

AUGUST 2024



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The Hub's Hub

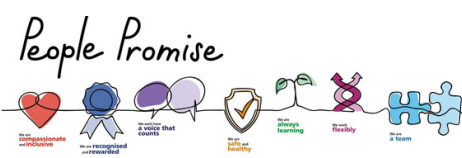
- Freedom to Speak Up Update

Contact Us

As a **not-for-profit** organisation, the team at **The Hub Plus** put **YOU** first. We care about people and want to help **YOU** and **YOUR team** to achieve the most with your wellbeing, aspirations, career goals, and empower personal growth.

The Hub Plus – Supporting our General Practice family on their Primary Care journey.

[Explore the Hub Plus website](#)



Derbyshire GP
Provider Board



The
Hub
DERBYSHIRE



Derby &
Derbyshire
LMC



Sent on behalf of the Leadership Teams of The Hub+, General Practice Provider Board and Derby & Derbyshire LMC

Dear Colleagues,

In light of the recent escalating racist and Islamophobic violence throughout the country, we stand in support of all of the dedicated primary care staff in Derby and Derbyshire. Our general practice teams come from a rich variety of different backgrounds and our services are improved as a consequence of this diversity. You are continuing to provide essential services and care to communities during these difficult times. Your unwavering commitment, resilience, and compassion are incredibly valued.

There is zero tolerance for racism, violence, intimidation or abuse of any kind. We thank the vast majority of our patient populations who stand against the recent civil unrest. Please familiarise yourselves with local policies on abusive patients. If you or any of your colleagues have been subjected to any racist or abusive behaviour, please escalate through the appropriate channels which have been communicated to practices by the ICB. Zero tolerance means zero tolerance – please do not hesitate to report incidents to the police and support any colleague who experiences any kind of discrimination, abuse or hate.

We recognise the increased demands and pressures on primary care teams throughout general practice. Our priority is to ensure you have the tools, training, and wellbeing initiatives required to continue delivering high-quality care. If you have any concerns or in need of support, we are always here and we are listening. There is wide range of help available, please free to contact us: **email: ddlmc.thehubplus@nhs.net or phone: 07883 328933** and we will signpost you to the appropriate support service.

Additional support can be found here –

[Home – The Islamophobia Response Unit \(theiru.org.uk\)](http://theiru.org.uk)

[Tell Mama: Report in Anti-Muslim Hate or Islamophobia \(tellmamauk.org\)](http://tellmamauk.org)

[Communities – HOPE not hate](#)

[Local medical committees \(bma.org.uk\)](http://bma.org.uk)

[British Islamic Medical Association \(BIMA\) \(britishima.org\)](http://britishima.org) or email support@britishima.org

We thank our primary care staff for their remarkable efforts and pledge our continued support as they work tirelessly to keep our communities safe and healthy.

DERBY & DERBYSHIRE
**GENERAL PRACTICE
 CONFERENCE 2024**
*Navigating change -
 the power of people*



Bookings for the Derby & Derbyshire General Practice Conference 2024 are open!!

This year we will celebrate the power of people and look towards navigating change in primary care. We will be joined by inspirational speakers, host engaging workshops and they'll be plenty of exciting networking opportunities.

Click the link below to book your space now - www.thehubplus.co.uk/course/302

Remember, we have limited availability, book early to avoid disappointment!

#gpconference24

South Asian Heritage Month – Virtual Open Mic Night

This event will provide an opportunity for attendees to share and learn from experiences; contribute to the event through self-expression and celebrate the diversity of South Asian Heritage.

The theme of this year is "Free to be Me."

Attendees will be able to share poetry, prose, song or experiences related to this year's theme - which is "Free to be me".

www.thehubplus.co.uk/course/348



Calling all practices!

Our new project Students on Tour is coming soon! **Starting on August 12th**, we will be taking nursing and pharmacy students from local universities to different practices and sites across Derby to provide health checks to patients and members of the public.

Check out our webpage to find out more and get in touch with us to let us know if this is something your practice might be interested in!
www.thehubplus.co.uk/students-on-tour



**THE DERBYSHIRE GENERAL PRACTICE
 LONG SERVICE AWARD SCHEME**

To continue supporting our dedicated and hardworking colleagues within the NHS, The Hub Plus Derbyshire are extremely proud to announce the BRAND-NEW Derbyshire General Practice Long Service Award scheme.

Our goal is to recognise and celebrate the incredible commitment to those who have worked within the NHS for 25 years and onwards!

We want to show our gratitude for individuals working within General Practice in Derby and Derbyshire who have demonstrated devotion to primary care.

To be considered for this award, colleagues can choose to apply themselves or they can be nominated by their Practice Management team or PCN Lead.

Simply click the link below to find out more:

www.thehubplus.co.uk/long-service-award

Career Conversations

Ever wondered what options are available for your career? What else is out there? What can you do to progress?

We know that figuring out your next steps can be tough, but we're here to help make it easier for you. Our 1-1 Career Conversations are the perfect option if you are thinking about your career.

Career Conversations are for ALL existing members of staff within primary care in Derby and Derbyshire. They can help you, get personalised guidance, explore your opportunities, gain expert advice, and tailored support, all in a quick and convenient 15-30 min time slot that works best for you.

Take the first step towards a fulfilling career in Primary Care today! Simply complete the expression of interest form below: [.\(smartsheet.eu\)](https://smartsheet.eu)

The Race, Ethnicity and Cultural Heritage Network (REACH) is a new Staff Network being set up for the support of ethnic minority staff and their allies, working within primary care in Derby and Derbyshire.

The aims of the network tie in with the Regional EDI strategy, and they are primarily:

1. To Empower our members in challenging racism and discrimination within their immediate workplace, but also within the wider systems that affect them
2. To Embed change within those systems through collective solutions and involvement with key changemakers
3. To Educate our members with the provision of personal and professional development initiatives that resonate with their goals
4. To Engage our members through networking events that nurture belonging and strengthen community
5. To Inspire our members with events that showcase our individual and collective successes, resilience and vision

We plan to host our in-person Network Launch Event on the evening of 11th September 2024, with details to be confirmed closer to the time. **Please register your interest here:**

thehubplus.co.uk/course/337



We have launched an exciting new project looking at how better to support Derbyshire Locums.

We will be holding a series of online listening groups to hear what you have to say.

Click below to find out more information:

thehubplus.co.uk/looking-after-our-locums

NHSE (Midlands) are hosting a Primary Care Leadership Event in September. As part of the development of primary care provider leaders and to help support the integration of primary care, they are keen for representation of allied health professionals (AHPs) working in primary care in Derbyshire, specifically in the ARRS roles, at a regional event alongside GPs, Pharmacists and Dentists.

They should be able to represent the views of the wider ARRS workforce and be prepared to feedback the outputs of the event to their colleagues. Given the dental and pharmacy representation at this meeting already, we would ask this member not be a clinical pharmacist.

The event takes place in Nottingham on 5th September 2024. The representative from Derbyshire would be asked to provide feedback from the event to The Hub+ and the Derbyshire AHP council agenda.

If anybody is interested in being the Derbyshire representative, please email The Hub+ with your expression of interest at ddlmc.thehubplus@nhs.net by 16th August.

Project management Bitesize learning 2024

Raki Raya, Senior Programme Manager in the Derby and Derbyshire ICB Primary Care team, will be offering a number of learning sessions covering important aspects of successful project management. Focusing on the practical skills, tools, and techniques to help you successfully plan and deliver your projects. The course consists of 12 bitesize sessions delivered virtually, with 30minutes of teaching followed by 30minute Q&A.

Open to all staff members working on projects. Visit – **thehubplus.co.uk/project-management** for more information.



Update about Freedom to Speak Up from Linda Cross, Guardian for Derbyshire

I have been in post now for just over a year and it has been an eye-opening year! Due to the increasing number of contacts I have had, The Hub Plus along with Derby and Derbyshire LMC have reinvested funds to support the project for a further year on behalf of Practices. I would like to thank the many individuals and practices who have contacted me for support.

THE FSUG ROLE. The role is a busy one; I am currently holding 24 Freedom to Speak Up cases. Cases range from bullying, to challenging team dynamics. Sadly, staff are impacted by the behaviours they are experiencing and, in some cases, are leaving their practices/PCNs. Colleagues are moving to neighbouring organisations, or even leaving the NHS altogether, which is something we all want to desperately avoid.

So how can we support those who are raising a concern and prevent practices losing staff?

RAISING CONCERNS. When people have tried to raise issues within their own workplaces, they can be met with resistance, mistrust, and in some cases poor treatment which has had an impact on not only their working lives but also their home lives and families. This may be because the person who hears the concern doesn't know what to do with it, or is too busy but in some cases, it is because there is no will deal with the issue/s. Ignoring a FSUG can be incredibly harmful to the individual, leading to their resignation and most importantly, can miss the opportunity to rectify a problem and /or improve patient care.

Sometimes a three-minute conversation acknowledging the concern, thanking the speaker for raising it and letting them know that following an investigation they will receive feedback is just what is needed.

HOW TO UPSKILL. The good news is there are many ways to support you and your staff to raise concerns and deal with any issues raised. There is excellent training on [the e-learning For Health](#) website. Speak up for all staff, Listen Up for team leaders, and management, and Follow up for the senior management team.

I am also a resource to help. It is important to know I do not report to other organisations, other than discussing anonymous trends to the National Guardians Office, so they can report on themes and trends. I do not investigate concerns, but I can guide you and provide you the resources and information to help you to improve things for staff and patients in your surgeries.

VALUE THE PROCESS. Every time someone is brave enough to raise a concern it is a gift of information that can help improve service delivery, staff morale, and patient safety. The many practices in Derbyshire that have an open and approachable culture are finding that involving staff in service delivery creates a much more positive place to work. As **Jayne Chidgey-Clark, National Guardian for the NHS** says: *'When leaders actively listen and take action, it strengthens organisations, and fosters a culture of ongoing improvement and innovation in delivering healthcare.'*

CONTACT ME. I would welcome the chance to come and talk to you and your staff groups about FSUG either informally or at your protected learning time and answer any questions that you may have. I can be contacted via email – linda.cross@nhs.net

CONTACT US

We'd love to hear from you – our Primary Care family. What can we do to help YOU on your #primarycarejourney?

 ddlmc.thehubplus@nhs.net

 www.thehubplus.co.uk

 07883 328933

Find us on:     

We are here and we are listening.