

Oxleas Exchange



With Welcome by Stephen Whitmore



Tune into Music therapy

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Welcome

By Stephen Whitmore

Director of Children and Young People's Services



We have a lot to report since our last edition.

We've introduced new services, extended opening hours, improved access to services and much more.

Bexley and Greenwich Children's Services now offer a Single Point of Access (SPA) for patients which means all information is held in one place (see page 22 for more information).

At Queen Mary's Hospital in Sidcup, Acorns, our brilliant new children's development centre, ensures children and families can access services to meet their needs.

Our services for depression, trauma, emotional well-being in schools, conduct disorder and emerging personality disorder have extended hours to support emergency cases.

Our specialist children's services are innovating all the time. We're training catering staff at a special needs school to use communication symbols to help the students to make choices at lunchtime and training teaching staff in asthma, epilepsy, giving medication and other specialist areas.

For parents and carers of children with autism, we're providing fun training and new mothers are being given information on physiotherapy and offered circuit and cycling groups.

In Greenwich, our five 'super clinics' allow families to access a range of services in one place. In Bexley and Greenwich we have developed additional expertise in breastfeeding, prenatal mental health and domestic abuse.

Working with young people, we have been promoting and using HeadScape (see page 16), a website which enables young people to undertake engaging self-assessments of their mental wellbeing, links them with information to help them and offers self-referral. We are widening this to include assistance for young carers, parents and more health information.

In the New Year, we will be opening a newly refurbished multi-team children's hub at Highpoint House on Shooters Hill (see page 11) and planning another in Erith, plus introducing a new specialist children's service in Greenwich.

I hope you enjoy finding out more in this magazine.

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Oxleas
Exchange

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Ben Travis was appointed as our Chief Executive in June

Ben Travis was appointed as our Chief Executive in June.

Here, he gives us an update on our priorities for the coming months.

“Our three clear priorities are quality, finances and staff recruitment and retention.

“The CQC inspected our services earlier in the year and found 10 of the 14 to be good.

“However, the inspection did highlight a small number of services with room to improve and we are taking the opportunity to make the required improvements for our re-inspection in six months’ time.

“There is a lot of work to be done, but I am absolutely confident we are on track to get the right rating for the trust.

“We are already doing some focused work in our inpatient adult mental health services and also in our forensic services to see how we can improve. Over the coming months, we will be developing a quality improvement programme which will help everyone to think regularly about how we can improve the quality of our services.

“Our second focus is around staff - how we attract people into the organisation and then retain them. It is essential we fill posts and don't have people leaving.

“Our third priority is money - funding in the public sector is very tight at the moment. We are in a better position than many others, but anything we can do to make savings will help.

“Finally, I would like to thank everyone for their work in recent months - it is appreciated. Most pleasing is what our patients say about our services - 95% of those surveyed say that their lives have improved as a result of our services.”



Specialist diabetes team turns lives around



Do you know your Type 1 from your Type 2? If you'd like to know more about diabetes and the work of our diabetes team, read on.

World Diabetes Day, held this year on 14 November, aims to let people know the symptoms, encourage them to get help, improve their lifestyle and find the support they need to manage their condition.

What is diabetes?

Diabetes develops when glucose can't enter the body's cells to be used as fuel.

Type 1: There is no insulin being produced by the body.

Type 2: There is not enough insulin, or the insulin is there but is not working properly.

Our Diabetes Specialist Team helps people with Type 2 diabetes where there are problems with levels of or production of insulin.

They also help people with Type 1 diabetes who are housebound, working closely with other care providers. The team has diabetes specialist nurses, dietitians, a podiatrist and psychologist.

The care from the team's specialist dietitian turned life around for 46-year-old Rebecca* from Woolwich.

Rebecca's story:

Rebecca first met the team dietitian in January 2015 and was obese, tipping the scales at more than 15 stone. She was having injections, statins and blood pressure medication. The injections were causing a decline in her eyesight and

loss of sensation in her feet.

Rebecca said: "I booked an appointment with the team's specialist dietitian because I knew I needed help.

I understood why there was an initial reluctance to waste scarce resources on someone who had made no effort to get better in the 10 years I received treatment from the NHS for this health problem.

"Thankfully, I did receive the team's help which has changed my life. Within the first year I reached my first goal of no longer being obese, three months after that I was able to discontinue some of my medication and before long I was just 10lbs away from my ultimate weight goal. We've gone through so many stages, each time building on the last. I had no confidence that I could do this when I started; now I have no doubt I will be there soon. My relationship with food has changed a lot."

Contact us:

Community Diabetes Service

151 Lodge Hill
Goldie Leigh
Abbey Wood
London SE2 0AS

Clinics run from bases
across Greenwich and Bexley.
020 8319 7078

*Rebecca's name has been changed to ensure confidentiality.



Left, Andy Trotter, Chair and middle, John Enser, Director of Forensic and Prison Services, with members of the RESET study team from Oxleas, Canterbury Christ Church University, Centra Care and Support and Nacro.

Project team to evaluate re-settlement scheme for prisoners

Oxleas has joined forces to evaluate a programme which helps to support mental health prisoners' transition from prison to the community.

We are working with Canterbury Christ Church University, Centra Care and Support and Nacro to evaluate how effective specific input into prisoners being released with mental health issues could be.

The project was described as 'a beacon of hope' by Lord Bradley, who attended an event at HMP Belmarsh where

details of the scheme were unveiled.

The RESET Project team will work with 120 prisoners to look at housing, re-offending rates, hospital re-admission and contact with services.

Half of the group will be placed in the 'Supported Intervention' Group and receive three months' support from Centra Care and Support and Nacro, who will also work with them before their release.

The other half will be offered the existing support given

to prisoners when they are released.

It's hoped that prisoners will have better contact with support services to improve their transition and reduce their chances of falling back into crime and prison, plus help to shape the services provided in the future.

Statistics show that around half of all men who leave prison re-offend within the first year. There is also an increased risk of suicide with in the first month of release.



In 2017 Queen Mary's Hospital is 100 years old

Next year will mark the centenary of Queen Mary's Hospital in Sidcup – and it's come a long way since then. We want to hear your memories of the hospital.

Did you have your children there? Were you treated on its wards and remember a wonderful nurse or clinician?

Have you got any photographs through the years which others may like to see too?

There has been a lot of development to the hospital over the last few years, so any photos showing how it was before would be welcomed.

The hospital started life as a hospital for war-wounded soldiers to come for facial reconstruction surgery, under Sir Harold Gillies' guidance.

He pioneered techniques to help First World War servicemen recover from their injuries and became known as the 'father of plastic surgery'.

Perhaps you are a descendant of one of his patients – we'd love to hear from you.

If you would like to share your memories, please contact Denise Webb: denise.webb@nhs.net
020 8308 3013

Hospital Watch launch – hospital visitors and staff are eyes and ears

A scheme to help keep Queen Mary's Hospital safe has been launched.

Hospital Watch is now operating, which asks visitors and staff to be the additional 'eyes and ears' of the police and security team and report any suspicious behaviour.

It was officially launched by Old Bexley & Sidcup MP and Bexley Neighbourhood Watch patron; James Brokenshire, along with our Chair, Andy Trotter.

The scheme operates in a similar way to the popular Neighbourhood Watch



Scheme where each hospital has direct contact with the borough's Neighbourhood Watch office.

Andy Trotter said: "We're investing £30m to transform the services and facilities at Queen Mary's and we're delighted that our partners in the local community are supporting the hospital in this way."



Work starts on main block at Queen Mary's Hospital

Another phase in the transformation of Queen Mary's Hospital (QMH) has begun.

A major project to revamp the main entrance, provide an out-patients' area for adult learning disability patients, pharmacy and blood testing services will take 13 months.

The Urgent Care Centre is also being improved, and will have its own entrance for the 24/7 service it offers.

The first floor will provide out-patients with a range of clinical specialities including orthopaedics, general

medicine, cardiology and women's services, and therapy services.

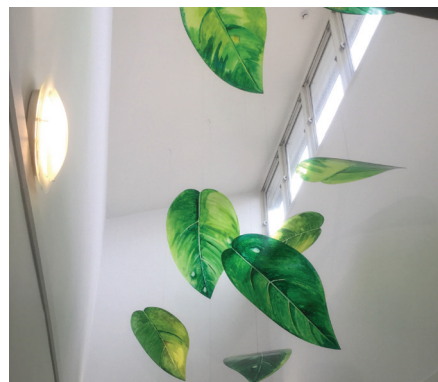
The new cancer centre is nearing completion and the Kidney Centre will open in early 2017.

Bexley councillors had the chance to look around the developing site, led by our Chair, Andy Trotter.

They went to see the new Adult Learning Disability Service which has recently moved onto the site, along with Acorns, our new Children's Development Centre, some of the wards and the new cancer centre.

Oxleas NHS Foundation Trust took ownership of QMH in October 2013, after South London Healthcare Trust was dissolved, and agreed to invest £30m to redevelop the site and improve facilities.

James Brokenshire MP with Team Manager, Helen White.



Annual Members' Meeting and Family Health Festival a great success



Creative children, green-fingered kids and young cooks enjoyed our Annual Members' Meeting and family health festival.

More than 200 people joined us at Townley Grammar School in September to meet our services who provided some lively, educational and interesting activities for families to enjoy.

The aim was to report on our activities to members, show our services and give people practical information to take home to improve their lifestyle, diet and activity.

Charlton Athletic Community Trust (CACT) hosted a football penalty shoot-out to get people moving and we put on lots of activities for children to try including cookery, music therapy, table-top gardening, sing and sign and exotic animals.

The grown-ups were able to find out about child development, speak to our specialists and clinicians about any worries or concerns, plus take home ideas of how to introduce development-based play.





Eat healthy - be healthy

A healthy diet can improve general wellbeing, help manage your weight, and reduce the risk of heart disease, stroke, some cancers and diabetes.

Most healthy eating advice can be practically followed, such as eating your five-a-day and reducing alcohol intake. But reducing the amounts of sugar and salt is not as straightforward.

Around 75% of the salt we eat is already in the food we buy – mostly processed meat products, crisps and biscuits, ready meals, soups and pasta sauces and even breads and breakfast cereals.

Sugar is also added to many foods and drinks. Over consumption of these foods can be detrimental to dental health and increase the risk of weight gain, heart disease and diabetes.

Biscuits, cakes, puddings, sweets and chocolate are obvious high-sugar foods. But other foods and drinks such as ‘diet’ products, yoghurt drinks and some alcoholic beverages can also contain high amounts of sugar. Look at the ingredients lists for terms including: sucrose, glucose, syrup, dextrose, honey, fructose, treacle, molasses, lactose, corn syrup or fruit juice concentrates.

Sensible advice is to limit our consumption of tinned and processed foods and drinks. Eat freshly prepared foods and avoid processed drinks for hydration.

All information sourced from the British Dietetic Association (BDA).



Membership

Great Get Together

Our membership team joined the annual Great Get Together held in Woolwich and signed up more than 100 new members.

A number of our Oxleas staff also hosted stalls, giving people information about our services.



Governors, Ben Spencer, Stephen Brooks and Richard Diment on the 'meet the governors' stall.

Goodbye to our governors

We have said goodbye to three governors who had been on our Council of Governors for the last nine years.

They are Eimear Mallen, Public Greenwich governor, along with service user/carer governors representing older people mental health service users, Jenny Kay and Baeti Mothobi.

Membership

If you or your family would like to become a member, here's how:

Online:

Oxleas.nhs.uk/membership

Telephone:

0300 123 1541*

Email:

oxl-tr.foundation.trust@nhs.net

Post:

Freepost Plus

RTTR-GBLX-ASJZ

Membership Office

Oxleas NHS Foundation Trust

Pinewood House

Pinewood Place

Dartford

Kent

DA2 7WG

*Calls to this number are the same as making a local call from a landline and are usually included within your inclusive minutes if calling from a mobile.

Member focus groups

Our next member focus groups will take place in February 2017.

Greenwich:

Wednesday 1 February

6pm to 7.30pm

Memorial Hospital

Shooters Hill, SE18 3RG

Bexley:

Tuesday 28 February

3pm to 4.30pm

The Boathouse, Danson Park

Danson Road, Kent DA6 8HL

Bromley:

Wednesday 8 February

3pm to 4.30pm

Venue to be confirmed.

The meetings, held in each of our three boroughs, give our members the chance to let us know what they think is going well, what can be improved and offer an opportunity to suggest ideas.



Eimear, Baeti and Jenny cutting the celebratory cake

Council of Governors update

At the last CoG meeting, our Chief Executive Ben Travis talked through the proposed re-shaping of our Adult Mental Health and Learning Disability Rehabilitation Service.

The plans aim to bring care closer to home and create a single in-patient service which would serve patients across our three boroughs. This would allow reinvestment into community rehabilitation teams.



Our governors visit Highpoint House

Left to right: Stephen Whitmore, Governors Stephen Brooks and Grace Umoren, Matthew Grant, Non-Executive Director James Kellock, Governors Frazer Rendell, David Gardner, Arthur Mars and Elizabeth Anderson.

Governors and Non-Executive Director, James Kellock visited Highpoint House to see the latest refurbishment work.

Two floors of the building are being redeveloped to become a central site for a number of children and young people's services in Greenwich.

Stephen Whitmore, Director of Children and Young People's Services and Matthew Grant, Project Manager from Estates and Facilities led the visit. They explained how the refurbished building will have a new entrance and reception

with a light waiting area, multi-purpose bookable rooms and a lift to make all floors easily accessible.

Children and young people have had their say on the design of the new-look building as well as the use of colour to make areas bright, welcoming and easily defined.

Stephen Brooks, Public Governor for Bexley, said: "The refurbishment looks vibrant and attractive and will create a setting which is welcoming and pleasant to young clients."

Arthur Mars, Carer Governor for Older People's Mental Health Services said: "The visit gave me an opportunity to see all the alterations being made to this former nurses' home and it is great that Oxleas has the foresight and the drive to make these changes."

Meet Governor, Raymond Sheehy



I have a strong interest in prisons... and the work that is taking place in them...



In this edition we get to know a little bit more about Raymond Sheehy – our lead governor.

How did you become a governor?

I became an appointed partnership governor for forensics in 2009 through my work as Chief Executive of Bridge Mental Health – a charity in Greenwich which supports people in the community who are experiencing mental health issues. I was then voted in as lead governor of Oxleas in 2011.

What are you hoping to achieve?

I am very keen to ensure better representation of our members but overall, I want to see a really good representation of all patients and service users to make sure their views are being heard about how their services are being delivered.

What are your particular areas of interest?

I have a very strong interest in prisons and our medium secure and low support units, the work that is taking place in them and how we can move people using these services safely into the community. I want to know about the quality of the service being provided and the day-to-day experiences of our service users. It is my number one priority.

Tell us about the members' focus groups

The focus groups, held annually in February, are highly important and increasingly well attended. Our key challenge is to ensure we take these groups out to the places where our members are. We do invite people to us, for example the Annual Members' Meeting, but it is important that we also get out into the boroughs where we are providing services to meet with members, associate members, volunteers, schools, groups, councils, clinical commissioning groups and other stakeholders.



What do you like about being a governor?

I really like to meet with people who have experienced our services and I love to talk to staff. The role of a governor gives us a range of things to do, one of which is to keep a close eye on the measures used to check how Oxleas is performing. It is most rewarding to talk to patients and listen to what they say about how we operate and what we could do differently.

Why become a member?

It is one of the most direct ways for you to have a say in how your local NHS provides your services and with the Sustainability and Transformation Plan for the NHS, it gives people a clear and direct way to have their say about any changes.

You can contact our governors by:

Emailing:

oxl-tr.governors@nhs.net

Calling:

The Trust Secretary's office on **01322 625034**

Writing:

Trust Secretary's office
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG

To find out more about being a governor, visit: oxleas.nhs.uk/about-us/council-of-governors

Partnership working with London trusts

As part of the Five Year Forward View, the NHS is being asked to look at how we can work closer together with other NHS organisations.

One of the projects we're working on is the South London Mental Health Partnership, a long-term partnership we've formed with South London and Maudsley NHS FT and South West London and St George's NHS FT to share expertise and innovation and look at ways that we can work together more closely.

We have much in common with these trusts and together we aim to continue to improve mental health services.

The South London Mental Health Partnership is the first of its kind in London. Our hope is that by coming together in this way, we can reduce organisational obstacles to protect our services and improve the lives of the people who live with mental illness across south London.

It's no secret that the NHS is facing its biggest financial pressure ever and whilst we are not immune to this struggle, we are much stronger together. We're confident that by working in partnership, and sharing resources where appropriate, we can create sustainable mental health services and ensure our patients continue to receive high quality care for generations to come.

The partnership's main focus will be to look at how we can maximise efficiencies to improve patient care by sharing support services across the three trusts.



Tune into music therapy

For 40 years, music has been used as a form of therapy with children who have a vast range of special educational or emotional needs and disabilities.

So, what is music therapy and how is the service we provide at Oxleas helping dozens of youngsters to enrich their lives?

Chrissy* is seven years old and struggling to express herself. At times, she is so anxious she doesn't feel able to talk which is impacting on her

“

... helps them gain confidence and a sense of self.

”

self-esteem, school work and relationships.

Initially, when attending sessions, Chrissy freezes and becomes unable to engage musically.

However, gradually, she begins to tentatively point to instruments and respond to her therapist's music modelling, using it as a framework to develop a solid pulse and play with more intention.

There is also a significant development in her speaking



You can find out more about music therapy by attending one of our visitor sessions on:

18 Jan - 2pm

7 Mar - 1pm

25 Apr - 4pm

email: hannah.smith38@nhs.net

tel: 020 8294 3139

Ergina Sampathianaki,
Specialist Music Therapist



Following the beat at our Annual Members' Meeting

and singing, talking spontaneously and even dancing to the music.

Therapy has supported Chrissy to express her feelings, build her sense of self and confidently engage with the adults around her.

Chrissy is just one of many children for who music therapy is a great way to communicate.

Our team of 13 specialist music therapists is now the largest NHS-funded team operating in the UK.

All have a musical background and bring a rich variety of

experience with them to their roles.

They work from clinic rooms at Wensley Close in Eltham, out in the community and in some schools who have bought in the service. Music therapy is the core service, operating under the umbrella of Greenwich Community Health Services, but interactive music making for children under five is also provided.

Children aged 0 to 19 with psycho-social needs such as emotional difficulties, social or behavioural difficulties, communications difficulties or relationship difficulties

can be referred. They just need to have a Greenwich home address or Greenwich GP. Most referrals are via Special Educational Needs Co-ordinators working in schools.

Leana Crookes, Specialist Music Therapist said: "Music therapy is based on the understanding that all human beings are able to respond to music. It is all about the general essence of the communication – a musical conversation which the child has ownership of. It helps them to gain confidence and a sense of self.

"This is fascinating work and I feel very lucky to be able to do it."

* Chrissy's name has been changed to ensure confidentiality.

HeadScape – helping young people identify early mental ill health

HeadScape is our interactive and informative website, designed for young people, by young people.

It gives them a trusted website to use for information, to check how they feel and even take a test to find out if they need help with their emotions.

HeadScape is a free, 'one stop' source of self-help about a range of mental health issues and conditions for young people to browse.

The top 5 topics being looked up on the sites are:

- Anxiety**
- Depression**
- Autism Spectrum Disorder**
- Self-harm**
- Obsessive Compulsive Disorder**

The site also includes information on a wide range of emotions, feelings and behaviours, including eating disorders, phobias, bullying, depression, gender and anger issues – there are more than 30 conditions in total on the site.



Uniquely, HeadScape offers young people the opportunity to independently undertake a mental health screening questionnaire, which when completed, provides individually tailored advice and information. Depending on the results, the site can offer young people living in Bexley and Greenwich

the option to self-refer directly into their local Children and Young People's Mental Health Services.

Designed to work on tablets, smart phones and computers, the site is simple to use and highly visual with well-designed, colour-coded emoticons to represent feelings and situations.

Over 35% of visitors are accessing the site via a mobile phone or tablet. HeadScape is in the top two listings when you search the name.

Find your HeadScape at:
headscapebexley.co.uk
headscapegreenwich.co.uk



National recognition for our health visiting services in Bexley

Our health visiting service in Bexley has achieved Stage 2 UNICEF Baby Friendly Initiative accreditation.

The assessment recognised staff knowledge, skills, communication, use of resources and client-centred care.

Staff were described as being warm, compassionate and understanding.

For advice from our community infant feeding advisors, contact **0208 310 8536** or go along to the weekly Erith Baby Group on Thursdays at Erith Health Centre, Pier Road, Erith from 10am to 11.30am. No appointment necessary.





Children's 0-19 services – autumn changes in Greenwich

In Greenwich, we provide health services for families, children and young people. The aim of the service is to support people to manage their own and their children's health and wellbeing. We meet families before their babies are born right up until they leave school.

In the autumn our services changed. For children under 5 years we offer a weekly timetable of Health Visitor Advice Sessions and Nursery Nurse-led Sessions in children's centres, all aimed at giving new parents in-depth

advice and support on a wide range of issues including breast feeding and parenting support.

You can view the timetable by logging onto:
oxleas.nhs.uk/healthvisiting

The new changes allow us to provide an individualised programme of health and development reviews at key stages of a child's early years. With additional support options being available to families at times of need.

Once the child starts school, every school in Greenwich

has an allocated school nurse, who in the new changes will undertake development reviews at key stages during the child and young person's schooling. For older children, we are in schools holding assemblies, teaching and giving young people information about public health and links to self-supporting web pages and apps. Also, in both primary and secondary schools, the school nurse offers 'drop-ins' that all children, young people and parents can access.

District Nursing saving time and money with conference calling

Our district nurses in Bexley and Greenwich are saving time and money by using conference calling for their weekend handover meetings.

By dialling in from their place of work they can beat the traffic blues and benefit from being logged onto their computers so they can

make any changes or find information there and then.

The call system was set up by our Clinical Transformation Team and is another example of how remote working is making a real difference to staff.

District nurse Hanifa Mfuruki
on a conference call



Tweets



“Very satisfying when you do a monitoring and the place is super clean. Thank you Suki, Karen and Peter Coxall.

[Jaz Lewington](#)
[@OxBugBuster Oct 28](#)

“Honoured to be a judge for Nurse of the Year @NT_Awards, @OxleasNHS thanks for opportunity, @janewells99

[Janice Algar](#)
[@JaniceAlgar Oct 27](#)

“Fantastic talk from Dr Trudi Seneviratne @OxleasNHS Perinatal Mental Health learning event”

[Jen Baker](#)
[@JenBaker_01 Oct 21](#)

Good discussion with @OxleasNHS community nurses dealing with rising demand and increasing complexity, great team doing a tough job.

[Andy Trotter](#)
[@andytrotter51 Oct 20](#)



Follow us on Twitter
[@oxleasNHS](#)

Black History Month celebrated at the Bracton Centre and by our BME Staff Network

Black History Month was celebrated at the Bracton Centre, with a visit from two inspirational people.

A former service user who has made a successful recovery in the community was one of our guest speakers and the other was our BME Network Chair, Juliana Frederick-James.

Around 50 people attended, including some Governors, Executive Directors and our Chief Executive, Ben Travis.

The day also offered the chance to hear about how Oxleas is addressing the issue of under-representation of BME staff at higher levels within the trust including the Coaching Scheme.



Left: Martin Jemba, Juliana Frederick-James, Patsy Fung, Felicia Ajayi and Curtis Michael

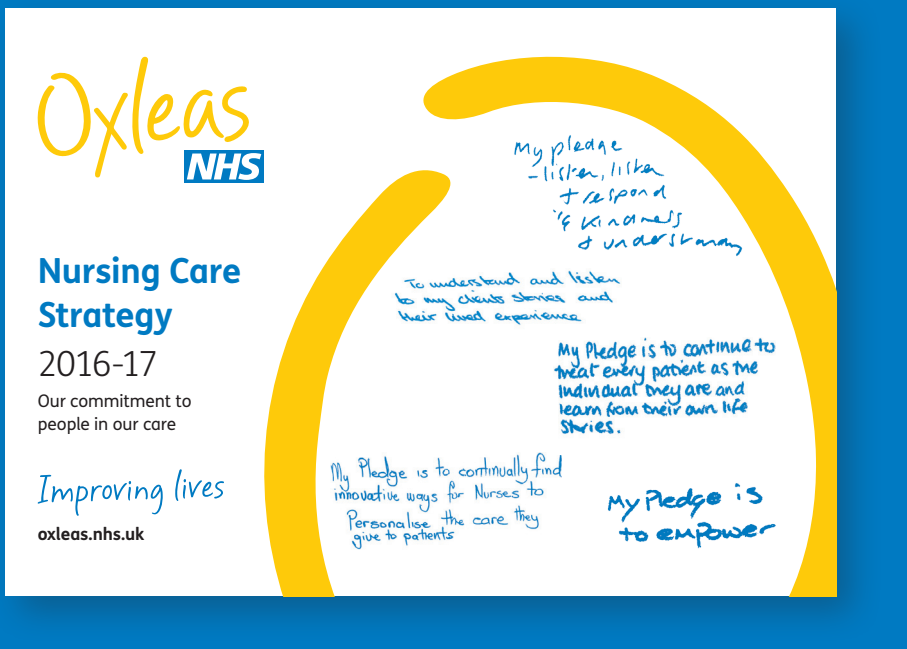
Healthcare Support Worker of the Year

Sue Burbidge was named our Healthcare Support Worker of the Year 2016 at the seventh Annual Healthcare Support Worker Conference.

Sue, who works as a nursery nurse at the Oval Clinic, was presented with her award at the conference in November.

Saida Khodabux, Primary Care Assistant Practitioner was the runner-up and Emma Corrie, Specialist Support Worker for Mental Health and Learning Disabilities, was highly commended.

The conference was opened by Chief Executive, Ben Travis. Chair, Andy Trotter also attended. He said: “I was very impressed with the variety of roles and responsibilities of those who were nominated.”



Nursing strategy

Our new Nursing Care Strategy was launched at this year's Annual Nursing Conference - and for the first time, it is interactive.

The strategy mirrors the national framework and has been developed with nurses and service users.

Jane Wells, Director of Nursing, said: "I am delighted we now have a strategy which can be viewed on a variety of smart devices. We have also committed to continuous review of the workstreams via our Nursing Council and Nursing Executive meetings and can quickly make changes."

Steve Hardy, a nurse consultant within our Learning Disability services, said: "I'm proud of our Nursing Care Strategy because it shows that patient experience is at the heart of everything we do."

Naomi Price is Nurse of the Year

Naomi Price was named our Nurse of the Year 2016 in front of more than 200 colleagues at the Annual Nursing Conference.

Each year, an event is held to announce a nurse whose work has been outstanding. Naomi was instrumental in her team receiving the accolade of best in-reach team in the country from the Care Quality Commission.

Her work towards creating the Bradley Resource Centre at HMP Elmley was also highlighted.

Jane Wells, Director of Nursing, said: "I am delighted that Naomi is our Nurse of the Year. She has shown outstanding care and commitment and really raised the bar for prison healthcare."

Naomi said: "I am honoured and privileged to have received this award and would like to thank my team at HMP Elmley for enabling me to reach such a high point in my career. I feel that it not only recognises my achievements but those of all nurses working within the criminal justice system."

Awards were also presented for nursing excellence, patient and carer experience and safety.

Three further awards – writing for publication, mentor and clinical placement – were awarded and sponsored by the University of Greenwich.



You said, we did...

How we are using your views to improve our services.

Older People's Mental Health Services

You said:

"that you don't like morning visits as this is a difficult time."

We did:

"now identify the preferred time of visits and ensure that this is entered clearly in RiO notes."

Adult Mental Health and Learning Disabilities Services

You said:

"that you needed support to go out to MENCAP, cinema, swimming and shopping."

We did:

"supported you to attend different events."

Children and Young People's Services

You said:

"professionals lost contact once a child completed their autism assessment."

We did:

"contact all parents for a telephone follow up. In addition, children with complex needs have a face-to-face follow-up."

Prison and Forensic Services

You said:

"you want points raised in the ward community meeting to be taken seriously."

We did:

"have moved the community meeting to the same day as the staff meeting so the patient can attend to feedback on the discussion from the patient's community meeting."

Adult Community Health Services

You said:

"that you would like papers to be available on the ward to read every day."

We did:

"met with Friends of QMH and they now provide papers and we have tea and crumpets some mornings to chat about the news."

What **you** think

“For at least the last ten years I have received outstanding treatment at the Manor Brook Medical Centre for persistent leg ulcers. Although the symptoms come and go and never completely heal (so far) the ladies never lose patience and are always seeking different methods to improve my quality of life. Personally, I feel as if I am being treated as a privately paying patient; it could not be bettered. Thank you all so much.

Maurice, 28 October 2016

Service: Manor Brook Medical Centre

“I was seen by a lovely nurse, Tracey, who was kind, funny and very helpful when I visited. The good thing about the visit is that I was very nervous and she put me at ease and was not judgemental which I think is fantastic when you come into a sexual health clinic.”

Marie, 20 September 2016

Service: GSH Central (formerly CASH)

“A big thank you to Meadow View for looking after my mum during her recuperation. Very clean ward, great staff and good hospital food all helped my 78-year-old mum recover from her operation. So pleased that Queen Mary’s is finally being fully used again as a hospital.

Duncan, 2 September 2016

Service: Meadow View

“I just wish to say how grateful I am for the care my father has received from your team since his discharge from hospital. You have worked to find the equipment he needs and have offered both of us extra help to ensure he is as comfortable as possible. You are a truly excellent and under-appreciated team. Thank you.”

Claire, 18 August 2016

Service: District Nursing

Therapy using Skype – a success story

Two years ago, our Greenwich Time to Talk service started to use Skype for patient appointments. It’s been found to be effective, with patients reporting that the system is working well.

One patient who benefited was a service user who was part of a group therapy session. Unable to attend all eight sessions because of moving away, she completed the last two sessions with the group she had bonded with using Skype.

Greenwich Time to Talk psychological therapies service can help anyone working or living in Greenwich, please call:

020 3260 1100

www.oxleas.nhs.uk/gttt

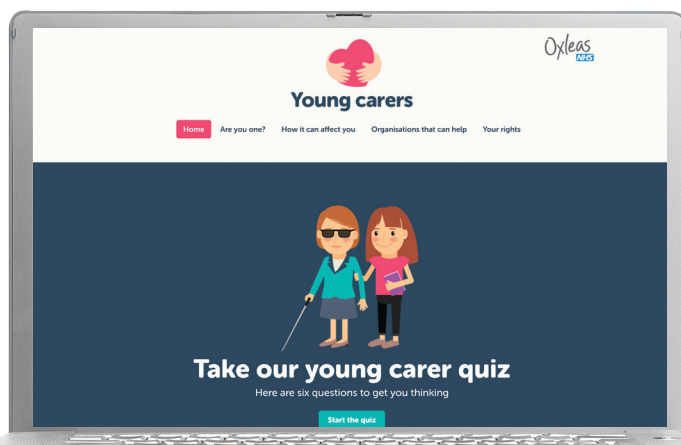
TIMETOTALK

Online resource for Young Carers launched

We have now launched our online resource for children and young people – offering support, advice and signposting to local and national organisations who can help.

You can find out more here:

oxleasyoungcarers.co.uk



Single Point of Access (SPA) to Children's Services launched in Bexley

020 3004 0092

If you need to contact the following departments within our Children's Services for Bexley, there is now just one telephone number to call. This number is called the Single Point of Access (SPA).

- Adoption and Fostering and Looked After Children
- Community Audiology
- Community Paediatrics
- Community Othoptics
- Community Children's Nursing (excluding Continuing Care)
- Paediatric Occupational Therapy
- Paediatric Physiotherapy
- Paediatric Speech and Language Therapy
- Child & Adolescent Mental Health Services (CAMHS)
- Early Years Co-ordination Team (EYCT)
- ADHD Team
- AAS Team
- Integrated Neuro-developmental Team (IND)

Call:
020 3004 0092

Email:
oxl-tr.bexleyscs-spa@nhs.net

Acorns
Queen Mary's Hospital
Frognal Avenue
Sidcup
Kent
DA14 6LT

Holbrook ward brings more compliments since renovations

More compliments about our new-look dementia ward have been revealed during a preliminary research project.

Since the renovation of Holbrook ward at Queen Mary's Hospital, carers have reported a more positive experience.

Patients were more engaged in activities.

More detailed findings and benefits will be shared in spring 2017.



Building Better Healthcare Awards

The ward received national recognition at the Building Better Healthcare Awards.

It was shortlisted as one of the top five within the award's Mental Health Development category.



National Dementia Care Awards

Holbrook ward was shortlisted at the National Dementia Care Awards. The ward's matron, Angela Williams was shortlisted in the Best Dementia Nurse Specialist/Dementia Lead, and Holbrook was shortlisted for Best Interior Dementia Design.

New home for Bexley Learning Disability team

Our Bexley Adult Learning Disability (ALD) Service has a new home following a recent move from Stuart House in Sidcup to Queen Mary's Hospital.

The team is now based in the new Outpatient area (OPD 3) which provides clinical facilities on the ground floor and offices on the third floor. The new accommodation includes a spacious waiting area, sensory room, three consulting rooms and a gym.

The new facilities have been visited by the 'can you understand it?' learning disability team who gave positive feedback and said they were easily able to follow the signs for the service after arriving by bus. They also liked the spacious waiting room, reception and new meeting rooms.

Bromley ALD Service is also expected to move into the new unit at QMH later this year.

To contact the Bexley ALD Service, telephone: **020 8269 3300**.



Friendships celebrated in Learning Disability Awareness Week

This year's theme for Learning Disability Awareness Week was friendships and relationships – something which was evident at an event held by Oxleas to mark this national action week.

Around 100 of our service users, their families and carers attended the June event at Bexleyheath Sports Club to have fun and gain information about other services which may offer them support.

They joined in with a dance session, had fun photos taken at the Bexley Mencap stand, met pet therapy dog, Gunner and even sung along with Carole from Spotlight – a choir for people with learning disabilities.

Other organisations which supported our event were Bexley and Bromley Advocacy groups, Riverwood and our diabetes team.



The event included live entertainment, lunch, a cake stall and a variety of fun fair stalls where visitors could win prizes. The raffle winners were announced by Estelle Frost, Director of Older People’s Mental Health Services.

She said: “The volunteers I spoke to were all amazing and contributing so much to the trust.”

The event is Oxleas’ way of showing our appreciation to more than 300 volunteers who contributed to 80,876 hours of work from March 2015 to 2016.

If you are interested in volunteering for Oxleas, contact the team on **020 8301 9487** or email: **oxl-tr.volunteering@nhs.net** or come to our event on 31 Jan, see page 25.

Volunteers thanked for their hard work

The amazing work of our volunteers was celebrated at a special event attended by staff, volunteers, governors, directors and our Chair, Andy Trotter.

Held at Hall Place in Bexley in July, the event gave volunteers the chance to meet each other and share their experiences. One of our volunteers who attended was 89-year-old Alan Bates, who has tirelessly volunteered for the past 17 years at Queen Mary’s Hospital in Sidcup.

Ex-volunteer to work client, Stacey Bracey, shared her experience on our Volunteer to Work Scheme and how, after accessing various mental health and learning disability services she is now in full-time paid employment.

Also sharing her experience of volunteering was Rita Bennett who felt socially isolated after retiring from a high-powered job working for the BBC. Volunteering at Queen Mary’s Hospital has completely changed her life.



District nurses fighting flu

The flu campaign at Oxleas began at the start of October with the aim of offering vaccines to all staff.

Every year we seek to maintain a resilient workforce and avoid infecting patients with the flu virus through clinical contact.

Clinics have been set up for staff to attend for their flu jab, alongside roving clinics with nurses attending meetings to offer colleagues the vaccine easily and quickly.

District Nursing staff within the Adult Community Services Directorate have also been flu champions, offering the flu jab to housebound patients.

Many have taken it up, unable to get out to have it elsewhere and not wanting to be vulnerable to the virus.



Sarah Burchell, Clinical Director of Adult Community Services, receiving her vaccination

Oxleas NHS Volunteer Recruitment Open Day

Find out about volunteering roles within Oxleas NHS Foundation Trust

We have over 300 volunteers across Oxleas and our partner organisations, who are in various placements e.g. drivers, snack shop assistants, group facilitators, psychology researchers, volunteer gardeners and admin assistants etc.

Come and find out more at our Volunteer Recruitment Open Day where we can discuss the opportunities available and go through the recruitment process with you.

If you are over 16, a member of the public, a current or ex-user of Oxleas, or a carer of someone using our services, who would like to find out more about volunteering - just come along.

Tuesday 31 Jan 2017

from 10am - 1pm

Special event for volunteer recruitment in black minority and ethnic groups

Memorial Hospital (Room 4)

Shooters Hill, London SE18 3RG

020 8836 8510 / 020 8301 9487

Email:

oxl-tr.volunteering@nhs.net

Improving lives
oxleas.nhs.uk





For information on our services, health issues and ways to keep healthy, go to oxleas.nhs.uk

Useful contact information

Patient Advice and Liaison Service

If you require information, support or advice, please contact us on:

Freephone: **0800 917 7159**
(landlines only, mobiles will be charged)

Email: oxl-tr.pals@nhs.net

Trust membership

To become a member of Oxleas NHS Foundation Trust contact us on:

Telephone: **0300 123 1541**
(equivalent to local landline call cost)

Email: oxl-tr.foundation.trust@nhs.net

or, join online:
oxleas.nhs.uk/membership

Careers

For the latest information on our vacancies please visit:
oxleas.nhs.uk/workforus



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[@oxleasNHS](https://twitter.com/oxleasNHS)

Oxleas

NHS Foundation Trust

Recognition Awards 2016/17

The search is now on for exceptional individuals and teams across our services for this year's Recognition Awards.

The awards aim to highlight those who deserve recognition for their outstanding work and dedication.

Nominations can come from anyone linked to our services including patients, carers, members, volunteers, partner organisations and staff.

Those nominated can be anyone who contributes to our services including clinical and non-clinical staff, partner and voluntary sector organisations or volunteers.

If you can think of a certain team or individual who deserves to be recognised, it is easy to nominate:

Download and complete the interactive pdf form, from oxleas.nhs.uk (an Easy Read version is also available). Please email your completed form to oxl-tr.recognitionawards@nhs.net

Or, you can fill in the nomination form (overleaf), tear it out and post it back to us:

Freepost RTTR-GBLX-ASJZ

Membership Office
Oxleas NHS Foundation Trust
Pinewood House
Pinewood Place
Dartford
Kent
DA2 7WG

The winner of each category (either team or individual) will receive a monetary prize.

Nominations will close on
Saturday 31 December 2016

A panel including representatives from our staff networks, Staffside and staff governors, plus a non-executive director will judge each entry.

The winners will receive their award at a ceremony in March 2017.

Nomination form

Do you know a team or individual who deserves recognition for their contribution to Oxleas services?

A member of staff, volunteer or partner organisation (e.g. a cleaning, catering contractor or voluntary organisation)?

Nominations are invited from patients, carers, members, volunteers, partner organisations and members of staff.

You cannot nominate yourself, but teams can put themselves forward.

Closing date for entries is **31 December 2016.**

Who are you nominating?

Name:

Job title / role:

Team name / Directorate:

Work address:

Your details

Name:

Job title/role
(if applicable):

Email:

Contact number:

Address:

If you need someone else to complete the form on your behalf, please confirm who is completing it and that you have given permission.

Name:

Date permission was
given by nominator:

Job title/role:

Signed:

Which award are you nominating the individual or team for? (Please select one only)

- Having a user focus** – this award recognises how the nominee has improved ways of getting user and carer feedback and/or improved services in response to feedback from patients, users and carers.
- Learning** – this award recognises how the nominee has improved practice through learning, training or education.
- Being responsive** - this award recognises how the nominee has made a service quicker, more efficient or more accessible.
- Partnership** - this award recognises how the nominee has worked in partnership to improve services.
- Excellence** - this award recognises how the nominee has developed services to ensure the highest standards of care.
- Safety** - this award recognises how the nominee has improved services to promote the safety of patients and carers and/or to reduce the likelihood of mistakes or incidents.
- Leadership** - this award recognises how the nominee has shown effective leadership to improve services.
- Equality and inclusion** - this award recognises how the nominee has promoted equality and inclusion within services.
- Special recognition award** - this award recognises how the nominated individual has gone above and beyond their role to make a significant difference to patients or Oxleas as a whole.

Reason for nomination

Please say in no more than 350 words why you are nominating the individual or team. Please do not send supporting documents.

Please return your completed form:

By **Post**: Freepost RTTR-GBLX-ASJZ, Membership Office, Oxleas Foundation Trust, Pinewood House, Pinewood Place, Dartford, Kent DA2 7WG. Or, **Email**: oxl-tr.recognitionawards@nhs.net