

INSIGHT

*Autumn
edition*

Welcome to Oxfordshire Learning Disability Service

Our commitment to families, friends and carers

Mental Health Nurse of the Year



Oxford Health
NHS Foundation Trust

Welcome from the chief executive



Welcome to this edition of *Insight*. There have been some exciting developments in our trust these past months, with new initiatives in services, employment, education and research.

The new Oxford School of Nursing and Midwifery has been launched in partnership with Oxford Brookes and Oxford University Hospitals, bringing together education, lifelong learning and clinical research to support every stage of professional development. We hope this will encourage more people to come here to learn, to work and to develop fulfilling careers over many years.

This summer adult Learning Disability services in Oxfordshire transferred to us from Southern Health. We welcome new staff and people using services who have come over to Oxford Health. This is a new specialism for us and we look forward to working with everyone to develop services further.

Our Biomedical Research Centre for mental health was launched earlier this year, bringing together our clinical expertise and Oxford University's world leading researchers to apply the best science to the complex problems of mental disorders and dementia.

'I Care, You Care' is our new strategy to support carers, families and friends, it's something we are all committed to and I encourage you to read more about that on the following page.

We have unveiled our proposed masterplan for Warneford Hospital site over the coming decades, offering modern inpatient care, quality research facilities and public amenity, in a green setting that preserves architectural heritage and areas of natural beauty like Warneford Meadow.

September is the month of our AGM and this year we're celebrating partnership work in CAMHS services across Buckinghamshire and Oxfordshire and looking at our innovative use of technology for patient care, which recently helped earn us a Global Digital Exemplar award. We're welcoming our new Centre for Patient Safety and Quality led by Prof. Charles Vincent and talking about ways that we seek to involve you and the wider community in our work, through membership, volunteering and our charity. There will be more detailed reporting of this in the next edition of *Insight*.

Our most important challenge at the moment is recruiting and retaining staff. I would ask all of you to encourage friends and family to come and work with us. We now offer a range of career and job opportunities including good incentives for permanent and flexible employment and apprenticeships for people of all ages. You can learn more about those on our website in the coming weeks.

I'd like to welcome nine new elected members to our Council of Governors; and to our Board, non-executive directors Chris Hurst, Bernard Galton, Aroop Mozumder and Lucy Weston (associate). In the meanwhile, thank you for supporting our services in the many ways you do and I wish you all well in the coming months.

Stuart Bell CBE

Insight

Contribute to *Insight*

Would you like a colleague or team to feature in *Insight* or do you have an interesting story that you'd like to share? Please send any ideas to
communications.team@oxfordhealth.nhs.uk

The deadline for the next edition of *Insight* is
30 November

Published by:

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Insight is the newsletter of Oxford Health NHS Foundation Trust, providing news and updates to our staff, patients, service users and carers, GPs and the public.



We have launched a new initiative setting out our commitment to the families, friends and carers we come into contact with.

Our new 'I Care, You Care' initiative sets out our aims for the next three years as we strive to become the first NHS trust in the country to be awarded a three-star Triangle of Care accreditation by the Carers Trust.

Dominic Hardisty, Chief Operating Officer at Oxford Health, said: "I Care, You Care' is about improving on the good

work already being done at the trust with our families, friends and carers.

"We are currently one of only 10 trusts to have a two-star accreditation, so we know we are doing well. But it's about taking it to the next level.

"We've spoken about this here at Oxford Health, and for us it's not about being first, it's about being the best.

"We want to be an organisation that is held up as an example to others for the work we do with families, friends and carers."

Over the past month the trust has met and spoken with families, friends and carers that come into contact with our services and made a short film to promote this new initiative.

"Hearing the stories of our carers and hearing about the challenges they face on a day-to-day basis is really powerful and it provides good inspiration for us all here at Oxford Health," said Dominic.

"We all want the same thing for our patients; for them to get as well as they can, as quickly as they can. We know that by working together and collaborating around the care we are all providing, we will get the best possible results."



Welcome Oxfordshire Learning Disability Services

The Learning Disability Services for adults in Oxfordshire has transferred to Oxford Health.

We spoke with Liz Williams, Programme Director for Learning Disability Transition, about what this means for people with learning disabilities, their families and for Oxford Health.

Hi Liz, what are your hopes for the new service becoming part of Oxford Health?

It's a brilliant opportunity to build a service together with local people. In my experience organisations that embrace learning disabilities find it challenging, but in ways that bring about really positive change, often in quite unexpected ways. Get it right for people with a

learning disability and you get it right for everyone.

Who is this service for?

Everyone over the age of 18 with a learning disability and a health need that they cannot meet without additional support.

What kind of changes do you anticipate?

The way we communicate is bound to get even better. Using accessible ways to communicate, like easy read leaflets and web pages will benefit so many service users, for example those with difficulties with reading, who have English as a second language, or find too much complicated information a barrier will find things much easier too.

How will you make sure this happens?

In the NHS we talk a lot about 'co-production'. What this means is making sure we do everything with people with learning disabilities, their families and carers totally involved. That's not just asking for opinions but giving people real power to build services that are right for them.

The people who know most about the needs of people with learning difficulties is people with learning difficulties themselves, so we want to tap into their experience.

A new Leadership Programme we are currently



working on with the Oxford Academic Health Science Network (AHSN) is really exciting. Senior managers or non-executive directors will be 'buddied up' with people with learning disabilities or carers to look at specific areas of service challenge and give a fresh perspective.

What will the future look like?

Now we've 'lifted and shifted' Learning Disability services from Southern Health we've added in new leaders to develop and support teams who've been through a very difficult period. It's been a complicated process, adapting the way things are done while making sure that people who use our services aren't disrupted or left worried or unsure.

We've had to start by getting the basics right of course like how our electronic systems identify and track people with learning disabilities and/or autism, so we can monitor their progress and

ensure their needs are met.

Every step of the way we've worked with service-users and local organisations, starting as we mean to go on.

Looking ahead three to five years we aim to have flexible learning disabilities services designed around the people who use them. This will mean delivering alternatives to local inpatient beds to prevent hospital admission or lengthy inpatient stays for people with a learning disability when their mental health declines. We won't be shy about looking elsewhere and adapting new ideas that have been proved to work.

We are taking full advantage of the fact we are now one trust delivering services to children and adults. We are forging ahead in becoming a key partner in learning disability research linked to our local universities.



Warneford: the future in mind

We're sharing our emerging masterplan for the Warneford site for the next 50 years, and we're keen to have your views to help shape it further.

Proposals are being developed jointly by Oxford Health NHS Foundation Trust and the University of Oxford, as we seek to set out how the site can provide the best care and research to improve care for people in the years to come.

In 10 years time there will have been a hospital on the Warneford site, serving the needs of local people with mental health issues, for 200 years. We are proud of that heritage and want to enhance and extend that service into the future.

The aim is to build on clinical and research excellence to provide innovative approaches to the prevention of mental health problems and providing care. In the past people with mental illness were separated from the rest of society in mental hospitals. We now know that worldwide, many people suffer from mental health problems and dementia—and they are some of the most pressing issues facing humanity.

At the Warneford, we have the opportunity to open up the space to the community, create a centre of global excellence, integrated with all the other clinical and academic facilities—and providing benefits for the world.



At the heart of the renewed Warneford community: a new multi-purpose space where people can share and present ideas, learn from each other, and train for the future-enabling innovation and discovery.

At this stage, the masterplan is illustrative, and intended to enable discussions about how best to ensure the site is able to achieve its full potential to benefit mental health and dementia treatments in coming years.

The plan sets out how the site could be gradually shaped in phases over the next 50 years.

It proposes that the buildings and landscaped outdoor spaces could be better organised so that the site can achieve its optimum density for development.

And it seeks to produce a balance of new clinical facilities, space for researchers and accommodation.

The masterplan team have been using a model (right) to try out different arrangements and consider how the three core uses could be best arranged around the site. The balance of:

- Clinical accommodation (orange)
- Research facilities (red)
- Key worker residential accommodation (blue)

is not yet finalised.

Warneford meadow is owned and managed by the trust as a therapeutic and uplifting place for patients, staff and public and will stay as that for the foreseeable future.

The site will become part of Oxford's sustainable transport network.



The Warneford sits within a network of green open spaces, health and research facilities.



The masterplan team have been using a model to try out different arrangements for the site.



How space between original buildings could be used.



You can look through our plans and feedback via a survey on our website www.oxfordhealth.nhs.uk/news/warneford-the-future-in-mind.
You can also email us at warneford@oxfordhealth.nhs.uk



“For a few hours I felt like I wasn't in hospital”

In glorious sunshine eight teams of staff and service-users from across the trust took part in Oxford Health Charity's first fundraising six-a-side football tournament at the Warneford Hospital.

The Warneford Woodpeckers,

staff and patients from Vaughan Thomas Ward at the Warneford Hospital, lost out 2-1 in the final to Oxford Institute for Clinical Psychology Training (OxICPT) (pictured).

More than £250 was raised thanks to the event.

Winning team member David Murphy, director of OxICPT, said: “For a few special hours, barriers between staff, service-users and friends disappeared. That day we were all people who were there to support the trust, have fun and do our best.”

A service-user said: “For a few hours I felt like I wasn't in hospital.”

Trust part of NHS move to more collaborative care system

Oxford Health and its partners are one of the first to be part of a move to provide more integrated care to patients.

Buckinghamshire has been designated as one of the first Accountable Care Systems in the country. This is testament to the work we and our

partners are doing together to deliver better, safer and more joined up health and care for the local communities we serve.

We're making great progress in joining up GP, community, mental health, hospital and social care services and helping our communities.

“Being a research nurse helps me be a better nurse”

Experimental Medicine Nurse Fran Mada shares how she became interested in research.

For the first time in 23 years of general and mental health nursing, I moved away from the bedside, and into the exciting world of research. This is my story.

It was while doing my MSc working in mental health that I learnt more about how research can benefit society, and how I could also be involved as a participant or professional.

In 2014, I decided to take the plunge and put all the theory from my BSc and MSc into practice. In 2015, I joined the Oxford cognitive health Clinical Research Facility (CRF) and I have no plans to leave yet!

Before I came into research I didn't realise that I have many transferable skills and knowledge from my previous nursing jobs that I can utilise in experimental medicine nursing.

I now work autonomously for



part of my role, and very much in a team for the rest.

I have learnt many new things which help me be a better clinician, such as in-depth knowledge of protocols that enhance patients' safety when they are participating in studies. Just like my old job, I carry out risk assessments and take consent from patients/ participants, learning to use good safeguarding and clinical practice guidance.

My work is to make sure the highest quality research, with robust and accurate results,

brings the best possible and safest care, treatment or therapy for those with mental health disorders.

I feel like I am working where it begins, asking what works, what could work, sometimes developing therapy, and always pushing towards the horizon for better treatment and new knowledge.

My standards haven't changed: patients are still at the heart of all my work. Being a research nurse helps me be a better nurse.

Getting Involved

· Membership · Volunteering · Charity

Why should you be a member of our foundation trust?

If you are reading this edition of *Insight* then you most likely have an interest in Oxford Health NHS Foundation Trust.

You may care about the work we do in the community, you could be currently using our healthcare services, or know someone who is, or maybe you're a member of staff.

If this sounds like you, then you are eligible to become a member of Oxford Health NHS Foundation Trust. In fact, if you are a member of staff, you are already a member.

Not sure what membership entails? No problem. Here's *what* and *why* being a member plays a very important role in the way your trust develops over the years and why

membership is such a wonderful way to make a difference.

What is membership?

Membership means you are invited to share your voice and be heard. We will take on feedback to improve services we deliver. The main benefits of membership are:

You can **vote**

You **choose** how much you're involved

It's **free** for all to join (staff, patients and the public)

Why become a member?

By becoming a member, you are not only supporting your local NHS services, you are joining a nationwide community of people who share your vision of improving healthcare. Every NHS Foundation Trust in the country



Oxford Health NHS Foundation Trust

has members who join and are involved in the quality of their local health service in some way.

How much is involved?

As a member *you* decide how much, or how little you want to get involved. We'd love for you to attend our events, volunteer with us or raise money for Oxford Health Charity. You could share your thoughts with your local governor, vote for a governor to represent you, or even stand to become the governor in your area.

How to become a member

To become a member of Oxford Health NHS Foundation Trust apply via our website www.oxfordhealth.nhs.uk.



Council of Governor Election results 2017

Nine new governors have been elected to represent their community's healthcare views and shape the future of Oxford Health NHS Foundation Trust.

Patients, the public and staff were invited to have their say by voting for the governor candidate of their choice in this year's Council of Governors election.

The 28-strong council represents the public, patients

and staff, and is voted for by members of the foundation trust.

Director of Corporate Affairs and Company Secretary Kerry Rogers said: "Congratulations and welcome to all our newly elected governors. I'm looking forward to working together to listen to the views of our members and continuously improve our services for all".

Geoff Braham (pictured), a new governor for Oxfordshire, said: "My family are Oxford Health service users and I'm particularly interested in supporting the trust to work efficiently with other NHS organisations while ensuring effective timely patient intervention and treatment."

Newly elected Buckinghamshire governor Terry Burridge said: "I wanted to become a governor because I spent 30 years as a psychiatric nurse. I've seen the good, the bad and the ugly

over the years. Becoming a governor allows me to promote the good – and to think about why the good doesn't always happen."

The trust holds governor elections each spring inviting residents to share their voice and make a difference.

Your newly elected governors

Public constituency:

Buckinghamshire: Terry Burridge; **Oxfordshire:** Geoff Braham, Geoffrey Forster, Allan Johnson, Abdul Okoro, Richard Mandunya

Service User constituency:

Oxfordshire: Jayne Anne Champion

Staff constituency: Children and Young People: Neil Oastler (re-elected); **Older People:** Soo Yeo

Governor meetings are a chance for our Council of Governors to learn more about ongoing work in the trust and raise topics on behalf of members.

The next meeting will be held on Wednesday 15 November, 6pm-8pm at the Spread Eagle Hotel, in Thame, Oxfordshire.

If there is anything you'd like your governor to raise with the trust board get in touch with your newly launched email address for members contactyourgovernor@oxfordhealth.nhs.uk.



Every month we reward a team or staff member who has made a real difference to you or to someone you know. You are welcome to nominate anyone if they have made a difference, however large or small.
www.oxfordhealth.nhs.uk/about-us/getting-involved/awards



Milena Terzieva, Clinical Development Nurse at Bicester Community Hospital (left).

"She has an amazing capacity to remain calm in very stressful situations this has enabled the team to manage day to day work with greater confidence. "She has a great sense of humour and brightens up everyone's day."



Melissa Porter, Community Psychiatric Nurse and Clinical Team Lead at Warneford Hospital, Oxfordshire (above).

"Melissa goes above and beyond to support each of us individually as staff. I can't think of a better team lead. "

Dawn Bagwell-Cox, Clinical Team Manager at Primary Child and Adolescent Mental Health Service Community Service, Oxfordshire (right).

"She is both inspirational and very supportive for staff and a thoughtful listener for families and professionals who meet her."



Other winners (not pictured):

- Rebecca Hinton, Integrated Locality Team Support Worker;
- Carol Duncombe, Matron - SPA;
- Nigel Poole, Gardener;
- Chris Eades, Estates Manager;
- Sue Lands, Assistant Practitioner;
- Charlotte Collins, Mental Health Chaplain;
- Wendy Marsden, Admin Support Worker

Gerry Byrne, Consultant Nurse and Psychotherapist, Head of Attachment and Perinatal Services at Boundary Brooke House, Oxfordshire (right).

"Gerry has a wonderful warm way of mixing his specialist knowledge with an openness, humour and warmth."





Working with Pride

A stirring rendition of Labi Siffre’s “Something Inside (So Strong)” shared a powerful message at the trust’s first Stonewall and pre-pride event.

Colleagues from across the trust met to discuss lesbian, gay, bi and trans (LGBT) inclusion and welcomed as key note speaker Stonewall CEO Ruth Hunt. A week later Oxford Health took part in Oxford Pride for the first time.



Last year, Oxford Health signed up to Stonewall’s ‘Diversity Champions’ programme and took part in the Workplace Equality Index (WEI) - the definitive benchmarking tool for employers to measure progress on LGBT inclusion. The trust ranked 368 out of 439 organisations and this year we want to improve on this.

Equality and Diversity Lead Mo Patel said: “When we signed up to the workplace equality index it wasn’t about scoring highly. “We know that there is lots of great work going on across the trust that we are not aware of and we’re just really keen to make sure we understand what we are doing and where we can do better.



“From there we’ve been able to see where we need to focus our efforts and that’s what the pre-pride event has been all about.”

Ruth Hunt inspired openness, acceptance and partnership telling delegates: “People go through journeys with the WEI. It’s a tool, it’s a mechanism, we know it drives change. “Stonewall has lots done and lots to do but we very pleased that you’re part of our family and we’ll do everything we can to help you.”



Mental Health Nurse of the Year

Modern matron Nokuthula Ndimande is celebrating after being named Mental Health Nurse of the Year.

Nokuthula, who works on a mental health ward, was given the award by the British Journal of Nursing.

Nokuthula received the award as she marked 30 years as a nurse dedicated to caring for others.

Over five years, Nokuthula has led research and practice to reduce the number of times patients return late from leave, with the support of the Oxford Academic Health Science Network.

The result is that patient's attitudes to leave have changed, and punctuality improved by 50 per cent, as

patient perception of the leave planning and management process have changed from seeing it as restrictive to a compassionate part of their care.

The approach has been adopted across the trust, as well as by Berkshire Healthcare NHS Foundation Trust and Central and North West London NHS Foundation Trust.

She has worked at Oxford Health NHS Foundation Trust for the past 17 years and is currently a modern matron at the Warneford Hospital in Oxford.

She said: "I'm still in shock. Being a nurse – that's what I'm proud of. I'm committed to nursing – I couldn't be anything else. I love it so much: every day is never the same. I believe that

if you can make a change for someone, and they go home, and they say "thank you" that for me is the best thing."

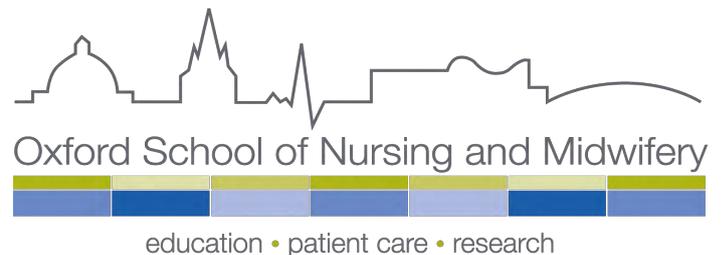
Nokuthula is an inspirational leader who motivates others with her passion, compassion and commitment to patients while leading nursing research to improve care for patients.

Consultant Dr Olga-Maria Tsatalou said: "Nokuthula is one of the most exceptional extraordinary people I've worked with. She has dedicated all her life to helping others. I couldn't think of anyone who could deserve this award more than Noki."

Nokuthula celebrated her win with patients and colleagues on Allen Ward at the Warneford Hospital and is adamant she could not have achieved success without an amazing team of colleagues (pictured).



Ground-breaking nursing and midwifery education



A new Oxford School of Nursing and Midwifery has been launched offering a unique combination of education, research and clinical practice.

The school, created in partnership by Oxford Health NHS Foundation Trust, Oxford Brookes University and Oxford University Hospitals NHS Foundation Trust under the umbrella of the Oxford Academic Health Science Centre, will be founded on the highest quality educational and research experience.

The school will create a joint

university and trust environment that builds a sense of belonging alongside excellent clinical practice experience, lifelong learning and career development, as well as establishing an environment of strong clinical research.

It is the first time this approach has been developed across nursing and midwifery and is in response to a unique period of change in nursing and midwifery. Similar models have proved successful in the USA with University of Pennsylvania and Johns Hopkins University ranked globally as the top two

nursing schools.

Ros Alstead OBE, our Director of Nursing and Clinical Standards, said: "We hope to attract the best graduates to Oxford, and encourage more local people into choosing nursing as a career.

"The school will also enhance continuing professional development opportunities to ensure nurses currently working with us develop their careers locally and we attract experienced nurses to join our services."

Creating with Care

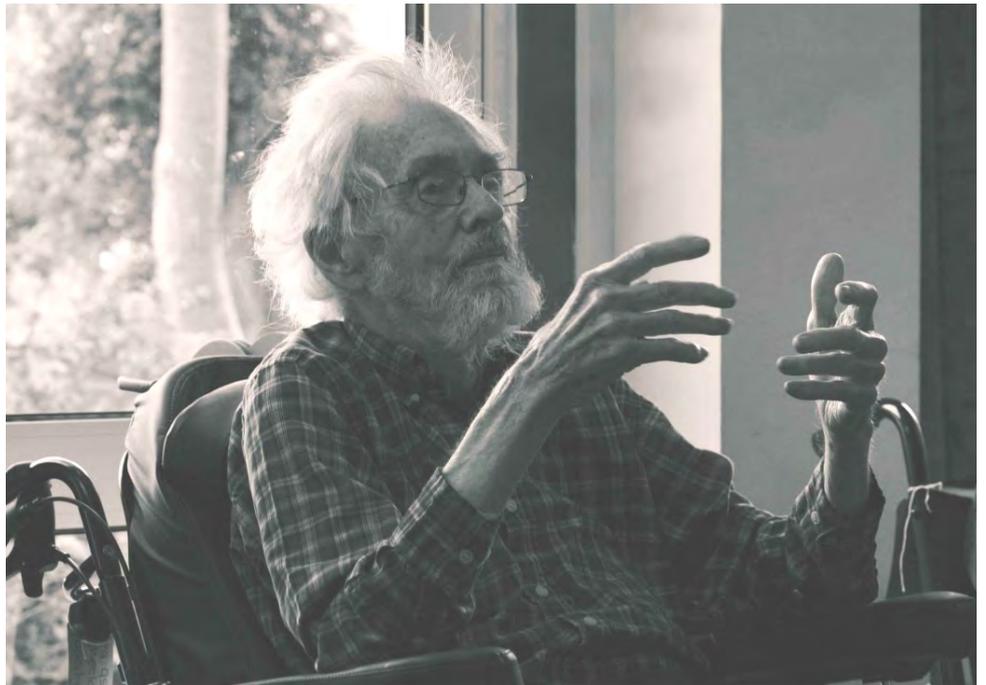
At Witney Community Hospital we've been celebrating later life with a host of community and social events.

There's been plenty going on with interactive poetry sessions with poet Pat Winslow (pictured middle right) and a dementia awareness raising tug-of-war with neighbours Oxfordshire Fire and Rescue Service (pictured bottom right).

The 'Look at Me' photography exhibition celebrating the beauty of older people and featuring patients Harry Atkinson (pictured top) and Noel Green (front page).

Add to that a 'Joie de Vivre' photography exhibition, movement sessions as seen on the local television news and even a "Walking on Sunshine" YouTube video it's been an enriching time for both patients and staff.

Paula Har, clinical nurse specialist in mental health and dementia, said: "It is so valuable to have these wonderful opportunities for our patients.



"Look at Me": Pictures above and front by Daria Belostockaia, visiting scholar at the Oxford Institute of Population Ageing.

"Many often struggle to have their voice heard and valued either through mental health problems, dementia, stroke or other illnesses."

Resident arts coordinator Angela Conlan said: "It is a wonderful distraction from hospital routine."

The activities form part of the Creating With Care programme, developed by West Oxfordshire District Council, to enable residents, particularly those in vulnerable groups, to gain better access to health and wellbeing activities and has been funded from developer contributions.

We dedicate this *Insight* to the memory of Noel Green.



NIHR Oxford Health Biomedical Centre

A new research centre, which aims to translate the latest lab science into innovative treatments to improve mental health and treat dementia, has been launched at the Warneford Hospital campus in Oxford.

Nicola Blackwood MP, Parliamentary Under Secretary of State for Public Health and Innovation (pictured above) marked the occasion by unveiling a plaque.



The new National Institute for Health Research Oxford Health Biomedical Research Centre (NIHR Oxford Health BRC) aims to combine globally-recognised research with clinical expertise, and turn the latest scientific discoveries into new treatments for patients.



It is a joint enterprise between Oxford Health NHS Foundation Trust and the University of Oxford and one of only two NIHR BRC's across England dedicated to mental health and dementia.

Over five years, the centre will receive £12.8 million to fund its work.

Nicola Canning, a mental health service user and research advocate who spoke at the launch event, said: "I think that research is very rewarding for the patients: participating in research has been life changing for me, and it is a privilege to be part of the effort to find new treatments to improve mental well-being. This is the hope that we patients always have."

Stuart Bell CBE, Oxford Health's Chief Executive, said: "We're thrilled to host this new NIHR Biomedical Research

Centre dedicated to mental health. This award recognises Oxford Health NHS Foundation Trust and the close partnership with the University of Oxford. Together we will be developing close partnerships with others to bring better treatments to the NHS."

Professor John Geddes (pictured above) who is the Director of the new NIHR Oxford Health BRC, as well as the Head of the Department of Psychiatry and Director of Oxford Health's Research and Development department, said: "Oxford University is already a world leader in basic research, but this new biomedical research centre will enable us to drive insights from our discovery science into innovative treatments."



Getting social

We now have more than 10,000 followers on Twitter, over 1,840 likes on Facebook, and more teams across the trust are joining social media. Here is just some of the fantastic feedback we've seen recently.



Colleagues at Witney Community Hospital made a video celebrating the amazing care provided by healthcare staff...by dancing along to the tune of Walking On Sunshine by Katrina and the Waves. The video was created as part of the Creating with Care project enabling people, particularly those from more vulnerable groups, to gain better access to health and wellbeing activities.



Find us on Twitter: @OxfordHealthNHS, Instagram: @oxford_healthnhs, Facebook: @oxfordhealthnhs, YouTube: OxfordHealth and LinkedIn.

Email the Communications Team to share news or to get involved in trust social media.

Education and training apprenticeships for every career stage

Oxford Health NHS Foundation Trust has been approved as a leading national apprenticeship provider as part of a government drive designed to raise standards.

The trust has been awarded employee apprenticeship provider status, enabling it to deliver government-funded apprenticeships to staff under strict new national apprenticeship guidelines.

Dr Helen Green, Associate Director of Clinical Education and Nursing at Oxford Health

NHS Foundation Trust, said: "It's rewarding that the Skills Funding Agency had the confidence in Oxford Health to be able to provide quality apprenticeships to their employees.

"The apprenticeship programme opens up exciting possibilities for people who may not, for one reason or another, have thought it possible to progress further in their career.



"We know we offer our apprentices a very high standard of training and great opportunities when they progress to permanent roles.

"This will continue when we deliver the apprenticeship programmes ourselves."

What are apprenticeships?

Apprenticeships are 'on the job' training schemes that are nationally recognised. They can be delivered at different academic levels equating to qualifications from 5 GCSEs at Grade C or above up to Master's Degree.

Normally apprentices work 30 hours a week or more and 20% of which must be protected learning time with the rest taken up as on the job training. The protected learning time can include classroom learning, online learning, project working or directed study. The apprenticeship is delivered against a national standard and at the end there is an independent assessment carried out by an external body according to the assessment laid down in the standard. The apprenticeship must be completed in the time frame also laid down in the apprenticeship standard.

To find out more visit www.oxfordhealth.nhs.uk/about-us/work-for-us.

How are we doing?

Minor Injuries Units provide “excellent service”

A report from the independent organisation Healthwatch Oxfordshire summed up the experience of people using our minor injuries units (MIUs) as “Friendly staff, short waiting times, good experience, easy to get to.”

Most people were very satisfied with the services provided to them at our units based in Abingdon, Witney and Henley.

Carol Moore, Executive Director of Healthwatch Oxfordshire, said: “Minor Injuries Units appear to be providing an excellent service in the county.”

The report also highlighted signposting and waiting times as areas for improvement, which mirrored areas the trust was already working on by working with Oxfordshire Clinical Commissioning Group (CCG) to increase awareness of the MIUs and the services they offer, monitoring and publicising waiting times, improving waiting areas, and moving staff around the units to support demand.



GP Out of Hours Service CQC results

The Care Quality Commission (CQC) rated Oxfordshire’s GP Out of Hours Service ‘good’ for its ‘caring’ and ‘responsive’ service and ‘requires improvement’ in ‘safety’, ‘effectiveness’ and ‘leadership’.

This gives the GP Out of Hours Service an over-all rating of ‘requires improvement’ and the trust has responded to those remarks in the six months since the inspection last November.

The CQC found the GP Out of Hours Service was *caring* and *responsive* and commented: “Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment”.

Improvements were required in *safety, effectiveness and the way the service is led* with inspectors noting the challenges of GP recruitment,

the need to demonstrate DBS checks and recommending drivers and receptionists undertake resuscitation and chaperone training.

We responded by recruiting more GPs to the team filling 38.98 of our aim of 40 full time equivalent GP posts; achieving 91% shift coverage against a target of 95% and prioritising record-keeping, DBS and safeguarding checks record where we had not done so previously as all practising GPs already have DBS checks. All our drivers and receptionists now undertake resuscitation training and chaperone training options are being considered.

We continue to prioritise patient care and safety by ensuring those in most urgent need of assessment are seen first and continuing to undertaking clinical prioritisation which inspectors noted resulted in slower assessment yet crucially prioritised patient need to ensure patient safety.



Picture by Justin Wyllie

Oxfordshire Young Volunteer of the Year

Congratulations to Ollie Pentz, winner of the Oxford Health NHS Foundation Trust Young Volunteer of the Year Award.

Ollie, 18, was awarded the accolade at the recent Oxfordshire Community and Voluntary Action Awards.

He was joined at Oxford's Town Hall by the Director of Corporate Affairs & Company Secretary Kerry Rogers (both pictured).

Ollie received the award for his volunteer work at Lady Nuffield Home in Banbury Road, Oxford. Since September 2014 Ollie met with older people for activity sessions at the home. He will shortly be heading to University in Brighton to study medicine.

Family assessment team share their expertise

Oxfordshire Family Assessment & Safeguarding Service therapists Gabrielle Less and Gerry Byrne visited Heidelberg, Germany, to share their work with parents at risk of child maltreatment and neglect.

Celebrating our Lives

A fun and creative event was held for people who use mental health services in Oxfordshire. It was led, planned, and organised by a group of people with lived experience of mental health issues and supported by Oxfordshire Mental Health Partnership .

Here Rosemary, one of the people who organised the event, shares her thoughts.

"Fantastic!" "Exciting!" "A brilliant and enlightening day!" The voices of people at the Celebrating our Lives event said it all. It was truly a celebration.

Celebrating our Lives was a pan-Oxfordshire partnership initiative co-produced by people who use services and people who deliver them, to be not a conference, but a celebration with the focus on everyone's strengths. It grew to be a vibrant statement of all our lives. On the day there was no sense of the old perceptions of 'them' and 'us'. We were enjoying ourselves.

As one steering group member reflected: "It was truly a team of multiple experiences, knowledge and talents coming into play within the flux of a group with a goal to realise. Courtesy, openness, tact, humility and concerns for each other were all part of this jigsaw."

The day offered the opportunity to enjoy a wide choice of creative workshops, many led by people with experience of mental distress.

As one person who uses services put it: "I didn't want it to end! It made me feel so confident - I was able to talk [to people]."

Another service user said: "Today is therapy. Facing the world as a community rather than as individuals. I feel I can face the world."

Generous family raise money for Abingdon Community Hospital

John Pearson and his family have raised funds to improve the lives of people who have experienced a stroke in memory of his late wife Kay.

At his recent 80th birthday party John's family and friends raised £426 for Abingdon Community Hospital stroke unit's League of Friends. That's on top of £750 the family raised for the hospital at his daughter Karen's 50th birthday two years ago. That money was used to buy a specialist rehabilitation tilt and space chair. The latest donation will again be used to directly benefit people following a stroke.

Mr Pearson and Mrs Murphy decided to support the hospital after Mrs Pearson

spent time on the inpatient ward at Abingdon in 2010.

Mr Pearson said: "They were all good, all the nurses. We know Kay was happy here."

Mrs Murphy said: "Mum was such a giving person and I think that's why we all decided raising money for the hospital would be a good thing to do in her memory."

Matron Jacky Taylor said: "We're really grateful for this donation. They're such a generous family. "A tilt and space chair offers support for someone who is not able to control their posture.

"It's so lovely they were able to do this for us."



Simon Lovestone knighted in Queen's Birthday honours

Professor Lovestone is a practising Old Age Psychiatrist at the trust who has been recognised for his services to neuroscience research.

He specialises in detecting, diagnosing and managing dementia. He is also the theme lead for informatics and digital health at the NIHR Oxford Health Biomedical Research Centre. This is a new partnership between Oxford Health and Oxford University bringing the best science to the complex problems of mental health and dementia.

He said: "I am thrilled and delighted to be honoured in this way. The past 25 years working in dementia research has been, and continues to be, the most fulfilling and rewarding."





Deputy Medical Director Robbie Dedi

We're delighted to welcome Dr Robbie Dedi to the trust as Deputy Medical Director.

Before joining us, Dr Dedi was clinical director for the medical division at West Suffolk NHS FT, where he was the clinical lead for a major care change programme and prior to that, the chief of service for medicine at Gloucestershire Hospital NHS FT.

Dr Dedi's focus will be on providing medical leadership to the trust's community physical health services, particularly in relation to the wider system transformation work.

Dr Mark Hancock, the trust's medical director, said, 'Dr Dedi's experience will be a significant asset, and we look forward to working with him.'



Community Involvement Manager Julie Pink

The trust is to offer greater support to the communities we serve with the appointment of a Community Involvement Manager.

Mrs Pink is the trust's new Community Involvement Manager dedicated to enabling members of the community to be a part of Oxford Health. Her aim is to develop more opportunities for volunteering, fundraising and charity as well as helping the public understand the services we offer and how they support the community as a whole.

Mrs Pink said: "There is already a lot of work going on and I hope to bring all this together under so we can celebrate and recognise the difference it makes."



Other appointments

Tehmeena Ajmal (above) has been appointed service director for the Older People Directorate.

There have also been interim changes in light of a senior colleague's unexpected leave of absence for family reasons.

Donna Clarke is Interim Service Director for all services in Buckinghamshire including CAMHS, Adults and Older Adult Services.

Donan Kelly and **Emma Leaver** are Joint Interim Service Director for Children and Young People's Services.

Vanessa Odlin will take responsibility for Oxfordshire IAPT, complex needs and social care, in addition to her existing responsibilities for Adult Mental Health in Oxfordshire.

Meet the team

In this regular feature, *Insight* talks to teams across the trust about what they do. This edition, we talked to the trust's Patient Advice and Liaison Service.



Meet the team

In this regular feature, *Insight* talks to the teams across the trust about what they do.

In this edition we talk to the trust's Complaints and Patient Advice and Liaison Service (PALS) Team.

Who are the team?

At the Complaints and PALS Department we help people who need advice or information on a wide range of issues relating to the trust and its services. We are also responsible for dealing with compliments, complaints and concerns coming from a range of people like patients, their relatives, carers and members of the public.

What does the team do?

We are impartial and confidential and we are here to advise and support patients, their families and carers. We listen to patients' concerns and liaise with trust staff on patients' behalf to sort out their problems quickly. We gather compliments and ensure the trust learns lessons from patient experience. We direct people to other agencies which may be able to help, and guide patients through the trust's complaints process if necessary.

What has the team been involved in?

In addition to our day-to-day role, we have held fundraising

events over the past three years. That money provides theme days for patients and items that may be needed for all the wards, in the community and mental health hospitals to enhance service user's experiences. We've hosted event including a Wimbledon-themed afternoon tea and Olympic games picnic. We also set up a PALS exchange which includes a selection of books, DVDs, computer games and toiletries for service-users to use. Donations are always welcome.

How to contact the team?

PALS@oxfordhealth.nhs.uk
Freephone 0800 328 7971 or
01865 902955.

To feature in our next edition contact communications.team@oxfordhealth.nhs.uk