



**Derbyshire Healthcare**  
NHS Foundation Trust



# Support for Carers

Information about services and support for  
Carers, Families, Friends and Supporters

# Foreword

Chief Executive Mark Powell



Carers and their families play a crucial role in the support and ongoing wellbeing of their loved ones. Everyone here at Derbyshire Healthcare NHS Foundation Trust realises that taking on the role of a carer – whether it's for the long or short term – can be daunting, and it is often unclear on where to go for help and advice. In collaboration with the Carers Trust, we are deepening and developing our commitment to their Triangle of Care initiative. One of the aims of this initiative is to acknowledge carers and the essential role they play, by ensuring they are provided with support and relevant information about aspects of the journey they will go on whilst supporting their loved ones.

This booklet is one way that our Trust is demonstrating its commitment to the Triangle of Care, and it is one element of the work we are undertaking to support and engage with carers. It attempts to draw together key information on the help and support available within the NHS together with the support available within the wider community.

I hope this booklet helps you find the additional help you might need. Thank you for your support and for everything you do.

## Welcome

At Derbyshire Healthcare NHS Foundation Trust, we are committed to supporting, and working with, Carers, Families, Friends, and Supporters of people who use our services.

**This short guide is intended to help you on your journey as a Carer. This information has been divided into three sections. The support and advice available can vary depending upon whether you live in the city boundaries of Derby or whether you live in the wider county.**

### Section One

Information for all Carers about local NHS services and support

### Section Two

Information for Carers who live in Derbyshire

### Section Three

Information for Carers who live in Derby City



## Our Partners in Care

Carers play an important role in the care of their loved ones. We aim to offer and deliver services which support, value, and recognise the importance of Carers and family members contributions. We want to pass on information about the different types of help and support available as soon as it is recognised someone has a caring role.

We have standards in place which support our commitments to working with Carers and Families and we are also accredited by the Carers Trust for our work to implement the “Triangle of Care” Carer Standards. These standards help us develop services where we work in partnership with Service Users, Carers, Families and Supporters. You can find out more about these standards by visiting the Derbyshire Healthcare NHS Foundation Trust website.

Please visit the **Carers and Families hub** on the Derbyshire Healthcare website for more information [derbyshirehealthcareft.nhs.uk/carers](http://derbyshirehealthcareft.nhs.uk/carers) or use the QR code below.



Scan this code to visit the **Carers and Families hub** on the Derbyshire Healthcare NHS Foundation Trust website.

We pride ourselves on being a values-led organisation. Our Trust values are as follows:



### Caring

We provide safe care and support people to achieve their goals.



### Inclusive

We respect everyone in all we do.



### Ambitious

We offer high quality services, and we commit to ongoing improvement.



### Belonging

We come together to create a culture that is welcoming, open and trusting.



### Collaborative

We work together to achieve the best outcomes for our people and communities.

# Section One

## Information for all Carers about local NHS services and support

If you need help, advice, or information you can talk to the **Care Coordinator** or **Keyworker**, or the person who organises the care for your loved one. With permission, they can talk to you about the care being provided and they will involve you whenever possible. You can also ask them for information on any carer support groups that may be being run within their teams. You can also talk to your GP.

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The **Derbyshire Mental Health Helpline and Support Service** is a freephone service available to everyone living in Derbyshire, including Carers and family members. It is open 24 hours a day, seven days a week. If you or your loved one are experiencing distress or anxiety, or feeling that you cannot cope, you can call **111** and select option **2** for support over the phone. That support could be about your mental health, but you can also talk through practical issues that may be causing concern.

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**Derby and Derbyshire Talking Therapies** is a confidential, NHS funded service offering free support for common mental health challenges including low mood, stress, and anxiety. Talking therapy is a way to explore your difficulties with a trained professional and have a safe place to talk about how you are feeling. The service is free and, at the time of writing, is delivered

in partnership with the NHS by Vita Health Group and Everyturn Mental Health, two leading providers of psychological therapy services in the UK. For contact details and / or to self-refer visit [www.derby-talk.co.uk](http://www.derby-talk.co.uk), call **0333 041 7262** or email [derby.tt.admin@derby-talk.co.uk](mailto:derby.tt.admin@derby-talk.co.uk).

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There are four **Urgent Treatment Centres in Derbyshire (UTCs)** - **Buxton, Ilkeston, Ripley and Whitworth Hospital** and they are open seven days a week, between 8am and 8pm. UTCs can treat a range of minor injuries and ailments without needing to visit a large hospital. You can call **111** or go online to [111.nhs.uk](http://111.nhs.uk) to arrange an appointment. For more information visit [www.dchs.nhs.uk/our-services-and-locations/a-z-list-of-services/urgent-treatment-centres-all](http://www.dchs.nhs.uk/our-services-and-locations/a-z-list-of-services/urgent-treatment-centres-all)

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**Derby Urgent Treatment Centre** is based at Entrance C, Osmaston Road, Derby, DE1 2GD. The service runs from 8am - 8pm, 7 days a week and is for patients who need treatment for common illness conditions or minor injuries that are too urgent to wait for a GP appointment but do not need emergency treatment at an A&E department. You can call **111** or go online to [111.nhs.uk](http://111.nhs.uk) to arrange an appointment. Walk in appointments are available but use nhs111 to ensure you are guided to the most appropriate service with a confirmed appointment time. For more information visit [www.huhealthcare.com/services/our-sites/Derbyshire-Nottinghamshire-South-Yorkshire-and-Staffordshire/Derby-Urgent-Treatment-Centre](http://www.huhealthcare.com/services/our-sites/Derbyshire-Nottinghamshire-South-Yorkshire-and-Staffordshire/Derby-Urgent-Treatment-Centre)

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In **medical emergencies** and **life-threatening situations**, where a person has taken an overdose, or needs urgent medical attention, please dial **999** or attend your nearest hospital A&E department. For immediate **life-threatening emergencies**, where a crime is being committed, or a fire is in progress, contact the emergency services by calling **999** immediately and ask for the Ambulance, Police or Fire Service. If it is a **non-emergency police issue**, please call **101**.

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The **Patient Experience Team** is the central point of contact for people to provide feedback or raise concerns about the services provided by **Derbyshire Healthcare NHS Foundation Trust**. You can contact the team if you have a concern, complaint, or compliment about the service the person you care for may be receiving. We don't always get things right and the feedback you provide can help us to keep improving services. You can contact the team on **01332 623 751** or **0800 027 2128** or email [dhcft.patientexperience@nhs.net](mailto:dhcft.patientexperience@nhs.net). More information regarding providing feedback can be found at [www.derbyshirehealthcareft.nhs.uk/contact-us/feedback](http://www.derbyshirehealthcareft.nhs.uk/contact-us/feedback)

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You can find more information on the Derbyshire Healthcare NHS Foundation Trust website. In particular, for information:

- about **local support services**, please see: [www.derbyshirehealthcareft.nhs.uk/local-support-services](http://www.derbyshirehealthcareft.nhs.uk/local-support-services)
  - on how to get urgent **help in a mental health crisis**, please see: [www.derbyshirehealthcareft.nhs.uk/help-mental-health-crisis](http://www.derbyshirehealthcareft.nhs.uk/help-mental-health-crisis)
  - about the **Carers Hub**, visit: [www.derbyshirehealthcareft.nhs.uk/get-involved/families-and-carers](http://www.derbyshirehealthcareft.nhs.uk/get-involved/families-and-carers)
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The NHS publishes information about telephone helplines and forums which can help if you look after someone who needs help with day to day living because of illness or disability. You can visit the website and search for the NHS Social Care and Support Guide at [www.nhs.uk](http://www.nhs.uk) or go straight to the guide at [www.nhs.uk/social-care-and-support](http://www.nhs.uk/social-care-and-support).

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## Section Two

### Information for Carers who live in Derbyshire

**Derbyshire Carers Association (DCA)** ([www.derbyshirecarers.co.uk](http://www.derbyshirecarers.co.uk)) support Carers who look after a family member, partner or friend who need help because of their illness, frailty, disability, mental health or addiction.

DCA deliver this help to all Carers, regardless of age, throughout Derbyshire through their **Derbyshire All Age Carer Support Service**. The services available are created to help Carers with the practical, physical, and the emotional impact of care giving by providing a broad mixture of support, activities, and events to make your caring role easier. These include **advice, newsletters, one-on-one support, peer connection and peer support** (through groups, events, and activities), **benefits / advocacy guidance, wellbeing resources, carer training** and wider **support signposting**. In addition, a new resource (“**Bridgit Care**”) has been introduced to further support Carers with practical advice, personalised toolkits and resources.

Where appropriate, DCA will also be able to undertake a formal **Carers Assessment** for you to help identify any additional support that you may need. You may, for example, be entitled to a **Carers Personal Budget**.

You can self-refer for support from, or a member of your health care team can make contact on your behalf. Call **01773 833 833** or email [info@derbyshirecarers.co.uk](mailto:info@derbyshirecarers.co.uk).

If you are a Carer for someone with **Dementia**, you can find help and support from **Derby and Derbyshire Dementia Information, Advice and Support Services**, which is a part of the Alzheimer’s Society. The service can support both you and your family through the various stages of dementia. The service delivers a range of groups for people affected by memory loss or dementia.

For more information contact [dementiaderbyshire.org.uk/](http://dementiaderbyshire.org.uk/) or call **01332 208 845** or email [derbyshire@alzheimers.org.uk](mailto:derbyshire@alzheimers.org.uk). Further support can also be obtained by contacting the **Alzheimer’s Society National Dementia Helpline** on **0333 150 3456**. This confidential helpline is for Carers, those with dementia and for their friends and families.

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**Derbyshire County Council** provides reliable, relevant, local, up to date information about support and services for Carers on its website. It offers information about **Carers Rights** and **where to get help**. [www.derbyshire.gov.uk/social-health/adult-care-and-wellbeing/caring-for-someone/support/support-for-carers-in-derbyshire.aspx](http://www.derbyshire.gov.uk/social-health/adult-care-and-wellbeing/caring-for-someone/support/support-for-carers-in-derbyshire.aspx)

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Becoming a Carer can have a fundamental impact on your finances or that of the family. **Derbyshire Carers Association (DCA)** offer free **money and financial advice** with a focus on benefits, energy, and debt advice. See [derbyshirecarers.co.uk/money-matters-project](http://derbyshirecarers.co.uk/money-matters-project) or call **01773 833 833**. They can also provide access to a free, impartial legal clinic for eligible Carers.

As a Carer you may be entitled to various welfare benefits such as **Carers Credit** or a **Carers Allowance**. Alongside the support provided by DCA, information can also be found at [gov.uk/carers-credit](http://gov.uk/carers-credit) and [gov.uk/carers-allowance](http://gov.uk/carers-allowance) and you can also receive help from **Derbyshire Welfare Rights Service** (part of Derbyshire County Council), contact them on **01629 531 535** or email: [welfarebenefits@derbyshire.gov.uk](mailto:welfarebenefits@derbyshire.gov.uk)

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**Advocacy** – sometimes it can be difficult and feel exhausting when we believe we are not being listened to and when we feel that what’s important to us isn’t being taken seriously by others. When that happens, an independent advocate can be useful to provide support when decisions are being made that we might not agree with and that impact our health (or the health of the person we care for). In Derbyshire, advocacy is provided by **Cloverleaf Advocacy**, telephone **01924 454 875** or e-mail [referrals@cloverleaf-advocacy.co.uk](mailto:referrals@cloverleaf-advocacy.co.uk). You can also visit [cloverleaf-advocacy.co.uk/get-support/services-in-your-area/derbyshire/](http://cloverleaf-advocacy.co.uk/get-support/services-in-your-area/derbyshire/)

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**Safeguarding** means protecting an adult’s right to live in safety and free from abuse and neglect. Organisations across Derbyshire and Derby city work together to prevent the risks and experience of abuse or neglect. Some adults may not be able to take care of themselves or protect themselves from abuse or exploitation. If you’re worried about yourself or someone

else being abused or neglected, please contact **Call Derbyshire** (part of Derbyshire County Council) on **01629 533 190**. You can also phone Call Derbyshire anonymously. You can visit Derbyshire Adults Safeguarding Board’s website at [www.derbyshiresab.org.uk](http://www.derbyshiresab.org.uk)

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**Carers UK** is a charity whose mission is to support and make life better for Carers. There is a wealth of information and advice available online. Telephone **0808 808 7777**, email [advice@carersuk.org](mailto:advice@carersuk.org) or go to [carersuk.org](http://carersuk.org)

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**There are more services and support available for Carers:**

**Disability Direct** are a local Derbyshire charity who provide support to disabled people, their families, and carers. Services include carers clinics, talking therapies and advice on welfare rights. Telephone **01332 299 400** or email [info@disabilitydirect.com](mailto:info@disabilitydirect.com). More information can be found at [disabilitydirect.com](http://disabilitydirect.com)

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**Mental Health Carers Forum, Chesterfield and North Derbyshire** offer a welcoming safe space and mutual support to anyone who cares for or who has cared for a person with mental health issues. The group meet on the last Wednesday of every month from 10.30am-12.30pm at Loundsley Green Community Centre, Cuttholme Road, Chesterfield, S40 4QU. New Carers are welcome, call **07902 807 319** or email [nd.mentalhealthcarers@gmail.com](mailto:nd.mentalhealthcarers@gmail.com)

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**High Peak Mental Health Carers Group** meet on the first Wednesday of the month at the Methodist Church, Market Place, Buxton 11.30am to 1.30pm. New Carers are always welcome and it's a place to chat, share experiences, and enjoy free refreshments. Call Helen on **07791 219 541** or email [helencochrane2@gmail.com](mailto:helencochrane2@gmail.com)

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**Chesterfield and North Derbyshire Mental Health Carers' Art Group** takes place on Friday afternoons during term times (between 2.00pm and 4.00pm) at West Studios, Sheffield Road, Chesterfield, S41 7LL. The group is informal and offers Carers an opportunity to relax and take part in art related activities. No experience is needed, and all Carers are welcome. Contact Malcolm on **01246 220 686**.

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For Carers living in South Derbyshire, the **Derby City and South Derbyshire Mental Health Carers' Forum** meets on the third Friday of every month between 11.30am and 2pm at The Oddfellows Hall, 32 Charnwood Street, Derby, DE1 2GU. They are a self-help group who help care for, or have cared for, a relative, friend or neighbour suffering from any form of mental illness and meet to offer each other support, advice, conversation and understanding in a relaxed and friendly atmosphere. Contact Sandra on **07779 107 087** or email [sandra.austin99@gmail.com](mailto:sandra.austin99@gmail.com).

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**The Croft Mental Health Carers Group** invite Carers and ex-Carers to a friendly group offering mutual support which meets on the second

Thursday of every month between 1.30pm and 3.30pm at The Croft, Slack Lane, Ripley, DE5 3HF. Call Terry on **07721 006 100** for more information.

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**Age UK** ([www.ageuk.org.uk](http://www.ageuk.org.uk)) have a free advice line **0800 678 1602**. They can provide advice on anything from health to housing. The advice line is open 365 days a year, from 8am to 7pm.

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**The Young Minds Parents Helpline** on **0808 802 5544** can provide advice, emotional support and signposting about a **child or young person up to the age of 25**. Support is available for parents and / or carers - see [www.youngminds.org.uk](http://www.youngminds.org.uk) for more information.

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**Sidekick** is a confidential helpline for all **young people including Carers aged 13 to 18** in the UK. Initial contact is by text (to **07888 868 059**) or by email to [help@sidekick.actionforchildren.org.uk](mailto:help@sidekick.actionforchildren.org.uk) and you will then be able to talk to someone about anything you like. More information can be found at [sidekick.actionforchildren.org.uk](http://sidekick.actionforchildren.org.uk)

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**Mobilise** are an online service providing help and support for Carers through a digital app and online resources. You can visit [www.mobiliseonline.co.uk](http://www.mobiliseonline.co.uk) for more information.

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# Section Three

## Information for Carers who live in Derby City

The Derby Carers Information, Advice and Support Service (“Derby Carers”) provides free support, guidance, and advice to Carers and is delivered by Derbyshire Carers Association.

**Derby Carers** work with Carers over the age of 18 and aim to empower people who are caring for someone who lives in Derby City. The services available are created to help Carers with the practical, physical, and emotional impact of care giving by providing a broad mixture of support, activities, and events in order to make your caring role easier. These include advice, **newsletters**, **one-on-one support**, **peer connection and peer support** (through groups, events, and activities), **benefits / advocacy guidance**, **wellbeing resources**, **carer training and wider support signposting**.

Where appropriate, **Derby Carers** will also be able to help you apply for a formal **Carers Assessment** for you to help identify any additional support that you may need as a Carer. You may, for example, be entitled to a **Carers Personal Budget** to spend on purchases or activities which improve your quality of life as a Carer.

You can self-refer for support from Derby Carers, or a member of your health care team can make contact on your behalf. Telephone: **01332 228 777** or e-mail [info@derbyshirecarers.co.uk](mailto:info@derbyshirecarers.co.uk). More information can be found at [www.derbyshirecarers.co.uk](http://www.derbyshirecarers.co.uk) where you will also be able to find information on any planned or recently introduced support services.

**Young Carers** in Derby City have a dedicated support service provided by Derby City Council. This service can provide **therapy support**, **respite activities** together with help in **managing your education**, any training you want, and what you might like to do for fun. Call **01332 641 017** or email [youngcarers@derby.gov.uk](mailto:youngcarers@derby.gov.uk). More information can be found at [www.derby.gov.uk/health-and-social-care/your-life-your-choice/information-for-carers/young-carers-support/](http://www.derby.gov.uk/health-and-social-care/your-life-your-choice/information-for-carers/young-carers-support/)

If you live in Derby City and you, or a person you care for, has dementia then you can find help and support from **Derby and Derbyshire Dementia Information, Advice and Support Services**, which is a part of the Alzheimer’s Society. The service can support both you and your family members through the various stages of dementia. The

service delivers a range of groups for people affected by memory loss or dementia. You don't need an official diagnosis of dementia or be of a certain age to get advice and support from the service. For more information contact [dementiaderbyshire.org.uk](http://dementiaderbyshire.org.uk) or call **01332 497 640** or email [derbycitydementiasupport@alzheimers.org.uk](mailto:derbycitydementiasupport@alzheimers.org.uk). Further support can also be obtained by contacting the **Alzheimer's Society National Dementia Helpline** on **0333 150 3456**. This confidential helpline is for Carers, those with dementia, and the friends and families of people with dementia.

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Becoming a Carer can have a fundamental impact on your finances and the finances of the wider family unit. As a Carer you may be entitled to **welfare benefits** such as **Carers Credit** or a **Carers Allowance**. Whilst information can be found at [gov.uk/carers-credit](http://gov.uk/carers-credit) and [gov.uk/carers-allowance](http://gov.uk/carers-allowance), the **Derby Carers Information, Advice and Support Service (Derby Carers)** can also provide help and guidance and signpost you to responsible organisations for free advice and guidance on what can sometimes be a daunting and complex process.

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**Derby City Council** also offer **welfare advice** and support. You can telephone them on **01332 643 394**. They are committed to supporting people with issues relating to welfare benefits.

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**Derby City Council** are responsible for carrying out **Carers Assessments**

in Derby and they also have general information and support available at [www.derby.gov.uk/health-and-social-care/your-life-your-choice/information-for-carers/support-for-carers](http://www.derby.gov.uk/health-and-social-care/your-life-your-choice/information-for-carers/support-for-carers). You can also contact Derby City Council by calling **Adult Social Care** on **01332 640 777**.

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**Advocacy** can be a way to get help if we believe we are not being listened to and when we feel that what's important to us isn't being taken seriously by others. When that happens, an independent advocate can be useful to provide support when decisions are being made that we might not agree with and that impact our health (or the health of the person we care for). In Derby, advocacy is provided by **Disability Direct ("DD Advocacy")**, a registered charity based in the city. You can access further information at [www.disabilitydirect.com/dd-advocacy/](http://www.disabilitydirect.com/dd-advocacy/) or call **01332 299 449** / email [info@disabilitydirect.com](mailto:info@disabilitydirect.com).

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**Safeguarding** means protecting an adult's right to live in safety, free from abuse and neglect. People and organisations in Derbyshire and Derby City work together to prevent the risks and experience of abuse or neglect, while at the same time making sure that wellbeing is promoted. Some adults may not be able to take care of themselves very well or protect themselves from abuse or exploitation. If you're worried about yourself or someone else being abused or neglected, please contact the **Multi Agency Safeguarding Hub** on **01332 642 855** (Monday to Friday – 9am to

5pm). Outside of these hours, urgent concerns can be referred to Derby City Council's "Careline" on **01332 956 606**. You can also visit the website for more information at [www.derby.gov.uk/health-and-social-care/safeguarding-adults-at-risk/safeguarding-vulnerable-adults](http://www.derby.gov.uk/health-and-social-care/safeguarding-adults-at-risk/safeguarding-vulnerable-adults)

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atmosphere. Contact Sandra on **07779 107 087** or email [sandra.austin99@gmail.com](mailto:sandra.austin99@gmail.com) for more information.

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**Age UK** ([www.ageuk.org.uk](http://www.ageuk.org.uk)) have a free advice line **0800 678 1602** they can provide advice on anything from health to housing. The advice line is open 365 days a year from 8am to 7pm.

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**Mobilise** are an online service providing help and support for Carers through a digital app and online resources. You can visit their website at [www.mobiliseonline.co.uk](http://www.mobiliseonline.co.uk) for more information.

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# Contact us



Derbyshire Healthcare  
NHS Foundation Trust

✉ **Derbyshire Healthcare  
NHS Foundation Trust  
Kingsway Hospital  
Derby DE22 3LZ**

☎ **01332 623700**



**If you would like this information in a different language or format, including Easy Read or BSL, contact [dhcft.communications@nhs.net](mailto:dhcft.communications@nhs.net)**

Ak by ste chceli tieto informácie v inom jazyku alebo vo formáte, kontaktujte spoločnosť [dhcft.communications@nhs.net](mailto:dhcft.communications@nhs.net)

Pokud budete chtít tyto informace v jiném jazyce nebo ve formátu, kontaktujte [dhcft.communications@nhs.net](mailto:dhcft.communications@nhs.net)

Heke hûn dixwazin ev agahdariyê di zimanek cuda an formatê bixwazin kerema xwe ji re têkilî bikin [dhcft.communications@nhs.net](mailto:dhcft.communications@nhs.net)

Si vous souhaitez recevoir ces informations en une autre langue ou un autre format, veuillez contacter [dhcft.communications@nhs.net](mailto:dhcft.communications@nhs.net)

Jeżeli chcieliby Państwo otrzymać kopię niniejszych informacji w innej wersji językowej lub w alternatywnym formacie, prosimy o kontakt z [dhcft.communications@nhs.net](mailto:dhcft.communications@nhs.net)

如果您希望以另一种语言或另一种格式接收此信息, 请联系 [dhcft.communications@nhs.net](mailto:dhcft.communications@nhs.net)

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ [dhcft.communications@nhs.net](mailto:dhcft.communications@nhs.net)

ای ن ابزی رس و دی س ک ت ام ول رع م هی پ آرگ ا سے ت ه اچ ان ر ک ل ص ا ح ی م ث ی م ر ا ف ر و ا ی س ک - ی ر ک ه ط ب ا ر م ر ک ه ا ر ب و ت ی ه [dhcft.communications@nhs.net](mailto:dhcft.communications@nhs.net)

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[www.derbyshirehealthcareft.nhs.uk](http://www.derbyshirehealthcareft.nhs.uk)

