

Nottingham

CityCare News

Quarterly Stakeholder Newsletter

Issue
01
Winter
2024



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About Nottingham CityCare

Nottingham CityCare Partnership CIC is an award-winning community health services provider, rated Outstanding by the Care Quality Commission. We provide long-term health and wellbeing to our local community.

We provide a broad range of 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 (UTC) at Seaton House.

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

Within a year, our service and staff come into face-to-face contact with about 457,900 patients, and our community nurses visited 148,300 patients. CityCare employs 1,200 clinical and non-clinical staff.



Volunteering with Nottingham CityCare

People who volunteer with us have the opportunity to make a real difference in their local communities, supporting patients and becoming part of the larger Nottingham CityCare team.

Volunteering is a fantastic way to learn new skills and meet new people. We have a number of different volunteering opportunities throughout the

organisation, from meeting and greeting the people who visit our clinics and Urgent Treatment Centre on London Road, to assisting in administrative roles. Whether you have a personal connection to Nottingham CityCare or just want to give something back to your community, we would be delighted if you choose to support us in our mission to make a difference each and every day in our local communities.



NHS CityCare

Volunteer with us

We need volunteers to support us in providing NHS community health services to the people of Nottingham

- Learn and develop new skills
- Gain valuable experience
- Meet new people and have fun
- Make a difference

You need to:

- be 16 years or over
- commit to volunteering for two hours per week

It's quick and easy to sign up

- 📞 07881 037 877
- 🌐 volunteeringcitycare@nhs.net
- 🌐 nottinghamcitycare.nhs.uk

  [nctcitycare](https://www.facebook.com/nctcitycare)  [nctcitycare](https://twitter.com/nctcitycare)

If you'd like to find out more about volunteering with Nottingham CityCare, visit our website www.nottinghamcitycare.nhs.uk

Welcome to the very first Nottingham CityCare News, our quarterly Stakeholder newsletter.

We hope to keep you informed with all things CityCare through this forum.

Nottingham is a thriving and diverse city with so much to offer but we also know it has areas with high levels of deprivation. Data from many of our Primary Care Network areas shows that there are greater challenges across a range of indicators such as stroke, heart failure, diabetes, smoking etc. More people are living longer with complex combinations of long-term illnesses, and it takes good community services to care for them and help them live health lives. As a community healthcare provider, Nottingham CityCare Partnership plays a vital role in the

NHS's ambition to keep people living well in their own homes and in the community.

All of us at CityCare are working tirelessly do just that. But we work as part of a system and cannot achieve our ambitions alone. Whether you are a member of staff or one of our partners within the City of Nottingham and Nottinghamshire and the wider Integrated Care System, we know that you are keen to get the best for people in our local communities. Each of us wants to uphold the traditional caring values of the NHS - in particular, that the services we provide are ones we would be happy for our own families to receive.

For that we need to work together, to innovate, and work purposefully to close the gap around health inequalities in Nottingham.

This is a challenging time for the NHS and for the people in our local communities. But at CityCare we are keen to play our part, to work with our partners to support our common aims and in a way that is consistent with our values and behaviours.

Look out for future issues of this new stakeholder newsletter and we hope you will reach out to let us know what you want to hear more from us about.



Sherry Malik
Sherry Malik
Chair

Lou Bainbridge
Lou Bainbridge
Chief Executive

Our Values



Our strategy sets out our mission to *make a difference every day to the health and wellbeing of our communities.*



Working in Partnership

Bulwell and Top Valley Transformation Programme



Bulwell and Top Valley is in the North of Nottingham, which is the tenth most deprived area in the UK, and within that, Bulwell Central is the most deprived area of Nottingham City.

CityCare has worked in Bulwell and Top Valley as an early adopter site within the Community Care Transformation Programme. The programme was developed with partners from across the Nottingham and Nottinghamshire Integrated Care System (ICS). It aims to plan and deliver sustainable community care services that help local people be as independent as possible by supporting their physical, mental and social needs.

Primary Care Networks (PCNs) build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home. One of Nottingham CityCare's PCNs launched a newsletter for patients who struggle to receive information on services available to them due to no internet access, or they are house bound and not

able to see alternative communication channels in community areas and buildings.

The team has worked on various initiatives and one of them has been supporting patients to access food bank services, and advising on how they can be referred if they meet the criteria to help those who are struggling with the cost of living, along with information on contacting the Citizen's Advice Welfare Rights team to ensure they are on the right benefits and income.

A host of other signposting is provided by the team to patients about help they can get at home having eye tests, a telephone befriending service, mobile dentists, foot care services, help with pets, a home library service, and meals on home service.

CityCare produced a video on behalf of the Nottingham and Nottinghamshire ICS, giving the opportunity for various stakeholders to say how they think the transformation programme is working. It includes a Nottingham City Councillor, an unpaid carer, an Associate Director at CityCare, and a Health Visitor at CityCare.

The video can be viewed on our website
www.nottinghamcitycare.nhs.uk.

Fibromyalgia dance story

A pioneering venture to use dance as a means of treating people suffering from fibromyalgia has been launched by Nottingham CityCare and FABRIC, the Midlands-based strategic dance organisation created from the merger of Dance4 and DanceXchange.

Using dance and movement can help people suffering from the debilitating condition, which leaves patients suffering constant pain, and is often accompanied by low mood and fatigue along with a range of other symptoms.

CityCare's Clinical Academic Physiotherapist Rob Goodwin said "This is a completely new approach as far as I am aware – I do not know of anyone else using dance as a means of tackling pain in fibromyalgia patients."

The feedback was very positive, and the sessions proved to be popular with a lot of laughter. Participants said they enjoyed the sessions, that they were a distraction from their pain and that they had increased their confidence. Traditional pain management sessions can involve exercise but this was a really novel approach and it has even given some of our patients a new hobby. Therapies like this will never take away the patients' pain but movement like this can help patients to become more independent and live better.

"It has been wonderful to see how the participants have welcomed dance into their lives. Not only have we seen increased physical confidence, but by tapping into people's creativity it has enabled them to experience the true power of dance."



"I've really enjoyed myself! I feel my wellbeing (physical and mental) has improved over the weeks and I wish the sessions were on for longer."

The responses to the sessions from participants include:

"I have just let myself go and gone along with the music...and laughed. I have not laughed like that in years."

"The group has been brilliant."

"When you are doing your movements you relax your mind and lose yourself in it. It is peaceful."

Walking for Parkinson's



Sarah McCracken, an NHS Parkinson's Nurse specialist and British Nordic walking instructor, has been encouraging people with Parkinson's disease to join her on Nordic walks to help with their condition.

She has organised a Nordic Parkwalk at the Colwick Parkrun and other locations in the Nottingham area. "Nordic walking is growing in popularity and has a national and global appeal. It is evidence-based and is supported by NHS England. It uses up to 90% of the big skeletal muscles and is a great all over body workout.

It's suitable for people of all ages but is gaining momentum and accessibility for

people with Parkinson's. Early results suggest that Nordic walking can help with balance, posture and speed of movement. It also has the wellbeing benefits of exercising in a group, in fresh air, often in beautiful surroundings.

Sarah's walks are joined by a selection of patients, staff and carers once a month, and they can also join other parkruns every Saturday.

Sarah joined the CityCare Neurology Service in 2009 and has seen some patients from diagnosis through to palliative care. She spends three days a week as a specialist nurse and two working on her research.

USA college students visit Nottingham CityCare for three-week clinical placement



Nursing students from Luther College in Iowa, USA joined us for three weeks to learn about healthcare in the UK! The students spent time with different teams across the organisation, as well as visiting the Urgent Treatment Centre and Queen's Medical Centre.

The students are entering their fourth year of training at Luther College to become qualified nurses. Unlike training in the UK, these students are trained across all fields of nursing.

The visit concluded with an afternoon tea celebration at the Nottingham Ukrainian Cultural Centre! The afternoon was accompanied by traditional Ukrainian music and entertainment. The group were moved by the warm hospitality and loved celebrating with the 'kind and welcoming nurses'.

The students were 'in awe' of the access to care that the NHS and Nottingham CityCare provide to their patients, and the uniqueness of providing care in the home.

Jayme Nelson, the programme leader and Associate Professor of Nursing at Luther College described the experience as 'phenomenal' and 'especially poignant' as the visit took place during the NHS' 75th birthday month.

You can find feedback about the clinical placement from the students on our website, as well as a thank you to the organisation.

www.nottinghamcitycare.nhs.uk/about-us/our-news/usa-college-students-visit-nottingham-citycare-three-week-clinical-placement or scan the QR code.





Team Spotlight:

The Integrated Respiratory Service

The Integrated Respiratory Service cares for patients who have a confirmed respiratory disease such as Chronic Obstructive Pulmonary Disease (COPD), Asthma and Bronchiectasis or Pulmonary Fibrosis.

They monitor and manage patients to prevent further respiratory deterioration and complications. They provide education and support in the community ultimately aiming to prevent admission to hospital and reduce the length of any hospital stays. The service is run by Specialist Nurses, Physiotherapists, Community Support Workers and Administrators working alongside other community services, social care and other voluntary

organisations to achieve the best outcomes for respiratory patients in Nottingham City.

CityCare Discharge Communication Co-ordinators ensure patients are well informed of the services available to them on discharge from hospital to help reduce re-admission rates.

Following discharge patients will be offered a face-to-face review from the service within 72 hours.

The Integrated Respiratory Service demonstrates our values and behaviours through their care and compassion for patients, empowering them to manage their conditions and support them during episodes of acute exacerbation. They also support each other and other colleagues throughout CityCare.

Working as a team has enabled them to cover all elements of the service at challenging and pressured times. The partnership working with Nottingham University Hospitals over winter with increased numbers of patients in hospital with acute illness identified a number of early discharges, freeing capacity for acute colleagues.

Their teamwork has enabled the completion of the Lung Health pilot identifying and advising patients on early signs of lung cancer. The team also undertook additional hours to ensure they could advise, and ensure there was enough availability for visits that were required during local strikes with the ambulance, nurses, and doctors.

Race Health Inequalities Conference

On Thursday 28 September, we held our very first Race Health Inequalities Conference that over 150 staff attended.

The day was to enable staff to network with each other, visit the market place of teams within CityCare and the wider system to showcase the work they are doing, and to hear on the main stage from speakers within the Integrated Care System (ICS), CityCare, and external agencies about Race Health Inequalities. This ranged from statistics across Nottingham and Nottinghamshire ICS area, personal stories and experiences of inequalities, plus how other organisations and charities are supporting the local community that we serve.

The food was a delicious variety of ethnic cuisines, and the entertainment included a belly dancing lesson mid-morning, and a Sitar and Tabla duo over the lunch break.



Presentations were from:

David Weaver
DWC Consulting

David shared a video from BBC Bitesize around the conversation of white privilege, along with talks about equality, equity, and removing the systemic barriers. Within the room we were asked to write our pledges – what will you stop doing, what will you start doing, and what will you continue to do.

Liz Pierce
Consultant in Public Health
Nottingham City Council

Liz gave an overview of what health inequalities are, and what causes them, and what this means for Nottingham. The presentation showed Local Authority health profiles with statistics and graphs, along with ethnic health inequalities. Liz described what is meant by population health and what enablers are needed to be in place to move our health system forward.





Gemma Poole

The Essential Baby Company

Gemma spoke about the challenges of education for midwives and shared stories of her personal experience and the questions she asked while learning.

The company wants to change the narrative and connect the dots for a better understanding. Personalised inclusive antenatal education, tools and resources so there is a better chance of a safer pregnancy and healthy baby. Gemma also explained the four core components of the strategy of Saving Lives, using our position to provide a lens to wider issues, appropriate use of health and social care services, and amplify the needs of our communities.

Donna Sherratt

Nottingham City Integrated Care Partnership

Donna explained about the Place Based Partnership and how it brings together all the organisations that can influence health and wellbeing in the City for those that live in Nottingham and to address the challenges. The maturity matrix was shared which shows the principles, what needs to change, what are the current barriers, and what is the best way to implement the matrix in CityCare.

Kevin Anthony

Nottingham CityCare

Kevin shared his experience of learning and talked through the Equity in Doctoral Education through Partnership and innovation (EDPI). The programme is a collaboration between Nottingham Trent University, Sheffield Hallam University, and Liverpool John Moores University. It is in partnership with the UK Council for Graduate Education and NHS partners. NHS staff can apply for five year part-time PhD opportunities through EDPI.

Lindsay Thompson

B'ME Against Cancer and Sista

The key messages were understanding what your “Why” is, the source of our passion, the story behind it, the value of community engagement involvement, checking “Tings” out and the economic saving. Statistics were shared around prostate cancer and how they are just accepted statements always given of “We don’t know why”. Lindsay shared how historically when people of colour were included in research, it was not for clinical trials, but rather for clinical testing, something which still needs to be improved upon. Lindsay shared how B'ME against cancer is helping turn their passion into action.



NHS 75 The 5th July 2023 marked 75 years of our NHS.

When it was founded in 1948, the NHS was the first universal health system to be free and available to all.

Treating over a million people a day in England, the NHS touches all of our lives. Since 1948, the NHS has always innovated and adapted to meet to needs of each generation. The fundamental principles remain as relevant, and valued, today as they were 75 years ago. The public still supports having a national health service, and it is what makes our people most proud to be British.

As Nottingham City's largest provider of community health services, we are dedicated to improving long-term health and wellbeing. We are supported by our values: kindness, respect, trust, and honesty, and our behaviours: Teamwork, being Accountable, Courageous, and Inclusive. We treat people in the place they call home – where they're at their most comfortable - delivering personalised care to support our patients to remain independent in the community.

To mark 75 years of the NHS, we wanted to celebrate our hardworking staff across the organisation, both clinical and non-clinical. Each one contributes to the smooth running of our organisation and the wider system, making a difference every day!

Lou Bainbridge, Chief Executive of Nottingham CityCare said:

“As the largest provider of NHS health community services in Nottingham City, the organisation

plays a vital role in the local healthcare system to keep people well in the place they call home.

“On the 75th birthday of the NHS, we celebrated our wonderful staff and the difference they make every day to the health and wellbeing our communities. We deliver a broad range of services to the people of Nottingham including urgent care, virtual wards, rehabilitation services, long-term conditions support, adult community and children's (0-19 years) services, alongside specialist services such as palliative care and tissue viability. Our staff also work collaboratively with health and social care system partners and providers to deliver joined up care and an NHS fit for the future.

I am proud of Nottingham CityCare's staff and would like to thank them for the exceptional work they do to deliver excellent care.

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CityCare staff took part in the organised NHS Park Run events where they walked, jogged, or ran 5k at Wollaton Hall and at the Forest Recreation Ground.

NHS 75



Team Spotlight:

Targeted Healthy Lifestyle Service



The Targeted Healthy Lifestyle Service is a team of staff working with children and families to help them eat healthier meals and be more physically active. They are a family friendly team that works in the community in partnership with families, offering individualised programmes of care, support, advice, and education.

High on the agenda at present, locally, regionally, and nationally are the obesity rates across the UK. Children who are overweight and obese are more likely to experience bullying, stigmatisation, low self-esteem and poor health.

Through helping children and their families eat healthier meals and be more physically active, the possibility of childhood and adult ill health is reduced. They help families make small changes that can make

a big difference! They show them support and how to make simple changes to daily routines which lead to a healthier lifestyle. By delivering targeted early intervention and prevention programmes rather than delivering a 'treatment' for children who are already obese, they help prevent obesity.

When they meet families, they work together to develop personalised goals around what is important for them. They can show families fun ways to get healthy together with their 'burst of brilliance' ideas.

The team has worked together to upskill all staff to be competent in delivering all the sessions. They have continued to develop the sessions and resources, tailoring them to individual families' diets.

In May 2023, the team opened the referral criteria to include the whole city and are now receiving referrals every day!



Enjoyed all the visits. Found them all useful and learnt new things. Great information on portion control.

Loved the sugar kits - raised awareness of sugar in children's snacks. Uses the Sugar Scanner that was discussed

Enjoyed all visits, helpful advice.

Nursing Times Workforce Awards

Carolyn Tomlinson, Reducing Inequalities Lead, was shortlisted in the Diversity and Inclusion Champion of the Year category at the Nursing Times Workforce Awards, and attended the ceremony in London with other colleagues from the Preceptorship Programme Team who were also shortlisted for the Preceptorship Programme of the Year category.



Great British Care Awards



Joanne Disney, Clinical Service Manager for the Supportive and Palliative Care Team was shortlisted in the Great British Care Regional Awards for the East Midlands in the Dignity in Care category. Joanne received the Highly Commended award with the comment from the judges saying: "An absolute delight to interview, she unmistakably embodies the essence of a dignity champion and showcases unparalleled excellence in her role."

Prevention: Homeless Health Team

The Homeless Health Team provides triage, treatment, advice and support, helping patients stay as healthy as possible.

Members work collaboratively with colleagues across health, social care, partner agencies, and those with lived experience.

In March 2020 a review journey began with partners, transforming ways those experiencing severe and multiple disadvantage are supported and access services that are changing lives.

As key members of Nottingham City Severe and Multiple Disadvantage Partnership The Homeless Health Team helped transform ways local services work together improving lives; ensuring health inequalities are addressed and patients receive seamless, flexible, person-centred trauma informed care from the right services, at the right time, in the right place to meet their needs.

Developing new pathways, they work with partners at hospitals, Emergency Department and GPs; improving health outcomes and reducing secondary care attendances. The Homeless Health Team provides tailored assertive outreach in and out of core hours meeting individual needs of those with the highest level of complexity and disadvantage, such as women,

The Homeless Health Team provide triage, treatment, advice and support, helping patients stay as healthy as possible.



ethnic minority communities, extremely complex rough sleepers and sex workers. They provide tailored healthcare for individuals heard at Wraparound multi-disciplinary team and Rough Sleepers Task Group. The Homeless Health Team provides complex healthcare in complex settings, transitioning patients to mainstream services.

During episodes of crisis they locate, triage, treat and transition again, preventing further deterioration and hospitalisation.

The Homeless Health Team is a small group of staff dedicated to improving the lives of those difficult to reach,

showing care, and compassion for all. Seeing the dedication, commitment, not just as a City Care team but respect, dedication and commitment with the wider collaborative have enabled lives to be changed. As demand increases, the cost-of-living crisis and inequalities across our city, have grown and the Homeless Help Team embraces every opportunity to improve their patients' lives.

Hearing the stories from individuals with lived experience evidence of how important and crucial partnership working is, the Homeless Health Team is a fundamental part of this partnership changing lives.



Nottingham CityCare Community Virtual Ward



Supporting patients to recover in the place they call home.

More patients are being treated in their own homes thanks to experts in Nottingham CityCare Partnership's Virtual Ward Team.

In the past six months 74 patients have been supported by the team working with local health and care system colleagues to receive treatment in the comfort of their own homes, reducing the need for admissions to hospital. Numbers are expected to gather grow as we develop the service.

Nottingham CityCare's virtual ward currently supports the NUH respiratory and frailty specialities, with further specialty pathways

being developed.

The Virtual Ward Team consists of ten multi-disciplinary staff who carry out holistic assessments and patient monitoring checks, delivering a safe and efficient alternative to an NHS hospital bed. This means patients can be supported to remain independent and recover in the place they call home, whilst helping with bed flow within the hospital.

Patients who are suitable to be referred to a virtual ward will usually have an ongoing health concern

that in the past would have required a longer hospital stay but can now safely be managed in the community with regular multidisciplinary meetings led by the responsible Medical Consultant.

The team are now starting to use remote monitoring equipment to increase capacity, regularly monitoring submitted vital health data and responding appropriately.



Spotlight on:

Kevin Anthony



In recognition of his involvement with The School of Medicine, University of Nottingham, Kevin Anthony, PhD, has been appointed the role of Honorary Assistant Professor.

Kevin has predominantly worked in community settings throughout his career and has a background in physiotherapy. Whilst working within a specialist falls prevention service, Kevin first found his interest in research. This interest in research fed into his

studies, where he completed an MA in Research Methods.

Since Kevin began his work within the research environment, he has continued to work with the Clinical Research Network to develop an organisational research and evaluation culture for Nottingham CityCare. One notable achievement is gaining approval for a merger of the three elements of Clinical Audit, Research, and Evaluation under the CARE banner. This merger has facilitated the flow from

novice to expert researcher through exposure and support at all levels of the project.

Kevin's appointment of Professorship benefits the clinical research environment as it serves to facilitate the ability to meet CARE aims, and further demonstrates the advances that have been made in nurturing a research and evidence based organisational culture. The professorship also serves to advance system-wide working relationships with local stakeholders, such as the University of Nottingham, meaning that we are able to extend and expand the partnership between the university and CityCare.

Spotlight on:

Preceptorship Programme



Recognising the contribution of preceptorship to retention and provision of safe, effective community services, the Nottingham CityCare Preceptorship Programme is offered to all newly qualified practitioners and to those new to roles in the community.

To overcome the pandemic challenges in accessing sufficient developmental opportunity, a combination of preceptorship in nursing practice and interprofessional group work is underpinned by reflection, opportunity for continuing professional development, action learning and group restorative supervision.

During the Covid-19 pandemic our preceptorship offer paused to focus on urgent care delivery. The pre-pandemic programme had strong elements, but there was scope for improvement and potential for a greater impact on staff development and wellbeing. As part of service restoration, it was essential to reinvigorate the preceptorship programme, to support newly registered nurses and improve quality, safety and staff satisfaction.

We found that nurses were not accessing timely supervision, protected time for continuing professional development (CPD) or all relevant training opportunities. Therefore, it was important to create a high-quality preceptorship offer to improve working lives for Nottingham CityCare nurses and for them to experience feeling valued.

Ultimately, the aspiration for this initiative was to provide the best care for patients and families which can only be achieved with a workforce that feels supported.

The overarching aim is to provide a quality and inclusive preceptorship programme for all newly registered nurses starting at Nottingham CityCare to support retention, quality, staff morale and contribute to workforce restoration.

The intention is to achieve strong alignment between a values-based preceptorship policy, preceptorship development groupwork sessions and 'preceptorship in practice'. The latter relating to local team induction, preceptor meetings/supervision and clinical competencies attainment, recognising that

preceptorship is a continuous journey predominantly undertaken in a practice, rather than classroom setting. By reinforcing this connection, it was felt that a high-quality, authentic programme with positive impact would be delivered, resulting in Nottingham CityCare nurses feeling nurtured in their role.

Interim Quality Mark in *National Preceptorship for Nursing!*

Nottingham CityCare have been awarded the Interim Quality Mark in National Preceptorship for Nursing! Launched in 2022, the National Preceptorship Award Interim Quality Mark is a national standard aimed at reducing preceptorship variation across organisations. It is essential in supporting new staff, provides a sense of belonging, increases morale and engagement, and aids retention!

CityCare won due to its clear passion to support preceptees, it's organisation-wide approach, and the robustness and inclusivity of it's preceptorship programme.

It was made possible due to the energy and ambition of our staff in the provision of preceptorship excellence.

Congratulations!

Congratulations to the team, who were shortlisted at the Nursing Times Workforce Awards!



Investing in our people



Long Service Awards

This year we held our first Long Service Awards event to recognise and celebrate staff who have reached their 20, 25, 30, or 40 year milestone of working within the NHS. We held an event at the Council House, and invited staff to attend an afternoon tea, and receive an award and certificate from the Chair and Chief Executive of CityCare. This will now become an annual event to celebrate with staff who reach one of those milestones in the previous financial year.



Leadership Development Programme

Throughout 2023 and 2024, CityCare will run a number of six-month Leadership Development Programmes. These are 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.

As part of positive action CityCare will run two leadership programmes specifically for Black and Asian CityCare employees. We will run other leadership programmes alongside these.

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.



Apprenticeship journey Jack Dykeman

CityCare's apprenticeships offer gateways to fulfilling careers in both corporate and clinical pathways.

One story that particularly stands out is that of our Head of Business Intelligence, Jack Dykeman. Jack joined CityCare in 2012 in the business team. 10 years on, Jack is now leading the team he joined as



an apprentice. Working in various roles across CityCare in that time, Jack said: "It's been an amazing place to work. I've always felt incredibly supported, encouraged and allowed to grow and develop. I've worked with some amazing people (and still do!) and have a lot of pride in saying who I work for."

Reverse mentoring programme

We are pioneering a novel and innovative diversity and inclusion initiative called reverse mentoring, focusing on inclusion. Reverse mentoring is when a worker in a senior position is mentored by someone in a more junior position than themselves. In our programme colleagues will also have the chance to provide senior staff and leaders with an insight into what it is like to be working at our organisation as a member of an under-represented group, via safe, open and honest conversations.

Reverse Mentors are expected to:

- Fully commit to leading and engaging in the one-to-one reverse mentor/mentee relationship for six months
- Attend a one-day training session. Time dedicated to this training session will be fully supported by management
- Attend six reverse mentoring meetings during the six months
- Reverse mentors will have access to regular facilitated peer support and the scheme will be evaluated



Work for us



A career at CityCare is varied and interesting, and in many roles, there is an option to work flexible hours that fit around your family life and commitments.

We have team members working in our many different services, at health centres, schools and GP surgeries around the city, while other colleagues are on the road delivering care into the homes of young families, older people and those with special health needs.

If you are committed to the ideals of the NHS - providing equal

access to free healthcare for all - but want freedom to innovate and respond swiftly to needs in the community, we think you'll enjoy working for CityCare. We are at the forefront of integrating health and social care to meet our healthcare challenges.

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. We are also looking for people to join us in vital support services including clerical and admin work, HR, training, caretaking, domestic assistants, and supervisors.

"I feel proud to be able to give back to the community I live in"



Watch our 'We Are CityCare' film on our website or scan the QR code to see what it is like to work with us.



We're so proud of our wonderful staff who are making a difference every day to the health and wellbeing of our communities.



Check out our current vacancies www.nottinghamcitycare.nhs.uk/work-for-us or scan the QR code.

You can also visit our stand at various recruitment fairs in and around Nottingham. Follow us on social media, to stay up to date with where we will be, and come and have a chat with us.



Nottingham CityCare employees enjoy the following benefits:

- NHS Agenda for Change terms and conditions
- NHS Pension scheme
- Up to 33 days annual leave
- Refer a Friend scheme
- Staff recognition and awards
- Flexible working
- Supportive maternity paternity, adoption, special leave and sickness policies
- Personal and professional development
- Award-winning preceptorship programme
- Clinical placements
- Leadership and management development
- Training opportunities
- Health and wellbeing services
- Career breaks
- Staff discounts
- Time off for volunteering

Did you know this magazine is available in another language?



If you would like this newsletter in a different language, please email npc.citycarecommunications@nhs.net

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Dacă doriți acest buletin informativ într-o limbă diferită, vă rugăm să ne trimiteți email la npc.citycarecommunications@nhs.net

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