into senior leadership skills that I was able to apply to my nursing."

Sarah then joined the Organisational Development team at the Royal Derby Hospital before moving to DHU as a Clinical Advisor. After working in a clinical setting for so long, this was a major career decision and led to uncertainty about losing her nursing identity.

"I was concerned that by moving into a remote role where I didn't deliver hands on care, I would lose my identity but I really didn't. It taught me a lot about what nursing is and that it isn't about uniforms, belt buckles or being on a ward. It's about making a difference, providing compassionate care and giving your patient your undivided attention."

"Healthcare is changing and one thing that Covid has taught us is that clinical triage and being available to speak to a patient over the phone quickly, see them in their own home or refer them to the most appropriate service is critical to providing the right treatment. All of our Health Advisors, Nursing Advisors, Community Nurses and Practice Nurses do an equally hard job and we do it because we care, because we believe wholeheartedly in giving patients the best possible care and nursing them back to health."

"During the pandemic I didn't expect to feel how I felt but I learned that by giving my best and, as a leader, encouraging my team to do the same; that our passion will result in better care for the patient. That's no different to nursing in a hospital setting and by striving to improve my leadership skills, I'm able to share the belief and emotion I have about being a Nurse to my colleagues. That gives them the strength to do the same."

"For me that is what nursing is. I've been in healthcare my entire life and nursing is in me, a part of me that will never leave. I am still able to work clinically as a Bank Nurse when needed but I get the same level of fulfilment speaking to patients over the phone and leading my team to provide high quality care and advice than I do in a clinical environment. We're all nurses and so incredibly proud."

Sarah has very recently completed and attained the highly prestigious Mary Seacole Programme, receiving her certificate, and intends to undertake more leadership programmes to complement her skills. She has also written a story that will be included in a children's book to encourage youngsters into nursing that will focus on the many different types of nursing out there. It is due to be published in 2023.

"It's about recognising it in yourself," adds Sarah, "and living by the values you learn when qualifying and working as a Nurse. Nursing may evolve but what makes you a Nurse stays the same and that is what spurs me on as a leader and a Nurse."



## GREEN SCHEMES

### Kernow Health CIC improves time taken to see urgent care patients with use of E-Cargo bikes!



A trial using E-Cargo bikes to visit patients requiring out-of-hours care has been launched by Kernow Health CIC in Newquay, Cornwall, to coincide with national Cycle to Workday on 4th August. The urgent care service is training its practitioners to use the battery powered bike to offer a more efficient service to the people of Newquay, who require medical help at home. Kernow Health CIC, which is contracted to provide the NHS 111 service across Cornwall, has already seen an improvement in the time taken to reach patients, as well as benefits to staff wellbeing.

Nic Pendreich, a Specialist Paramedic, who works for Kernow Health says: "The bike is being trialled over different time-frames across the Newquay locality, mainly at the weekend, which is predominantly when our services receive the highest demand. However, as part of the trial, you will see the bike working evenings as well throughout Newquay to help maximise the amount of data we can collect during the trial".

With no urgent care car based in Newquay at this time, Kernow Health CIC is keen to use this trial to show that having a bike in the town would significantly improve services for patients. "We're hoping to illustrate that by having a bike located in this area, the patients will have a response that is quicker than waiting for a response car to travel from another town. Having this resource will allow us to make extra visits during our weekend and evening services and therefore increasing clinical capacity," Nic continues.

During a recent soft launch, Nic spent two shifts on the bike and during that time made three patient visits in Newquay. "If clinicians had travelled in cars to these visits, we would have lost approximately between two to four hours in travel time. In addition, we've reduced the emissions from those vehicles, thus attending to our patients a lot sooner as they were all within five to 10 minutes of our base in Newquay," he adds. The trial has



been made possible by funding from Cornwall Council's Travel to Work grant, which offers organisations and businesses in Cornwall the opportunity to expand travel choices and reduce car use. Kernow Health has been further assisted by Fully Charged Cornwall, a bike shop who have sponsored the Newquay trial.

In conjunction with the improvement in patient waiting times and reduced carbon footprint, Kernow Health CIC has also witnessed an improvement in employee wellbeing with the introduction of the bike. Kevin McSherry, Head of Operations at Cornwall 111 Integrated Urgent Care Service says: "The introduction of the E-cargo bike has been fantastic, not only for our patients but also our employees in the urgent care service here at Kernow Health CIC. Staff are already reporting that they are enjoying getting out and about on the bike in Newquay engaging with the public and benefitting from the exercise that cycling brings."

"The job of an urgent care practitioner can be incredibly demanding, and you are dealing with some very stressful and sometimes emotional situations. The E-Cargo #electricbike allows practitioners a 'mindful moment' between patients to take in the fresh air and exercise."

### Shropdoc staff making a difference with Cycle to Work scheme



Protecting the environment and maintaining good health are extremely important and we could all do more to help improve both.

The Cycle to Work scheme is a Government programme designed to reduce environmental pollution and promote healthier journeys to work. This is something we fully support and, even more than that, it's something two of our team are actively involved in.

Dr Simon Chapple, our Medical Director who lives in Shrewsbury, and Ian Hoy, our Estates and Health and Safety Manager, from Telford, are ditching the car and hitting the road on a daily basis, cycling to work as part of an ever-expanding band of like-minded people across the country who are determined to make

a difference - helping to take more vehicles off the road while boosting levels of fitness.

Cycle to Work is also good news for employers with savings on bikes and accessories with no up-front payments as they are taken tax-efficiently from a salary by the employer. The scheme has proved to be hugely successful with cyclists from more than one million businesses having already signed up to it.

Dr Chapple said: "Anything that can promote healthier journeys to work has got to be a good thing. Cycling is an excellent way of achieving this - it is a cheap alternative to using the car, particularly in today's world of rising fuel prices.

"The other consideration is the environment and we should all be mindful of our obligations to protect and safeguard it for the benefit of future generations. Cycling is a cleaner, greener option and one which should be used more."



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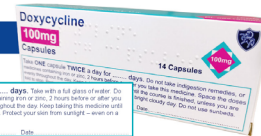
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Take ONE capsule TWICE a day for ..... days. Take with a full glass of water. Do not take indigestion remedies, or medicines containing iron or zinc, 2 hours before or after you take this medicine. Space the doses evenly throughout the day. Keep taking the medicine until the course is finished, unless you are told to stop. Protect your skin from sunlight - even on a bright cloudy day. Do not use sunbeds.

Name: \_\_\_\_\_  
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Name: \_\_\_\_\_  
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- Joint public relations initiatives
- Joint National representation initiatives (e.g. on The Five Year Forward View, NHS 111, Social Enterprise in Health)

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Chair	Dr Simon Abrams
Chief Executive	Conor Burke
Non-Executives	Nigel Gazzard
	Stephen Bateman
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Business Manager	Hazel Harrison
Business Administrator	Sarah Fletcher

### Membership:

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