

August 2021



Welcome to our new look Membership Matters!

At Oxford Health NHS Foundation Trust, we are fortunate to have almost 10,000 members — and you are one of them. Your membership and involvement with Oxford Health is so valuable to us.

Our members help us discover how best to improve services, making sure that we put patients' and local communities' needs first. Above all, as a member you can have your say in how **your** local services are developed and improved. I would also like you to encourage your friends and family to join the Trust. The more views we collect the better we can understand the experiences and perceptions people have of our services.

We are always looking for ways to make Membership Matters more informative and being a member more engaging, so I hope you enjoy our new look newsletter. It is packed with events for you, news from our governors and services and ways to get involved and have your say.

We value your feedback and we welcome your comments about membership and how we can involve you more. Email us at FT.MembershipCommunity@oxfordhealth.nhs.uk



Kerry Rogers

Director of Corporate Affairs
& Trust secretary

Events & meetings for you



NHS
Oxford Health
NHS Foundation Trust

Annual Members' Meeting & Annual General Meeting

Caring Safe Excellent
Annual Members' Meeting
NHS
Oxford Health
NHS Foundation Trust
AGM 2021
Weds, Sept 22, 6-8pm

You are invited to attend our online AMM & AGM on Wednesday, September 22, 2021 between 6pm and 8pm.

AMM & AGM 2021

Wednesday, September 22 from 6pm to 8pm

The Annual Members' Meeting & Annual General Meeting is *the* event in our trust calendar.

You will hear how we have been delivering mental and physical health care in our communities over the past year and have a chance to ask questions from our leaders and experts.

The event link and papers are available on www.oxfordhealth.nhs.uk/agm.

Council of Governors

Thursday, September 9 from 6pm to 8pm

The Trust will hold a virtual Council of Governors meeting in public which you can access remotely. The meeting link, papers and guidance for attending will be published [here](#).



HealthFest webinar

Wednesday, September 1 from 11.15 to 12 noon

Chief Executive Dr Nick Broughton and Chair David Walker will host a special webinar to look back on Oxford Health's pandemic story - including the vaccination programme, Health and Wellbeing and Oxford Health Charity. To join, please click [here](#).



Abingdon Healthfest 2021

- ♦ Meet the community groups that help you have fun and keep well.
- ♦ Find out about local health and well-being services



Saturday 4th September from 10:30am to 2:30pm

Abingdon Market Place

Keep in touch with us via FT.MembershipCommunity@oxfordhealth.nhs.uk

Meet your governor

In May you, our members, elected 18 new governors to represent your community in the Council of Governors. Over the coming months we'll introduce them to you with more in-depth interviews than an election statement allowed.

Your governors work closely with the Board of Directors, helping to set priorities and shape our services based on your views. They are your voice at the heart of the trust's decision making. You can contact your governor by emailing contactyourgovernor@oxfordhealth.nhs.uk.

Anna Gardner

Public governor for Buckinghamshire

"I am really excited to be joining Oxford Health," says Anna Gardner.

"There are so many changes: a new medical director, new people officer. Many of the non-executive directors are new and half of the governors are new. With churn and change comes huge opportunity," she believes.

Anna is an ex-corporate lawyer with 20 years of experience in the City and a current master's student in counselling at the Roehampton University.

But it was her voluntary work as a listener with the Cruse Bereavement Care that brought her to Oxford Health.

First, a trust board member heard her speak at a Black Lives Matter event.

Following that, she was invited to speak at one of Oxford Health's Black History Month events in October 2020.

From there governor Mike Hobbs invited her to consider the position of a non-executive director.

"I looked into it, but it was just too much work. I have a family, three teenage children and I'm studying. I just didn't have the time, so I declined," Anna tells.

But Mike Hobbs was persistent. He said he didn't want to bug me, but had I thought about becoming a governor," Anna laughs.

"I saw that there was something I could bring to the trust with my background as a lawyer and experience of strategic oversight. The role would also help me better understand the clinical side and how services are set to provide for mental health.



So, it really was a win-win situation," she explains.

Once Anna had decided to stand as a candidate, she made the most of her network and recruited over 100 new members to the trust.

Now she is particularly excited about the ambassadorial role governors play in the community.

"We governors can look at the accounts and other matters but in the end it is all about the services we provide to people. The core is to help people get well again.

"I really want to listen to what patients and staff say and communicate to them that they are being heard.

"I've sat on a lot of boards and I know what a strategic oversight means; I can communicate with directors and clinicians. But more importantly, I can communicate with patients at their level.

"People can see that I am a black woman, a mother and an ordinary constituency member."

[Read the whole interview here.](#)

Meet your governor

Nyarai Humba

Carer governor

Nyarai Humba stood to become a governor for Oxford Health with a clear goal in mind: to make sure that carers' voice is heard at every level of the Trust.

"My son got ill four years ago, and I have been his carer, trying to navigate the system. That's when I realised that I need to do more from the inside [of the NHS]. That motivated me to stand as a candidate," she says.

Her primary goal is to improve the way the Triangle of Care is implemented in the Trust. The Triangle of Care is a national initiative adopted by Oxford Health and implies a therapeutic alliance between service users, staff and carers.

When all three parties work together, they create the triangle of care most likely to optimise safety, opportunity and recovery for the service user and be most helpful for the carer.

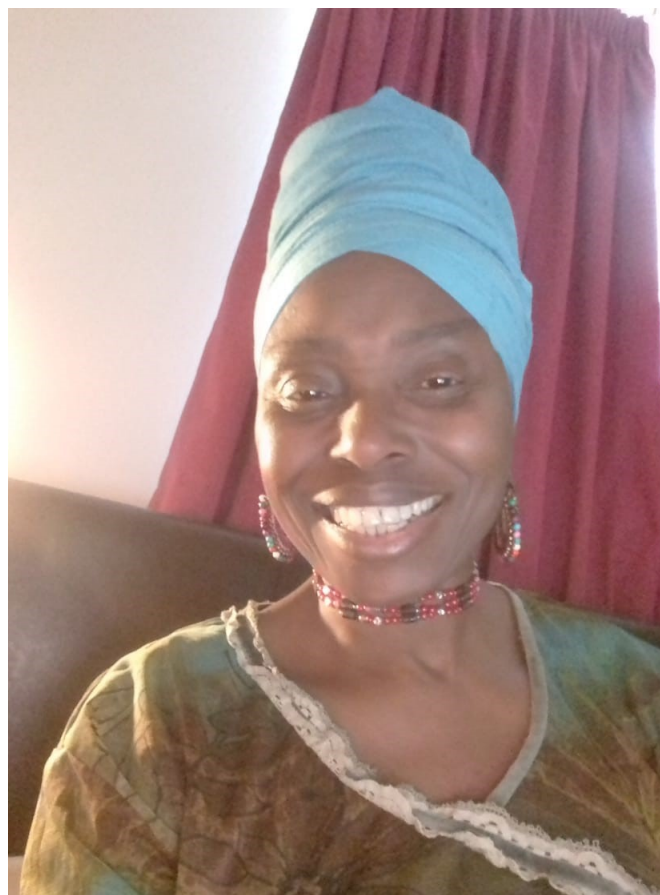
But Nyarai has felt that there's disparity between what is being said and what is being done.

"In practice, as a carer, I didn't feel that we carers are being listened. Professionals are experts on the diagnosis, the illness and medication, but they do not know us as people. They do not know my son. We are experts on our bodies and our lives and should be valued as such. My experience was that it was very difficult for me to be heard."

To her, person-centred care and the Triangle of Care are intricately linked.

"If you are truly doing person-centred care, you need provide care that is tailored to that person – who you don't know. So, it is imperative to listen, be curious, find out more about that person. Then you can tailor care to them."

However, Nyarai also has experience of when the Triangle of Care does work as a true partnership.



"My son is much improved and now back at home. The new consultant did listen to me and my son. She would say to me, what do you think about this? What is your feeling? Where do you think he is improving, or not?"

"I made some suggestions. I said: what if I start coming once a week and cook him some food from home? And she said, yeah, you can come and do that. My son and I met up in a beautiful cosy garden used by patients. I went every Sunday. It really helped my son to pull through."

"This consultant was listening; she was caring and allowed me to have a voice. So, I've seen it working; it can be done. It just has to be consistent so that every patient is getting it all the time."

[Read the whole interview here.](#)

Email your governor at contactyourgovernor@oxfordhealth.nhs.uk

Vaccine news

Oxford Health team celebrate 500k jobs

Since February this year, Oxford Health staff, based at centres in Oxford, Aylesbury and Reading, have been working hard to vaccinate local people. In August we hit the 500,000 mark!

To celebrate the major milestone our Reading staff (pictured right) got together to spell out the magical 500k in front of a special digital advertisement produced and displayed by Mass Media and the Broad Street Mall.

Over in Oxford members of the team (below) who have been working at the centre since day one were welcomed into the Oxford United home ground to fly the flag in front of a specially designed scoreboard message from the club.

They made it on to the front page of the Oxford Mail and colleagues were also in the spotlight at Saturday's match at the Kassam as the club donated free tickets and gave our staff a shout out at half time.

Meanwhile in Aylesbury, colleagues from the Guttman clinic (below right) got their hands on the Paralympic torch for a celebratory photo.

Again, the shot features members of staff who have worked at the centre since the very beginning.

Tehmeena Ajmal, Oxford Health's director of Covid operations, said: "To have given



half a million vaccinations to people across our centres in Oxford, Reading and Aylesbury in such a short period of time is testament to the hard work of everyone in the mass vaccination team."

The Trust currently has the capacity to vaccinate over 5,000 people per day and will continue to welcome people to its vaccination centres as the national vaccination programme progresses.



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Covid update

Keep up to date on Covid info

The [Covid page on our website](#) is updated daily. It's your go-to place for information on getting your first or second vaccination, walk in clinics, getting tested and staying safe.

Oxford Health is the lead provider for large-scale vaccination centres for Oxfordshire, Buckinghamshire and Berkshire West which use approved Pfizer, AstraZeneca and Moderna vaccines.

These are located at:

- Kassam Stadium, Littlemore, Oxford, OX4 6DE
- Broad Street Mall, Units 49-50, Reading, RG1 7QE.
- Guttman Centre: Stoke Mandeville Stadium, Guttman Road, Aylesbury, Buckinghamshire, HP21 9PP

People can also attend **pop-up and walk-in vaccination clinics** – no appointment is necessary. And since June we have had two Health on the Move NHS vaccine vans supporting pop-up clinics to make it easier for everyone who wants a COVID-19 vaccination to get one.

Look out for information about these in the media and social media and on the website of your local Clinical Commissioning Group:

[Oxfordshire CCG](#)

[Buckinghamshire CCG](#)

[Berkshire West CCG](#)



Face masks and social distancing requirements remain in place on all our healthcare sites

Help us continue to protect our vulnerable patients, service users and our staff. NHS leaders have confirmed that there are no immediate changes to the current COVID-secure arrangements in healthcare settings when restrictions were eased elsewhere from July 19.

This means all staff, patients and visitors must continue to follow guidelines, including wearing a face covering and complying with social distancing and hand hygiene guidance as before and visiting restrictions will remain in place. [See more here.](#)



Keep in touch with us via FT.MembershipCommunity@oxfordhealth.nhs.uk



Trust news

Professor Kia Nobre joins Oxford Health's Board of Directors

An internationally renowned cognitive neuroscientist has joined Oxford Health NHS Foundation Trust as the University of Oxford's nominee on the board, further strengthening the trust's aim to spearhead research into mind and brain to benefit patients and the public.

Prof Kia Nobre, Head of the university's Department of Experimental Psychology, took up her role last month in succession to Professor Sue Dopson of Oxford's Said Business School who stepped down after nine years' service.

The Trust is home to the NIHR Oxford Health Biomedical Research Centre, one of the UK's only two specialist mental health centres, dedicated to solving problems of mental disorders and dementia, turned advance in knowledge into new treatments.

Prof Nobre said: "I am delighted to be joining the board of Oxford Health. As a scientific researcher, I am passionate about innovating new ways of understanding the human brain and bringing cutting-edge and rigorous fundamental cognitive neuroscience to translational and clinical research for societal benefit.

"As a scientific citizen, I am committed to keeping curiosity and science alive in the world. I try to share my wonder and delight about discovering the nature of things with those around me.

To this end, I am dedicated to educating, training and mentoring – and helping individuals forge career paths that bring them meaning and fulfilment."



Prof Nobre grew up in Rio de Janeiro, Brazil, and obtained her PhD in the United States in 1993, carrying out postdoctoral research at Yale University, working with a specialist Cognitive Neurology and Alzheimer's group at Harvard Medical School and then Northwestern University.

Oxford has been her home since 1994 when she arrived in the city to take up a McDonnell-Pew Lectureship in Cognitive Neuroscience and a Junior Research Fellowship at New College.

She holds the Chair in Translational Cognitive Neuroscience at Oxford, shared between the Departments of Psychiatry and of Experimental Psychology and linked to St Catherine's College. She continues to collaborate with the Mesulam Centre for Cognitive Neurology and Alzheimer's Disease as an adjunct professor at Northwestern University in Chicago, USA.

Among many roles and interests, she is also a member of the University Council and serves on its research, innovation, and education committees.

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Trust news

Bucks Safe Haven service upgrade

Bucks Safe Haven has expanded its service provision and extended the opening hours to improve support for people in mental health crisis.



Provided initially in a partnership by Bucks Mind and Oxford Health NHS Foundation Trust, the service is now joined by new partners Connection Support, Citizens Advice Buckinghamshire and The Oasis Partnership.

The new partnership offers mental health support that may be catered through advice around employment, housing, debt or substance misuse.

How to access the service

The Bucks Safe Haven service is operating in Buckinghamshire from 6pm to midnight, in two locations in Bucks.

Safe Haven is not a drop-in service.

If you are an adult in crisis in Buckinghamshire please call Bucks Safe Haven first to see if they can hold a place for you.

High Wycombe

Open seven nights a week, 6pm to midnight
Address: 260 Desborough Road, High Wycombe, Buckinghamshire, HP11 2QR
Please call: 01494 218098

Aylesbury

Open Sunday, Monday, Tuesday and Wednesday, 6pm to midnight
Address: Peach Tree House, Oxford Health NHS Foundation Trust, Bierton Road, Sapphire Way, Aylesbury, Buckinghamshire, HP20 1EG
Please call: 01296 453017

Keep in touch with us via FT.MembershipCommunity@oxfordhealth.nhs.uk



Warm welcome to worldwide nurses



Nurses from across the world have joined Oxford Health through our international recruitment programme to ensure a stable and resilient workforce.

Twelve experienced nurses joined in July and August and will work in our community hospitals and mental health forensic wards to support us in delivering excellent care.

The Trust embarked on an international recruitment programme earlier this year to attract 70 highly-skilled overseas nurses to work in community health and mental health wards.

So far 22 nurses have been recruited from countries including India, Kenya, Nigeria and Ghana. [See more here.](#)

Glyme ward gets five star reviews

Another Oxford Health team has [received top marks](#) thanks to some impressive independent reviews on the I Want Great Care (IWGC) website.

Glyme Ward is a medium secure, male forensic ward that aims to assist patients in their care pathway, with a focus on rehabilitation and recovery.

It is based at the Oxford clinic which is part of the Littlemore Mental Health Centre located in Oxford.

One service user said: "I get treated with respect and I know that I can talk to staff whenever I have any problems."

Liane Randal, Interim Glyme ward manager, said: "We have actively been promoting the use of IWGC within our team. This has enabled the whole team to



obtain feedback by listening to the service users and striving to make improvements in how we are responding to and meeting our service user's needs." You, too, can leave a review of any of our services you or someone you know has used. Go to [iWantGreatCare.](#)

Trust news

Chair David Walker reviews July 28 Trust Board meeting

Oxford Health is continuing to hold online board meetings that can be attended by the public via a digital link.

David Walker, Chair of the Trust, has made [this short video](#) to explain some of the key topics discussed at the July 28 meeting.

Did you know you can attend the Board meetings as an observer? The next Board meeting will be on September 29. The meeting link and agenda will be on our website [here](#).



Opening up about men's mental health with Jack
Men experiencing low mood, poor sleep, lack of energy and stress are being urged to listen to a new Jack FM podcast. The 30 minute programme focusses on the experience of men from Oxfordshire and the battles that they have had with depression and how they received the help that they needed.

Oxford Health's Dr Samantha Sadler speaks about the pressures that many men feel, particularly during the pandemic, and how services like TalkingSpace Plus can be a great help.

She said: "The podcast is a really good listen as it features men speaking about their own experiences. Just the simple act of hearing from



others like you who feel the same way can be reassuring and give that tiny prompt you need to get support.

"Whilst many men find it really hard to take that first step to getting help, the good news is that there is a range of ways to get support.

You can pick up the phone to TalkingSpace Plus on 01865 901 222 and there's also online referral form where you don't have to speak directly to someone if that's what you prefer at www.oxfordhealth.nhs.uk/talkingspaceplus."

[See more here.](#)

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Angela Conlan nominated for a dance award

Staff governor, arts co-ordinator and lead for the **Creating with Care** programme Angela Conlan has been nominated for a **One Dance UK Awards 2021** in the **Dance for Wellbeing** category.



The award celebrates the work across the dance sector to unite, celebrate, acknowledge and reward the people who have made an impact on the vibrant UK dance landscape.

In Oxford Health's community hospitals, Angela has been promoting dance to assist with physical and mental wellbeing as well as her involvement with creative classes. Movement and expression are key to strengthening adults living with physical and mental health difficulties says Angela.

Angela said: "I'm really delighted to have been nominated for this award alongside such an impressive list of fellow dance professionals. Thank you to all those who nominated me, fingers crossed for the shortlisting."

"Having dance as an activity for older patients is a way for them to relax and forget about where they are, enjoy the moment and express themselves."

Catch up with our artists

In June we took on six new artists in residence to work in our award winning **Creating with Care** programme, supported by **Oxford Health Charity**.

They are (clockwise from top left) Mary Chamberlain, Tom Cross, Dionne Freeman, Sara Moncrieff, Pat Winslow and Roosa Leimu-Brown .



Catch up with their recent work on our [website here](#).

Charity news

Inflatable fun run

Lots of laughter and joy was had on Saturday August 7 when members of staff from across Oxford Health took part in an inflatable 5k running challenge raising funds for our own Oxford Health Charity.



The Highfield team of 19 staff members overcame the 28 giant obstacles and managed to raise an amazing amount of £1,860.

The Highfield cares for young people between 11-18 years with acute mental health needs. They currently have a large garden area, but it isn't suitable for all year-round use. All the money raised will go into revamping this area to make it more suitable for the young people they currently support.

A team of 12 named the **Mumbo Jumpers** from the Adult Mental Health Team (AMHT)

North were raising funds for our Oxfordshire and West Mental Health Fund.

Mike Catungal, a community psychiatric nurse based at Elms Centre in Banbury said: "It was a fun event, lovely to have been with my colleagues. It truly was a Multidisciplinary turnout. The 5km was a



manageable challenge and the inflatable obstacles made me feel like a big kid.

Charlotte Bolter, administrator said: "Fun day out with everyone!" and Chloe Walsingham, physical health care assistant said: "Great laugh with the whole team and raising money for a good cause."

Sophie Black, interim senior modern matron at Cotswold House, Oxford and her friend Brittany Novello (who doesn't work for the trust) ran for our **Where the Need is Greatest** fund, to say big thank you to all the work the NHS have done in the last year.

Sarah Duncan, a trainee psychological wellbeing practitioner ran for our Bucks Mental Health fund and **Jo Pratt**, a registered nurse at Witney Community Hospital ran for our Community Hospitals and services fund.

Julie Pink, Head of Charity and Involvement, said: "This has been our biggest fundraising event to date for **Oxford Health Charity** with almost 50 members of staff involved. It has been so heart warming to see the pictures of them all taking part and having fun. The funds they have raised will go towards supporting patients, carers and staff across the Trust."

If you would like to organise a fundraiser for an event you are involved with or have an idea which you would like some support with, then get in touch with Oxford Health Charity by emailing charity@oxfordhealth.nhs.uk



Keep in touch with us via FT.MembershipCommunity@oxfordhealth.nhs.uk

Research news

Oxford Health takes pioneering step to make research more inclusive

Oxford Health is changing the way it contacts patients about research. From the beginning of August all new and existing patients at the Trust have the [right to hear about research opportunities as part of their care](#) unless they ask not to.

Until now only patients whose clinical team had asked them about receiving research information could be contacted.

Just 11% of mental health patients were routinely asked this question with even fewer being offered the opportunity in community care settings.

Dr Cathy Henshall, Head of Research Delivery at the Trust, and one of those driving the change says:

“At the Trust we are pleased to be leading the way in ensuring that all patients have the same opportunity to take part in research. Not only does this mean that the benefits of participating in research will be available to everyone, but it also helps to make research more representative, enabling currently marginalised groups to access information and participate”



Oxford Health is changing the way we contact patients about research

TO MAKE RESEARCH MORE INCLUSIVE

Research is a central element of Oxford Health’s work and the Trust hosts the NIHR Oxford Health Biomedical Research Centre (BRC) – one of only two mental health research centres of its kind in the UK. The decision to pilot the new approach was taken following [a study run by a team at the BRC in 2019-20](#).

Effect of the COVID-19 Pandemic on Eating Disorders

Using the electronic health records of over 5 million people aged under 30, researchers from the Oxford Health Biomedical Research Centre found that eating disorders were diagnosed significantly more commonly in 2020 than in previous years, with the rate increasing steadily throughout the year.

This new research, published in the British Journal of Psychiatry, shows the increase was greatest for anorexia

nervosa, and for teenage girls. In addition, a higher proportion of the people diagnosed with an eating disorder had suicidal thoughts or attempted suicide.



Dr Max Taquet, NIHR Academic Clinical Fellow and lead author of the study, said:

“These large-scale data confirm the concern of clinicians that eating disorders have become more common during the pandemic.” [More here.](#)



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Oxford Health Strategy 2021-2026



Oxford Health
NHS Foundation Trust

Our strategy: At a glance

2021-2026

Our **four** strategic objectives:

1

Quality



Deliver the best possible care and health outcomes

To maintain and continually improve the quality of our mental health and community services to provide the best possible care and health outcomes. To promote healthier lifestyles, identify and intervene in ill-health earlier, address health inequalities, and support people's independence, and to collaborate with partner services in this work.

2

People



Be a great place to work

To maintain, support and develop a high-quality workforce and compassionate culture where the health, safety and wellbeing of our workforce is paramount. To actively promote and enhance our culture of equality, diversity, teamwork and empowerment to provide the best possible staff experience and working environment.

3

Sustainability



Make the best use of our resources and protect the environment

To make the best use of our resources and data to maximise efficiency and financial stability and inform decision-making, focusing these on the health needs of the populations we serve, and reduce our environmental impact.

4

Research



Be a leader in healthcare research and education

To be a recognised leader in healthcare research and education by developing a strong research culture across all services and increase opportunities for staff to become involved in research, skills and professional qualifications.



Mission

To be the **best Trust of our kind** in the country



Vision

Outstanding care delivered by an **outstanding** team



Values

Caring ● Safe ● Excellent



Get involved

There are many different ways in which you can be involved in the work and development of Oxford Health NHS Foundation Trust

Tell us how we're doing

We use [iWantGreatCare](#) to collect feedback on what patients think, monitor it and action where possible. IWGC is a website that encourages patients to leave meaningful feedback on their care, say thank you and help the next patient by improving experiences.

It's a service that is independent, secure and trusted by patients, doctors and hospitals. Your feedback is totally confidential, and collected and processed by iWantGreatCare, an independent organisation.



Patient & carer involvement

People who are involved in their care report that they have a better experience and can have better personal outcomes too. Those who become involved in improving the services often feel a sense of achievement and pride in the work that they do.

There are patient and carer experience groups across the trust so get in touch by emailing Getinvolved@oxfordhealth.nhs.uk or find the team lead closest to you [here](#).



Volunteering

Volunteers are an integral part of NHS services. At this time we are working to bring our existing volunteers back into their roles as pandemic restrictions ease, but there are some positions open in supporting our Green Spaces and the Patient Advice and Liaison Service. See more and apply [here](#).



Follow us

Membership

Help us grow our membership



We always welcome new people to join our Trust – why not invite a friend? Membership is free and anyone at least 12 years old, living in England or Wales, is welcome to join.

As a member you will be able to:

- influence the way our services are developed
- elect a Governor to represent your views
- stand to become a Governor yourself
- receive discounts from major high street retailers



Ask your friends to [sign up here](#) or scan the QR code.

Contribute to next month's edition!

We are always keen to hear from you and welcome your ideas and suggestions on how we can improve membership.

We are also looking for stories from our members to refresh our [membership pages](#). Tell us why you joined the Trust and what your membership means to you!

This Membership Matters is brought to you by the Communications and Engagement Team.

For all matters on membership, please email FT.MembershipCommunity@oxfordhealth.nhs.uk.

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