

# Insight

newsletter



Oxford Health **NHS**  
NHS Foundation Trust

**This Trust supports a smoke free environment.**

**Thank you.**

Don't give up giving up.

For more help and advice call the **NHS Smoking Helpline** on 0800 169 0 169

Trust goes smoke-free indoors and out across all its sites and grounds



Street Triage pilot success



Bike scheme rolled out



Dental services win national award



# Welcome from the chief executive

Welcome to our first edition of Insight for 2015 which brings you up to date with the results of some of the initiatives we have all been working on recently. Our move to becoming smoke-free across the trust is an important step forward in public health, and will help both patients and staff adopt healthier lifestyles. We know that the transition will not be easy for some, but experience from services which have piloted the introduction have shown that careful preparatory work makes a big difference in mitigating many of the challenges. It is really heartwarming to see the enthusiasm shown by many of our services to go smoke-free and we heard at a recent board meeting about how Opal Ward at the Whiteleaf Centre had prepared for the change and the positive outcomes it was having for patients.

We know that in September we will be inspected by the CQC under their new regime, and so we show in this edition of Insight examples of best practice identified by teams participating in peer reviews across the trust against the five domains – safe, caring, effective, responsive and well-led. I am really pleased with the work we have been doing following the launch of our 'Improving Care: 5 questions' initiative and want to thank you all for engaging in this. If your team has not yet participated in a peer review I would encourage you to do so.

As we get closer to the general election in May it is a safe bet that the NHS will be a major topic for the parties and candidates and we look forward to hearing details of policies over the coming weeks. We already know that the 'Five Year Forward View' published by NHS England in October 2014 has been largely accepted by all the main parties and much of it reflects the principles set out in our own strategy published last year. We know that the NHS must change to meet the needs of patients better, and a key component of this must be effective integration between services, both health and wider social care, and not allowing ourselves to be constrained by traditional organisational boundaries. In its own way, the success of the Street Triage pilot between the trust and Thames Valley Police is indicative of the way our NHS needs to work in closer partnership with other services. I hope in the coming year we are able to continue

## Insight

### Insight E-news

Do you want to keep up-to-date with our news more regularly? If so, why not subscribe to Insight E-news and we will send you our regular bulletin by email. To subscribe please email [christopher.kearney@oxfordhealth.nhs.uk](mailto:christopher.kearney@oxfordhealth.nhs.uk)

### Contribute to Insight

If you have an interesting story to tell or know of a person or service that deserves a special mention then we would like to hear from you. The deadline for the next edition of Insight is

**30 June.** Articles may be subject to editing.

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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.

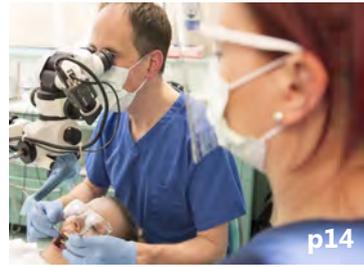
implementing innovative services that meet the ever-changing needs of patients and our communities.

Finally, you will see that we have our own elections underway for positions on our council of governors. Our council is an integral part of the governance of our trust and over the past year we have seen the development of a good working relationship between the board and the council. I would encourage all eligible members to vote in our elections.

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## Street Triage pilot a success

**A pilot scheme where mental health nurses have worked alongside police officers on the streets of Oxfordshire has been hailed a success.**

The Street Triage pilot, which ran for a year from December 2013, led to a marked improvement in the overall experience and access to appropriate care for people suffering from mental illness who called the police when they were in a crisis state.

During the pilot, the Street Triage team dealt with more than a thousand incidents involving almost 800 people, conducted more than 400 triage assessments and advised police on a further 634 incidents.

Chief operating officer for the trust Yvonne Taylor said: "The Street Triage project is an excellent example of effective partnership working between police and the NHS that means more people are getting appropriate mental health support at the earliest opportunity."

A claim supported by the figures, which show in Oxfordshire fewer detainees were being released with no further need for mental health services.

The use of Section 136 detentions under the Mental Health Act also reduced by 26 per cent, with 120 Section 136 detentions avoided following the intervention of the Street Triage team.

"In addition to the Street Triage scheme, the trust has

increased the number of hospital-based places of safety in both Oxfordshire and Buckinghamshire, a measure that has also contributed to the dramatic fall in Section 136 detentions in police cells," added Yvonne Taylor.

"We have also made major changes to the working hours of our adult mental health teams, so that they now operate seven days a week and for more hours in the day. Accessibility to our community services is therefore much improved."

The pilot has proven so successful that it has been extended in the Oxfordshire area for a further year under the current agreement and funding has been agreed for similar pilot schemes in Buckinghamshire, Milton Keynes, West Berkshire, Reading and Wokingham.

Assistant chief constable of Thames Valley Police Alan Baldwin said: "The Street Triage team has made a significant impact by putting the needs of the person at the heart of the service, proving that by working in partnership we can find more appropriate pathways for those in crisis.

"In line with the Mental Health Crisis Care Concordat, I am committed to developing our Street Triage partnership in Oxfordshire and keen to extend it to other areas within the Thames Valley."

**Staff at Oxford Health NHS FT will be encouraged to swap their cars for bikes as the trust extends Oxford's version of the famous 'Boris bikes' to its three largest city sites.**

The trust has received funding through Oxfordshire County Council to install 22 loan bikes similar to the Boris bikes made famous by London Mayor Boris Johnson in the capital, which will be available to staff at the trust's Littlemore, Warneford and Chancellor Court sites.

Additional matched funding has also been received from the University of Oxford for the new bikes at Warneford Hospital.

The bikes are part of the wider Oxonbike scheme run by Oxfordshire County Council, and extends the current network of bikes. This already covers Oxford Brookes University's Gypsy Lane campus, the John Radcliffe Hospital, the Churchill Hospital, the shopping area of London Road in Headington, Thornhill Park and Ride, the Nuffield Orthopaedic Centre and the University of Oxford's Old Road campus.

Hannah Musson, staff health and wellbeing co-ordinator for the trust, said: "It's fantastic that we've been able to secure the funding to get these bikes at our three largest Oxford city sites.

"The scheme is designed to support staff make healthier choices when deciding how they travel between the sites, as well as helping to ease some of the congestion around the city."

People who want to use the bikes can sign up online quickly and are given a membership number and PIN, which are used to take bikes from the docks. The scheme will cost £1 to join, with the first 30 minutes of use free to encourage use for short journeys, with a sliding price scale for subsequent hire times.

Oxfordshire County Council cabinet member for transport David Nimmo Smith said: "We are linking up all the hospital and university sites so that it is easier for staff to move between them.

"We want this to be the first of many expansions, but we will have to see what impact this has first."

Professor John Geddes, head of the Department of Psychiatry, University of Oxford, said: "The department is delighted to see the expansion of Oxonbike to Warneford Hospital.

"We are committed to developing sustainable travel and this will help our staff greatly alongside our own electric bike programme."

For a full breakdown of and for general information on the scheme visit [www.oxonbikes.co.uk](http://www.oxonbikes.co.uk).



# Stubbing it out



## Trust goes smoke-free across all its sites and grounds

**March marked a significant change to our healthcare settings at Oxford Health NHS FT as all of the trust's sites went smoke-free.**

After months of preparation across all our community hospital and mental health sites, the revised policy came into effect on 2 March.

The changes came following NICE guidelines, which encouraged mental health trusts to review how they supported patients and service users to stop smoking. Statistics showed that 80 per cent of all mental health inpatients smoked, compared with just 19.5 per cent of the general population, which contributed to inequalities in the health and life expectancy of people with long term mental health conditions.

"I think it's fair to say this change to our policy has marked a big cultural shift, particularly for our staff and patients within our mental health wards where, as we know, a disproportionate number of people with mental health issues are smokers," said Ros Alstead, director of

nursing and clinical standards for the trust.

"This decision was a significant change, aiming to emphasise the importance of smoking cessation within our NHS premises and offering opportunities to stop smoking whilst in hospital.

"I know it's still early days – there have been and may still be some more challenges for us all as we embed this new way of working, but I have been delighted with the way everyone has adapted to the change and the hard work that has gone into this."

Planning for the implementation of the revised policy started last year as modern matrons met regularly to discuss the issues around the revised policy for their patients and staff in their teams.

Ros added: "So far the comments from across the wards and trust have been really positive.

"I wanted to say thank you to everyone for all the hard work that has gone into this and carry on the good work."

The changes to the trust's smoke-free policy were always going to be challenging within our mental health settings and forensic wards.

But *Insight* spoke with Emma Croft, project manager within the mental health team based at the Oxford Clinic, who helped with the implementation of the revised policy into these settings, and we learn that preparation and a sense of camaraderie has made the process run smoothly:

"The forensic service has been planning on going smoke-free since November 2014 when we set up a monthly project group which included staff from all disciplines and ward areas and patients. We also had representation from estates, communications, pharmacy and the trust's smoking cessation service.

"Given that this would be representing such a big change for the patients and staff we wanted to work together with them to make this transition as easy as possible.

"The group decided that they did not want to reduce the smoking times but work to a set date of quitting. Patients were kept informed of the upcoming changes through regular community meetings and patient council meetings.

"Staff were also encouraged to complete the level one smoking cessation training and each ward aimed to have two level two smoking cessation advisors in place by 2 March when the changes came in.

"Lots of preparation was required in the weeks running up to the stop date. Staff members worked hard raising



awareness and preparing people for the impact the change was going to have and some even decided to quit smoking themselves, showing their support. All patients who were smoking at the time were advised individually about their options for nicotine replacement therapy (NRT).

"Each ward planned how to manage this big change in routine and how to fill the previous smoking slots with activities such as going to the gym, playing games or just getting some fresh air.

"Across the services patients have generally managed the transition very well and on some wards the sense of camaraderie of quitting together has helped. Many patients have decided that they will quit for good and of those who do have community leave many have continued not smoking, which has been really positive.

"As a service we plan to monitor the numbers of smokers at the point of going smoke-free and in the future to hopefully demonstrate a positive trend in overall reduction of smokers and increased health benefits."





## Celebrating service user artwork at trust HQ

**The official unveiling of mental health service user artwork along the main corridor at trust HQ, Warneford Hospital took place in March.**

The artwork was the result of a ten-week project with Artscape and Echoes community arts group. Echoes is a group for older adult service users recovering from mental health issues and their carers.

Working with artist Anne-Marie Cadman and photographer John Unmey, members of the group explored the theme of 'My Oxford' and what Oxford meant to them.

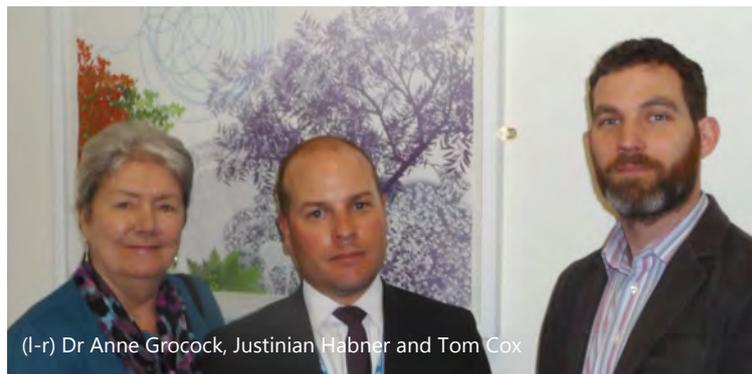
Artscape project manager Tom Cox and service users and carers from Echoes community group joined trust secretary Justinian Habner, chairman Martin Howell and chair of Oxford Health Charity Anne Grocock at the official unveiling.

Justinian commented on the importance of art programmes as part of treatment in a therapeutic environment. He said he had been inspired by the Cunningham Dax Collection in Australia which consists of over 15,000 works created by

people who have experienced mental illness or psychological trauma.

"I wanted to ensure that we had some service user artwork in these corridors, as so many people

come to see us here and I really wanted them to experience some of the artwork that our service users can create," he added.



(l-r) Dr Anne Grocock, Justinian Habner and Tom Cox

The commissioned pieces were made possible thanks to funding from Oxford Health Charity, whose focus is to support projects across the trust that benefit service users and patients in making their lives better.

Tom Cox said: "Allowing service users to develop their skills and get the benefit of working on a therapeutic project is absolutely excellent."

John Manttan, one of the carers involved in the project, reacted to the work: "I am astonished at how good it's ended up looking."

Copies of the art work will also be displayed as part of the rotating exhibitions in the Artscape Gallery at Warneford Hospital.

Alongside the artwork created by service users, copies of art commissioned for the Whiteleaf Centre in Buckinghamshire has been included in the Trust HQ corridor to show visitors how art has been incorporated in the new building in Aylesbury.



(l-r) Tom Cox, John Unmey, John Manttan, Anne-Marie Cadman and Ray Puddifer



# Trust mourns loss of long-serving board member

**The trust has mourned the sad loss of Cedric Scroggs, who was a non-executive director of the trust since 2006 and vice-chair since 2008.**

Cedric was a key board member who played an important role in the trust gaining NHS Foundation Trust status and was on the board of our predecessor Oxfordshire Mental Healthcare NHS Trust, as it was known, serving for a time as its acting chair.

A former chair of the South East Oxfordshire Primary Care Trust, Cedric brought a wide range of expertise to our organisation.

Having been a visiting fellow of Nuffield College, University of Oxford, and a marketing director in various industries, he was also a former chief executive of Fisons plc and a former chairman of Montpellier Group plc.

Cedric passed away suddenly on 11 February, aged 74, and is survived by his wife Patricia and children Duncan, Joanna and James.

He was also a loving grandfather to Alice, Edward,

Imogen, Verity and Dougal.

His son James said: "After non-exec and trustee positions at both Hillingdon and Harefield hospitals dating right back to 1981, Dad devoted the last 23 years of his life to the NHS in various board positions.

"His active commitment to mental health aligned with my own position as chair of CALM, a charity singularly aimed at reducing male suicide in the UK.

"We would often talk at length about mental health issues and our shared investment in addressing them.

"It is sad he died so suddenly within weeks of his planned retirement from the NHS, but I suspect his quiet energy was felt to the last."

Chief executive Stuart Bell said: "Cedric made an invaluable and longstanding contribution to this organisation and will be greatly missed by us all.

"I am sure you will join me in offering condolences to Cedric's family, friends and many former colleagues."

## Trust launches new accessible site for children and young people

The Children and Young People Directorate has developed a new website aimed at children and young people.

It was developed using feedback from young service users and features zones for the young people, their parents and carers, and professionals.

The website is split into geographical areas and adapts to the type of device it is viewed on, including smart phones, tablets and traditional computers.

To use the website, visit [www.oxfordhealth.nhs.uk/children-and-young-people/](http://www.oxfordhealth.nhs.uk/children-and-young-people/)



# Caring, Safe, Well-led,

In December last year the trust launched *Improving Care: 5 questions (IC5)*, focusing on encouraging staff to think about what they do well and where they are working to improve.

It asks staff to think about five key questions; are we caring, are we safe, are we well-led, are we responsive and are we effective?

In this article, *Insight* speaks with Jane Kershaw, IC5 lead, about the work of the team and the good work she has seen.

The five questions in IC5 reflect new national quality standards—called the fundamental standards—applied by the Care Quality Commission (CQC) when inspecting and regulating providers of health and social care. Since December, the IC5 team has been visiting teams around the trust to raise awareness about the new standards and how they can be used as a framework to continually review and improve the quality of care provided.

IC5 lead Jane Kershaw said: “Everyone I have met has the same aim - to provide the best possible care for our patients and their families.

“Through talking with teams about the five key questions I’ve had the opportunity to hear some great examples of excellent care and how teams want to keep improving.



“A big part of IC5 is about giving teams time to think about the care they provide and share what is working well and ideas about how to improve. My hope is these discussions grow and lead to changes and actions identified and led by the teams.”

“Hopefully by sharing good examples, all teams can learn more about the five key questions and how they apply to them.”

**Over the coming months the IC5 team will continue to update the resources on the intranet for staff so they can see all the best practice shared from around the trust.**

**Jane said: “We would like to hear more about the things you are doing which demonstrate your team is meeting the five questions to improving care, so these can also be shared with everyone else.”**

**If you have an example of best practice that you are doing then please contact the IC5 team by emailing [IC5@oxfordhealth.nhs.uk](mailto:IC5@oxfordhealth.nhs.uk).**



# Responsive, Effective?

The following are some of the examples of best practice Jane and the IC5 team have come across since launching last year. Each example relates to one of the five key lines of enquiry.

## Caring

Within our complex needs service, the team involves patients in all non-mandatory training for staff, so a patient's perspective can be discussed. Patients also help clinicians when they are struggling to make a service user understand their diagnosis.

The team discovered that service users found it easier to understand something when delivered by someone that had experienced something similar.

## Safe



Across the majority of services visited, staff said they were aware of how to report incidents through the online system.

In the reablement service, staff said team leaders supported care staff to report incidents when they did not have access to a computer. These incidents were then regularly reviewed by team leaders

to look for themes. When it was found that the majority of incidents related to back injuries, the team implemented specially tailored training for new staff and refresher courses for existing staff.

## Effective

Our health visiting service has a clear set of defined and measurable outcomes for service users. Information is routinely captured and reported against these, and then used to evaluate any possible improvements that could be made.

Within adult mental health teams we saw that as well as a regular supervision arrangement, there was regular specialist group supervision to support staff working with patients with complex needs.



## Responsive

To support patients facing increased waiting times in the Physical Disability Physiotherapy Service, and to manage capacity, the team took a number of steps. These included adding information about expected waiting times to referral forms, prioritising and triaging referrals and writing to new patients about the estimated time they would have to wait and what to do if their condition deteriorates in the meantime. The team also reviews waiting patients on a weekly basis and increased the number of groups offered.

## Well-led

The trust has a falls prevention team dedicated to reducing injury and harm through falls. The service meets regularly to review what it offers. This includes looking at any incidents, complaints and feedback from patients. The team is constantly striving to make improvements and take action to prevent harm from occurring to patients.

Within children and young people services, the clinical governance meetings, which monitor and improve the quality of services, are structured around the IC5 questions. By doing this, the teams within this service are constantly thinking about these key areas to achieve a high quality level of care for their patients and service users.

## Free talks tackle depression, alcohol, and facing difficult end-of-life questions

**Making sure people think about difficult choices ahead of their end-of-life care was the subject of the latest Health Matters event this month.**

The talk, entitled "What does good end-of-life care look like?", was held at Oxford Brookes and saw around 50 healthcare professionals, students and members of the public listen to Oxford Health NHS FT community matrons discuss palliative and end-of-life care.

Community matron Patricia Glynn said: "These are things in our culture that we don't generally talk about but they shouldn't be talked about in crisis. They should be planned and people should look ahead."

"It is important to share with loved ones what you want and it's important to think and plan ahead."

Members of the audience discussed the difficulties they had faced in having such conversations with their own family members.

Patricia said: "Some things that people want are not major, it can be things as simple as 'I don't want to be in that bed by that window, I want to be in that other bed by the other window'."

"So what makes a good death? It's very much a personal thing and we need to make sure we keep it personally focussed, that we know what people want and what's important to them."

Health Matters is a series of free lectures held by the trust which are open to the public. Two previous talks tackled the topics of depression and alcohol.

At St John's College, University of Oxford, clinical



psychologist Melanie Shadbolt and her colleagues looked at some of the talking therapies available for those experiencing depression and anxiety. They orchestrated a brief mindfulness session to help attendees be more aware of where their mind is going and how to nudge it back to where they want.

In a separate talk at Oxford Brookes, clinical psychiatrist Alastair Reid guided the audience through the difference between having a drink, a binge and being a regular, heavy drinker. Alcohol-related illnesses cost the healthcare sector £3.5bn annually and can cause problems to the brain, heart, liver, cancer and contribute to obesity.

If you'd like to hear about more about Health Matters please email [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk) to sign up to the mailing list.

## Get involved with Oxford Health NHS FT— how to become a member



To have your say in how your local health services are developed, become a member of Oxford Health NHS FT. Membership is free and is open to anyone who lives in the area, works for the trust or has used our services as a patient, service user or carer.

Membership does not commit you to any duties or obligations, but allows you to influence how things are run. You will get the chance to take part in consultations and support groups, participate on interview panels for new staff members and could also help us produce information and leaflets.

For more information, visit [www.oxfordhealth.nhs.uk/about-us/foundation-trust/](http://www.oxfordhealth.nhs.uk/about-us/foundation-trust/)

## Alcohol detox project wins plaudits at international symposium



**Staff at Oxford Health NHS FT's award-winning Luther Street Medical Centre represented the trust at the International Street Medicine Symposium in Ireland.**

Dr Emma Warren, GP, (pictured) and Stephen Moore, practice manager at the Oxford-based medical centre, attended the symposium. The theme this year was creating care continuity amid the chaos of homelessness.

This yearly event is the world's only educational forum designed exclusively for healthcare workers who serve rough sleeper homeless and vulnerably housed populations.

It allows health professionals to share evidence of good practice, challenges and achievements and together look at the most effective way of providing healthcare to this unique cohort.

With 40 cities from 16 countries represented, Emma and Stephen had the opportunity to present a poster on community alcohol detoxification at Luther Street Medical Centre and network with the other international delegates.

Stephen said: "With 25 years of development of our alcohol detox protocol at Luther Street, interest was keen in the effectiveness and success of our work in this field.

"Various connections were made with the plan to host some international guests in the next few years and we have been approached for this presentation to also be made at the London Network of Nurses and Midwives (LNNM) Homelessness Conference later in the year."

## Recognising our exceptional staff



We expect all of our staff to excel in what we do, however, with the Exceptional People Awards, we make a point of rewarding a team or individuals - nominated by patients, carers, the public, or colleagues - whose efforts have been outstanding.

Have you come across a member of staff who has made a difference? If you have then we would like to hear from you. You may nominate any member of staff or a whole team.

To make a nomination you can visit our website: [www.oxfordhealth.nhs.uk/about-us/getting-involved/awards/](http://www.oxfordhealth.nhs.uk/about-us/getting-involved/awards/).

Or you can contact Sarah Ayyub in the communications team:

Email: [Sarah.Ayyub@oxfordhealth.nhs.uk](mailto:Sarah.Ayyub@oxfordhealth.nhs.uk)  
Telephone: 01865 902 068

Our exceptional staff are:

Carol Welch, disability support nurse trainer  
at Abingdon Community Hospital

Mandy Smith, receptionist at Green Tree  
Lodge, Warneford

Sophie Grimshaw, medical HR advisor,  
Corporate Services, Chancellor Court



# QIDS in: dental services win prestigious national award

**The high standards of Oxford Health NHS FT's dental services have been recognised with a prestigious national award by the British Dental Association (BDA).**

The Oxfordshire Salaried Primary Dental Care Service (OSPCDS) has been awarded the Quality in Dental Service (QIDS) Award by the professional body for dentists in recognition of the high standards in treatment decisions, health and safety, infection control and a number of other requirements.

Rosalind Mitchell, clinical director of dental care services for the trust, said: "This award is important to the OSPCDS as it provides national recognition that it meets the 'gold standard' in terms of quality assurance and is delivering the highest standard of dental services to patients.

"It is also significant as it comes from the BDA, which is the professional association for dentists and has a proven track record of accreditation of dental practices and settings."

Oxford Health NHS FT's dental services are provided by the OSPCDS. The main role of this service is to provide

dental care to patients of all ages requiring special care dentistry or specialist care.

In addition to this, the service also provides emergency care for patients requiring urgent dental treatment who do not currently have a dentist of their own.

Within the service there are a number of specialisms including oral surgery, paediatric, orthodontic and special care dentistry.

Sarah Buckingham, a senior dentist within the service and lead for the co-ordination of the application for the award, said: "Our service won the QIDS Award because it met all the required standards of the ten domains and was able to demonstrate to the assessors not just a high standard of service but also that it is administered by fully trained and skilled staff in high quality dental clinics that met the quality assurance standards required of the award."

In a quote from the BDA, it said: "Achieving this award is fantastic news for the service as it is now seen to be 'gold standard' which will put the dental service in a stronger position for future tenders and other external assessments such as the Care Quality Commission."



# Supporting staff after critical incidents

## A new service that offers support to staff following critical incidents has been launched by the trust.

The staff debriefing service, which went live from the beginning of March, is designed to give a consistent response to incidents and provide specially supported debriefings to those who have been affected by them.

Guy Harrison, head of spiritual and pastoral care for Oxford Health NHS FT, said: "Fourteen members of staff across our three directorates have recently completed training in psychological debriefing and support and will be responsible for providing this support role.

"Critical incidents are traumatic events that can cause emotional reactions to those that are exposed to them.

"These incidents can range from threats of violence, through to the death of a patient or colleague.

"There are a range of things that may have a significant

impact on the mental health and wellbeing of staff and this new debriefing service will support staff through this."

The new service is not mandatory or part of any investigation process and will usually take the form of a single meeting with two of the trained facilitators.

"These debriefing sessions will offer an opportunity for people to discuss what has happened, to consider the likely reactions to such an event and to provide immediate support and guidance," added Guy.

"It allows for reflection and may also be the start of a process that leads to further individual or team support."

For further information or to arrange a psychological debriefing support session with one of the specially trained members of staff, please email [staff.debrief@oxfordhealth.nhs.uk](mailto:staff.debrief@oxfordhealth.nhs.uk).

## Bicester Community Hospital open for patients



### The new community hospital in Bicester opened its doors to patients for the first time in December.

As well as 12 rooms for patients, the new Bicester Community Hospital offers a first aid unit, an X-ray department and physiotherapy suites, as well as space for other therapies and out-of-hours care to be delivered.

The procurement of the new hospital was agreed in 2011 by predecessor NHS organisations, including the former Oxfordshire PCT and South Central Strategic Health Authority.

The project was taken up by Oxfordshire Clinical Commissioning Group and NHS Property Services when they came into existence in April 2013. Work began on site in June 2013 and has now completed.

James Wakeham, south regional director for NHS Property Services, said: "We are delighted to have been able to deliver this eagerly-awaited building project to the community of Bicester."



**Since my last update, the board has continued to focus on ensuring the delivery of quality services that are safe within a very difficult financial environment.**

The position that we and many other foundation trusts find ourselves in creates real challenges at all levels. The board is ensuring that our strategy and plans take account of the finances and we are making it clear to those who purchase our services what we can and cannot do with the funds that are made available to us.

We also recognise at the frontline, in the day-to-day delivery of services, that clinicians and staff are working very hard to meet ever-growing demands and expectations, and this can present real challenges to staff.

Many of the reports we receive at the board clearly show these challenges but we also hear about the innovative way services are being adapted to meet these difficulties; where we can, we are ensuring that our strategies and plans encourage and support services to make changes to improve the care we deliver.

With all this in mind, from the start of 2015, the board established a new quality committee and supporting sub-committees that we hope will allow us to obtain a far better understanding of the quality governance issues across the trust and provide us with the opportunity to support the development of services and initiatives that meet our values of 'caring, safe and excellent'. The new committee and its work programme has been focused around the Care Quality Commission's five domains – safe, effective, caring, responsive and well-led.

We have recently changed the structure of our board meetings so that we have at the start of every meeting a patient story which provides experiences of our services. This excellent initiative has been led by our director of nursing and clinical standards and allows us to hear first-hand both the positive and negative

# View from the board

experiences of our services and reminds all board members that our primary duty is to ensure the development and delivery of safe and effective services. So far we have had stories on the experiences of moving towards a smoke-free environment on mental health wards and the experiences of a mother and a couple receiving support from the Family Nurse Partnership Service in Oxfordshire. I would like to thank all the service users, patients, carers and staff who have taken the time to give their story to us.



The composition of our board is changing too. As reported elsewhere in this edition of *Insight* we were saddened by the passing of our vice-chairman, Cedric Scroggs, in February 2015. Cedric had been a mainstay of our board for many years and we shall all miss his



insights and wisdom that could only be obtained through a long period of service to the NHS such as Cedric's. Our director of corporate affairs and trust secretary, Justinian Habner, who has been with us since late 2007 will be leaving in May in order to relocate to

Singapore. The board will miss Justinian's support and guidance and we thank him for his contribution and wish him well in his future endeavours. A recruitment process is currently underway to replace Justinian and the chief executive and I hope to be in a position to confirm who has been appointed to this important role shortly. Finally, Sir John Allison will formally start as a full non-executive director from 1 April 2015. The Council appointed Sir John as an associate non-executive director from October 2014 which has afforded him the opportunity to learn more about our trust in the lead up to taking on the full role in April. Sir John brings to our board extensive leadership, strategic and commercial skills and experience; he was formerly the United Kingdom's Air Chief Marshall, holding the number two position in the whole of the Royal Air Force, after which Sir John worked in senior roles in motor sport and industry. Since retiring from fulltime employment he has held a variety of roles including patron of the West Oxfordshire Citizens Advice Bureau, chair of governors for a large school and panel member for the Criminal Injuries Compensation Board.

Governor elections are underway to fill vacant seats and those that will become vacant once terms-of-office expire; we would encourage all our members who are eligible to vote and if you are interested in becoming a governor then please consider nominating yourself. I would also like to acknowledge and thank Maureen Cundell whose tenure as governor will end on 31 March 2015. Maureen has been a staff governor representing the Older People Directorate over the past six years and during that time has sat on many committees and groups and has made countless contributions to the work of the council. Both the council and the board will be very sorry to lose Maureen's knowledge and support.

Finally, do please remember that you are always invited to attend and observe our council and board meetings where you can meet both directors and governors. Details of these meetings are available on our website and I hope to see some of you at these meetings in the future.

Martin Howell  
Chairman

## Trust takes first step to becoming breastfeeding champions



**Oxford Health NHS FT has moved a step closer to gaining international recognition by UNICEF as part of its Baby Friendly Initiative.**

The trust has been awarded a Certificate of Commitment - the first step towards gaining full accreditation as part of the scheme - which outlines our commitment to supporting women to breastfeed.

"We decided to join forces with the Baby Friendly Initiative to increase breastfeeding rates in Oxfordshire," said director of nursing Ros Alstead.

"Breastfeeding protects babies against a wide range of serious illnesses including gastroenteritis and respiratory infections in infancy as well as cardiovascular disease, asthma and diabetes later in life. We also know that breastfeeding reduces the mother's risk of some cancers. It's also free, readily available and promotes bonding between mother and child."

The Baby Friendly Initiative is a global programme that provides a practical and effective way for health services to improve the care provided for all mothers and babies.

In the UK the initiative works with health professionals to ensure mothers and babies receive high quality support to enable successful breastfeeding care."

## Council of governors elections in May and June

### Elections for governors to serve on Oxford Health NHS FT's council of governors are happening soon.

The nomination process opened on 9 March and closed on Friday 17 April, with voting to take place between Monday 11 May and Tuesday 2 June.

The council of governors is an integral part of our trust and is something all NHS foundation trusts are required to have.

Its role includes appointing, removing and deciding terms of office – including remuneration – of the chair and other non-executive directors; approving the appointment of the chief executive; appointing or removing the trust's auditors; reviewing the annual accounts, auditor's report and annual report, holding an annual general meeting; and expressing a view on the board of directors' forward plans.

There are vacancies in the following governor

constituencies only:

**Public: Buckinghamshire**

**Patient: Service Users: Oxfordshire**

**Patient: Service Users: Buckinghamshire and all other counties**

**Patient: Carers: All counties**

**Staff: Older People Directorate**

The term of office will be for three years.

Please visit our election website for more information, where in the coming weeks you will be able to view all the information relevant to the 2015 elections: [www.votebyinternet.com/OHelections2015](http://www.votebyinternet.com/OHelections2015).



### **Still Alice sparks discussion on dementia**

#### **One of the trust's psychiatrists took part in a special talk on dementia following a screening of the film *Still Alice* in Oxford.**

Dr Aneeba Anwar spoke at the Phoenix Picturehouse following the screening of the film in which Oscar-winning actress Julianne Moore (pictured) portrays Alice Howland, a happily married linguistics professor with three grown children whose life is devastated when she is diagnosed with young onset Alzheimer's disease.

Following the screening of the film, Dr Anwar, an old age psychiatrist for the trust, and Anna Eden, support service manager of YoungDementia UK, chaired a discussion and answered questions about Alzheimer's and other types of dementia.

Dr Anwar said: "It was an amazing experience to talk about dementia following the *Still Alice* screening. This movie really portrays the impact of Alzheimer's dementia to a person's emotional and physical wellbeing, family and carers, and all other aspects of life. I was excited to see that

people were curious to know more about the disease.

"This film will help to raise awareness of dementia, especially early onset and the early stages of disease among general public, so they can recognise symptoms and get a diagnosis and proper medication sooner."

Clara Blackings, marketing manager for the Picturehouse said: "This is a powerful story that has touched the lives of so many through the book and we were delighted to be showing the film with the support of Dr Anwar, Oxford Health NHS Foundation Trust and YoungDementia UK.

"This was a fantastic opportunity to bring the community, local organisations and charities together and we will continue to do so with other aspirational titles throughout the year."

Tessa Gutteridge, director of YoungDementia UK said: "Young onset dementia is a condition that affects over 600 people in Oxfordshire. A diagnosis at such a young age is shattering and the impact affects the whole family.

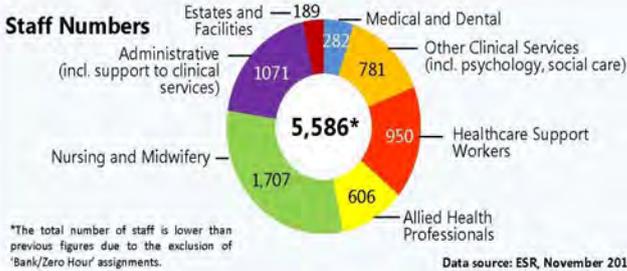
"We are delighted that this screening of *Still Alice* provided an opportunity to raise awareness of the condition and the work YoungDementia UK does providing support to people whose lives are affected by young onset."

# Informing through infographics

## OXFORD HEALTH NHS FT

We provide community and mental health services for children and young people, adults and older people across Oxfordshire, Buckinghamshire, Wiltshire, Swindon, Bath and North East Somerset (BaNES). This infographic summarises our Trust and some of the things we did from April 2014, to find out more visit our [website](#)<sup>1</sup>.

### Staff Numbers



### The Oxford Health NHS FT hosted CLAHRC\*



An Oxford CLAHRC supported [study](#)<sup>2</sup> published in The Lancet found that depression in cancer patients is common and often untreated. It reported striking improvements when people with cancer and depression were treated with a new, integrated approach to care.

\* Collaboration for Leadership, Applied Health Research and Care

### Electronic Health Record

Urgent Care Service transferred to Adastra system in November 2014. All mental health users of RiO will transfer to the new CareNotes system in March 2015 and the remaining users of the Community RiO will transfer in July 2015.

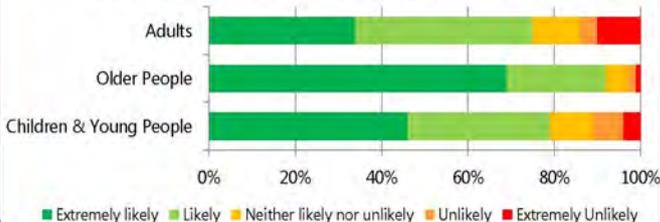


53 teams participated in the September Pedometer challenge. In total members of staff walked

**54million** steps

### Friends and Family Test (FFT)

The [Family and Friends Test](#)<sup>3</sup> allows patients and their families and carers to give feedback on their care, which is used to improve our services for everyone. How likely are you to recommend our service to friends and family if they needed similar care or treatment? The results for September 2014 are shown below:



<sup>1</sup> <http://www.oxfordhealth.nhs.uk/about-us/overview/our-strategy/>  
<sup>2</sup> <http://www.clahrc-oxford.nihr.ac.uk/news/integrated-care-package-for-depressed-cancer-patients-2018stknigly2019-effective>  
<sup>3</sup> <http://www.england.nhs.uk/ourwork/pe/fft/>

## Oxford Health NHS FT

NHS Foundation Trust

From April to September 2014:



**534,527** face to face contacts



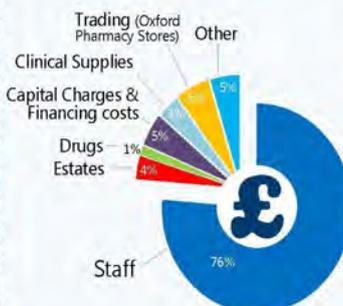
### Admissions

**1,157** in Community Hospitals  
**753** in Mental Health

Between April and September 2014 the Trust spent:

**£143,000,000**

**£5,500,000 / week**  
**£800,000 / day**



Oxford Health NHS FT has unveiled its latest infographic displaying key information about the trust and its achievements during the second half of 2014.

Dan Leveson, head of strategy and programmes for the trust, whose team produced the infographic, said: "It's a real snapshot into some of the amazing work that's being done by the staff and the positive feedback we have had via the Friends and Family Test is a testament to the excellent care we provide.

"One of the first things that struck me when you looking at these figures is just how much we are doing as a trust, with over half a million face-to-face contacts and more than 1,800 admissions in six months.

"And the second thing was how much money we spend on care – £800,000 a day.

"The NHS is one of the best, most efficient care systems in the world and these are really difficult times for everyone involved.

"The needs for health and social care services are likely to continue to increase in the coming years at a far greater rate than the money we have available.

"We want patients, their families and carers to achieve the outcomes that they want and we want them to be fully

involved in their care.

"I am confident in the abilities and commitment of all our staff to rise to the challenges we face now. I believe that we are finding smarter ways of working, we are innovating and always trying to improve the way we do things."

## Occupational health team win “gold standard” accreditation

**The occupational health and wellbeing team at Oxford Health NHS FT has been recognised for the high standard of service it provides its staff with a nationally recognised accreditation.**

The team has achieved Safe Effective Quality Occupational Health Service (SEQOHS) accreditation following a successful inspection by the organisation that is supported and recommended by the Faculty of Occupational Medicine.

Roz O’Neil, head of occupational health and wellbeing at the trust, said: “This accreditation sets out our commitment to continual improvement for the way the occupational health team works by accommodating changes in professional guidance to ensure best practice is met in line with current and changing legislation to enable a gold standard service delivery.

“The benefits of this accreditation are not just for our staff but also for our service users and patients, as evidence indicates that a well looked after workforce is one that provides better care and in line with Lord Darzi’s *High Quality Care for All: NHS Next Stage Review (2008)* which confirms Government support for provider accreditation schemes in the NHS.

“We are also particularly proud of the recognition as we are the first true nurse-led service in the South Central region.”

## PALS festive party success

**The Patient Advice and Liaison Service (PALS) team have been busy over the past few months providing themed days for service users from the money raised from fundraising throughout the year.**

A Christmas party was arranged for 65 service users and many staff from Aylesbury Vale adult mental health team (AMHT), with music provided by a group called “Recovered” and karaoke.

Local businesses contributed directly to the event and via contacts at the PALS Exchange, who donated £50 towards the buffet.

One service user said: “I would like to thank the PALS team for a brilliant Christmas party for the Aylesbury Vale AMHT service users.

“A beautiful buffet was provided with great music and wonderful entertainment - a magical day and I won a prize in the raffle!”

Another Christmas party was also provided to the service users at the Elms Day Hospital where the PALS team provided food, drink and Christmas crackers. The afternoon was enjoyed by the service users and staff.

Off the back of this success, PALS are now working on providing more themed days across the trust.

If you have an idea for your ward or service area and think PALS would be able to help then please get in contact with Sarah Woods, patient experience worker and PALS assistant, on 01865 902311.

## Trust at Hong Kong symposium



**Oxford Health NHS FT was invited to take part in a symposium in Hong Kong to discuss its Improving Access to Psychological Therapies (IAPT) services.**

June Dent (pictured above, left), consultant clinical psychologist and clinical lead for the psychological therapies pathway for Oxfordshire, attended the Mental Health Association of Hong Kong’s 60<sup>th</sup> anniversary symposium in December.

June was asked to present the keynote speech on the development of IAPT services by the trust and invited to visit a mental health hospital, where she spent time discussing different psychological approaches with staff there.

“This was a fantastic opportunity and the people I met were very interested in seeing how the children and young people IAPT services can be applied to their own services,” said June.

