

Message for all general practices in Derbyshire

Service update from Derbyshire Healthcare NHS Foundation Trust

Derbyshire Healthcare provides mental health, learning disabilities and substance misuse (drug and alcohol) services in Derby city and Derbyshire county. We also provide a wide range of children's services in southern Derbyshire, including the 0-19 health service in Derby city.

In line with NHS England guidance, the Trust's focus during the COVID-19 pandemic has been on effectively delivering specific services, particularly our inpatient mental health services and our crisis and 'rapid response' mental health services. We have also introduced new services as directed, such as our [mental health support line](#), available from 9am to 12 midnight seven days a week.

We are working hard to re-establish services that have been paused during the pandemic, taking into account social distancing requirements. However our focus remains on safely staffing our inpatient and crisis services. As a result, we are continuing to redeploy Trust colleagues into these services and this is impacting on our current service provision.

Services currently closed to new referrals include:

- **Adult autism assessment service** – the service is currently piloting the feasibility of online/virtual assessments with a small number of referred individuals who have volunteered to provide feedback
- **Electro-convulsive therapy (ECT)** – service is currently paused
- **Neurodevelopmental assessment pathway** for children in southern Derbyshire
- **Older adult day services** for southern Derbyshire and Derby City – we are scoping options for re-establishing these day services
- **Talking Mental Health Derbyshire** – our IAPT (improving access to psychological therapies) service is currently closed to referrals. Service users open to the service are receiving virtual or telephone therapy. We are currently exploring the process to re-open the service initially to online referrals and are aiming to have confirmation of the date in the next one to two weeks, and will confirm and communicate with referring stakeholders once this is finalised. At this stage, therapy will remain limited to telephone, virtual face-to-face and text-based online CBT initially. There are three other IAPT providers across Derbyshire that are currently operational and taking referrals, and details of these can be found on our [website](#). Derbyshire residents can also call our [mental health support line](#) for immediate support.

Services currently offering a limited service include:

- **0- 19 universal health service for Derby city** – currently providing birth visits and a wider advice service with some reduction in face-to-face contact and an increase in telephone and video-call support. The team has also introduced a confidential text messaging advice service for parents and teens – learn more on the [Derbyshire Healthcare website](#).

- **Adult community mental health services** across Derbyshire (both working-age adult and older adult) – significant shift to virtual working. Outpatient services have been moved to video appointments where clinically appropriate. The services are continuing to prioritise essential duties and urgent contacts.
- **Adult memory assessment service** (Derbyshire wide) – accepting referrals but service is not currently operational; restoration options are being reviewed at present.
- **CAMHS** (children's mental health), southern Derbyshire – reduction in face-to-face contact and an increase in telephone and video-call support. The service remains open for urgent referrals seven days a week and we continue to work with existing caseloads, including Eating Disorders, in a modified way. Derby and Derbyshire CCG has also commissioned additional CYP Emotional Wellbeing provision.
- **Children's continence service** – reduction in face-to-face contact and an increase in telephone and video-call support
- **Children's therapy teams (OT and physiotherapy)**, southern Derbyshire – seeing urgent referrals and conducting follow-up reviews where required, using limited face-to-face contact and some video calling.
- **Community paediatrics**, southern Derbyshire – some routine follow-up appointments being conducted using virtual consultation. Safeguarding response remains in place.
- **Looked after children teams** (Derby city) – initial health assessments and review health assessments are being undertaken virtually – via either telephone or video call – with the child, carer, parent or social worker, as appropriate; where there is a concern, contact is arranged with risk assessment and appropriate PPE
- **Youth team** (mental health) supporting youth-offending services, southern Derbyshire – phone-based service remains open.

Services open as normal include:

- Drug and alcohol services – Derbyshire Recovery Partnership (county) and Derby Drug and Alcohol Recovery Service (city)
- Acute mental health inpatient services
- Crisis mental health services
- Forensic mental health inpatient service
- Criminal justice liaison and diversion service
- Acute inpatient dementia service
- Dementia rapid response teams.

The Trust is working closely with NHS Derby and Derbyshire CCG and Healthwatch to ensure that the impact of reductions in service are monitored and understood. We will continue to update you on our service provision over the coming months.

If your practice has any general questions or concerns, please email dhcft.communications@nhs.net

If you have specific concerns about individual patients, please email dhcft.patientexperience@nhs.net