



Edition Four

2013

Insight

newsletter

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The Guardian Best Service
Delivery Innovation Award

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health inpatient facility nears
completion

Local children visit Abingdon
Community Hospital

Welcome

from the Chief Executive



Welcome to the fourth edition of Insight for 2013.

Since our last Insight, we held our AGM in September and I was really pleased that so many staff, FT Members, partners, patients and carers were able to join our Council of Governors and Board to hear about some of the many innovative services we are developing across the Trust. The AGM also provided the opportunity for us to present our annual report and accounts to the Council of Governors and to seek feedback on how we had performed during the past year. A big thank you to all who attended the AGM and those who helped put it together.

We were pleased that our Emergency Multidisciplinary Unit (EMU) at Abingdon Community Hospital recently won The Guardian Healthcare Innovation Award 2013 in the Service Delivery Innovation Category. I believe that this type of service is indicative of the future of healthcare and shows how by working with our partners – researchers, acute hospitals, social care and commissioners – we can create services that meet the needs of our patients. After winning the award, the EMU hosted a visit from the MP for Oxford West and Abingdon, Nicola Blackwood. Please see pages four and five for more information.

During October, I joined our partners, the University of Oxford and Oxford University Hospitals NHS Trust, in presenting to the international designation panel our application for an Oxford Academic Health Science Centre. We heard, just as Insight was about to go to print, that our application has been successful. I am delighted that we have achieved this designation as it recognises the benefits our collaboration will bring about. For more information about this, please see page five.

Finally I would like to thank you all for the warm welcome since I joined the Trust in October 2012. It is hard to believe that I have been at the Trust for one year but I continue to be impressed with the dedication of our many staff who are working to develop services to meet our values of Caring, Safe and Excellent.

Best wishes, Stuart

Insight

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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 **Monday 27 January 2014**. Please limit articles to a maximum of 150 words. Articles may be subject to editing.

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

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Abingdon EMU named Best Service Delivery Innovation at the Guardian Healthcare Innovation Awards

Our Emergency Multidisciplinary Unit (EMU) based at Abingdon Community Hospital has been named best Service Delivery Innovation at the Guardian Healthcare Innovation Awards.

The team of judges - drawn from prominent national figures in healthcare policy, innovation and leadership - selected the EMU from projects nationwide and announced the success at an awards ceremony in October at The Guardian headquarters in London.



Left to right: Dr Daniel Lasserson, Dr Barbara Batty, Oxfordshire Clinical Commissioning Group, Maggie Webb, Unit Manager, Abingdon Community Hospital and David Brindle, The Guardian

The trust's EMU is an innovative service in interface healthcare. It has been carefully designed to meet the urgent assessment and treatment needs of patients with multiple, often complex problems, many of whom are frail and elderly. The central aim of the unit is to allow patients to stay safely at home in a familiar environment during acute illness through comprehensive assessment, monitoring and therapeutic interventions.

A pool of five beds is also available for short-term use for patients who are not suitable for ambulatory care; the beds enable continuity of the clinical team working with the patient and prevent transfer to the acute hospital. A "hospital at home" nursing team is also available to provide support to patients who are sent home to recover.

The original design and subsequent delivery of the service is the product of integrated working between this trust, the Department of Primary Care Health Sciences at Oxford University, Oxford University Hospitals NHS Trust and Oxfordshire County Council. The service's success is the result of collaboration and integration between providers: academic and clinical, acute and community, health and social.

Pete McGrane, Clinical Director for our Community Services Division said: *"I would like to congratulate the highly committed multidisciplinary team who have worked hard to adapt to this new way of working. This award underlines that working in partnership can lead to new, improved services for patients closer to where they live."*

Dr Daniel Lasserson, GP and researcher at the Department of Primary Care Health Sciences, said: *"This recognition by the Healthcare Innovation judging panel shows what can be achieved by collaboration across disciplines. We must continue to develop and evaluate new services supported by technological advances to find the best way of caring for our most frail and complex patients."*

We are planning to extend this model of care across Oxfordshire so that other patients can benefit from this type of approach to care, starting with a new unit at the Witney Community Hospital. We very much hope that the service in Abingdon will become the national model for the future of emergency care for older people.



Nicola Blackwood MP (centre) with Yvonne Taylor (right) and Pete McGrane (left)

Nicola Blackwood MP visits Abingdon EMU

Nicola Blackwood MP recently visited our award winning Emergency Multidisciplinary Unit (EMU) at Abingdon Community Hospital to hear first-hand how this service is providing valuable acute care for older patients and helping in managing winter pressures in Oxfordshire.

Yvonne Taylor, Chief Operating Officer, and Pete McGrane, Clinical Director, showed Nicola around the EMU and introduced her to staff working there who explained how the unit functions. The unit, which is open seven days a week from 8.00am to 8.00pm on weekdays and 10.00am to 4.00pm on weekends, is staffed by elderly care physicians, GPs, nurses, healthcare assistants, therapists and social workers.

The majority of the 5,500 patients it has seen, arrive with chest or bladder infection or heart failure.

Whilst at the EMU, Nicola also took the opportunity to visit our Abingdon Community Hospital where Lynda Lawrence, Ward Manager, showed her the services available and explained how the hospital linked with the EMU.

Yvonne Taylor said: *"This was a great opportunity to show Nicola how this innovative service makes a significant difference to our patients and their families. We are very proud of this service and look forward to developing similar services across the county."*

STOP PRESS: Oxford Academic Health Science Centre

We are delighted to announce that a new partnership of Oxford's world-leading NHS Trusts and academic institutions will tackle the major healthcare challenges of the 21st century, following the designation of the Oxford Academic Health Science Centre (OxAHSC) by the Department of Health. The OxAHSC partners are Oxford Brookes University, Oxford Health NHS Foundation Trust, Oxford University Hospitals NHS Trust and the University of Oxford. The centre will combine the institutions' individual strengths in world-class basic science, translational research, training and clinical expertise to address 21st century healthcare challenges. Our next edition of Insight will include more details on the OXAHSC and our plans.

Buckinghamshire's new mental health inpatient facility nears completion

Building works on our new mental health facility in Aylesbury, Buckinghamshire are nearing completion and will replace existing facilities at the Tindal Centre and John Hampden Unit. The new Whiteleaf Centre on the Buckinghamshire Health and Wellbeing Campus will provide adult and older adult inpatient rooms, all with en-suite facilities that exceed current Department of Health standards around single sex accommodation and privacy and dignity. It has also been designed to be environmentally sustainable and includes many eco-friendly features such as ground source heat pumps and natural ventilation.



Builders and contractors have been working hard over the past months to finish the building works to allow patients to move in during early 2014. Whilst the building work has been underway, clinicians and managers have been designing the clinical model of care for the services to be offered in the new building.

The Project Director, Ros Alstead, Director of Nursing and Clinical Standards, said *"I have been really impressed with the progress made in building the new unit and the partnership working between operational and estates staff and managers to ensure that the Whiteleaf Centre will provide first-class care in a modern environment. We are looking forward to patients moving in and the official opening in the New Year."*

Click the big green button for patient safety

A wealth of information about patient safety is now just two clicks away for staff across the trust. Launched at the beginning of September, the patient safety intranet site brings together essential elements of patient safety including Safer Care, risk, health and safety, fire safety, investigating and learning from incidents, safeguarding adults and children, and security and public protection. A resource library to support Safer Care harm reduction approaches can also be found within the Safer Care section.

All of this information can be accessed by staff by clicking the large green button on the front page of the trust's staff intranet.

Jill Addis, Safer Care Lead for the trust, who led the project said: *"The patient safety site will make a big difference to staff trying to access information about patient safety. Previously, this information was located in different places throughout the intranet. Bringing it together will mean that staff can find what they need easily and quickly. We are keen to develop the site further and would like to hear thoughts and ideas from staff as to what else we should include in the site."*

If you have any thoughts or ideas about how to further develop the patient safety intranet site, please contact Wendy Samways, Communications Manager, via email: wendy.samways@oxfordhealth.nhs.uk.



Recognising our exceptional staff

Every month we make a point of rewarding individuals or a team who have been exceptional.



Have you come across a member of staff or a team who have 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 either visit our website:

www.oxfordhealth.nhs.uk/about-us/getting-involved/awards/

or contact Sarah Ayyub, Communications and Involvement Administrator, via email: sarah.ayyub@oxfordhealth.nhs.uk or telephone: 01865 738536.

Our exceptional staff for are:

August 2013

Sonia Dillon, FNP Administrator,
East Oxford Health Centre

September 2013

Laura Wardak, Smoking Cessation
Coordinator, Oxfordshire
Sandra Diesel, Activity Coordinator,
Sandford Ward

October 2013

Sue Kenvyn Support, Time and Recovery
Worker, Assertive Outreach Team,
Harlow House



Helping the homeless this Christmas

Staff at Luther Street Medical Centre, based in the heart of Oxford, are asking staff to consider making a donation to the centre this Christmas rather than swapping cards and gifts amongst work colleagues.

Luther Street Medical Centre provides primary care services to homeless and vulnerably housed people in Oxford. As the cold weather approaches, many of the centre's patients will be facing a tough winter, coping not just with on-going health difficulties but with practical issues too. The team at the centre have, in previous years, given out gifts, kindly donated by staff and members of the public, to their patients at Christmas time. These have ranged from warm clothes such as gloves, woolly hats and fleeces to basic toiletries and dog treats. Meal vouchers have also been purchased with money donated to the centre and distributed to those in need.

If you would like to make a donation to the centre then please send items or cheques (made payable to the Oxford Homeless Medical Fund) to Eve Gibb or Robin Feast, Luther Street Medical Centre, PO Box 7, St Aldates, Oxford OX1 1TD. The team are hoping to start distributing the gifts on Tuesday 10 December so it would help them immensely if gifts could be sent to the centre as soon as possible.

News in brief...

Setting our future strategy

Our annual process to review our strategy and refine our business plan is now underway and is designed to set out, over the coming years, the things we want to address. The Board of Directors will sign off the final version of our business plan in March and our strategic plan in June 2014.

We face unprecedented levels of pressure to meet the challenges posed by an ageing population and increasing levels of long-term conditions, rising costs and public expectations within a challenging financial environment. We need to play a leading role in supporting the NHS to change and develop and implement bold and transformative long-term strategies and plans so that patients continue to receive high quality care and we remain financially

sustainable. Over the next two years we must improve or maintain the quality of our services and save £30m, either by reducing our costs or increasing our income.

Our strategy is important because it sets out our direction and vision for the next three to five years; it considers the needs of local populations and how best to develop services for the future. We also have our three-year business plan that is guided by our strategic objectives and contains detailed plans from across the organisation central to delivering our vision and aims. For more information about our current strategic plan, please visit www.oxfordhealth.nhs.uk.

If you have any questions or comments about any of this or would like to contribute your ideas, please do not hesitate to send an email to pmo@oxfordhealth.nhs.uk

First prize for research nurses

Claire Hall and Chrissie Dransfield, (pictured right) two of the trust's research nurses with DeNDRoN (NHS Dementias and Neurodegenerative Disease Research Network) won first prize for the poster they submitted for the National Institute for Health Research Celebrating Clinical Research Nurse Day on 13 May in London.

The poster showcased the innovative work Chrissie and Claire have been doing to offer placement experience in clinical research. They offer full time student placements in Oxfordshire (Oxford Brookes), giving opportunities to get involved with recruitment and promotion of research as well as assisting with study delivery and data collection. In Buckinghamshire, every

second-year mental health student nurse from the University of Bedfordshire attends a 'demystifying research' workshop run by Claire and Chrissie and they then shadow in a research clinic or study visit. Student nurses are the clinical research nurses, nurse researchers and referrers of the future, so the DeNDRoN team is really excited to be able to offer such opportunities.



News in brief...

Productive Care learning and sharing event

Staff from the trust attended an afternoon of learning and sharing hosted by the productive care team in Thame.

The key note speaker was Tehmeena Ajmal, Head of Quality and Safety. Tehmeena highlighted the importance of quality and safety, elements which are at the heart of everything we do. She also emphasised how she is keen to ensure staff positively use learning from clinical incidents to spread and share good practice.

Improvement work was presented from across the trust and included:

- improving service delivery within the Contraception and Sexual Health service
- improving handovers on Woodlands House, Aylesbury
- improving patient safety around falls on Cherwell Ward, Fulbrook Centre, Oxford

- improving pressure ulcer results on Ward 2, Abingdon Community Hospital
- Cardex caseload tool presented by Witney Community Nursing team

The afternoon was closed by Jo Atkins, Senior Programme Manager, improvement and innovation team with a reminder of all the well-being initiatives currently taking place around the trust. Jo gave certificates of recognition to all the presenters and commented on how varied and inspiring the presentations had been.



Jo Atkins presents staff from Abingdon Ward 2 with their certificate

Drug and alcohol support – for women, run by women

The Harm Minimisation service is now running a drug and alcohol support service for women, run by women. The informal meetings, which take place every Tuesday from 10.00am to 2.00pm at the Rectory Centre, Rectory Road (just off Cowley Road), are aimed at female clients using

drugs and alcohol and offer support on a range of issues.

The drop-in sessions include advice on harm reduction, sexual health and how to avoid substance misuse. There is also support on-hand about relationships.

Call the Harm Minimisation service on telephone: 01865 455 501 to find out more.

Walking to combat stress

National Stress Awareness Day 2013

Lizzie White, Family Support Advisor, and some of her colleagues braved the wet weather on Wednesday 6 November in support of National Stress Awareness Day. Lizzie, is a member of the trust's wellbeing group which has been working to raise awareness about stress in the workplace and promote ways of how staff can help reduce their stress levels.

Short breaks during the working day have been shown to reduce stress, improve concentration and productivity and increase wellbeing. As the theme for this year's National Stress Awareness Day was "going the extra mile" the wellbeing group were encouraging staff to take a 15-20 minute health walk during their break.

Lizzie told us: *"Taking a break during the working day is important for our health and wellbeing. Walking costs nothing and is a great way to get some fresh air and get fit. We all felt refreshed and re-energised after our walk, it's just a shame that the weather put so many people off joining us. We are keen to encourage staff to take a short walk during their break time on a regular basis, even if it's just once or twice a week. They will feel the benefits of doing this very quickly."*



Lizzie White, left, braves the weather with her colleagues

I was pleased with the response from our Wellbeing Champions who organised their own team walk that day - I just hope they had better weather."

Staff wanting to know more about how to reduce stress can find further information on the Wellbeing pages on the staff intranet <http://obmhintranet.obmh.nhs.uk/TR/staffwellbeing/Pages/default.aspx>

Single Point of Access networking event

The first national networking event for Single Point of Access (SPA) services, organised by Carol Duncombe, Modern Matron/Clinical Development Lead for SPA (pictured right) and her colleagues from the trust's Community Services Division, took place on 31 October 2013 in Oxford. Participants came from far and wide and heard eleven inspiring presentations from Sheffield to Southampton, the Wirral to Cambridgeshire and everywhere in between. Feedback about the 'café style' event was very positive and there was a real interest in sustaining the

network. Carol will be taking this forward to keep the momentum going.

The SPA provides healthcare professionals with an alternative referral route for patients needing community health services in Oxfordshire. The service can be used for any referral to community health services but is ideally suited when patients require multiple referrals or where the GP or healthcare professional is unsure as to the exact service they need to refer to.



A year in the life of a Think Family Champion by Lorraine Hall

For those of you who have not come across us, Hazel and I have been in post for just over a year now as Think Family Champions for the trust. Think Family is part of a national government initiative looking at improving the outcomes for children and young people whose parents have a mental health problem. Improving joint working between services that offer support to children and their families is one of the key elements of our work as well as raising awareness amongst professionals of the issues faced by many of the children of our patients.

We are all aware that having a parent with a mental health problem may make a child or young person more vulnerable to difficulties themselves and that putting in place early and appropriate support can make a real difference to the well-being and future outcomes for many. The challenge has been how we can offer this as part of our everyday practice and contact with families.

Hazel and I have always enjoyed working with patients in the context of their families, recognising that effective long-term recovery needs the support of the whole family. We have both completed the Promoting Psychological Interventions (PSI)/Thorn training and continue to practice family intervention work whenever possible. Hazel was instrumental, alongside the carers' support team, in establishing the carer's support group, Friends and Families, which is now running regularly throughout the whole of Buckinghamshire. As part of my PSI training we established an evidence-based support group for people diagnosed with bipolar disorder, which went on to win the Chief Executive's award for innovation in 2012. As clinicians in busy community mental health teams (CMHTs) we recognise the challenges faced by us all in our day to day practice and these types of support and interventions are often overlooked and seen as a luxury or a non-essential service despite evidence clearly identifying family intervention work and psycho-education as effective treatments for many of the severe and enduring mental health problems.

As Think Family Champions we have enjoyed meeting many like-minded practitioners who want to provide

the best service possible for our patients and their families. Further training and supervision has been put in place so that individuals and teams can really embed the Think Family initiative into team culture and make it a part of everyday practice. Best practice should always be possible; we need to be aware of it and supported to practice it.

What we have achieved so far:

- awareness sessions throughout adult mental health teams in Oxford and Buckinghamshire
- skills workshops in Buckinghamshire and Oxford
- joint training and networking with social care services
- promotion of family visiting rooms on psychiatric inpatient wards
- peer supervision groups for PSI practice
- family interventions practice
- liaison with social care and young carers
- policy review
- standard operating procedure development and roll out
- audits of wards and CMHTs

We are delighted that our post has been extended for a further six months and we are looking forward to revisiting teams to see how practice has changed and if any more support is needed to "Think Family".

Our plans include:

- focusing on drug/alcohol and older people's services
- supporting teams with embedding Think Family into every day practice
- continuing supervision support and co-working with family interventions
- ongoing joint working with safeguarding children teams
- re-auditing of CMHTs

We would love to hear examples of good Think Family practice or from anyone who feels they could benefit from our support/input to adopt a more Think Family approach in their service. We can be contacted by email: thinkfamily@oxfordhealth.nhs.uk.



Local children visit Abingdon Community Hospital

Staff and patients from Abingdon Community Hospital were delighted to welcome a group of children from TrinityLearning to the hospital recently. TrinityLearning is an initiative of Trinity Church in Abingdon, who seek to help children get the best possible start in life. Its aim is to help improve the quality of life for pupils and staff in local schools.

One of the pressures on life in Abingdon schools is the frequent transfers of army families to and from the local barracks. Moving into a new area can be difficult for anyone. Children need to find their way around, make new friends and start new topics at school. With this in mind, it was thought that it would be good for the children of forces' families based at Dalton Barracks to work with local children on a newsletter about the local area. Small groups of local and forces' children are chosen by their teachers and work with TrinityLearning for six weeks. They get to make all the decisions and do all the work, right through to printing. In the course of this, they use classroom skills such as literacy and IT, life-skills eg team-work, responsibility and working to deadlines, and also learn a lot about their community.

Six children from Thameside Primary School decided on the topic of Abingdon Community Hospital. They had been to the Minor Injuries Unit as out-patients and wanted to know more about what went on there. Staff from the hospital were delighted to be approached by TrinityLearning and arranged for the children to visit. The children were given a tour of the hospital, shown how to correctly apply gel to their hands and interviewed some of our clinical staff. Afterwards, they visited one of the wards and brought smiles to the faces of our patients and staff by singing their school song.

Rosemary Perrow, the project's Education Officer, wrote: *"We were truly bowled over by the way that everyone we met gave up their time to make the children feel so very welcome and special. They had such a rich experience to take back into their class, which will help their confidence enormously."*

Health Matters

OXFORD
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Walking the walk: adventurous nursing

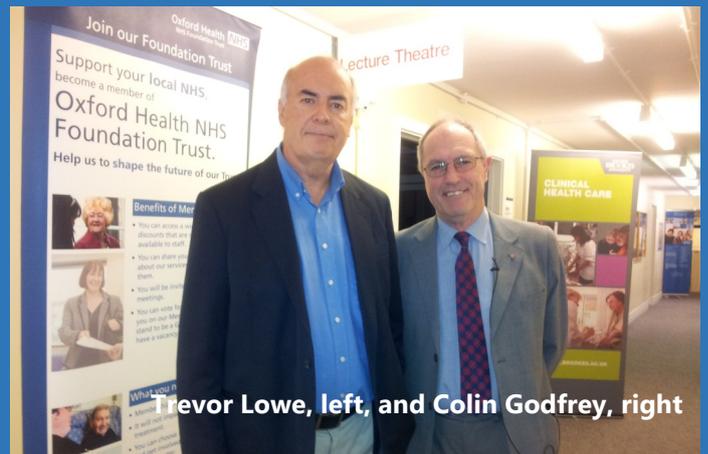
Colin Godfrey MBE and Trevor Lowe from the activities development team, Coasters, presented our first Health Matters talk hosted by Oxford Brookes University on 6 November.

Coasters was founded by Colin in 1995 as a way to engage with patients who are difficult to reach through the usual ward-based mental health therapies. The group organise a range of sports activities from football to the more adventurous mountain climbing and the coast-to-coast walk they were named after. However, as Colin and Trevor emphasised, Coasters provide much more than sporting events and the real benefits for the people involved comes from social interaction.

Trevor Lowe is an associate trainer with the Charlie Waller Memorial Trust and has a background in mental health nursing. Trevor has been involved with Coasters for 15 years and began the evening by talking about the powerful impact the service has on the patients and staff involved. Trevor explained that in nursing it can be easy to see someone as a set of symptoms instead of an individual and Coasters breaks down those barriers. The activities provide an intensive nursing experience and an opportunity to see an individual's set of needs and strengths by focusing on their physical and mental wellbeing.

Colin Godfrey MBE has 21 years of experience working with the trust, 18 of which have been with Coasters. Colin talked about the importance of

inclusion in building self-esteem, increasing confidence and ultimately improving the quality of life for those who take part. He described how the walks enable Coasters members to resolve issues and to talk about their mental health in a way that is unachievable in a clinical setting.



Trevor Lowe, left, and Colin Godfrey, right

Working side-by-side and sharing experiences and a sense of achievement can have a transforming effect on the patients who have engaged with Coasters and Colin shared some of the poignant stories of patients who have turned their lives around and are now studying and living independently. This is truly inspiring work from a team of just one full-time nurse and some very dedicated volunteers.

If you would like to find out more about Coasters, including how to get involved, please email colin.godfrey@oxfordhealth.nhs.uk

Health Matters is our series of interactive health talks which take place each month. They are open to the public and are free of charge. Why don't you join us in 2014?

24 January, 10am to 12pm
Post traumatic stress disorder
in refugee children.
Cambridge House, Aylesbury,
Buckinghamshire

30 January, 10am to 12pm
Tackling eating disorders and
self-harm in young people.
Salisbury District Hospital
North, Wiltshire

19 February, 6pm to 8pm
Dementia: coping with caring.
Oxford Brookes University,
Headington, Oxford

For more information, please visit www.oxfordhealth.nhs.uk/news/events

Leavers and joiners

Welcoming our new staff and wishing well to those moving on

Comms staff move on to the big city

September and October saw the communications team saying sad farewells to two much loved colleagues, both leaving the trust to take up more senior roles with NHS trusts in London.

Carrie-Ann Wade Williams left her post as Head of Communications in September to take up a position as Associate Director of Communications with the East London NHS FT. Carrie-Ann started her NHS career with the Ridgeway NHS Trust in 2004, moving on to the then Thames Valley Strategic Health Authority before joining this trust nearly seven years ago. During her time with the trust Carrie-Ann was key in changing the culture of the communications team to becoming communications and engagement, working towards involving patients with a mental illness. She was also shortlisted for a Corporate Social Responsibility award by the British Medical Journal for developing and leading the trust's stopping stigma campaign in 2008/09. Carrie-Ann also spent six months managing the Complaints and PALS team during a period of review and change in 2010.



Carrie-Ann told us: *"Despite lots of changes over the last few years the thing I have valued most is the support, good humour and grace with which my team have conducted themselves. I am passionate about comms and have a particular interest in new media. I also have a passion for vintage fashion and write a blog in my spare time."*



Anna Babich, Communications and Involvement Manager, left her post at the end of October, taking up a permanent position as Communications and Engagement Manager with the South West London and St George's Mental Health NHS Trust.

Anna started her NHS career at the West Midlands Strategic Health Authority where she stayed for five years before joining then Community Health Oxfordshire (CHO) in 2009 as an administrator for business and performance. Following the integration of this trust and CHO in April 2012, Anna's career

changed and she took up the role of business manager for the improvement and innovation team. She joined the communications team in 2012, initially on a six month secondment, but ended up staying for just over a year.

Anna and Carrie-Ann are greatly missed and we wish them both all the very best in their new roles.

Leavers and joiners

Welcoming our new staff and wishing well to those moving on

Sue Rosewarne retires after 20 years in the NHS

Friends and colleagues recently said a fond goodbye to Sue Rosewarne, office manager within our child and adolescent mental health services (CAMHS). Sue joined the trust in 1993, initially working as a receptionist and then moving on to work in the medical records team. Throughout her career, Sue has witnessed and been a part of the huge change from paper records through to the trust's electronic record system.

Her latest role as office manager for central Oxfordshire CAMHS has enabled her to put the skills she has gained over the years to good use and these have helped her tackle the various challenges each day presents.

However it is Sue's personal qualities that the people who have worked with her have really valued. Her colleagues describe Sue as *"a warm, brave, fearless, caring person who goes beyond the call of duty and is always ready to have a go"*.



Sue already has plans for her retirement including a trip to New Zealand to see her family. She also plans to get a dog on her return from overseas. We all wish Sue well with her retirement and would like to say a big thank you to Sue for all her hard work.

Is one of your colleagues leaving the Trust for pastures new?
Do you have a new face in your team?

If so please email wendy.samways@oxfordhealth.nhs.uk and we will feature them in Insight.

District nurses awarded Placement of the Year



Members of the Goring DN team

Congratulations to the Goring district nursing team who have been awarded Placement of the Year 2013 by Oxford Brookes University. The team were very proud to receive the award as mentoring the students is a very rewarding time ensuring that students get the most out of the short time they are with us. Student mentoring is very important to all of us as these are our nurses of the future.

Congratulations also go to the Kennet Ward team (right) from the Oxford Clinic who received highly commended for this award.



Insight E-news round-up

What you may have missed...

We circulate an e-news version of Insight, during the months when a full copy of Insight is not produced. Here you can see a summary of some of the recent stories.

Staff showcase services at our AGM



Our Annual General Meeting (AGM) for 2013, held on 10 September, attracted over 100 people (staff and members of the public) giving people with an interest in health and local health services the opportunity to share knowledge and expertise and gain a greater understanding about the work the trust is doing to develop its services.

This year, in addition to presenting our Annual Report and Accounts for 2012/13 and the Auditors' Report to our governors, there were presentations from our staff focusing on the work we are doing on safer patient care and physical and mental health integration. The formal part of the AGM was preceded by a collection of visual displays and information stands, giving staff the opportunity to showcase their services and enabling learn more about the range of services that the trust provides. The stalls included projects such as the Whiteleaf Centre, Aylesbury, Talking Space, Healthy Minds, Buckinghamshire Speech and Language therapy and our new partners the Oxford Academic Health Science Network.

Doctors line up for their flu jab



Doctors from across the trust lined up to have their flu jab following the launch of our winter flu campaign. We kicked off our campaign by vaccinating all members of our trust board and representatives from staff unions and our doctors were keen to be amongst one of the first. This year we are aiming to vaccinate at least 75% of our 6,200 workforce all of whom are eligible to receive the vaccination.

Flu vaccination clinics have been running throughout October and November. Any member of staff who would like to be vaccinated should contact the occupational health team to arrange an appointment.

Trust attracts international visitors



The trust has hosted two international visitors recently, giving staff and our international colleagues the opportunity to share learning and good practice. Our mental health services welcomed a multi-disciplinary team from South Korea as part of a week-long visit at the start of October.

In September, Dr Ted Eytan from Kaiser Permanente, Washington, DC USA, spent some time working with Pete McGrane, Clinical Director for community services, in the Abingdon Minor Injuries Unit and Dr Dan Lasserson in the Emergency Multi-Disciplinary Unit.

MPs visit Highfield Unit Oxford



MPs Nicola Blackwood and Andrew Smith visited the Highfield Unit Oxford to see the recently opened £11m facility and chat with young people at the unit. Nicola Blackwood, MP for Oxford West and Abingdon, and Andrew Smith, MP for Oxford East, came to the new unit to meet clinical and teaching staff and to speak to the young people during one of their classes at the school. The unit, which opened to patients in February, provides specialist inpatient services for young people aged 11 to 18 with acute mental health needs.

The politicians fielded wide-ranging questions from the inquisitive students and were asked their views about issues affecting young people with mental health difficulties, the conflict in Syria and the environment. They were also asked what car they drove and whether they shopped at Primark.

New TalkingSpace website launched



TalkingSpace, the IAPT talking therapies service for Oxfordshire, has launched a new website. The new site contains a range of new resources for patients and professionals, as well as a bank of video interviews with therapists, psychologists and people who have benefited from the service.

Go to www.talkingspaceoxfordshire.org to find out more.

If you would like to know more about any of these stories then please visit <http://www.oxfordhealth.nhs.uk/news/> If you would like to subscribe to Insight E-news then please email wendy.samways@oxfordhealth.nhs.uk

Personal health budgets for exercise

Between September 2012 and April 2013, 50 people in receipt of services from the Physical Disability Physiotherapy Service were invited to take part in a small pilot to have a personal health budget and a one-off payment of £400 to buy services to enable them exercise more regularly. The aim was to understand if this opportunity enabled people to self-manage their condition and to be more creative in how they accessed exercise. The health and wellbeing outcomes of participants were also explored as well as the support required to set up these personal health budgets and any impact on the demand for the physiotherapy service.

Michael Jaremczuk (pictured right) took part in this pilot, with a one-off payment of £400. Michael uses his budget to purchase gym membership and transport to and from the gym twice a week. During the gym sessions he uses a Motomed exercise bike as well as other exercise equipment with support from a qualified instructor. He also participates in aqua therapy sessions.



Michael had previously used agency carers who had received training from his physiotherapist to deliver stretches and exercises several times weekly. This arrangement is no longer in place and Michael continues to use his direct payment to access the gym.

Michael reports a significant benefit from receiving this payment. This new exercise opportunity has helped to improve his condition considerably. He says this is *"the first time in 30 years I've seen my legs work."* In addition to the physical improvement, he has been able to socialise with people outside of the support groups he normally attends which he says is excellent for motivation and encouragement.

Michael agrees that this type of personal health budget can provide people with the independence that they want; and the choice to spend the money allocated for their healthcare in a way that best suits them. *"It is a more personal approach to providing care for the client."*

It is anticipated that the final report on the outcome of this trial will be available in the next few weeks.

Tooth fairy fun with the oral health promotion team

The trust's oral health promotion team attended a community play and activity day recently held at the Jubilee Community Centre in Shrivenham. The purpose of the play-day, organised by Oxfordshire County Council, was to bring armed forces families and the local community together by offering free, fun activities for children, young people and their families. The oral health promotion team worked from the health bus, running an oral health event as part of the team's National Smile Month promotional work.

The day ran from 11.00am to 3.00pm, with a dentist and dental nurse working on-board the bus in the clinic area, offering free dental checks to adults and children. Outside the bus, two members of the oral health promotion team offered advice and information to parents and children and encouraged members of the public to take part in fun activities. The activities were designed to promote the following three key messages of National Smile Month:

- Brush for 2 minutes, twice a day, with a fluoride toothpaste.
- Cut down on how often you have sugary foods and drinks.
- Visit your dentist regularly, as often as they recommend.

Tooth fairies!

One of the activities was a tooth fairy drawing competition and the drawings were put up on a noticeboard outside the health bus for everyone to enjoy. The winner was given an electric toothbrush, and the two runners up received oral health goodie bags. Other activities included a quiz where people guessed how many sugar cubes are in different foods and drinks and an activity to promote using toothpaste which contains enough fluoride. Prizes such as toothbrushes, two-minute toothbrushing sand-timers and stickers were given to children for taking part in activities. Members of the public gave positive feedback about the oral health promotion activities and were also very pleased to be able to see a dentist on-board the health bus. It was a fun and positive event to be part of and it was great to see so many members of the public engaging with our team at the health bus.



The winning tooth fairy picture, drawn by Anya



Second prize went to Freya for this picture

Patients' mosaic unveiled

The ladies on Cherwell Ward at the Fulbrook Centre have been very busy this summer working on a large mosaic picture featuring countryside, sunflowers and butterflies. Measuring one and a half metres high by one metre wide it was started in May and completed in September.

The official unveiling was on Friday 25 October, attended by Roz Wates, who was the facilitating mosaic artist, as well as current and discharged patients and their relatives who had helped with the project. Everyone enjoyed tea and cakes to celebrate.

The picture has been hung just inside the ward as you go in and has been much admired.

For the technically minded the glass pieces used were crystal glass polygons glued onto MDF board with PVA and then grouted. They were really fun to work with, nice to handle and no cutting was needed. From the initial rough sketches of proposed designs to the final polish before the picture was put up on the wall the patients have contributed at every stage.

To raise further funds for projects the ward plan to make cards and book marks featuring the mosaic. The ward team would like to say a big thank you to everyone who took part and to Artscape for funding the project.



Neighbourhood Return

searching for people with dementia

It is estimated that each year around 40,000 people with dementia wander for the first time, causing great anxiety for their families. Neighbourhood Return is a service run by the Neighbourhood and Home Watch Network which coordinates volunteers to go and search for people with dementia who may have got lost or wandered.

Carers of people with dementia can register a person and should they go missing, they can telephone Dudley Telecare, a 24 hour call centre, which will initiate and coordinate a search. Registered volunteers are then contacted and asked if they are able to participate in a search in their area. The details of the missing person and where to search are then sent out only to those volunteers who have agreed to participate in the search.



The concept was conceived by Dr Rupert McShane, a consultant psychiatrist with our older adult mental health services. Rupert approached the national charity for Neighbourhood Watch to develop the concept into a live service, based on their experience and network of 3.8 million volunteers.

Funding from this trust as well as from the BIG Lottery Silver Dreams Fund and Thames Valley Police has enabled the service to be piloted over the last year in Oxfordshire, Berkshire, Buckinghamshire, Northamptonshire and Waltham Forest.

The service works closely with each police force, with the call centre being able to share the search details with the police control room at the press of a button. Since the pilot started fifteen months ago, 246 people with dementia have registered with the service. Nearly half of these have been registered by health care professionals and dementia advisors with the other half being prompted through word of mouth. So far, 4,119 volunteers have signed up to Neighbourhood Return. Half of these (50%) have signed up through existing Neighbourhood Watch and police volunteer networks, but 47% of people have never volunteered before.

Rupert said "I am delighted at the speed with which the Neighbourhood Return scheme is being taken up. The idea clearly appeals to volunteers who often have little time but want to help vulnerable neighbours in an emergency. It shows just how willing good people are to help each other if they are guided to a specific task. It also appeals to carers who feel that they are being supported by their neighbours, and who like to know that there is a specific response to this very anxiety-provoking problem."

The Neighbourhood and Home Watch Network (England and Wales) is currently seeking funding to roll the service out across the country. More information can be found at www.ourturn.org.uk where you can register a person with dementia where the service is live, or register as a volunteer.

Caring for people with dementia

Thursday 7 November saw a packed out room at the trust's "caring for people with dementia" conference. The day, which was organised by district nurses who had attended the Worcester University Dementia Training in the summer, aimed to raise awareness of dementia and develop clinical practice and a service to support people with dementia. It was attended by staff from our community services division and mental health services as well as staff from Oxfordshire County Council and from local residential care homes.

Anne Brierley, Interim Divisional Director for Community Services, introduced the conference and set the scene for the day, explaining how, within the context of dementia, it is important to help people to have a voice and ensure that the patient voice is heard.

Stuart Bell, our Chief Executive, gave the key note speech, recognising the significant impact that dementia has on individuals and their families. He spoke about the importance of engaging with people with dementia long before they show signs of the illness and how it is crucial that health and social care staff work together, as people with dementia often have other long term health conditions.

Jennifer Bute, a former GP, gave a personal insight into dementia, being someone who has been diagnosed with the illness. She spoke openly and honestly about dementia, explaining how it should not be feared. Her knowledge and experience of the illness gave delegates a useful insight into how those with dementia look at things differently and how staff might interact with them, for example, confirming a person's reality before bringing them back to the present when a person is in an acute phase of the illness.

Other speakers included Dr Andrew Burnett, a GP from Sonning Common and Mandy McKendry, Clinical Lead for Community Services.

Delegates were also given the opportunity to put questions to a panel of senior staff, including Anne

Brierley, Stuart Bell, Deborah Humphrey, Head of Nursing, Older Adult Services, Esme Sargeant, Community Services Manager, Moira Gilroy, Safeguarding Adults Lead and Melanie Pearce, Area Service Manager, Oxfordshire County Council

Carers were recognised as the most important factor in supporting someone with dementia. This is often a partner but can include the wider family, where roles can be reversed. The need to promote breaks for carers, to maintain a carer's health and provide support to cope with emotional issues, was also highlighted. Carers in need of support should speak to their local older adults community mental health team who can arrange an early home care assessment.



Members of the panel answer questions

This was a powerful and emotional day, but also a useful vehicle for empowering staff learning. The buzz and energy created within the room was clearly evident. Delegates felt empowered and were encouraged to continue with their energy and enthusiasm and make a difference in delivering clinical care.

There has since been extensive feedback from delegates who have already put into their clinical practice what they learnt on the day. Overall delegates found the day inspiring, motivating, emotional and extremely helpful in helping them to learn and improve their practice.

Young people learn presentation skills

Staff from our children and families division greatly value the input of children and young people in the shaping and developing of our child and adolescent mental health services. They demonstrated this in a special and tangible way when they arranged for the young people currently involved in participation work to attend a professional presentation skills training day during the October half-term.

The idea for the training came from the young people who have been involved in the CYP-IAPT (Children's and Young People's Improving Access to Psychological Therapies) project (now in its third year) and who are regularly asked to give presentations, at times with the Department of Health. The young people from Oxfordshire, Buckinghamshire, Swindon, Wiltshire, Bath and North East Somerset and Gloucester gathered together at the Kassam Stadium's conference centre in Oxford. The trainers who also taught on the CYP-IAPT Leadership Programme, run by the University of Reading with some of our staff, were asked to devise a programme which allowed the young people to practice and develop their skills in a safe and comfortable environment. Everyone who took part felt very positive about the day and enjoyed not only the training but also the chance to be in such a great venue. Lunch and refreshments throughout the day were served in one of the hospitality boxes overlooking the ground and the staff arranged for the young people to have a guided tour around the stadium which was great fun.



Gill Welsh, CAMHS Participation Lead for Swindon, Wiltshire, Bath and North East Somerset, told us *"We all learned a lot of new skills which can be put to good use back with our local teams. In fact only three days later two of the young people attending from Bath and North East Somerset delivered inset training to 160 teachers from one of the local secondary schools. It was not surprising that the teachers commented on their relaxed and confident presentation style."*

Ella, one of the young people attending said: *"The confidence and presentation skills training day was immensely helpful and taught me countless ways to build my confidence. Even as the day progressed I felt my usual panicky attitude towards public speaking dissipate. The trainers on the day were approachable, immediately setting me at ease. The most important thing I took away from the day was the belief that making mistakes and being wrong is okay; everyone does it. Also how managing my breathing and body during the stress of public speaking has a powerful knock on effect on my mind and confidence levels. A very enjoyable and enlightening day. Thank you."*

Patients and staff take to the tracks



On Wednesday 18 September, the famous Iffley Road track played host to yet another superb athletic event for the second time running in the history of the Thames Valley Forensic Mental Health Service. The success of the previous Olympic day on 1 August spurred organiser, Emma Croft, and staff to produce an event that boasted new and exciting opportunities for all competitors and spectators. The event aimed to promote social inclusion for all and was an opportunity for patients and staff to enjoy sport together. It also provided patients with an opportunity to establish links with others. This year the event included teams from Coasters, Aylesbury Academicals and Richmond Fellowship Community Support Services.



Sid Khan

Events included the Banister mile, shot put, vortex, high jump and 4x100m relay, amongst other popular races such as the 100m, 200m and 400m sprint. The discus was also trialled this year with some great results.

A fuelling station consisting of a barbeque, energy drinks and healthy snacks kept competitors well energised for all upcoming events throughout the day.

The day was very well received, with over 70 competitors and spectators attending from all over Oxfordshire and Buckinghamshire. Gold, silver, and bronze medals were awarded to competitors for each event. Special mention goes to the Kennet Kangaroos (Gold), Wenric Wanderers (Silver), and the Glyme Gliders (Bronze) for their outstanding efforts in the 4 x 100m relay. All attendees were also awarded with a medal for their participation and enthusiasm throughout the day.

Staff and patients took the opportunity to say farewell to Sid Khan, sports and fitness instructor, and thanked him for the support and time he has given both staff and patients over the past seven years. Sid has left the service to train as an occupational therapist, and will be greatly missed.

Special thanks go to the University of Oxford's sports department for the use of their track, to their staff who helped measure and score the results from the day and to all the other volunteers that made the day happen. Feedback has been fantastic with everyone asking whether there will be another event next year. The team have said that they look forward to planning and presenting an equally exciting sports event in the not too distant future.

My time spent shadowing a community mental health care coordinator

by Gemma Hunt

Having spent a couple of years working at our Trust HQ I wanted to get out and see what our staff do on the frontline. I currently work as a programme support officer in the Programme Management Office and help oversee the development of the trust's strategy and cost improvement programme. We often talk about how the trust needs to make significant savings but I wanted to see what all this meant on the frontline.



I was put in touch with a care coordinator, Meryl, from one of the adult community mental health teams, who was happy for me to shadow her for a day. On Tuesday 10 September, Meryl picked me up and we went to a meeting at the Warneford Hospital, where we discussed the trust's service remodelling programme. It was a good start to the day as it gave me some background into the future of the service and the effects and pressures that staff experience.

After the meeting, we went to the Response project at Newman Court in Oxford. Response is a not for profit mental health charity. One of its key functions is to enable people with mental health problems to access independent accommodation options. I went into one of the houses in this project and met a gentleman with his Response carer. I was allowed, with the patient's consent, to sit in on their meeting; it was interesting to gain an insight into this patient's life in the project and to understand the importance of the care coordinator in his recovery. The care that the patient was receiving from Response and Meryl was fantastic; together they discussed ways to help him in his recovery by altering small parts of his day and by praising him, by what may seem small, but significant improvements that he had made.

The next stop was to another Response project at Morrell Crescent in Littlemore. Here Meryl had several residents to see. After having a tour of the accommodation Meryl led a Cognitive Behaviour Therapy (CBT) session with a patient. As this was a therapy session it was not appropriate for me to be a part of it. After they were finished I joined Meryl to meet a couple more patients. The residents were more than happy for me to sit in on their session in their homes. From the sessions that I was able to shadow, I witnessed a lot of mutual respect for one another which I think was key to the unique relationships and a significant factor to the recovery of the patients. The patients were so appreciative of the Meryl's time.

Our last stop was to a gentleman who was living in the community. It was useful for me to see the full spectrum of patients that the Meryl cares for. We were welcomed into his house and the two of them discussed how he was, his medication and his next steps. It was really good to finish the day seeing a patient who had been through the care that the other patients were receiving and to see him independent and back in the community. He only receives a visit every three weeks but I can see how valuable the short period of time is to make sure that he has support and continues his recovery.

What a great day - I felt privileged to be able to shadow Meryl, especially due to the nature of her work. I wish all the patients well in their recovery and would like to say thank you to Meryl; she was fantastic, very caring and compassionate and definitely an asset to the trust.

New Emergency Department Psychiatric Service for Oxfordshire

1 October saw the launch of the trust's new Emergency Department Psychiatric Service (EDPS) based at the John Radcliffe Hospital, Oxford. The multi-disciplinary team, (pictured right) located within offices on Level 1 (the old Barnes Unit), is operating to a new service model, providing timely assessment to patients of all ages who present with psychiatric problems in the Emergency Department (ED). Currently operating from 9.00am to 5.00pm, seven days a week, the team aims to further extend its working hours when fully staffed in the new year.



The EDPS provides specialist assessments for patients who present with a range of psychiatric conditions including self-harm, psychosis, drug and alcohol issues, anxiety and medically unexplained symptoms. The team works collaboratively with community services and the Oxford Radcliffe Hospitals NHS Trust's (OUH) psychological medicine team to formulate management plans for patients who are repeated attenders in the ED.

Staff from the EDPS deliver teaching sessions to OUH ED staff and provide specialist advice in use of the Mental Capacity Act. Additionally, the team is leading an innovative project to provide brief interventions for patients who repeatedly self-harm, with support from the Foundation for Nursing Studies and continues to support the research work of the University of Oxford Centre for Suicide Research.

Thames Valley Initiative (Tvi)

The Thames Valley Initiative (Tvi) was born out of the development of the personality disorder services instigated by the Department of Health in 2004. Tvi overarch the clinical teams in the Thames Valley providing training and consultancy services, both locally and nationally. This is provided by clinicians with many years experience in personality disorder services, and ex-patients of the Complex Needs Services (STARS) www.starspdconsortium.com

Currently the Tvi:

- are the sole providers of the Knowledge and Understanding Framework Awareness training covering the South Central SHA region. (www.personalitydisorderkuf.org)
- run a year long skills course, People: Personality and Pathology, now in its tenth year

- facilitate the STARS group, providing 'back to work' opportunities both in the form of co-facilitating training days or part days and offering clinical experience in the local services.
- offer training to administrative staff to aid 'first contact' patient relations
- offer consultancy to new services being set up in the area

The team work extensively, training staff from the NHS, local government and voluntary agencies. They have received excellent feedback regarding the quality of their training and the input from STARS. They would like to continue to improve patients' experiences so if you have any ideas, please talk to the team to see how they can help you.

Please contact Sue Pauley, Training and Administrative Manager, tel: 07815 902049 or via sue@tva2i.net or sue.pauley@oxfordhealth.nhs.uk for help or direction to the most appropriate person.

World Suicide Prevention Day

On 10 September, World Suicide Prevention Day, a regional conference took place in Newbury the aim of which was to provide an overview of the national and local picture with regards to suicide prevention, share best practices within secondary mental health services and to discuss the possibility of establishing a regional suicide prevention network.

Speakers included Dr Geraldine Strathdee, the National Clinical Director for Mental Health, Professor Keith Hawton from the University of Oxford Centre for Suicide Research, a service user and a parent bereaved by suicide, as well as commissioners, third sector staff and clinicians from NHS trusts in the Thames Valley and Wessex region.

Key issues presented included the role of primary care in suicide prevention, the challenge of restricting access to novel means for suicide and the impact the recession is likely to have on suicide for some years hence, particularly in the younger population who are struggling to secure their first employment in the current climate of austerity and who may go on to suffer from a scarring effect.

The dangers of relying on assessment scales and tools at the expense of clinical reasoning based on a sound knowledge based were discussed and an overview of the regional suicide prevention benchmarking project was presented, which has identified best practices across the patch as well as highlighting that the education and training of clinicians in relation to suicide awareness and prevention requires more in depth coverage within pre and post registration curriculums and in Trust training programmes.

Seven workshops based on best practices were provided. These covered the following:

- developing and implementing a model for reflective peer review across and within organisations following suicide risk assessment
- implementing Safer Care approaches to suicide reduction using always events in mental health crisis services
- a service user perspective on 'getting it right'
- the crucial role of carers in providing support for suicidal individuals
- developing an Island wide suicide prevention strategy in the Isle of Wight
- postvention for mental health nurses
- establishing a model for providing brief interventions for people who repeat self harm and regularly attend the Emergency Department

An expert panel discussion took place to explore the notion of establishing a regional suicide prevention network. Overall there was unanimous agreement and clear motivation to establish a regional suicide prevention network and this will be taken forward in the near future.

If you would like any further information on the conference or the suicide prevention benchmarking project please contact Karen Lascelles on karen.lascelles@oxfordhealth.nhs.uk

Oxford Brookes University patient and carer participation group

OXFORD
BROOKES
UNIVERSITY

Oxford Brookes University is forming a patient and carer participation group to support and promote their involvement in the programmes they deliver.

If you know anyone who may be interested, please contact Mike Foster, Head of Nursing, via email: mike.foster@oxfordhealth.nhs.uk

The last word...

Jim recognised for his volunteer work

Congratulations to Jim O'Kane (pictured below with Helen Wright, PATHS Manager) who has been awarded an annual volunteers award by Oxfordshire Community and Voluntary Action. Jim regularly volunteers through PATHs (Promoting Access to Health Services) which helps patients from the Luther Street Medical Centre attend secondary care appointments. Well done Jim.



Congratulations to Aylesbury Academicals who won the Sport in Mind Cup at the Madjeski stadium on 7 October.

Cycling support for children

Our Children's Community Physiotherapy Service work with a wide variety of children some of whom have mild physical difficulties that make learning to ride a bicycle challenging. As there are no local groups teaching cycling the team decided to run a course themselves as many children and families identify cycling as something they would like to achieve. They have now run two sessions, the first in partnership with Oxfordshire Fire and Rescue Service. The cycling courses have been a great success and the team are looking to run further sessions in the future.



We would like to wish all our staff, patients, their families and our partner organisations a very Merry Christmas and a Happy New Year.

Cherwell Ward Christmas cake and craft sale

Cherwell Ward are holding a Christmas cake and crafts sale on Wednesday 18

December 11.00am to 2.00pm. They are also running a Christmas raffle which will be drawn on Friday 20 December at 2.00pm.



Raffle tickets can be bought from Ann or Sophie, telephone: 01865 738425.