

Nottingham

# CityCare News

Quarterly Stakeholder Newsletter

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Autumn  
2024



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# About Nottingham CityCare

Nottingham CityCare Partnership CIC is an award-winning community health services provider, rated 'excellent' by Care Quality Commission (CQC).

We are the largest provider of NHS community health services in Nottingham, delivering care to support the long-term health and wellbeing of our local community.

We provide health services in the community, ranging from health visiting and education for young families to community nursing and home-based rehabilitation services for older people.

In addition, we operate the city's NHS Urgent Treatment Centre at Seaton House.

Our services are delivered across the city in community settings, such as health centres, children's centres, GP practices, nursing homes, and primary care settings, as well as within people's homes.

Our services and staff come into face-to-face contact with more than 450,000 patients a year and our community nurses carry out more than 148,000 patient visits. Nottingham CityCare employs 1,100 clinical and non-clinical staff.



## Protect yourself, and your patients, from the flu



**It's flu season again and our vaccinators are looking forward to seeing as many CityCare colleagues as possible ahead of flu season. The vaccine is free to everyone working for CityCare.**

The latest UK Health Security Agency (UKHSA) data shows that over the past two winters (October to May, 2022 to 2023 and 2023 to 2024) at least 18,000 deaths were associated with flu, despite last winter being a relatively mild flu season.

You can pass on the virus even if you don't have any symptoms yourself. The vaccine is the best way to keep you, your colleagues

and the people we care for safe and well over the winter.

Following our September Board meeting, Head of Infection Prevention and Control, Fiona

Branton, caught up with some of those at the meeting to give them the vaccination. Pictured receiving her jab is Director of Operations Helen Woodiwiss, with Fiona.



# Focus on the future with collaboration, innovation and care at the heart of the communities we serve

The ever-evolving healthcare landscape continues to offer challenges and opportunities in equal measure.

Following the election in July, one of the new Government's first moves was to begin a rapid assessment of the NHS, which has resulted in a call for three major strategic shifts:

- More community-based care
- Prevention rather than cure
- Better use of technology.

A national consultation is now under way asking what the public, patients and those working in the NHS would want from a 10-year plan.

Here at CityCare we also have our eyes set firmly on the future as we develop our plans for 2025 and beyond. We are consulting widely with patients and the public to ensure this three-year strategy takes full account of their needs as well as reflecting our ambition to be a lead partner, innovating and collaborating across the health and care system.



## Have your say

### on the future of Nottingham CityCare community health services

**Nottingham CityCare, the largest provider of NHS community health services in Nottingham, is currently developing a new organisational strategy for 2025 and beyond.**

It will set out our mission and long-term strategic aims, values and behaviours, shaping our plans and ambitions for the future.

We want to hear from patients, their families and carers, along with members of the communities we serve.

Locally and nationally, success will depend on how we address health inequalities and make access to care more equitable. A key focus for the whole of the NHS, our new Health Inequalities Framework (read more on page 7) sets out how we will prevent, and respond to, health inequalities within our communities.

We remain focused on providing effective and efficient care so it was fantastic news that our Integrated Respiratory and Oxygen Service (IROS) has received accreditation from the Royal College of Physicians. This is testament to the service's commitment to deliver a high-quality, safe care (read more on page 4).

It is also great to be able to share details of the important work of our Transient Families Team and their new Stay, Weigh and Play clinics for families seeking asylum. The sessions offer support, social interaction and help to build trust with care professionals (read more on page 12).

Meanwhile our Director of Nursing, Allied Health Professionals and

Quality, Judith Douglas, spends time with our Urgent Community Response team finding out how they help support patients to receive care at home, rather than having to be admitted to hospital (read more on pages 8 and 9).

And Deputy Director of Nursing AHPs and Quality, Sue Barnitt, takes part in a postural stability class run by our Falls Prevention Team (read more on page 13).

It's great to see these examples of how we are making such a difference by delivering care at the heart of the communities we serve.



*Sherry Malik*

**Sherry Malik**  
Chair

*Paul Wood*

**Paul Wood**  
Chief Executive (interim)



Access the survey here:  
[www.surveymonkey.com/r/yourcommunityhealthservices](https://www.surveymonkey.com/r/yourcommunityhealthservices)  
Or scan the QR code

Contact Justin Whittaker for more information about our new strategy - [justin.whittaker@nhs.net](mailto:justin.whittaker@nhs.net) and Jenny Wall about the survey or the drop-ins - [Jenny@foreverconsulting.co.uk](mailto:Jenny@foreverconsulting.co.uk)

# Royal College of Physicians accreditation highlights excellent care from our Integrated Respiratory and Oxygen Service

## Our Integrated Respiratory and Oxygen Service (IROS) is celebrating after receiving accreditation from the Royal College of Physicians.

It is one of only 18 respiratory services nationally to receive the accreditation.

The Royal College of Physicians' Accreditation Unit manages a range of programmes, to improve the quality and safety of services and the experience of patients.

The Pulmonary Rehabilitation Services accreditation programme works with services across the UK to improve the quality of patient care and ensure they deliver to national quality standards.

Accreditation is awarded to services demonstrating they meet best-practice in areas, including:

- Leadership strategy and management
- IT systems
- Patient experience and person-centre treatment and care
- Quality and safety
- Improvement, innovation, and transformation.

The assessment report says the team should be congratulated on their hard work to provide evidence and embed the standards into their service.

Accreditation for CityCare means patients can have increased confidence in the service and that they will receive consistently high-quality care.

CityCare Clinical Services Team Manager for the Integrated Respiratory and Home Oxygen Service, Victoria Chow, said:

“This is fantastic news and recognises the hard work and dedication from colleagues across the team. Most importantly it is good news for the people we care for as they can be sure they are receiving care from a team that has some of the highest standards in the country.”

Specialist nurses, physiotherapists, community support teams and administrators work alongside other community services, social care and voluntary organisations, to care for patients with respiratory conditions, such as chronic obstructive pulmonary disease, asthma and bronchiectasis or pulmonary fibrosis.

Congratulating the team, CityCare Director of Operations Helen Woodiwiss said:

*I want to thank everyone for their hard work and dedication to our patients. I know they worked so hard following an initial assessment, acting on a number of recommendations from the assessment team. Our patients and their families can now be reassured they are receiving high-quality care based on their individual needs and that the team is always looking for ways to further improve the service they deliver.*

They monitor and manage patients to prevent further respiratory deterioration and complications. They also provide education and support in the community, aiming to prevent admission to hospital and a reduction in the length of any hospital stays.



# From nursing student to health visitor

Our Professional Standards and Workforce Development Team would like to spotlight newly registered practitioner, Ellie Jones.

While studying Children's Nursing at the University of Derby, Ellie completed her first placement with us in June 2022. Following her placement, she attended a recruitment event at the university as she saw herself working at CityCare once qualified.

Ellie was interviewed and offered a position in our children's 0-19 service at the recruitment event. Thanks to increasing support from the 0-19 team, Ellie undertook her final placement with CityCare, which allowed her to transition into her registered role.

Continuing her professional development, she has now been offered a place on the Specialist Community Public Health nurses (SCPHN) course starting in September 2024 to become a health visitor.

## What made you interested in pursuing a career in children's nursing?

"Children's nursing is something I have always admired, and I have never had the courage or confidence to pursue it. From my childhood experiences of being an ill child in Great Ormond Street Hospital, to having my own poorly child and experiencing it from a parent's point of view, I realised that I really wanted to become a children's nurse and help families. The children's nurses that looked after my son were amazing.

"They inspired me to be courageous and made an application... I have not looked back since."

## What have been the highlights and what have been the challenges?

"It's been a whirlwind. I have seen many highs and lows but the centre of everything has been the child and their family. The biggest challenge has been to know I am able to care for these families and children, that I can make a difference to their lives.

"I was expecting it to have a big impact on my own family, and this is something I have learned to juggle. Their support has been incredible, and I would have really struggled without that support at home. They have been my biggest heroes during my journey."

## What made you feel like now was the right time to go for the SCPHN course?

"Working with different health visitors from my placements and within my current role, I was inspired by their support, child health knowledge and influence on families. I always knew I wanted to be an SCPHN from the moment I had my management placement with my mentor, working alongside a very passionate and supportive team at Care Delivery Group 1. They really have encouraged and enabled me to reach for the stars. They have built my confidence and guided me to be able to see myself as an SCPHN, to make a difference to the community and

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aspire to grow. I am so grateful for the whole team."

## As a newly registered children's nurse, is there anything you want to share about your experience?

"I had two placements within CityCare, one in my second year of university and one in my final management placement. I have to say from the moment I came to CityCare, I just knew it was where I wanted to work. I felt at home. Transitioning from a student to a newly registered practitioner has been scary at times, but the support from CityCare has been wonderful, I never feel alone. I am looking forward to progressing my career, helping families along the way within a city I love."

**If you're interested in a career at Nottingham CityCare, search our current vacancies or scan the QR code**



# Listening and responding to patients will help us *deliver better care for all*

Sue Barnitt, Deputy Director of Nursing, AHPs and Quality, outlines the aims and ambitions of CityCare's Patient Engagement and Experience Strategy

Nottingham CityCare is fully committed to improving patient experience, which means we need to work harder to engage with patients about all aspects of their treatment – ensuring they have a say in identifying their needs and planning how care should be delivered.

The launch of our Patient Experience and Engagement Strategy demonstrates our commitment to putting patients at the centre of service evaluation and improvement.

We have developed the strategy alongside our Health Inequalities Framework, recognising that equality, diversity and inclusion - including tackling population health inequalities must be integral to our wider culture and values.

The strategy is a commitment to taking every opportunity to hear from our patients, carers, and loved ones.



**We will create a culture of partnership, joint decision making and collaboration where patients can expect to:**

- Be treated as experts about themselves and their own experience of health and care services
- Be asked to take part in patient engagement activities
- Have their views considered in decisions about their care and the planning of future services.

Patients, carers, and local voluntary groups have told us what is important to them, helping us to develop four aims:

**We will:**

- Engage with people from diverse communities
- Improve accessibility for patients with diverse needs
- Expand our pool of patient representatives and volunteers to better reflect our communities
- Develop a more rigorous approach to analysing reports from engagement activities, formal complaints, concerns, and patient experience data.

## **How will we deliver?**

**We will:**

- Look to experts by experience – those who have used our services and had direct experience of the care we deliver.
- Work with community groups and existing networks to help us reach further into the communities we serve – increasing engagement and understanding of our diverse population.
- Refresh and reinvigorate our Patient Experience Group, providing members with training and resources to represent and promote input directly from different communities.
- Develop better ways to collect feedback and become better at sharing and celebrating their work and how it is improving the care we deliver.
- Ultimately, we will strengthen existing partnerships and develop new ones to help us deliver services that have been designed with direct input from across the communities, meeting their needs and providing care that is accessible to all.

**Access the Patient Experience and Engagement Strategy here:**

[www.nottinghamcitycare.nhs.uk/application/files/1917/3027/9154/Patient Experience and Engagement Strategy 2024.pdf](http://www.nottinghamcitycare.nhs.uk/application/files/1917/3027/9154/Patient_Experience_and_Engagement_Strategy_2024.pdf)

or scan the QR code.



# Health Inequalities Conference

We are hosting our second Health Inequalities Conference in November for colleagues to learn more about our approach to diversity, inclusion and tackling health inequalities.

We all have a role to play and by joining this inspiring event we will enlighten, engage and empower you to be part of the change we strive to achieve.

Colleagues attending the conference can expect:

- Health Inequalities Framework launch
- Hear from inspirational speakers about the impact of Health Inequalities for individuals with protected characteristics, including:
  - 1) Sarah Marriott and Hazel Warren, Team Leaders in the Adult Speech and Language Therapy Team
  - 2) Purba Bhattacharjee, Clinical Specialist Physiotherapist
  - 3) Lynn McGuinness, Clinical Service Manager
- Workshops based on the conference's key themes
- Engage with CityCare's staff support groups and representatives from local community organisations
- Take up opportunities to network with colleagues from across the organisation.

We will be sharing photos and videos on the day across our social media and digital channels.



## Health Inequalities Framework launched

Reducing health inequalities is a core aim of CityCare's strategy and it will become an integral component of business planning, transformation and the development of all new services.

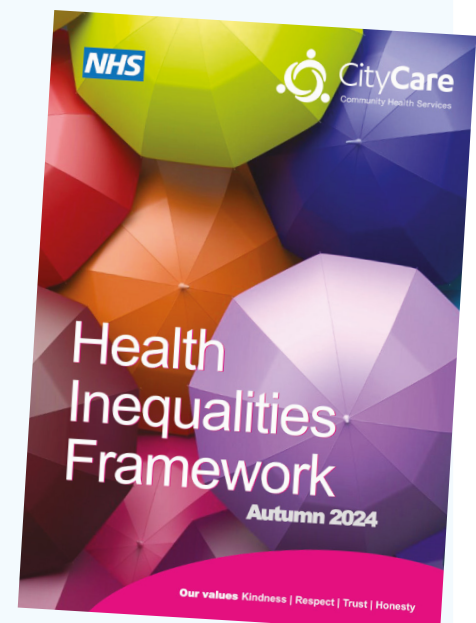
Our new framework outlines the proposed approach to considering and developing new initiatives to prevent, and respond to, the health inequalities within our communities.

CityCare's Framework for healthcare inequalities is aimed at guiding services in considering where and how they can develop initiatives to prevent and respond to the health inequalities which many communities experience.

It is intended to encourage teams at all levels in the organisation to collaborate to improve quality, problem solve together and share collective outcomes with a view to implementing innovative solutions to addressing health inequalities.

Roll-out of the framework to CityCare colleagues begins with an official launch during our Health Inequalities Conference in November 2024.

The framework will be published on the Nottingham CityCare website thereafter.



# Delivering responsive and

## Great work by our Urgent Community Response team

**Judith Douglas, Nottingham CityCare's Director of Nursing, Allied Health Professionals and Quality writes about the time she spent with our Urgent Community Response team seeing how their multi-disciplinary approach and decision making is helping to avoid hospital admissions.**

We're on our way to a patient's home to review pain medication. I'm with our Lead Advanced Clinical Practitioner (ACP) Greg Cartwright from CityCare's Urgent Community Responses (UCR) team and we've been dispatched

following a call to our Integrated Reablement Service's triage hub.

The UCR team's goal is to allow people to continue safe and effective care in their own homes by providing specific support for a patient. Without our intervention, the likely alternative for the patients Greg is seeing today would be a spell in hospital.

The triage and assessment process uses the skills and expertise from colleagues across the team – physiotherapists, occupational therapists, assistant practitioners, nurses and rehabilitation support workers. They consider requests from health and social care colleagues.

The aim is to respond to appropriate requests within two hours, completing a comprehensive initial assessment, clinical observations, clinical diagnosis, prescription of medication, equipment provision and short-term reablement programmes.

Their overall goal is to prevent unnecessary admissions to hospital, and they will consider referrals for any patient who, without their interventions, would be at risk of this within the next two to 24 hours.

It was great to spend time with the team. They were so responsive and compassionate and it was an excellent example of putting the patient at the centre of all our decisions.



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# compassionate care



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Without the UCR team, the only alternative for many more patients would be admission to an acute hospital - not somewhere they want to be and often not the most appropriate place for them to receive care.

The UCR team is part of CityCare's Integrated Reablement Service, which works to prevent hospital admissions and pave the way for safe discharge home from hospital.

The Integrated Reablement Service includes advanced clinical practitioners, occupational therapists, physiotherapists, nurses and mental health nurses and pharmacy technicians.

### Through a Community Triage Hub, a clinician and co-ordinator manage referrals from hospital to facilitate:

- Discharges home
- Discharges to community beds for rehabilitation or further assessment
- Signposting to more appropriate destinations.

### Here's how our Urgent Community Response team have been performing since April 2024

**1,049 referrals received** from April 2024 to October 2024



Team covers Integrated Respiratory, Community Nursing, and Care Homes

### Hear what some of our Urgent Community Response Team have to say about their roles in these three short films:

**Val Westcarr**  
Assistant Practitioner



**Yuqi Cong**  
Physiotherapist



**Eilidh MacDonald**  
Occupational Therapist



We're always on the lookout for people to join our wonderful team, if you fancy a job in our Urgent Community Response Team, why not register your interest at the following link: [www.nottinghamcitycare.nhs.uk/work-for-us](http://www.nottinghamcitycare.nhs.uk/work-for-us)



# Blog *Namdi Ngoka, Director of People, Communications and Inclusion*

Black History Month: Let's celebrate and share our achievements



**Namdi Ngoka, Director of People, Communications and Inclusion encourages all of us, both black and non-black allies, to embrace opportunities to learn more about our histories, staff experiences, stories and journeys, perhaps finding the time in our busy schedules to speak to and check in on someone you would not normally speak to.**

Over the past month we have heard from colleagues about what black history means to them.

*I never really identified as black until I arrived in the UK in the 1990s, when the idea of being judged for being different was starkly felt.*

More specifically, we have heard how the theme for this year's Black History Month of "reclaiming the narrative" has been impacted (as most of us have been) by their personal experiences, either of the recent, racially motivated riots or the disparities in ethnic minority staff experiences in the workforce.

It is important we continue to share these stories. But we need

to be bold and brave to make the changes we all want to see.

Being African and having lived in Nigeria from the age of 5 to 19, my identity has always been linked to my family, my religion, and my Nigerian language/tribe, which is Igbo.

I never really identified as black until I arrived in the UK in the 1990s, when the idea of being judged for being different was starkly felt. Having experienced bias and prejudice while at college, university, at work and outside of work during the 1990s and early 2000s, I can see how the recent events can bring back feelings of injustice.

On a personal level for me, however, Black History Month has always been a time for celebration, to recognise those individuals of black heritage, who have had an impact on society or their field of work – Mary Seacole and Dr Harold Moody in the field of health, for example – while also bringing us together as a more inclusive society.

So, in the spirit of celebration, I would like to use this opportunity to celebrate my father, Professor Nelson Iwenofu Ngoka, who sadly passed away aged 46 in 1990.

He would have been 80 this year. In honour of him, I would like to reflect on his achievements and some of his contributions. He was born in extreme poverty, the youngest son of a family of 8 in rural Nigeria in the 1940s.

From a young age, he showed a bright spark and affinity for education and as the family could

*Black History Month has always been a time for celebration, to recognise those individuals of black heritage, who have had an impact on society or their field of work*

only afford to send one or two family members to school, he was chosen at the expense of his siblings. Hence his constant reminders to me through his life about the value of education.

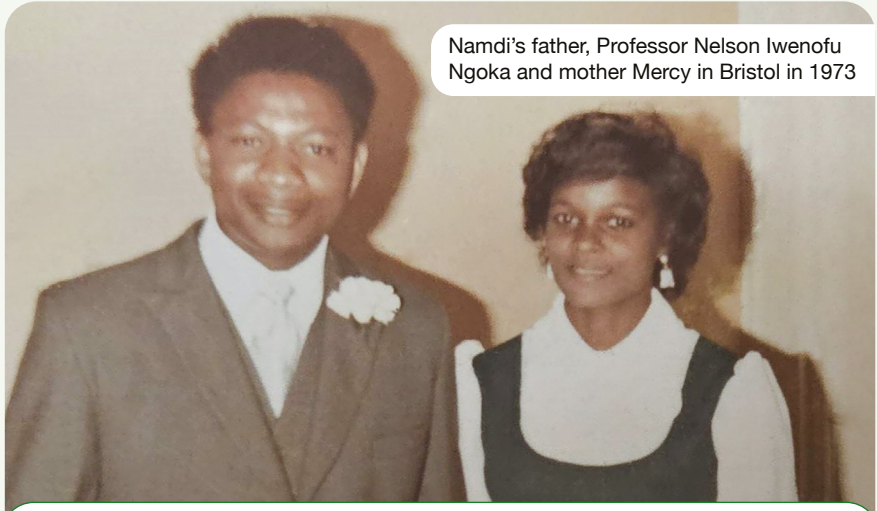
He went on to win a scholarship to study engineering at the University of Liverpool and then a masters at the University of Bristol in the 1960s, where he continued to lecture in the 1970s before returning to Nigeria in the 1980s.

His main interests were in environmental studies, renewable energy and building technology. He was the founding member of the first Solar Energy Society of Nigeria in the 1980s.

He invented one of the first solar water heating tanks in Nigeria in the 1980s and published a number of journals on the benefits of renewable energy. He did this despite significant opposition from the Government and others at his university who were focussed on expanding Nigeria as an oil producing nation. In my eyes he was brave beyond his time!

Black History Month, while an opportunity to celebrate our diverse histories and contributions, is also a reminder of the positive impact we can all have on society, when we are braver about calling out poor practice, but also taking the time to embrace, support, celebrate and educate each other about our differences and cultures.

So, as the Director of People and Inclusion, I encourage all of us, both black and non-black allies, to embrace opportunities to learn more about our histories, staff experiences, stories and journeys, perhaps finding the time in our busy schedules to speak to and check in on someone you would not normally speak to.



Namdi's father, Professor Nelson Iwenofu Ngoka and mother Mercy in Bristol in 1973

Read blogs from other CityCare colleagues at the following links or scan the QR codes on your phone:



[ow.ly/QZPG50U951G](https://ow.ly/QZPG50U951G)



[ow.ly/10a150U95cy](https://ow.ly/10a150U95cy)

# CityCare staff join forces to support our vulnerable communities



## The recent community unrest has shone a light on the vulnerabilities of members of our community.

The negative focus on racially diverse groups, particularly those who are not fully integrated into the community has increased the number of people who feel unsafe on our streets.

Gemma Poole, a community advocate, has raised the profile on the experiences of those directly impacted by the recent increase in hate crimes. This includes parents unwilling to take their children to holiday clubs, fear of leaving the house to attend appointments with their children, fear of leaving the house to go shopping.

These families need your support. We are asking CityCare teams to set up collections of supplies of personal hygiene items, such as deodorant, sanitary products, soap, shower gel, baby wipes. These will be made into packs to support vulnerable women

and families while the climate settles and their confidence is restored.

If you are able to make donations within your team, we ask that you start a collection. Once donated items have been collected, they can be delivered to Bulwell Riverside centre for the attention of Natalie Barnaby.

It may just be one additional item to your weekly grocery shopping, but it could make a difference to someone else in need. Their fears are real.

**If you would like information regarding other ways to support, please contact Natalie Barnaby for details [natalie.barnaby@nhs.net](mailto:natalie.barnaby@nhs.net)**



Watch our film as Natalie delivers CityCare's second collection of donations to the Heya Group (pictured with Gemma Poole and Marwa Soliman, Director, Empowerment for Heya)



[ow.ly/NVn50U9JUT](https://ow.ly/NVn50U9JUT)

# Bridging the gap to improve access to services for people seeking asylum

Families seeking asylum are being offered better access to care and advice thanks to Nottingham CityCare's new 'Stay, Weigh and Play' clinics.

Launched by CityCare's Transient Families Team and supported by Nottingham City Council, the Migrant Help charity and Nottingham University Hospitals midwives, the drop-in clinics offer support to families, encourage social interaction and are helping to build trust with health and care professionals.

Part of its health inequalities agenda, Nottingham CityCare, the largest provider of NHS community services in Nottingham, set up the clinics to help bridge the gap between healthcare services and asylum seekers.

The sessions allow parents to bring children for weighing and health advice, but also offer a friendly place for parents to socialise and a small play area for children.

By running weekly clinics, CityCare aims to:

- Increase access to more children and families without needing to access individual properties
- Offer open access to health information and support
- Increase social activity for both parents and children.

Suzie Keegan, Clinical Service Lead in the Transient Families Team, said:

*These families may be vulnerable, have unmet health needs, and may have suffered significant trauma such as torture or sexual abuse. It is also often difficult for these families to access standard drop-in clinics due to language barriers, time constraints in current clinics, parental mental health and because they may not know the local area.*

Nottingham CityCare Chief Executive Paul Wood said:

*This new drop-in clinic is a great way for Nottingham CityCare colleagues to provide advice and support for potentially vulnerable and often isolated families. Bridging the gap between our services and the people who need our care and support is a key priority as we work to reduce health inequalities in our communities.*

The Transient Families Team received £25,000 from Nottingham City Council to help support asylum seekers and refugees. This has allowed them to buy equipment and toys and the team is developing leaflets to promote the clinics, which will also be available in the top five local community languages.

Suzie Keegan, Clinical Service Lead in the Transient Families Team, said:

*These clinics will help to reduce health inequalities for some of the most vulnerable children and families, providing them with easy access to a safe place for advice and support. It will also provide them with opportunities to extend their social networks.*



Developing the clinic was part of Suzie's participation on the CityCare Management Programme, which is aimed at managers, team leaders and supervisors, whether they are new or experienced.



# Blog *Regaining confidence: A visit to CityCare's postural stability class*

Sue Barnitt, Deputy Director of Nursing,  
Allied Health Professionals and Quality



**During Falls Prevention week CityCare's Deputy Director of Nursing, Allied Health Professionals and Quality, Sue Barnitt, visited one of our Postural Stability classes.**

Suffering a fall can have a huge impact on a patient's physical and psychological wellbeing, resulting in distress and pain, loss of confidence and independence.

Fall-related injuries are becoming increasingly common, putting pressure on urgent and emergency care and costing the NHS well over £400m a year. Reducing harm from falls is also one of our four quality and safety priorities for 2024-2025.

Our postural stability classes are run by our Community Rehabilitation and Falls Service at five sites across the city, helping people who have had a fall, or are at risk of falling, to build strength and balance.

Joining a session at Clifton Cornerstone, I was able to meet patients, learn about their backgrounds, and even take part in the class myself!

The exercises are research and evidence based, and align to the key principles for the prevention of falls and getting patients moving again.

#### **They include:**

- Dynamic balance and endurance (moving in all directions)
- Dynamic endurance (aerobic exercise)
- Targeted strengthening for muscle and bone strength, and targeted stretches for flexibility.

The atmosphere was really positive, with the session also being a great social occasion for all who attend. Patients often go for coffee together, or to the shops after meeting in the class. It gets them out the house and moving, which can be particularly difficult after suffering a fall.

#### **The classes can improve:**

- Joint flexibility and movement
- Muscle strength, stamina and flexibility
- Posture and balance
- Local bone density to prevent fracture.

They also promote better health and can improve appetite, sleep and create a sense of wellbeing.

One patient, Carol, who had completed the 20-week course, said she had enjoyed the classes so much she was looking for other classes to take. It has made her "want to do more" and challenge herself, which is excellent to see.

Anngela Makin, who leads the class, says the greatest job satisfaction is seeing patients improve over the weeks - now able to walk to the shops, go out with friends or they are feeling confident enough to travel on public transport. Something they

Anngela Makin said:

*Hearing patients' experiences, and how the classes help them in so many ways, was truly heartwarming. Our Community Rehabilitation and Falls team is doing a tremendous job, helping to prevent falls, and support those at risk of falling.*

would not have felt able to do without the classes.

Hearing patients' experiences, and how the classes help them in so many ways, was truly heartwarming. Our Community Rehabilitation and Falls team is doing a tremendous job, helping to prevent falls, and support those at risk of falling.

The class even encouraged me to open my yoga app and consider my own postural health going forward.

I'm so proud of the team for delivering these important classes. It was good to see the difference they are making to the lives of people in our communities.



# Life-saving defibrillators for Top Valley and Radford offices



Health Centre Manager Naima Rahman pictured (right)

Life-saving defibrillators are being/have been installed at two sites used by Nottingham CityCare.

This means first aiders will be able to treat patients suffering cardiac arrest more effectively while they wait for ambulance crews to arrive.

Installing the portable automated external defibrillators has been led by CityCare Health Centre Manager Naima Rahman, who said:

“When someone suffers a cardiac arrest every second counts so it is important defibrillators are as accessible as possible. Some of our sites - those sharing facilities with a GP surgery, for example - had access to defibrillators but this isn't the case across the board so it made sense to install our own

machines at Health Point in Top Valley and at Radford Health Centre.”

Training to use the machines was provided by East Midlands Ambulance Service.

CityCare colleagues also have access to defibrillators, which are maintained by partner organisations, at:

- **Aspect House**, Bulwell
- **Boots**, Victoria Centre, Nottingham
- **Bulwell Riverside**, Ask Here Desk/ Library
- **The Meadows**, The Meadows Practice
- **Old Basford**, Churchfields GP Surgery
- **Sherwood**, Sherwood GP Surgery
- **Sherwood Rise**, Sherwood Rise Medical Practice
- **Sneinton**, Windmill Practice
- **St Ann's Valley**, reception area
- **Strelley**, GP reception administration office
- **Wollaton**, Deer Park GP Room 82a

When someone suffers a cardiac arrest every second counts so it is important defibrillators are as accessible as possible.

## Spotlighting our Lifetime Achievement Award winner Lissa Henderson, Head of Clinical Services

Back in June we held our Annual Celebrating Success Staff Awards.

We're spotlighting 'Lifetime Achievement Award' winner Lissa Henderson, Head of Clinical Services. Listen to Lissa speak about her career, how she makes a difference in her role, and what it means to be recognised by CityCare.

Listen to more reactions from our 2024 Staff Award winners here: [www.nottinghamcitycare.nhs.uk/about-us/our-news/revealed-winners-our-celebrating-success-annual-staff-awards](http://www.nottinghamcitycare.nhs.uk/about-us/our-news/revealed-winners-our-celebrating-success-annual-staff-awards)



# Re-connecting our CityCare Leaders

## Leadership Programme Alumni meeting

**Over the summer, CityCare held its second Leadership Programme Alumni meeting; an opportunity for participants to reconnect following completion of their Leadership Development Programme.**

Participants from Cohorts One, Two and Three of the leadership Development Programme attended.

The meeting included an open interview with the Chief Executive at the time, Lou Baingbridge, and Reducing Inequalities Lead, Carolin Tomlinson, who answered questions and shared their leadership journeys.

Certificates were awarded to participants of Cohort Two and all attendees were invited to contribute to the forthcoming plans and

developments for the next phase of how good appraisal-giving will be set out across the organisation.

The Leadership Development Programme has been designed for anyone in the organisation in a leadership role, a managerial role or someone who aspires to be a healthcare leader of the future. The programme is not restricted to banding and participation is based on application. Each programme will run with a cohort of 20-25 people and takes place over six months.

As part of positive action CityCare has already run two leadership programmes specifically for black and Asian employees.

The Leadership programme is designed around the delivery of the CityCare Three-Year Strategy 2022-25, but will be delivered in a person-

centred way to seek to bring out the very best and unique leadership qualities in each participant. Content of the programme is based on the CityCare Leadership Framework with delivery to include individual support, action learning and leadership diagnostics.



Three of our Leadership Programme's Alumni with their certificates at our second Leadership Programme Alumni meeting

**Find out more about CityCare's Leadership Programme and how to enrol on the staff intranet.**



All Alumni who attended our second Leadership Programme Alumni meeting

# Let us know *what you think*

This is the fourth edition of **CityCare News** – our quarterly focus on life at Nottingham CityCare and our work to make a difference every day to the communities we serve.

As well as keeping the public, our patients and partners up to date with the great work our teams are doing, CityCare News is also a way for you to find out how you can get involved, helping to ensure we are delivering accessible and equitable services.

and how we can make it more effective by asking you to complete a (very quick) survey.

Please [click here](#) to take part or scan the QR code to take part.



Printed copies are delivered to venues across Nottingham and an electronic version is emailed out to stakeholders.

As we approach the publication's anniversary, we want to know what you think of the publication



## Join our team

Nottingham CityCare CIC, Nottingham's largest provider of NHS community health services is calling for volunteers and staff to help keep people well in the city.

We are looking for nurses and allied health professionals at all stages of their careers, from students to mature candidates thinking about a return to work.

If you are interested in a career at Nottingham CityCare, visit: [www.nottinghamcitycare.nhs.uk/work-for-us/our-current-vacancies](http://www.nottinghamcitycare.nhs.uk/work-for-us/our-current-vacancies)



If you are interested in volunteering with CityCare, please contact [ncp.volunteeringcitycare@nhs.net](mailto:ncp.volunteeringcitycare@nhs.net) to find out more.



## Want this magazine in an alternative format?



If you would like the newsletter in a different language, or alternative format please email [ncp.citycarecommunications@nhs.net](mailto:ncp.citycarecommunications@nhs.net)

Jeśli chcieliby Państwo otrzymać ten biuletyn w innym języku, prosimy o przesłanie e-maila pod adresem [ncp.citycarecommunications@nhs.net](mailto:ncp.citycarecommunications@nhs.net)

Dacă doriți acest buletin informativ într-o limbă diferită, vă rugăm să ne trimiteți email la [ncp.citycarecommunications@nhs.net](mailto:ncp.citycarecommunications@nhs.net)

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