



**April 2022**



# Greetings from Chris

**Dear OHFT Member,**

**Hello there! We hope you will enjoy this newsletter, and that you'll be motivated to vote in our election for new governors.**

I am now coming to the end of my third term as a Carer Governor and, having served as the Lead Governor and currently as the Deputy Lead Governor, I can testify that collectively we governors do make a difference.

We bring your - our Members' - views to the attention of the Trust to make sure your voice is heard in their decision making.

The past two years have shown perhaps more than ever the value of the NHS, but now is a rewarding, if challenging time to be involved in the development of Oxford Health. The Trust is on an ambitious journey to become "outstanding" and one of the best trusts of its kind in the country, as well as playing its role in developing the Buckinghamshire, Oxfordshire and Berkshire West integrated care organisation.



Our contribution as members and governors of the Trust is as important as ever. We can do this by playing our part in supporting the Trust to shape the development of services, and help maintain and improve the quality of care provided by both community health and mental health teams.

The annual governor elections are upon us, so please do cast your vote for the governors who will represent you..

**On a personal note I would like to thank the Members, Governors, Non-Execs, Execs and other staff that I have been involved with at the Trust over the last nine years. I have valued their support, guidance and, most of all, patience with me – thank you.**

I have personally gained a lot from being a Governor, which I will always be grateful for.

With thanks,

*Chris Roberts*

Carer Governor, Deputy Lead Governor

# Elections special

## Notice of Poll



### Voting for Oxford Health NHS Foundation Trust Council of Governors will open on Friday, April 22 at 9am.

See the [Notice of Poll](#).

You will be able to see all the candidates and their election statements on the election website once polls open: [www.cesvotes.com/oxfordhealth2022](http://www.cesvotes.com/oxfordhealth2022).

Contested election is held the five constituencies/classes shown in the Notice of Poll. Seats in two classes – Service user Buckinghamshire and Carers – are filled uncontested.

#### Voting for your governor

Trust members who have received their voting instructions by post have the choice of casting their vote by returning the ballot paper by post or casting a vote online.

Members who have received their voting instructions by email can cast a vote online only.

Votes can be cast by returning the ballot paper by post to:

Civica Election Services  
The Election Centre  
33 Clarendon Road  
LONDON N8 0NW

Votes can be cast online at [www.cesvotes.com/oxfordhealth2022](http://www.cesvotes.com/oxfordhealth2022).

All votes must be received by the Independent Scrutineer (Civica Election Services), at the address or website above, no later than **5pm on 13 May 2022**.

#### Enquiries

Enquiries about replacement ballot papers or voting instructions should be directed by telephone to the Returning Officer on 020 8889 9203 no later than 5pm on 11 May 2022.

The contact address for each of the candidates is C/O Ciara Hutchinson, The Returning Officer, Civica Election Services, The Election Centre, 33 Clarendon Road, London, N8 0NW and the email address is [fnominationenquiries@cesvotes.com](mailto:fnominationenquiries@cesvotes.com).

**Polls close on 5pm on Friday 13 May 2022 and election results will be published on Monday, May 16.**

Keep in touch with us via [FT.MembershipCommunity@oxfordhealth.nhs.uk](mailto:FT.MembershipCommunity@oxfordhealth.nhs.uk)

# Get involved

## Apply now to join Bucks Youth Board

**If you are aged 12 to 21 and live or study in Buckinghamshire and Milton Keynes, apply to be a part of our enthusiastic youth board and help shape the future.**

Oxford Health is inviting applications from young people aged 12-21 in the area to become involved in our first ever Buckinghamshire Youth Board.

Partnering to deliver the project is Unloc, a non-for-profit organisation created by young people, for young people. Unloc's wealth of experience of working with young people around the country provides the foundation with key insights into young minds and allows young voices to be truly heard.

Sue Hadwin, Head of Service for CAMHS Community Services in Buckinghamshire, said:

***"This is a chance for young people to have their say – we need their help to ensure we can provide the best care possible to them and their peers. Oxford Health is ready to listen, to stand with our young people and take action so that the trust and those who look after them can support them in the best way by shaping services to their needs."***

A sister Youth Board in Oxfordshire has already been firmly established, with 19 young people aged 13-18 from a variety of ethnicities, demographics, carer responsibilities and neurodiversity coming together every six weeks since the start of 2022 to share views and provide feedback.

All in this enthusiastic group have strong motivations for wanting to be involved in improving health services for young people and are eagerly waiting to be joined by peers from neighbouring areas.

By becoming a member of the Youth Board, young people have an opportunity to help shape the way in which mental health services evolve and are



delivered and provide a forum to share insights, views and be listened to.

Kerry Rogers, Director of Corporate Affairs & Company Secretary, who has championed the Unloc project work across regions, said:

***"Oxford Health is delighted with the progress of the Unloc project so far. This is a great opportunity for young people to have their voices heard. The Oxfordshire Youth Board is already making its mark – with members sharing their perspectives on services and projects."***

Candidates apply directly with our project partners Unloc and will go forward for a selection process involving a range of Oxford Health teams, including our patient experience groups, Oxford Health Charity and colleagues from our mental health services for children and young people.

**If you or a young person you know would like to be considered, please [apply now](#).**

Applications are open until 9am on Monday, April 25.

If you have any questions, please contact our Youth Board co-ordinator Kellie at [kellie@unloc.org.uk](mailto:kellie@unloc.org.uk)

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# Get involved - Carers



This is special series of workshops for carers of service users who are currently receiving support from Oxfordshire mental health teams. The workshops will run from 10am to 12.30pm on Microsoft Teams on the following themes and dates:

**Understanding and supporting someone with anxiety**

Thursday, April 28, 2022

**Understanding and supporting someone with bipolar**

Thursday, May 26, 2022

Book by emailing

[Diane.Hilson@oxfordhealth.nhs.uk](mailto:Diane.Hilson@oxfordhealth.nhs.uk) with your name, telephone number and the courses you would like to attend.

See the full programme [here](#).

See the full programme [here](#).



Carers from Buckinghamshire can now take part in a series of new Living Together Series seminars arranged by the Oxford Health Carer Assessment Team. The workshops are for carers of service users who are currently under the care of Buckinghamshire Mental Health Teams. The events run from 10am to 12pm on Microsoft Teams on the days shown below.

**Understanding Medication**

Thursday, April 21

**Understanding Addiction**

Wednesday, May 4

**Understanding Autism**

Thursday, June 23

**Understanding Psychosis**

Thursday, July 7

Book by emailing [CarersTeam@oxfordhealth.nhs.uk](mailto:CarersTeam@oxfordhealth.nhs.uk) with your name, the name of the person you care for under the Bucks Mental Health Team, and workshop (s) that you wish to attend.

See more details of each workshop [here](#).

## Oxfordshire Carers' Open Space

Oxfordshire Carers' Open Space is a safe space for family members or carers to take some time out, meet new people, enjoy friendly conversations and find support from others. The next group will take place online using Microsoft Teams from 11am to 12.30pm on :

**May 18.**

To join this group, please contact Di Hilson, Carer Involvement Lead at [Diane.Hilson@oxfordhealth.nhs.uk](mailto:Diane.Hilson@oxfordhealth.nhs.uk) or call 07775 816646.



**Check out our webpages for carers: [Caring for our carers](#), with lots of support and advice.**

**Email your governor at [ContactYourGovernor@oxfordhealth.nhs.uk](mailto:ContactYourGovernor@oxfordhealth.nhs.uk)**

# Get involved

## Celebrate the Jubilee

Oxford Health are asking members of our local communities, from staff to craft groups and any keen knitters and crocheters to join in the fun and help us yarn storm our community hospital gardens with red, white and blue decorations to mark The Queen's Platinum Jubilee.



Oxford Health Arts Partnership, support by Oxford Health Charity, are leading on the celebrations – hoping to bring joy amongst festivities to celebrate the weekend at Community Hospitals.

### What is yarn storming?

Yarn storming uses knitting and crocheting of yarn or fibre to create unique and colourful displays.

### How do you get involved?

Get knitting and crocheting – create a jubilee themed decoration in red, white and blue from

bunting to flags, or colourful corgis and crowns – use your imagination.

The pieces will be used to decorate the gardens at Oxford Health's community hospitals, as a temporary display for the summer. Community hospitals in are Abingdon, Bicester, Oxford City, Didcot, Wallingford, Wantage and Witney. Find your local site [here](#).

Donations can be sent to at Witney Community Hospital or given in at any of the community hospital reception desks. Please follow all COVID-19 guidelines when visiting hospital sites, including wearing a face mask (unless exempt).

## Dementia Awareness Week May 16 - 22

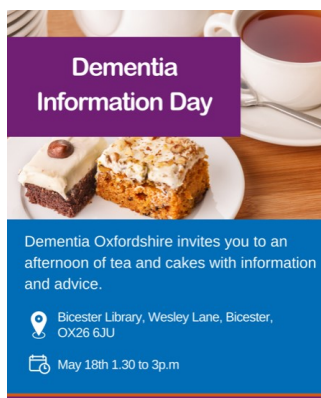
Dementia Oxfordshire are hosting or representing their service at two events during Dementia Action Week:

**Dementia Information Day** at Bicester Library on Wednesday May 18 from 1.30pm to 3pm.

Email [claireknight@dementiaoxfordshire.org.uk](mailto:claireknight@dementiaoxfordshire.org.uk) to arrange attendance.

**Older Persons Day** at Corn Exchange, Witney on Friday, May 20 from 10am to 1pm

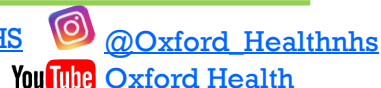
Email [anncreedon@dementiaoxfordshire.org.uk](mailto:anncreedon@dementiaoxfordshire.org.uk) to discuss sharing a table or to be signposted directly to the organiser.



Registered charity number 1001529



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# Trust news

## Oxford Health welcomes two new appointments to the Board

**Professor Sir Rick Trainor**, rector of Exeter College, and **Geraldine Cumberbatch**, a solicitor with both public and private sector experience, joined Oxford Health on Friday, April 1, 2022.

They are the latest in a string of new recruits – most recently Andrea Young, former chief executive of North Bristol NHS Trust and Sir Philip Rutnam, former permanent secretary at the Home Office – and replace several long-service non-executive directors, including Sir John Allison, former air chief marshal.

Trust Chair David Walker commented:

***“Non-executive directors bring valuable external experience to their stewardship of the trust. Through our latest appointments, the board now feels more diverse and representative of our staff and the public we serve, but also endowed with directors’ tremendous track records in health, the law, education and public management.***

***“I’m confident this reconstituted board can expertly steer Oxford Health and seize the great opportunities ahead as we integrate care and develop our Warneford campus.”***

Geraldine’s experience as in-house counsel at the Port of London Authority (PLA) has seen her implement strategies to manage and minimise financial expenditure.

She relishes the opportunity to work as part of a Foundation Trust that has a ground-breaking reputation for medical research coupled with proposals to redevelop the Warneford Hospital site in Oxford to further enhance research, and to improve care to patients and service users.

Geraldine, who is a trustee of several charitable organisations, looks forward to lending her legal skills to the Board and drawing on her experience at PLA to staff attraction and retention.



**Professor Sir Rick Trainor** has been the rector of Exeter College at the University of Oxford since 2014 and was previous head of two other universities, Greenwich and King’s College London (KCL).

He brings substantial senior leadership expertise, particularly in higher education and extensive experience in fostering academic-clinical links evidenced by his time as a board member of King’s Health Partners, the academic health sciences centre linking KCL with three NHS trusts.

He has wide-ranging boardroom experience having served on governing or advisory boards of the Museum of London, the Royal Academy of Music and the Francis Crick Institute. He is a former president of Universities UK and a former chair of Oxford’s Conference of Colleges and is currently a Pro-Vice-Chancellor (without portfolio) of Oxford University.

Sir Rick believes he can help Oxford Health deal with the many social, economic, cultural and political factors that an organisation responsible for mental and community services has to take into account.

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## Trust news

# Chair David Walker reviews topics at the March 30 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 a short video to explain some of the key topics discussed at the March 30 meeting.

Among them are better integration of hospital, mental health and community services across the counties, patient participation in research at the Brain Health Centre, and renewed bid for the Biomedical Research Centre. View David's vlog [here](#).



## Oxford Health is a great place to work, say Brookes students

Work done by teams across Oxford Health to support and develop the NHS workforce of the future has received glowing praise in a new report.

The Trust offers work placements to students studying with Brookes University on their Healthcare and Social Work courses, giving them vital real-world experience as they develop their skills and knowledge needed for a successful career.

This year the university has produced a booklet detailing the feedback from students, and Oxford Health has once again impressed. Their messages of gratitude have been collected into a booklet, Celebrating Excellence in Practice Education 2022.

Britta Klinck, Oxford Health's Deputy Chief Nurse, said:

***"I take every opportunity to tell people that Oxford Health is a great place to work. But it means so much when people taking their first steps into a career take the time to tell everyone about their experience with us."***

***"We want to do all we can to support students as it brings enormous benefits for***

***them, the Trust and all of our patients. I want to thank Brookes University for their ongoing commitment to providing excellent courses and helping to keep the NHS supplied with excellent staff for now and into the future."***



***"All Oxford Health nurses and teams have stood up to the enormous challenges of the past two years and our nurses have never been more needed and valued. I am extremely proud of how the Trust's nurses have responded and thank them for continuing to not only to give excellent care to patients but to support and train our future nurses."***

***"It is also worth mentioning that our mental health services in Bucks also received a placement of the year award from University of Bedfordshire this year which went to Aylesbury CMHT (North)."***

See some of the lovely quotes [here](#).

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# NHS Staff Survey

## Oxford Health a compassionate and inclusive place to work

**The results of the 2021 Staff Survey show Oxford Health has scored some impressive results plus our best ever response from those working across the Trust.**

Thanks to the 3,263 people who completed the NHS Staff Survey in 2021 – 55 per cent and the highest response rate ever – we are able to gain a picture of how people feel about working at the Trust, providing a clear focus for improvement and highlighting areas where we should rightly feel proud.

For the first time, in 2021 the questions were aligned with the [NHS People Promise](#) to track progress against the national ambition to make the NHS the best workplace it can be.

### Staff feel:



We are compassionate and inclusive with staff thinking care of patients is the organisation's top priority.



We are recognised and rewarded – colleagues feel involved by management, and recognised and valued for good work.



We each have a voice that counts – staff at Oxford Health feel confident to speak up about concerns and that these will be addressed.

Meanwhile the staff engagement score has remained steady and is now above the average compared to 2020 as engagement falls elsewhere in the country.

As always there are areas for improvement as the Trust listens to the feedback from colleagues in the Staff Survey. Next steps include asking managers and teams to think and deliver one improvement using

## NHS Staff Survey 2021

NHS



the 'you said – we did' approach to boost the experience of their work colleagues and ensure our patients & service users get the benefits from having high performing teams.

The Trust has also identified three areas of trust-wide development:

- Improved Personal Development Reviews
- increasing teams 'capacity by focusing on recruitment and retention and reducing the reliance on agency, and
- boosting flexible working arrangements to support work/life balance.

Trust chief executive Dr Nick Broughton said:

***"The key to our success is our people. It has been another challenging year for colleagues and I would like to thank each and every one of them for their hard work and dedication in the past year working to care for people in our local communities. Oxford Health is a rewarding place to work and this all comes down to getting the culture right. When we do that, we are able to meet the challenges of the year ahead and deliver the best care for people. That's why it's so important we celebrate the successes reflected in this year's staff survey results and use the information to innovate and improve our workplace – making it even better in the years to come."***

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## Trust news

# Sponsored health visitor qualification opportunities

**Are you looking for a new exciting opportunity or career change where you can make a difference to families and children?**

There is an opportunity for nurses – adult, child, mental health and learning disability – and midwives to gain new skills and take the next step in their career through Oxford Health.

The Trust's health visitors are public health nurses and work with all Oxfordshire families who have children up to the age of 5 years. They offer support and evidence-based advice, from just before the birth of the child until the start of school.

To help people get on the road to being a qualified Health Visitor, the Trust sponsors places on the Specialist Community Public Health Nurse (Health Visiting) course run in partnership with Oxford Brookes or New Bucks University.

The Trust is now recruiting for the next round of sponsorship for courses starting in September 2022. The courses are full time and last for a year and, during this time, students are paid as a Band 5. Once successfully qualified the Trust can offer band 6 health visitor posts across Oxfordshire.

Angela Smith, Oxford Health's Matron and Clinical Lead for the Health Visiting Service, said:

***"Health visitors play a really important role in the early lives of children and provide really valuable support to families, helping to give babies and children the best start in life. This is a rewarding role and I would urge anyone interested to find out more."***

***"Oxford Health is rated as Outstanding for children's services and we really prioritise training and development and deliver***



***every aspect of the Healthy Child Programme.***

***"Becoming a qualified health visitor can be a great career choice as it helps to broaden your skills and experience. We have fantastic professional development, training and opportunities and, of course, you also get to make a real difference to the lives of young people and families."***

If you are successful in your application and called to interview you will have an opportunity to discuss which course will best meet your requirements. You can choose to study at Oxford Brookes University at level 7, or Bucks New University at either level 6 or level 7. At BNU there is the option to move between level 6 and level 7 prior to the formative stage of the course.



As well as training to be a health visitor, we also have vacancies as band 5 Community Staff Nurses and for qualified health visitors. Contact us to find out more.

For further details contact:

[healthvisitor.enquiries@oxfordhealth.nhs.uk](mailto:healthvisitor.enquiries@oxfordhealth.nhs.uk)

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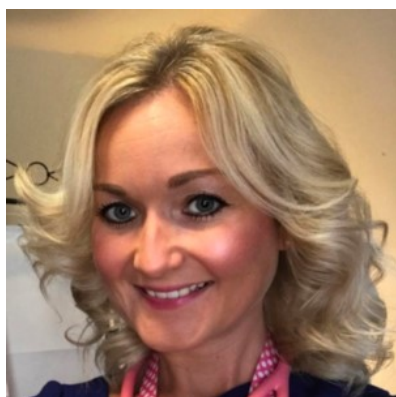
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## Trust news

# Oxford Health clinicians sweep the board at RCPsych South East Awards



**Oxford Health clinicians have swept the board at the Royal College of Psychiatry South East Regional Awards.**



**Anneka Tomlinson**, who works on Phoenix Ward, was named Foundation Doctor of the Year. She established physical health clinics within acute inpatient wards, taught research and clinical skills to fellow staff and students and

dedicated additional time in her training to trials of the covid vaccine. She said:

***"I am very grateful and honoured to have received this award from the Royal College of Psychiatry."***

**Hannah Wierenga**, from Buckinghamshire Child and Adolescent Mental Health Service, was named Core Trainee of the Year. The judges were impressed to hear of her compassion and holistic care, going above and beyond to ensure the best care for patients. She said:



***"I was really shocked to receive this award, especially considering the contributions of the other amazing finalists. I'd like to thank Raj Attavar for nominating me, and for encouraging and supporting me with getting involved in wider projects."***

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## Trust news



**Shah Tarfarosh**, who works on Vaughan Thomas Ward was named Trainee Innovator of the Year and a finalist in the Higher Trainee of the Year category. He said:

***"To receive an award from an organisation I admire so much makes me happy and grateful. It's a great recognition of the work we do as multi-disciplinary teams in psychiatry. I am extremely thankful to Oxford Health for providing a platform for junior doctors to thrive. I am also grateful to our service users – who motivate us to innovate, to find simple and sustainable solutions for their problems."***



**Riccardo DeGiorgi**, mood disorder researcher, demonstrated exceptional care for colleagues at all levels at Oxford Health, the judges heard, including teaching and encouraging trainees and was

commended for giving his time to support other people. He said:

***"I was delighted to receive this award of 'Trainee Peer of the Year' from the RCPsych. It is easy yet very rewarding to be a 'good peer' when working with such great colleagues in OHFT – their motivation and excellence, as evidenced by all the other awards achieved by them, is inspiring."***

The judges heard how Oxford Health staff had supported improvement, innovation and care throughout the past year during the challenging environment presented by the pandemic.

Trust chief medical officer Karl Marlow said:

***"To receive awards and acknowledgement for Anneka, Shah, Hannah, Riccardo, Emma and Alex, which is peer reviewed is especially gratifying. It shows that Oxford Health is a place to nurture and grow exceptional talent. Congratulation to the individuals and those that support them, both family, friends and colleagues."***

Oxfordshire and BSW clinical director Rob Bale said:

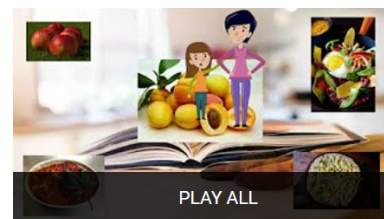
***"This is a brilliant testament to everyone's hard work and dedication to patient care, improvement and learning during these difficult times and a reflection of the commitment and professionalism of all our workforce."***

Director of medical education Alistair Reid said:

***"I'm delighted with the success of our psychiatrists in training in these awards and congratulations to all the winners and finalists. It is a privilege to have such excellent trainees working and training with us in Oxford Health and a testament to their hard work. They are a valuable part of the trust's clinical teams and it is great to have this recognised on a wider stage."***

Amid noteworthy projects were improvements to the doctors' mess and the creation and promotion of the **"How do I help?"** animations, produced for parents of children with neurodevelopmental conditions, by Shah and the Oxfordshire Neurodevelopmental Conditions Team, with the support of the Communications and Engagement Team.

**Watch the How do I help animations [here](#).**



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Membership Matters 11



# Covid & vaccine 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 how and where to book, 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 and cater for first, second and booster doses to all eligible people.

**Please note that full infection prevention control restrictions remain in place at all Oxford Health sites. Visitors are expected to wear masks, wash hands and observe social distancing.**

The vaccination centres are located at:

**Kassam Stadium**, Littlemore, Oxford, OX4 6DE  
(\*closed all day for Oxford United home weekend matches)

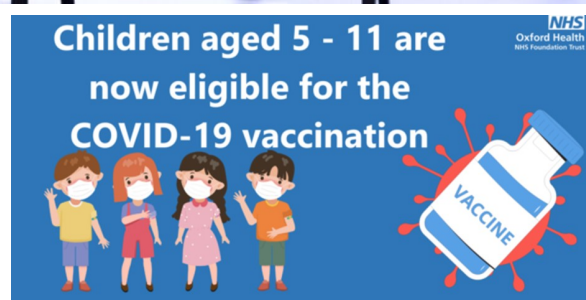
**Broad Street Mall**, Units 49-50, Reading, RG1 7QE.

**Guttmann Centre**: Stoke Mandeville Stadium, Guttmann Road, Aylesbury, Buckinghamshire, HP21 9PP

Walk-in jabs and booked appointments are now available on these sites for eligible patient groups. You can [check eligibility here](#).

**Appointments can be booked via the [National Booking System](#)**

Find out about additional vaccination opportunities on the Grab A Jab website [here](#)



### Children aged 5 – 11 can now get their COVID-19 jab

Parents and carers of 5 to 11 years olds can now book a covid vaccine for their children.

The service is now [open for bookings](#) with appointments available at hundreds of sites across the UK, including three main vaccination centres and 13 additional sites run by Oxford Health in Buckinghamshire, Oxford and Reading.

The NHS has made the vaccine available for all 5 to 11s following updated JCVI guidance, which recommended all children would benefit from a non-urgent offer of the vaccine, with almost five million now eligible.



### Easy read info

Our Learning Disability Service has collated and created a large selection of [EASY READ resources](#) on COVID-19, vaccinations and other related topics.

The resources are free to use and include posters, videos and information sheets.

Keep in touch with us via [FT.MembershipCommunity@oxfordhealth.nhs.uk](mailto:FT.MembershipCommunity@oxfordhealth.nhs.uk)

# Covid & vaccine update

## Overseas vaccination service

A service is available for Buckinghamshire residents to help anyone who may have got a COVID-19 vaccination dose overseas ensure their health records are kept correctly up to date.

this new service will allow you to book an appointment to show evidence for any COVID-19 vaccinations you may have had outside of England.

The NHS can then securely update your vaccination record and ensure your information is correct. People using this service can also be offered a suitable vaccination on-site if they are due to have one.

This service is operated locally by Oxford Health NHS Foundation Trust, which runs several of the

large-scale vaccination sites in the region, including The Guttman Centre at Stoke Mandeville Stadium. It is available to anyone aged 16 and over with an NHS number, and who has received one of the following vaccines outside of England

You can book an appointment, and get more details, by [clicking here](#).

See more [here](#)



## Boost your immunity this Spring and protect yourself against COVID-19

As the Spring booster COVID vaccination campaign in Oxfordshire moves ahead, people aged 75 and over and those who are immunosuppressed are urged to get their jab.

Since the Spring boosters started on 21 March, more than 13,500 eligible people across the county have received their jab, and the NHS in Oxfordshire is encouraging more people to come forward when they receive their invitation.

Spring booster jabs are available through the national booking service at various sites across Oxfordshire, including GP-led sites, community pharmacies and the large vaccination centre at the Kassam Stadium in Oxford. To book visit [Coronavirus \(COVID-19\) vaccination – NHS \(www.nhs.uk\)](#) or call 119 free from mobiles and landlines. Lines are open every day from 8am to 8pm, and 119 can provide support in 200 languages.

Local NHS teams are contacting care homes, as they have done previously, to arrange for Spring boosters for residents who are eligible.

Dr Ed Capo-Bianco, South Oxfordshire GP and Portfolio Clinical Director at Oxfordshire CCG, said:

***“A booster jab against COVID-19 is really important for those people who are most at risk from becoming seriously ill or could end up in hospital if they get the virus.***


***“With the Easter school break and bank holiday coming up, it’s important to remember that COVID is still very much in circulation, and we should do all we can to protect ourselves and those around us. That’s why anyone eligible for boosters is urged to take up the offer.”***



Recent research from the UK Health Security Agency has shown that the NHS booster programme has helped prevent around 157,000 hospitalisations since mid-December.

Despite this, hospitals across England have treated more than 100,000 patients with COVID since the start of the Omicron wave.



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Membership Matters 13

# Exceptional People Awards

## Exceptional TalkingSpace Plus shine bright at awards

**Oxford Health's TalkingSpace Plus IAPT service and especially their work reaching out to diverse communities was celebrated when two teams from the service were recognised in the Exceptional People Awards for March. The Outreach (BAME) Workstream Team won the March team award while the service's Employment Support Team became highly commended.**

The awards ceremony at the Trust HQ at Littlemore was attended by Trust Chair David Walker, Director of Corporate Affairs Kerry Rogers and Lead Governor Mike Hobbs as well as representatives from both teams.

The event was opened by David Walker, who noted the importance of the awards for not only recognising our staff but also conveying the Trust's work to the wider population.

***"I know we do some fantastic work and help people in ways that are immeasurable – but it is not always easy to see. When the public see a hospital, they know what it is for, but our work is less obvious. It takes place in***



From left: Noreen Akram (Operational Service Manager), Anna Marino (Senior Employment Advisor), Ismail Chando (Senior Employment Advisor), Kerry Rogers (Director of Corporate Affairs), Beenish Chaudhry (CBT Therapist), David Walker (Trust Chair), Aliya Dhalla-bhimji (Equity, Diversity, Inclusion & Equality OM), Joanne Ryder (Consultant Counselling Psychologist, Clinical Lead and Head of IAPT Oxfordshire), Nayaab Iqbal (Psychological Wellbeing Practitioner) and Mike Hobbs (Lead Governor).

***the community; we often engage with people in a longer term. The work we do is tremendously important, and these awards shine a light on it."***

### Reaching out to the community

David then handed over to Lead Governor Mike Hobbs who explained the governors' role in the awards process.

***"We are elected by the members of the Trust – patients, the public, carers and staff – and as such bring their perspective, also these awards,"***

he said, and then read out the winning nomination. The Outreach (BAME) team has been doing exactly what IAPT stands for – improving access to psychological therapies – in their case for people

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# Exceptional People Awards

who are under-represented among those who access the therapies.

***“Every member of the team has worked incredibly hard with dedication and passion to increase access to the service for people from communities and ethnicities that are under-represented relative to the local population.”***

Their work has seen a consistent increase in referrals and the team is continuing to develop community links. Team’s nominator Sharyn Hyde was unable to attend the ceremony but emailed her greetings:

***“I just wanted to say a huge thank you to everyone in the workstream – you all do fantastic work. What you do in the workstream is really making a measurable difference, and I’m glad that it has been recognised at Trust level. Congratulations!”***

## High-performing employment team

The Employment Support Team have helped over 12,000 patients to gain, retain or remain in employment. And it’s been noticed: Department for Work and Pensions (DWP) have ranked TalkingSpace Plus one of the top performing employment services in IAPT sites nationally.

The team are fully integrated with the clinical teams to make sure patient’s employment supports their recovery. Senior Employment Advisor Ismail Chando explained:

***“Our focus is on mental health recovery. We don’t hold people but empower them to move on, and if there are blips – like there are in everyone’s life! – we support them.”***

Ismail added that at the same time the team is reducing the stigma attached to mental health issues and breaking down barriers to seek help.

The two teams were then presented with their certificates and prizes with a photo call in the sun outside. Both teams received a signed certificates and winners receive an engraved glass trophy plus a

## David Roxburgh – exceptional by every measure

Healthcare assistant David Roxburgh from Highfield Adolescent Unit had every box ticked for why he is exceptional when a patient Susannah nominated him for Exceptional People Awards. Quite rightly he became highly commended in the March round of the awards.

The certificate was presented to David (above right) by Charge Nurse and PICU Ward Manager Tom Lankester in a small ceremony at the Highfield. David said:

***“It is truly a huge personal honour for me to be commended in such a way. I’m proud of the work I do and the wonderful Highfield team that has helped support my development and enabled me to feel capable to support patients in the best way I know how. I am proud to be a member of this team and to accept this award.”***

David’s glowing nomination from a patient praised him for his understanding, uplifting and considerate approach.

***“David is an incredible person. He listens and advocates for every patient he comes across, even when they seem to be fighting a losing battle. He is funny and always lifts everyone’s spirits. David admits when he has made a mistake or had an oversight and works to rectify it immediately.”***

Read more [here](#)



# DAISY Awards

## Nurse Kate awarded for her compassionate care

It was going to be a day like any other for Cotswold House colleague **Kate Warrington**, with just an impromptu staff get-together to go to before heading off for some training.

But what Kate didn't realise was that the quick meeting in the group room was actually a surprise DAISY award presentation – all for her!

The DAISY Awards is an international recognition programme that honours and celebrates the skilful and compassionate care provided by nurses and midwives each day.

Oxford Health employs more than 1,700 nurses who are eligible to be nominated.

Kate is a charge nurse at Cotswold House and is also training as CBT therapist in eating disorders. She has worked in mental health since 2008 and been qualified nurse since 2013 working at Cotswold House for six years.

She was put forward for the award by a patient who said in their nomination:

***“From the start Kate has been incredibly supportive, compassionate and patient with me. She has a wonderful way of helping a patient rationalise their fears and problems without undermining the intensity of them. It is not just me that she has helped, but each patient who has spent time on this ward rates her care and advice very highly.”***

Even when she took her seat in the room and spotted Marie Crofts, Britta Klinck, the DAISY banner and cakes the penny didn't immediately drop.



Kate described the moment Marie Crofts announced that the award was for her:

***“It was nice, and surprising! I didn't come into work expecting it! “It's really nice to know that the work you are doing makes a difference and people appreciate what you do.”***

***“It wasn't until Marie said that they were here for ‘a particular person’ that I remembered a colleague had been particularly***

***insistent that I join them in the Group Room, and then I realised!”***

Kate, who lives in Bicester, studied mental health when she left school and did a degree dissertation on eating disorders. She explains:

***“I have always liked working in mental health – it fascinates me and the difference you can make in people's lives is really rewarding.”***

Marie Crofts said:

***“We read all the nominations and each one shows just how much excellent work is done in the Trust and how much it is appreciated.”***

***“When we go through them we don't get to know at that stage who the person is that's being put forward and it's really nice to be part of the process and see the winners as it dawns on them what's happening.”***

***“It's clear that Kate is a deserving winner seeing how pleased her colleagues were was wonderful.”***

To find out more about the DAISY awards [visit the Trust's dedicated page](#).

**Keep in touch with us via [FT.MembershipCommunity@oxfordhealth.nhs.uk](mailto:FT.MembershipCommunity@oxfordhealth.nhs.uk)**



# Nominate someone now!

**We encourage patients, service users, their friends, family and carers to participate in our awards programmes.**

**We have two active awards categories; Exceptional People Awards and DAISY Awards.**

We expect all our staff to excel in what they do, but every month we make a point of rewarding an individual and a team who have made a real difference to you or someone you know. Our Exceptional People Awards is a long-running scheme which relaunched in September with new focus and vigour, with bigger and better prizes plus you can now nominate teams as well as individuals.

The nominations for an individual will be judged monthly by a panel from Oxford Health's Council of Governors, representing public, service users and carers across the Trust geography. Led by lead governor Mike Hobbs (Public, Oxfordshire), they are:

- Jacky McKenna (Servicer User, Bucks),
- Jonathan Cole (Service User, Oxon),
- Nyarai Humba (Carer) and
- Anna Gardner (Public Bucks).

The team award will be judged by a panel from the Trust executive team.



**To nominate an exceptional team or individual, scan the QR code or go to [Exceptional People Awards website](#) where you'll find the rules and nomination forms.**



**FOR EXTRAORDINARY NURSES**

**HONORING NURSES INTERNATIONALLY  
IN MEMORY OF J. PATRICK BARNES**



**<<< Scan the QR code**

## DAISY Award

The DAISY Awards is an international recognition programme that honours and celebrates the skilful and compassionate care provided by nurses and midwives each day. We launched the DAISY awards in April this year.

Oxford Health employs around 2,000 nurses who are eligible to be nominated and, especially given the extra challenges the pandemic is continuing to bring, deserve this recognition.

**To nominate someone for DAISY, scan the QR code or go to the [DAISY website](#)**

**Follow us**



# Trust news

## Great reviews of great care

Oxford Health gathers feedback on our services via the independent **I Want Great Care** review website. Each week we celebrate services and teams who've been praised for their care and commitment.



### Henley Minor Injuries Unit

Oxford Health's Minor Injury Unit at Townlands Hospital in Henley has been praised for its passionate team and dedicated patient care in a series of independent I Want Great Care reviews.

Elaine Arnott, Senior Operational Manager for the Out of Hours service, said:

***"The team at Townlands are always determined to provide the very best service to all our visitors and patients. I am very proud of what they achieve day in, day out and especially during extremely difficult times."***

***One patient who visited Townlands Hospital said: "Everyone was very kind and friendly and gave me a thorough examination. Everything was explained clearly."***

Another commented:

***"I was seen promptly and shown kindness and care. Thank you."***

While another said that they had received "fantastic service" from "friendly and caring staff" who "quickly dealt with my medical issue and sent me on my way."

Townlands Hospital also provides a range of outpatient services including elderly care and orthopaedics. However, it is evident that their MIU has been making a very good impression on visitors in recent weeks.



One patient praised the team:

***"From the Receptionist to the Nurses to the X-Ray Staff, all were totally professional, informative and friendly. I felt both soothed and reassured by the 3 nurses that looked after me and felt they had done everything possible to expedite my treatment as smoothly as possible."***

To find out more about Oxford Health's Minor Injury Units or to find your nearest one, click [here](#).



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# Trust news

## Great reviews of great care

### Witney GP Out of Hours Service

Witney Community Hospital's Out of Hours GP Service has been praised for its hard-working staff and excellent patient care in a series of independent reviews.

One patient said:

***"I couldn't fault my experience. I am very thankful for the treatment I received. It was prompt and effective."***

Others commented about the "Exceptionally high standard of care, extremely thorough. I was very impressed." Another said:

***"The staff were so kind and informative and made sure that all my questions were answered."***

***"I was taken in quickly and the staff were very helpful, friendly and supportive."***



Elaine Arnott, Senior Operational Manager at Witney Community Hospital, said:

***"I am extremely proud of my team here at the Out of Hours Service. They manage to continuously provide excellent patient care, throughout very pressurising times."***

## Good to know

There are many out of hours services in Oxfordshire that can help you when you need urgent care but it is not a life threatening emergency.

These services include:

- Oxfordshire and Buckinghamshire Mental Health Helpline—24/7 at 111
- Minor Injury Units and First Aid Units—call 111 to be advised to the best place to go
- Out of Hours doctors—call 111
- Oxford Safe Haven for mental health crisis
- Urgent dental services when your dentist is closed—call 111
- Eye emergencies

More information about all these on one page [here](#)



Always there for you... a click or call away

**24/7** **Our Mental Health Helpline**

We'll listen and find you the right help for you, whatever your needs

**NHS111** **111.nhs.uk**

NHS Oxford Health NHS Foundation Trust

Oxon & Bucks



## Follow us



# Charity news



## Making a difference through our Artists in Residence

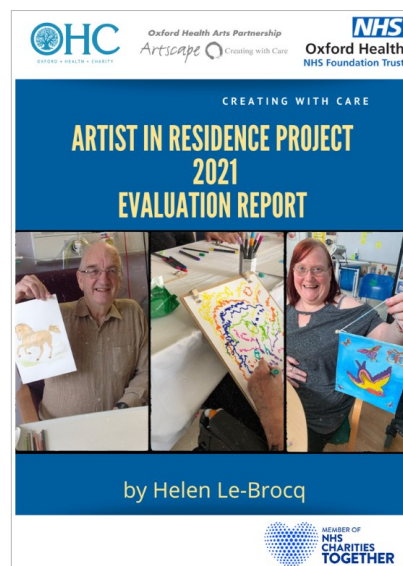
Oxford Health Charity has been proud to support the Artists in Residence Project through funding made possible by [NHS Charities Together](#) grants given during the COVID pandemic. It truly reflects the thought behind the many donations that were given to NHS Charities Together and other NHS charities during that period – that those receiving or giving care deserve the best that we can offer.

The Oxford Health Arts Partnership, Artist in Residence pilot project took place between June and December 2021 with six artists of varying disciplines engaged to work across six community hospitals in Oxfordshire, with the aim of enhancing the patient and carer experience through a variety of artistic

activities across the six settings. The project was independently evaluated by Helen Le-Brocq.

**Key Findings:** The project was universally appreciated and clearly provided a number of benefits for both patients and staff.

See the report [here](#)



## Lucy's Room Golf Day

The Lucy's Room fundraising Golf Day will take place this year at Kirtlington Golf Club on 24 June.

Those taking part will be welcomed with a hot drink and breakfast roll ahead of tee off at 10am and can celebrate a good round with a BBQ lunch and prize raffle.

Teams of 4, individuals or pairs are welcomed at £45 per person with individual and team prizes to be given on the day. To find out more and get booked in, contact [lucysroomcharity@gmail.com](mailto:lucysroomcharity@gmail.com).

Funds raised on the day will go towards the Lucy's Room Appeal - to support the development of a music room for mental health inpatients and community service users at the Warneford Hospital, Oxford.



We are excited that the [Oxford Half](#) is returning to the dreaming spires on October 16. We're warmly welcoming runners to join the Oxford Health Charity team and support community and mental health services.

**There's no registration fee with one of our charity places; all we ask is that you fundraise a minimum of £120. Register [here](#)**



## Research news

# Breakthrough success in provision of automated psychological therapy using virtual reality

In a landmark development, psychological therapy has been automated in virtual reality. With the user guided by a virtual coach, there is no need for a real-life therapist, meaning the treatment can reach many more patients.

In the largest ever clinical trial of VR for mental health, published in [The Lancet Psychiatry](#), the automated therapy was shown to work well for patients diagnosed with psychosis. The biggest benefits were experienced by those with the most challenging psychological problems.

The gameChange VR program was developed by a multi-partner team of university, health and industry experts including Oxford University spin-out: OxfordVR, creators of immersive technology for mental health.

It is led by researchers from Oxford Health BRC, and targets a problem that is common in people diagnosed with psychosis: intense fears about being outside in everyday situations. For many



patients, these fears develop into a severe agoraphobia that means they avoid leaving the home, severely disrupting relationships with family and friends, their education, and careers.

gameChange is designed to treat this agoraphobia and help patients re-engage with day-to-day activities. It takes them from a housebound existence to life back in the world outside. Read more [here](#).

## Expansion of the Oxford Joint Research Office

Oxford's Joint Research Office (JRO) has expanded to include teams from Oxford Health (OH) NHS Foundation Trust and Oxford Brookes University (OBU), joining the clinical research support teams from the University of Oxford (OU) and Oxford University Hospitals (OUH) NHS Foundation Trust.

The Oxford JRO now includes both of Oxford's NHS Foundation Trusts and both of its universities, promoting and facilitating greater collaborative working across and between the partner organisations in clinical research, for the benefit of the people they serve.



The JRO has played a vital behind-the-scenes role in establishing Oxford's leadership in healthcare



research and its far-reaching benefits for patients, not just in the NHS, but also beyond the UK. This has been particularly evident since March 2020, with the JRO playing an important role in enabling Oxford researchers to develop the Oxford/AstraZeneca vaccine or identify treatments for COVID-19 in the RECOVERY Trial. See more [here](#).

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# Oxford Health Strategy 2021-2026




## 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

Full strategy papers at [www.oxfordhealth.nhs.uk/about-us/overview/our-strategy](http://www.oxfordhealth.nhs.uk/about-us/overview/our-strategy)

## 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 several patient and carer experience groups across the Trust so get in touch by emailing [Getinvolved@oxfordhealth.nhs.uk](mailto: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 closed for new applications but you can send us an expression of interest to volunteer when new positions come available. See [more 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](mailto:FT.MembershipCommunity@oxfordhealth.nhs.uk).**

## Follow us

