



# Public Consultation

## Mental Health Services for Older People

Proposed service moves from:

Pleasley Ward at the Hartington Unit in Chesterfield,  
to Walton Hospital, Chesterfield  
and

Ward 1, London Road Community Hospital Derby  
to Tissington House at Kingsway Hospital, Derby



*Images of Tissington House and the grounds of Kingsway Hospital*

**Date of consultation: 1 December 2021 – 1 February 2022**

## Summary of the proposals outlined

This consultation is asking local people to share their views on proposals to relocate two services for older people with mental health conditions to new facilities in the county.

Inpatient services for older people with functional mental health conditions such as depression, anxiety and psychosis are currently provided by Derbyshire Healthcare NHS Foundation Trust (DHcFT) in functional mental health facilities across Derbyshire.

In North Derbyshire these services are offered on Pleasley Ward at the Hartington Unit, which is located on the Chesterfield Royal Hospital site. The service is currently provided from shared facilities with adults of working age, whilst national guidance indicates that services for adults and older adults should be provided from separate facilities. Due to national investment in mental health services, the Hartington inpatient wards will be replaced by a new, purpose-built facility for working age adults on the Chesterfield Royal Hospital site. In line with current practice, this move provides an opportunity for separation of services for older adults and adults of working age – the Hartington Unit currently supports all adult patients on Pleasley Ward.

This consultation outlines proposals to relocate the older adult functional mental health services to Walton Hospital, also in Chesterfield, provided from a modern, high quality ward with single en-suite rooms, in line with national guidance. Walton Hospital currently offers inpatient services for people with dementia, and there are a number of benefits of co-locating services for older adults and for bringing specialist colleagues together on one site. The dementia services at Walton Hospital are provided by Derbyshire Community Health Services NHS Foundation Trust (DCHS).

In Southern Derbyshire, inpatient services for older people with functional mental health conditions were historically delivered from London Road Community Hospital in Derby. In June 2021 these services were temporarily located to Tissington House at Kingsway Hospital in Derby.

Kingsway Hospital delivers a wide range of inpatient mental health services and this temporary move brought the older people's functional mental health services onto the same site as facilities that support people with dementia in Southern Derbyshire. This consultation seeks views on making this a permanent move.

Given this service is specific to a small number of current service users, their families, carers, partners and stakeholders and that the services will continue to be provided in the future just from a different location, it is proposed that this targeted consultation can be undertaken over a 60 day period.

## Ways to share your views

Please complete the questionnaire included at the end of this consultation document and return to the address below before 1 February 2022. You need only write what is written below on an envelope.

Freepost NHS DDCCG

Alternatively, you can complete an online version of the questionnaire, which is available at

<https://www.surveymonkey.co.uk/r/OlderPeopleMentalHealthConsultation2021>

We will also hold two public consultation events via Microsoft Teams on the following dates. Please book your place by contacting [ddccg.communications@nhs.net](mailto:ddccg.communications@nhs.net) if you wish to receive electronic links to access these meetings.

- Thursday 13 January 2022 1pm – 2.30pm
- Tuesday 25 January 2022 10am – 11.30am.

We will also be contacting local stakeholders, carers and those accessing services to ask for their views on these proposals.

If you have any questions or would like to provide feedback in another way any please contact [ddccg.communications@nhs.net](mailto:ddccg.communications@nhs.net)

### **The different types of mental illness:**

**Functional** mental illness describes acute psychiatric illness such as depression, anxiety or psychosis.

**Organic** mental illness mostly describes dementia, as well as other conditions which result from brain injury.

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## **Background**

### **Northern Derbyshire**

Functional mental health services for older adults are currently provided from Pleasley Ward at the Hartington Unit based on the Chesterfield Royal Hospital site. The ward is shared with adults of working age.

National guidance indicates that adults and older adults should no longer be supported through shared facilities. As we age our needs change. We are far more likely to have physical health issues, mobility problems and require environmental adaptations to enable equitable and safe access to an inpatient ward. By separating adults from older adults, we are able to meet the needs of each group in a more satisfactory manner. For example, placing rails in a bathroom for adults could be seen as stigmatising as mental health needs do not require this, additionally it creates an unnecessary ligature risk. In an older adult environment, there is often a higher level of frailty and physical restriction so provision of rail in bathrooms is a necessity, practical and prevents unnecessary falls. Derbyshire Healthcare NHS Foundation Trust has received funding, subject to approval of full business cases which is already approved at outline level to develop a new acute mental health care facility for adults of working age, which will be developed on the Chesterfield Royal Hospital site, replacing the current Hartington Unit in 2024. The new unit will provide purpose-built accommodation including single rooms with en-suite bathrooms, in line with national guidance.

As part of this development it was identified that we would need to provide separate facilities for older age adults, in line with national guidance. Given this the Trust has been exploring potential opportunities to relocate the 12 functional mental health beds for older age adults that are currently based on Pleasley Ward at the Hartington Unit. There are no opportunities to provide separate services for older adults on the Chesterfield Royal Hospital site.

The introduction of the Dementia Rapid Response Team (DRRT) in North in 2018 Derbyshire has reduced the need for dementia beds in the north of the county, providing an opportunity to co-locate organic and functional mental health beds on one site at Walton Hospital.

Some individuals will have both an organic and functional mental health diagnosis. These people could be supported through either service, depending on the nature of each individual's clinical needs.

There are a number of benefits to this proposal, including the co-location of specialist older adult clinicians and supporting people who may present with both functional and organic mental health needs.

## **Bed numbers**

There are currently 30 beds for organic mental health patients (dementia) at Walton Hospital and this proposal would reduce the provision by 50%, to 15 beds. There has been a reduction in the demand for the dementia beds at Walton Hospital following the introduction of the Dementia Rapid Response Team (DRRT) and the unit at Walton Hospital currently operates well below capacity, with an average of 11 patients being supported across the two wards.

The proposal outlined in this consultation document is to close the under-utilised organic beds at Walton Hospital and relocate the existing 12 older adult functional mental health beds from Pleasley Ward to the ward that will be vacated at Walton Hospital.

Both of the existing services are based in Chesterfield. Walton Hospital is approximately three miles away from Chesterfield Royal Hospital, where Pleasley Ward is based. There are currently 12 beds at Pleasley Ward and this move will involve no reduction in the level of service offered for functional mental health patients.

The ward at Walton has single rooms with en-suite bathrooms, in line with national guidance. No other viable cost-effective solution has been identified as an alternative base for the functional mental health beds in North Derbyshire.

## **Walton Hospital**

Walton Hospital is a modern community Hospital in Chesterfield and provides a wide range of outpatient specialties in clinics housed in the purpose-designed Peter McCarthy Suite, which was officially opened in 2016. This includes nine clinical outpatient consultation rooms, group therapy areas and a gym.

The hospital also provides specialist inpatient accommodation for dementia patients who need to be looked after in an inpatient setting. The need for these type of beds has reduced following the successful introduction of the DRRT in the north of the county, meaning a greater number of people can be safely cared for in their familiar home environment. Walton Hospital is approximately three miles drive from Chesterfield Royal Hospital. The nearest buses to Walton Hospital (Bus 39 and X17) stop approximately three-minute walk from the site. There is ample on-site parking facilities which are free of charge while being accessible for both staff and patients.

There is a temporary small catering facility where staff can buy snacks, light meals and drinks. A purpose-built kitchen and dining room is planned for early 2022. Spiritual needs will be catered for and arrangements can be made on an individual basis for anyone who requires quiet space for spirituality/prayer.



*Images of the facilities at Walton Hospital*



## **Southern Derbyshire**

Plans had been developed to consult about the proposed move from Ward 1 at London Road Community Hospital in Spring 2020, but due to the COVID-19 pandemic, this engagement was paused.

In the consultation planned for Spring 2020, it had been identified that the functional mental health beds based at Ward 1 needed to be relocated for a number of reasons. Colleagues and patients were increasingly isolated from other mental health services, predominantly based at Kingsway Hospital, and the facilities offered were in need of improvement in order to aid patient experience. This included being able to provide single, en-suite rooms to each patient within the service. It was identified that making the necessary improvements to Ward 1 would be cost prohibitive, particularly given the age of the estate and the limitations regarding space.

Tissington House is a modern, purpose built mental health facility with capacity for 18 beds in a calm, specialised healthcare environment at Kingsway Hospital in Derby. Tissington House was temporarily vacant, due to a reduction in the need for organic mental health beds following the introduction of the Dementia Rapid Response Team (DRRT) in 2015.

Tissington House was therefore identified as the only viable solution that offered the range of benefits the services at Ward 1 needed, including the ability to offer patients single room provision. The “do nothing” option would result in the service staying in a location where the necessary improvements in service user experience could not be achieved.

In June 2021 Ward 1 services were temporarily relocated to Tissington House at Kingsway Hospital in Derby, which has recently been refurbished to the most current mental health standards, as University Hospitals Derby and Burton (UHDB), who own the London Road Community Hospital site, requested Ward 1 as part of their COVID response. Since this date Ward 1 has been adapted by the hospital as an outpatient lymphoedema clinic. This temporary move was agreed by the Adults Health Scrutiny Committee as a necessary response to the challenges presented by the COVID-19 pandemic.

The availability of Tissington House has provided a unique opportunity to relocate Ward 1 inpatient mental health services into a bespoke, modern facility within a therapeutic, green environment that offers wider facilities including a restaurant and multi-faith chapel.

There are a number of people who will have both an organic and functional mental health diagnosis. These people could be supported through either service, depending on the nature of each individual’s clinical needs.

The temporary move to Tissington House has been overwhelmingly positive for patients, carers and staff and this consultation proposes making this relocation a permanent move.



## Feedback on the interim move to Tissington House

Positive feedback has been received from patients, carers, relatives and staff since the service temporarily moved to Tissington House in June 2021.

Feedback has included:

- People feeling safer when arriving and leaving the facility
- Easy access to free car parking
- Positive feedback on the Kingsway Hospital restaurant
- An improved overall environment with brighter décor and access to green space and gardens.

Co-location with the Trust's inpatient dementia services has led to better care for patients due to:

- Increased joint training of staff
- Share expertise across the site
- Improved availability of parking and access via public transport
- Greater staffing resilience across the units.



*Images of Tissington House,  
including the dining facilities and  
courtyard*

## **Bed numbers**

Historically older adult functional mental health services were offered at both Ward 1 and Ward 2 at London Road Community Hospital. This comprised 36 beds.

Due to positive developments within the community, Derbyshire Healthcare NHS Foundation Trust have successfully been able to support an increased number of people at home, reducing the need to come into hospital. This is a positive development as we know that people, particularly older adults, benefit from being supported in a familiar home environment, where they can often benefit from the support of family and friends.

In 2016 demand for the older adult functional mental health inpatient beds had decreased to the extent that the services were consolidated on one ward, Ward 1. Whilst the option remained to reopen Ward 2, this was not required due to the decreased demand on the inpatient service.

In 2018 University Hospitals Derby and Burton requested use of Ward 2 and it is currently being used to offer end of life care to local people. This consultation seeks to gain any wider feedback on the new model of care being provided to older adults, and the increase in community based support.

From 2018 Ward 1 operated with 18 beds (with flexibility to increase this to 20 if required). This reduced to 17 beds in March 2020 in order to adhere to social distancing requirements. Since June 2021 the services at Tissington House have operated within a capacity of 18 beds.

## **Kingsway Hospital**

The majority of the Kingsway Hospital site was rebuilt and redeveloped during 2009/10. As such, inpatient areas, including those at Tissington House, are offered from modern, purpose-built environments for mental health services.

The atmosphere is calm, with open access to green spaces and landscaped gardens. This therapeutic environment would be almost impossible to recreate in an urban environment like London Road.

The experience for visitors at the London Road site can be problematic. Parking is limited and both on-site parking and on-road parking are closely regulated and involve payment charges. Parking at the Kingsway site is free for visitors and has greater availability, particularly in the evening.

Whilst the London Road Community Hospital site is very close to the city centre, it is not easily accessible by public transport from other parts of the city and other areas across southern Derbyshire. People using public transport will usually have a 10-15-minute walk from the bus station out to London Road, or a change of bus. Whilst Kingsway Hospital is not on a current bus route, the bus services to the Royal Derby Hospital site are numerous at most times of the day and visitors would then have a 10-15-minute walk to Kingsway Hospital.

## **The development of community based support**

### **The Dementia Rapid Response Team**

In 2015 Derbyshire Healthcare introduced a new, Dementia Rapid Response Team (DRRT) to provide a community-based service as an alternative to hospital care during times of crisis. The DRRT was first introduced in South Derbyshire and there are now three separate teams providing a comprehensive service to all areas within Derbyshire.

The primary aim of the DRRT is to improve the wellbeing of people with dementia at times of crisis, by delivering rapid assessment and intensive support. In the process, the team aims to reduce the need for admission into specialist dementia hospital beds. Evidence suggests that people with dementia are best supported within their home environment where possible, as admission to hospital can be confusing and have a detrimental effect.

The service is delivered in an individual's home, wherever that home may be. The team is flexible and highly responsive, providing a same-day response. The service is available Monday to Friday between the hours of 8am - 8pm and also between 9am - 5pm on Saturday and Sunday.

The DRRT works closely with local Community Mental Health Teams (CMHTs) to support continued care in people's own home and they also work closely with inpatient services to support timely discharges including transfer into 24 hour setting where appropriate.

The service starts with a specialist assessment. From there, an individual person-centred plan of care is developed, in collaboration with the service user and their carers. Where home treatment is part of the plan, intensive support will be provided. This can be up to four times a day and for seven days a week. Although the majority of service users receive two intervention calls per day for six weeks, this is very much led by the individual's needs. The DRRT is provided by a multi-disciplinary team which includes mental health nurses, psychiatrists, occupational therapists and health care assistants.

The assessments, interventions and treatments offered by the team are informed by evidence-based best practice (from research and guidance including that provided by the National Institute for Clinical Excellence – NICE).

### **Patient feedback following the introduction of the DRRT**

*'My husband was unwell, and I did not know how to handle the situation, or how we were going to face the future. Our GP suggested the DRRT. I was a little sceptical, but they called the same day and offered to come out right away. That's where our lives took a change for the better. They listened to the problems, gently reassured us and, through hours of visits, managed to tease out the knots of what was a chaotic, highly distressing time.'*

*Every staff member who has visited, telephoned, emailed has been absolutely brilliant in their professionalism, approach, interest, integrity and just downright caring attitude. The team's doctor took on board my concerns. Staff are facing immense challenges with COVID-19, but throughout every contact with the DRRT, they have made a world of difference to us. To them we might only be one case (although they never treat you like that!!) but to us, we will forever be so thankful that they were there when we needed them more than anything. Thank you to each and every colleague on the DRRT.'*

*'The DRRT really took the effort to ensure we fully understood and had the chance to put forward our thoughts and feelings. Mum's wellbeing really mattered and I was kept fully informed by the same person, so a relationship of trust was built. I could not have managed the past few weeks without their help, support, care and advice! Thank you.'*

*'My husband, who has Alzheimer's Disease, went missing whilst I was at work. It was dark outside, pouring with rain and freezing cold. I had to call 999 and he was found a couple of hours later, soaking wet, bedraggled, covered in mud, injured - and mentally completely out of it.'*

*I did not know how to handle the situation, or how we were going to face the future... I admit I thought "this is it". The DRRT called the same day and offered to come out right away, but I was reluctant as it was dark and late and turned them away. Then my husband became very upset, and I called them back. They came out straight away!! And that's where both our lives took a change for the better. They actively LISTENED to the problems, gently reassured us and through hours of visits, managed to tease out the knots of what was a distressing time in our lives. Never once did they point a finger at me for not supporting him enough etc. It didn't matter what the problem was, or what time, they were fantastic.'*

## The In-reach and Home Treatment Team

In 2018 a new In-reach and Home Treatment Team (IRHTT) was introduced to offer similar community-based support to the DRRT, but for people with functional mental health needs.

The team provides intensive in-reach and home support for all appropriate referrals from the older adult, functional inpatient areas. They offer a short, focused intervention in order to support discharge from hospital. The team also provide specialist home treatment to ensure ongoing psychological interventions are provided, which reduce the risk of readmission to hospital.

In addition, the team also provide rapid, specialist assessments and home based support to people who are entering a more acute phase of their illness and who may require more intensive support to prevent a hospital admission.

This service has been evaluated and it has been identified that its introduction has had many positive outcomes for patients. The number of unnecessary hospital-based admissions has decreased and people have benefitted from a wider range of treatments/services available in their home environment.

The IRHTT operates seven days a week between 9am - 5pm. The team works closely with Community Mental Health Teams to support continued care in people's own home. The team also work closely with inpatient services to support timely discharges, including transfer into 24 hour settings where appropriate.

### Patient feedback following the introduction of the IRHTT

*'The team have been very supportive and through getting to know the staff that visited me at home, I have been able to begin to open up about my illness'.*

*'The team made my discharge to the community team a lot easier. I felt overwhelmed but the team took the time to explain the next stage of my recovery and listened to my concerns, giving reassurance where it was needed. I really appreciate their input at what was a difficult time for me'.*

*'I can only speak highlight of the support given to my husband in the months leading up his hospital admission. Without this support I would not have been able to carry on and support him as long as I did at home and I would have ended up in hospital myself with the amount of carer stress I was under. We were both very happy for the team to become involved again when he came out of hospital. They have given us some invaluable information about how we can both be supported'.*

## **Potential issues that we would like to explore with patients and public through the consultation**

We would like to know what current patients, potential future patients, carers, members of the public and wider stakeholders or interested parties think about the proposal to permanently relocate the older adult functional mental health service from London Road Community Hospital to Kingsway Hospital. We are also seeking views on a similar move of the older adult services currently based at Pleasley Ward to Walton Hospital in Chesterfield.

We would like to know what the impact would be on people as individuals so that if the services are relocated, necessary adjustments can be made to ensure that people are not adversely affected by any move.

We are particularly interested in hearing from any people with protected characteristics under the Equalities Act to see if they thought that any relocation would have an adverse impact on them.

We will be working closely with colleagues who provide these services to support contact with service users, and setting up lines of communication with friends, families and carers. We will also be contacting the broader Derby and Derbyshire population to complete a survey via social media, NHS websites and freepost options will be available.

## **Process beyond the consultation**

Following the consultation, NHS Derby and Derbyshire Clinical Commissioning Group will collate all feedback and will consider the impact of the proposal including any unexpected consequences and mitigations needed. A report and recommendation will then be submitted to the CCG Governing Body on whether to approve the proposed relocation of the service, or not.

Should the proposal be approved for the relocation of the service, Derbyshire Healthcare NHS Foundation Trust will then conduct a formal consultation with their employees over the proposed move of their employment base.



## Questionnaire

The purpose of the public consultation is to identify any concerns and/or wider thoughts and ideas about the proposal to relocate older adult functional mental health services from London Road Community Hospital to Kingsway Hospital in Derby. Your feedback will help to further refine these proposals and deliver a service that effectively meets the needs of our patients and their families and/or carers.

An electronic version of this survey is available via <https://www.surveymonkey.co.uk/r/OlderPeopleMentalHealthConsultation2021> if you would prefer to share your views in this way.

- 1. Please share your comments on the proposal to permanently relocate older adult functional mental health services from London Road Community Hospital to Kingsway Hospital**
- 2. Please share your comments on the proposal to permanently relocate older adult functional mental health services from Pleasley Ward at the Hartington Unit to Walton Hospital**

**3. Do you have any ideas that would further enhance these proposals?**

**4. Is there anything that concerns you? (Please specify which site you are referring to)**

**5. Is there anything else you would like to add?**



Please (X) the relevant box under each equality characteristic

<b>What is your Postcode?</b> The first four letters/numbers of your postcode will help us understand where services may need to be directed (we will not be able to identify your address from this)						
First part of Post Code e.g. LE1 2					I'd prefer not to say	

<b>What is your Date of Birth?</b>							
Please complete your date of birth:	M	M	Y	Y	Y	Y	I'd prefer not to say

<b>Please choose one option that best describes your relationship status:</b>				
Single		In a relationship		Living with partner
Married/ Civil Partnership		Separated		Divorced/ Dissolved Civil Partnership
Widowed/Surviving Civil Partner		Other		I'd prefer not to say
Child				

<b>What is your Gender/Sex?</b>				
Male		Female		Transgender male
Transgender female		Non-binary (including agender, genderfluid and genderqueer)		Prefer to self- describe as... (please specify)
Prefer not to say				

<b>What is your sexual orientation?</b>				
Straight Prefer not to say Prefer to self- describe as... (please specify)		Gay woman / Lesbian		Gay man
Bisexual		Pansexual		Asexual
Prefer not to say		Prefer to self-describe as... (please specify)		

**Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply)**

Vision (such as due to blindness or partial sight)	
Hearing (such as due to deafness or partial hearing)	
Mobility (such as difficulty walking short distances, climbing stairs)	
Dexterity (such as lifting and carrying objects, using a keyboard)	
Ability to concentrate, learn or understand (Learning Disability/Difficulty)	
Memory	
Mental ill-health	
Stamina or breathing difficulty or fatigue	
Social or behavioural issues (for example, due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Aspergers' Syndrome)	
No	
I'd prefer not to say	
Any other condition or illness, please describe:	

**Do you look after, or give any help or support to family members, friends, neighbours or others because of either:**

Long-term physical or mental-ill-health/disability	Problems related to old age	No
I'd prefer not to say	Other, please describe:	

**Please choose one option that best describes your Ethnic Group or Background?**

<b>White</b>	
English/Welsh/Scottish/Northern Irish/British	
Irish	
Gypsy or Irish Traveller	
Any other White background, please describe:	
<b>Mixed/multiple ethnic groups</b>	
White and Black Caribbean	
White and Black African	
White and Asian	

Any other mixed/multiple ethnic background, please describe:	
<b>Asian/Asian British</b>	
Indian	
Pakistani	
Bangladeshi	
Any other Asian background, please describe:	
<b>Black/African/Caribbean/Black British</b>	
African	
Caribbean	
Any other Black/African/Caribbean background, please describe:	
<b>Chinese</b>	
Chinese	
<b>Other ethnic group</b>	
Arab	
Any other ethnic group, please describe:	
I'd prefer not to say	

Please choose one option that best describes your religious identity?				
No religion		Christian (including Church of England, Catholic, Protestant and all other Christian denominations)		
Buddhist		Hindu		Jewish
Muslim		Sikh		Baha'i
Jain		I'd prefer not to say		
Any other religion, please describe:				

Please choose your preferred language option for communicating and interpreting information					
English		Arabic		Bengali	
BSL (British Sign Language)		Chinese		Farsi	
Gujarati		Hindi		Pashtu	
Polish		Portuguese		Punjabi	
Slovak		Somali		Turkish	
Urdu					
Any other preferred language, please describe:					

For any questions or feedback regarding this form please contact Claire Haynes, Involvement Manager either by Phone: 01332 868677 or Email: [claire.haynes2@nhs.net](mailto:claire.haynes2@nhs.net)

All NHS Derby and Derbyshire Clinical Commissioning Group documents can be provided in large print or Braille formats, if requested and an interpreting service is available to individuals who require them.

If you need help accessing this document please contact our Patient Advice and Liaise Service (PALS) on: 0800 032 32 35 or email: [ddccg.enquiries@nhs.net](mailto:ddccg.enquiries@nhs.net)

Aby otrzymać pomoc w dostępie do niniejszego dokumentu, prosimy o kontakt z działem ds. porad i kontaktów z pacjentami [Patient Advice and Liaison Service – PALS] pod numerem telefonu: 0800 032 32 35 lub pod adresem e-mail: [ddccg.enquiries@nhs.net](mailto:ddccg.enquiries@nhs.net)

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਲਈ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੀ ਪੇਸ਼ੋਟ ਐਡਵਾਇਜ਼ ਅਤੇ ਲਿਏਜ਼ ਸਰਵਿਸ (ਮਰੀਜ਼ ਲਈ ਸਲਾਹ ਅਤੇ ਸੰਪਰਕ ਸੇਵਾ) (PALS) ਨੂੰ ਇੱਥੇ ਫੋਨ ਕਰੋ: 0800 032 32 35 ਜਾਂ ਇੱਥੇ ਈਮੇਲ ਕਰੋ: [ddccg.enquiries@nhs.net](mailto:ddccg.enquiries@nhs.net)

Ak potrebujete pomoc s prístupom k tomuto dokumentu, prosím, kontaktujte našu Službu pre poradenstvo a spoluprácu s pacientom (PALS) telefonicky na: 0800 032 32 35 alebo e-mailom na: [ddccg.enquiries@nhs.net](mailto:ddccg.enquiries@nhs.net)

اگر آپ کو اس دستاویز تک رسائی میں مدد چاہئے تو برائے مہربانی ہماری مریضوں کے لیے مشاورتی اور باہمی تعلقاتی سروس (پالز) سے 0800 032 32 35 پر ای میل کریں یا رابطہ کریں یا [ddccg.enquiries@nhs.net](mailto:ddccg.enquiries@nhs.net)



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