Information about agencies to be shared on the DSAB website.

1. **Who are we?**



2. **What do we do?**
   DHU Healthcare provide the NHS 111 service across the Midlands. As part of the NHS frontline, we also provide Urgent & Emergency care services across Derbyshire, Leicestershire and Northamptonshire. We offer a full range of both 'in and out of hours' clinical specialist services. Our services include community nursing, urgent treatment, urgent on-day primary care, GP home visiting, phlebotomy, community hospital medical cover, telephone consultation support, palliative care home visiting, virtual wards.

3. **Referral Route:**

   NHS 111 and Urgent Care services can be accessed by anyone; individuals, health professionals, carers, family etc.

4. **Who do we work with and what is the criteria for accessing the service?**
   DHU Healthcare work with partnership agencies across the health and social care footprint.
   Criteria for accessing services within DHU Healthcare vary dependent on the assessment and treatment required; service criteria are agreed as part of the contractual requirements with the Integrated Care Boards.

5. **Where geographically do we work?**
   DHU Healthcare currently offer a range of service provisions in Derbyshire, Northamptonshire; Leicester, Leicestershire & Rutland and the NHS 111 service

across the Midlands, Milton Keynes with a percentage of NHS 111 calls from London Ambulance Service and Yorkshire Ambulance Service.

6. **What hours do we work and what level of response can be expected inside and outside of hours?**

   NHS 111 service is available 24-hours a day, 7 days a week.

   Other DHU Healthcare services are available at different times.

   DHU Safeguarding team are available Monday -Friday – normal working hours.

7. **What information do we hold about people?**

   DHU Healthcare holds personal identifiable data around individuals and has limited access to patient medical records.

   DHU Healthcare holds information about all contacts undertaken by DHU Healthcare, inclusive or NHS 111 calls and patient records.

8. **Whom should you contact about safeguarding enquiries?**

   DHU Safeguarding Team
   DHU Healthcare
   No:2 Roundhouse Road
   Pride Park
   Derby
   Derbyshire
   DE24 8JE

   - TELEPHONE No: 0300 1000 404 (option 9)
   - SECURE EMAIL ADDRESS: Dhu.safeguarding@nhs.net