



**July 2022**

# HOPE are NHS Parliamentary Award WINNERS



**HOPE (Healthy Outcomes for People with Eating disorders) Adult Eating Disorder Collaborative has been named the national winner of the Excellence in Mental Health Award at the prestigious NHS Parliamentary Awards 2022.**

In an already impressive feat, the collaborative had scooped the backing of 13 MPs from across the South East and South West, including former Prime Minister Theresa May, to be crowned regional winners.

But it was not until the July 6 gala awards ceremony at Westminster that Team HOPE learned they had

been crowned the national winners for mental health care excellence for their revolutionary approach to treating patients with an eating disorder.

NHS Parliamentary Award judges heard that by focusing on the patient and their wider circumstances, the collaborative's approach enables people to recover and thrive close to their home, friends, family and as part of their community.

Members of the collaborative were joined by former patient Dr Lorna Collins who gave personal testimony for the nomination. Now fully recovered, Lorna has become an ambassador for the Oxford approach to treatment, speaking at TedX talks and writing columns in national newspapers and her recovery.

**Continued on page 2 >>>**

# HOPE collaborative

The judges said:

***“The results are hugely impressive: patients achieve weight restoration quicker and spend less time in inpatient wards, and readmission rates have been slashed by 75%.”***

Chief Executive of Oxford Health Dr Nick Broughton said:

***“Huge congratulations to our HOPE provider collaborative and our incredible colleagues at Oxford Health and our partner organisations who have worked so very hard to care for people with an eating disorder. HOPE really is about bringing hope to people experiencing what we know is an extremely challenging condition and this win is a testament to that spirit.”***

## Who is in Team HOPE?

The HOPE (Healthy Outcomes for People with Eating disorders) Adult Eating Disorder Provider Collaborative are:

- Oxford Health NHS Foundation Trust
- Berkshire Healthcare NHS Foundation Trust
- Gloucestershire Health and Care NHS Foundation Trust, and
- the Priory Group.



## Who backed it?

HOPE was nominated by MPs Victoria Prentis, John Howell, Robert Courts, Anneliese Dodds, Layla Moran, Greg Smith, Sarah Green, Matt Rodda, Laura Farris and Theresa May for the South East regional award, and Siobhan Baillie, Sir Geoffrey Clifton Brown and Michelle Donelan for the South West regional award.

## The model

HOPE adapted NICE approved Cognitive Behavioural Therapy Eating disorder (CBTE) treatment into Integrated CBTE (I-CBTE), an innovative approach combining a time limited, planned admission of 13 weeks, with the goal of full weight restoration, seven weeks' day treatment and ongoing outpatient CBTE.

The treatment model was co-designed and co-produced by a multi-disciplinary team along with patients, families and carers who considered every aspect, from the way eating food in the dining room happens right through to patients developing their own formulation and, in essence, becoming their own therapists.

Of 120 I-CBTE patients who took part 70% maintained healthy weight without bingeing or purging compared to just 5% of patients receiving traditional treatment after one year.

Only 14% of patients receiving I-CBTE were readmitted to hospital compared to 60% of patients receiving traditional treatment.

The model is endorsed by NICE and Royal College of Psychiatrists and is supported by NHS England SE and SW, the provider collaborative and partners. It has been showcased widely and is expected to be implemented by other services nationally and internationally.





# Get involved

## Volunteer in Wiltshire!

After a long pause, due to the pandemic, we are now recruiting for volunteers again!

We currently have three new roles in Wiltshire:

- **Volunteer Care Navigator** – engaging in regular telephone calls to check in, encouraging and supporting with signposting to other local charities and organisations that might offer specific support and highlighting wellbeing activities. You may also assist individuals attending sites by providing key information on access, parking and what they should expect on arrival – a known source of anxiety for those waiting to attend services for the first time.
- **Volunteer Group Facilitator** – supporting activity groups and/or group meetings by using existing skills or experiences to support those attending, ensuring the groups are well run and promoted to those hoping to attend and supporting the group leader with administration and room set up. The activities are likely to include things like art and



gardening but may vary depending on the skills of the volunteers who come forward.

- **Ward Volunteer, Cotswold House, Marlborough** – engaging with patients and staff on the ward to support activities, encourage engagement in activities and collect feedback on ward experience.

For an application form and more info on the selection process, see our [Volunteering pages](#).

## SAVE THE DATE: Upcoming meetings

### Council of Governors

September 15



The meeting is currently scheduled to take place via MS Teams and will start at 17:30 on 15 September 2022. You can join via [this link](#)

### Board of Directors



September 28 from 9.30  
Check our website for further info closer to the date.

### AMM & AGM

September 21

The Annual Members' Meeting and Annual General Meeting is a key event in our corporate calendar. Save the date for now! You will receive an invite into your inbox closer to date.



## Follow us

## Trust news

# New NHS organisation to plan health and care services for people in Bath, NE Somerset, Swindon and Wiltshire

**A new collaborative health and care organisation with a responsibility for providing £1.5 billion of services to the people of Bath and North East Somerset, Swindon and Wiltshire has been established.**

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board came into being at one minute past midnight on Friday 1 July, following a successful transition from the region's former clinical commissioning group.

Officials from the new organisation will meet during a virtual day one meeting in public to herald its arrival, discuss future plans and answer questions submitted in advance from people living in the local area.

### Integrated Care Board

The ICB for Bath and North East Somerset, Swindon and Wiltshire is one of 42 others that have been established across England as part of national plans to improve integration between health and care organisations serving the same geography.

Following Parliamentary approval, and the subsequent Royal Assent, of the new Health and Care Act 2022, which outlines the need for more effective collaboration and better joined-up working, CCGs have been dissolved to make way for integrated care boards that will bring more cohesion to local health and care systems.

The board itself will sit within the Bath and North East Somerset, Swindon and Wiltshire Integrated



Care System, known as BSW Together. This is a wider network of local health and care organisation, including Oxford Health NHS Foundation Trust, that will plan and organise how health and care services can be delivered across the region, while also committing to give local people and communities a louder voice in how services are provided locally.

More information about the integrated care board can be found online, either by visiting [www.bsw.icb.nhs.uk](http://www.bsw.icb.nhs.uk), or by searching for



**Bath and North East Somerset,  
Swindon and Wiltshire**  
Integrated Care Board

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# Trust news

## Peer support workers graduate

**The sense of joy and achievement were palpable when 43 peer support workers celebrated their graduation from Oxford Health's training programme with a whole-day event in Thame.**

Although many of the graduates have already taken up roles in the Trust and progressed in their careers, this was the first celebration in two years and, for many, the first time they met each other in real life.

Associate Director of Psychological Services Bill Tiplady welcomed the graduates and, fittingly for the event, reflected on his own graduation.

*"Understanding the importance of peer support comes down to how we value different sorts of knowledge. I learned so much from my training but graduating is a bit like a getting a driving licence: it allows you to go on the road where some of the real learning begins."*

*"Such a big part of my role is to absorb and pass on what I have learned from service users about their strengths and strategies. As peer support workers you have your own experience to draw on, and you can now go and absorb and experience. And if you need support or face difficulties, my door is always open."*

### Holding the hope

Peer support worker Ruth Eames gave a candid and inspiring talk about her journey from challenging childhood and teenage years to diagnosis, treatment and recovery.

*"It took me a long time to start thinking what happened to me instead of what's wrong with me," she said.*



Ruth now works as a peer support worker at the Wintle ward, and inpatient mental health ward at the Warneford Hospital. She had a powerful message to the graduates:

*"As a peer support worker, you can hold the hope for someone who doesn't feel they have any hope. I was that person until I started to feel listened to, validated and understood."*



*"Those moments, when you do what looks like nothing; just sit with someone, maybe do some colouring – they are huge. That's when you are holding the hope for them."*

See more and how YOU could become a peer support worker [here](#).



# Trust news

## Celebrating our international nurses



### Nurses from around the globe got together for Oxford Health's International Recruitment Celebration Day.

Held at the Sandford Village Hall, the day was an opportunity to meet others on the same journey, review the year so far and hear about support available as well as further career opportunities.

Since March 2021, 73 international nurses have joined the Trust, relocating from India, Nigeria, Ghana, Cameroon, Nepal, Kenya and Zimbabwe.

Of the 73 nurses, 39 have passed their competence tests, known as OSCE (Objective Structured Clinical Examination), registered with the NMC, and are now fulfilling band 5 registered nurse roles. The mental health nurses have joined the Trust's forensic and older adult inpatient wards, while adult nurses have joined teams within community hospitals and the district nursing service.

#### Force to be reckoned with

Chief Nurse Marie Crofts opened the day with a warm welcome.

***"I am immensely proud of all of you joining Oxford Health. We know that a diverse workforce benefits us all, patients as well as staff. Nursing is the backbone of our health service and nurses are our biggest workforce, with some 2,000 of you. You are a huge workforce to be reckoned with!"***

#### Joy of family joining

Mental health nurse Derrick Adjetey Kwei gave a captivating talk on his journey from Ghana to the



forensic mental health Kennett ward in Littlemore in July 2021.

***"It's been amazing and busy, busy, busy," he said and raised a laughter with his (affectionate!) characterisation of his colleagues: one a 'teacher'; another 'always on your neck'.***

The greatest cheer came when Derrick spoke about his joy of his family finally relocating in May from Ghana.

Read more about the day [here](#)

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# COVID update

## Face mask guidance updated at Oxford Health sites

**Due to the increase in COVID-19 cases in the community and in our hospitals, Oxford Health has reintroduced mask wearing in all our clinical areas. This includes all wards, minor injury and first aid units, outpatient clinics and out of hours services.**

Unless exempt, please wear a mask in all areas of our hospitals to help protect you, our vulnerable patients and staff from infection

**Please do not visit our hospitals if you have flu-like symptoms, COVID-19 symptoms, or feel unwell.**

- All visitors will be expected to wash their hands/use alcohol gel upon entry and leaving the ward area.
- Patients can receive up to two visitors for at least one hour per day or longer if acceptable to the ward.
- Patients may have more than two visitors when meeting in the ward garden, subject to arrangement
- Accompanied well-behaved children, who must be supervised, can be accommodated at ward's discretion.

Chief Nurse Marie Crofts said:

***"We have a duty of care to our patients and staff to do all we can to limit the risk of infection. So, with COVID-19 on the increase in the community, we ask you to please wear a mask while you are with us. Together we need to do all we can to protect each other and our patients."***






***"Masks are available at all our facilities. Please continue to clean your hands on entering any of our facilities and as often as possible using soap and water or hand sanitiser."***



Please do not visit our hospitals if you have flu-like symptoms, COVID-19 symptoms, currently have or had diarrhoea and vomiting in the past 48 hours, have been in contact with anyone with the above symptoms in the last 48 hours, or have an existing medical condition or are on medication that puts you at risk of infection.

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# 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)

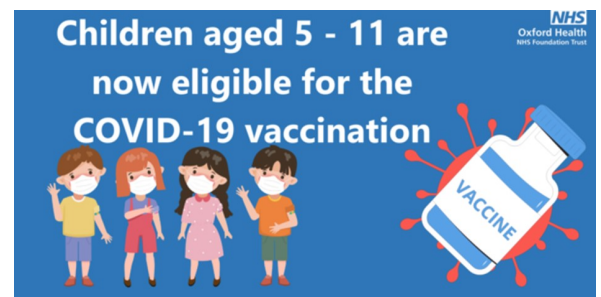
**Broad Street Mall**, Units 49-50, Reading, RG1 7QE.

**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.

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# Covid & vaccine update

## Summer opening times for Oxford Health vaccination centres

**From Monday, 18 July the opening hours for Oxford Health -run vaccination centres have changed to 8am to 6pm.**

The mass vaccination centres in Aylesbury, Oxford and Reading offer booked appointments as well as walk-ins.

Anyone who has yet to have their first, second, booster or any other COVID-19 vaccination they qualify for can visit the centres at a time to suit them either by booking or walking in. You can find information on where and when walk-in opportunities are available on the [Grab A Jab](#) website.

**The previous opening hours were 8am – 8pm. Anyone with an appointment affected by the new hours will receive communication shortly inviting them to rebook.**



For peace of mind, Oxford Health advises patients to check the status of their appointment 48 hours prior to the date. This can be done via the [National Booking Service](#) where patients can also rebook appointments if required. You can also email [nhscovidvaccine@oxfordhealth.nhs.uk](mailto:nhscovidvaccine@oxfordhealth.nhs.uk) with your NHS number or appointment reference number.

## Oxford Health give boosters to over 75s at home

Small vaccination teams from the Trust have been travelling round the Buckinghamshire, Oxfordshire and Berkshire areas calling in on housebound people who have been unable to go to a local centre to get their jab. There are three teams working out of Aylesbury, Oxford and Reading Mass Vaccination Sites.

Since May they have vaccinated more than 420, including one person who is 107.

Gemma Laurie, Pharmacy Lead for COVID-19 Vaccination, said:



*“The people are housebound and many have not had visitors for a long time beyond their carers and district nurses. As well as getting vital protection against COVID-19 the patients also enjoy seeing some new faces.”*





**If you, or someone you know, is unable to get to their local site to get a COVID-19 vaccination, please get in touch with your GP or call 119.**

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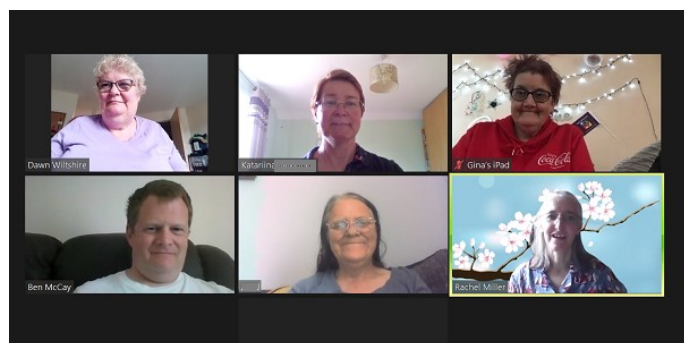
# Learning Disability Week



Learning Disability Week (June 20-26) is an annual campaign by Mencap about making sure the world hears what life is like if you have a learning disability.

Oxford Health are proud to be supporting Learning Disability Week. Throughout the week we be shone a light on the initiatives the Trust has for raising awareness and improving services.

## Leading Together group

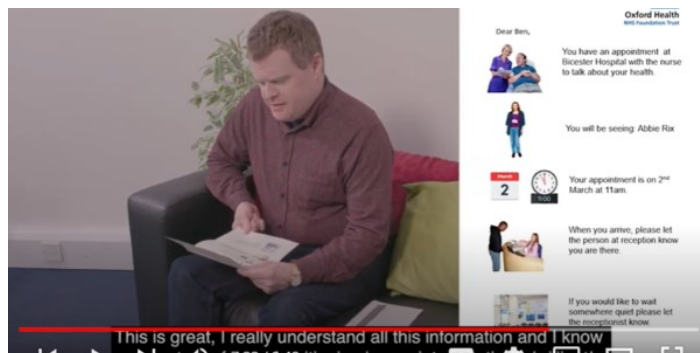


Leading Together are an expert by experience group by and for people with a learning disability. They have have been meeting for four years now. Its regulars Dawn, Gina, Pam and Ben have not only achieved a lot but become friends, too.

Members of the group evaluate services and assess how they can be made more accessible, take part in senior leaders' job interviews and produce easy read material, including Board papers and Council of Governors' meeting papers.

More about the group [here](#)

## New videos on learning disability and epilepsy



To mark the week, Oxford Health launched a set of videos that will become part of induction to all staff who join the Trust. The production was initiated following a government recommendation that all NHS staff have an induction on learning disabilities and autism. Now the Trust is publishing them externally as well.

"There can never be too much education!" says Kirsten Prance, Associate Clinical Director for Learning Disabilities.

The videos have been co-coproduced with experts by experience from advocacy organisations My Life My Choice and Epilepsy Action. See them [here](#)

## New e-learning: STOMP



A collection of new, co-produced learning sessions about stopping over-medication of people with a learning disability and autistic people (STOMP) has been added to the MindEd mental health e-learning programme. See more [here](#)

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# Learning Disability Week

## *Live better, live longer event success*



Football coaching, a smoothie making bicycle and sock games were part of the fun at the *Live better, live longer* physical health event for people with a learning disability and their carers. And essential part of the buzz was the great variety of accessible health advice on how achieve exactly what the title said: to live better and longer!

Organised by Oxford Health NHS Foundation Trust and Oxfordshire Clinical Commissioning Group, the event was the first of its kind, focusing on preventative care, healthy living and fun activities that are easy to access or recreate at home.

The event was greatly supported by partner organisations, charities and voluntary organisations. Among them were Oxford United FC who ran coaching sessions indoors and outside and donated a season ticket as prize for one lucky attendee.

### Football fun

Emily Davies, Kieran Coxhead and Rhiannon Perry came to the event from Yellow Submarine, the award-winning charity. They had just time to take part in the indoors football session led by Rama Said from Oxford United before Emily had to hurry back to

work at the Yellow Submarine café. She had particularly enjoyed finding out more about the health services available in Oxfordshire. And she didn't mind having to head back to work:

***"I love my job! The best part is customer service – I like helping people," she said.***

### *We can't wait campaign*

Learning disability advocacy charity My Life My Choice were present in force with their campaign We can't wait. Working on the stand, Gina Regan explained:

***"We want people with a learning disability to be put on the top of the waiting lists so that they don't die before their time."***

More about the day [here](#).



# Exceptional People Awards

## Exceptional service development



*From left: consultant Dr David Welchew, ST5 Catherine Davison-Fischer, rTMS and ECT lead nurse Helen Haigh, staff nurse Tracy Ryder, director of corporate affairs Kerry Rogers, Trust chair David Walker, End of Life lead Siobhan Bennett, matron Julie Beardmore, head of service Kate Riddle and CEO Dr Nick Broughton.*

### If a proof was ever needed, Exceptional People Awards for June testify that Covid hasn't put brakes on service development at Oxford Health.

The individual award goes to End of Life Lead Siobhan Bennet who has led new service provision for community hospitals. And team of the month are the Bucks Neuromodulation Team who've established rTMS as a permanent service in Whiteleaf for people with treatment-resistant depression.

#### Sensitive, calm, considerate Siobhan

Siobhan had been nominated by Senior Matron Helen Hunt, who wrote that Siobhan had been instrumental in establishing this new service

provision – in the midst of challenges from staff shortages and Covid outbreaks.

Helen praised Siobhan for championing the wishes of patients, creating an emotionally safe environment for staff, patients and carers, and passionately striving for improvement:



*Siobhan Bennett*

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# Exceptional People Awards

***“She will not give up if she feels something could be better, be this an environmental factor or a nursing need.”***

Siobhan had also received lovely feedback from families of her patients:

***“As X’s dedicated nurse, you allowed him to tell his awful jokes, engaged in his banter and allowed his grumpy episodes to wash over you. You were a massive support to all of us whilst we were there – sensitive, calm and considerate.”***

Siobhan was presented with an engraved trophy, a certificate and a £50 voucher to treat herself.

Head of Service Kate Riddle commented:

***“The work of replacing the Sue Ryder beds took place under massive system pressures which were compounded by Covid. Siobhan has shone through it all and I have heard only good things about her.”***

## The team that didn’t give up

The Bucks Neuromodulation Team are responsible for electroconvulsive therapy ECT and repetitive transcranial magnetic stimulation (rTMS) at the Whiteleaf Centre in Aylesbury. They were nominated by lead nurse Helen Haigh who wrote:

***“[This] passionate and determined team are committed to innovation and development to advance patient care in line with research and development.”***

Helen noted that in the recent ECT accreditation standards (ECTAS) review the team achieved commendations in all four possible domains.

Another feather in their cap is establishing the rTMS as a permanent service at Whiteleaf, following



Helen Haigh, Tracy Ryder, Catherine Davison-Fischer and David Welchew

a successful pilot and ***“approximately two years of persistence – we did not give up!”***

rTMS provides new hope for people with treatment-resistant depression and has received good feedback from patients.

The team were presented with an engraved trophy, a certificate and £100 voucher – which they immediately planned to spend on enhancing the waiting room at their clinic.

## Nominate now!

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. 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.**



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Membership Matters **13**

# Exceptional People Awards

## Highly Commended

In addition to the winners, every month our judges choose two highly commended from each Exceptional People Awards categories: teams and individuals.

### CAMHS Neurodevelopmental Conditions Service



*Dr Emma Fergusson, Ali Hearnden, Steph Jaques, Rayane Maarabouni, Dr Azim Daud, Gavin Partridge, Odet Fahd. On the bench from left: Alison Hatton and Laura Mackenzie.*

The team were nominated by Clinical Team Manager Laura Mackenzie who wrote:

“The Oxfordshire NDC team are extremely passionate about improving the lives of neurodivergent young people and families in Oxfordshire and care deeply about this (many of us have personal experience of neurodivergence – either ourselves or with close family members).

“All members of the team strive for excellence through creativity and adaptations – we are always thinking of new ways of working to improve the patient journey.

“In the face of long waiting times and large caseloads, the team remain committed to this work, compassionate to families and colleagues, and dynamic in our service development. As the manager of the service, I am very proud of what we do and the important part that each member of the team plays.”

### ReConnect: Sensitive, curious approach to gain trust



*From left: Katy Fitzgerald, Nicola Connolly, Wendy Franza, Laura Tozer and Stephanie Bremner.*

ReConnect, part of the Bucks adult mental health perinatal pathway, were nominated by Consultant Clinical Psychologist Dr Nicola Connolly.

Nicola wrote:

“ReConnect staff work with parents whose children are on child protection plans. They work hard at engaging difficult-to-reach clients who already have a sense of mistrust of professionals.

“The staff in ReConnect demonstrate an engaging and curious approach when working with clients but at the same time hold the child’s welfare in mind. The team will share information with social care where there are safeguarding concerns, but they manage to hold both the child’s welfare and the client’s perspective in mind at the same time.

“ReConnect has helped many service users reduce the risks that they had posed to their children with three quarters of clients coming off child protection plans, and cases closed to social care. The service offers intensive early intervention to parents to bring about change to intergenerational cycles of abuse/neglect.”

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# Exceptional People Awards

## Surprise recognition to OT Sarah

Sarah Cellan Jones, occupational therapist and assessment team lead in the Witney Adult Mental Health Team was highly recognised in the June round of Exceptional People Awards. She said:

***“This came as a complete surprise and a really lovely one. It was very timely after an intensely difficult two years in community mental health services. I am so fortunate that I work with such an outstanding team of caring, hardworking and supportive clinicians.”***

Sarah had been nominated by consultant psychiatrist Dr Rebecca Sheriff (pictured above left) who said:

***“Absolutely brilliant to be able to present Sarah with this well-deserved award. It lifted the morale of the whole team to see her hard work and patient-centred care being recognised.”***

In her nomination Rebecca wrote:

“Sarah is not only utterly patient centred and caring; she also spurs on all members of the team to provide the best possible care for service users. She helps service users feel understood and engages them and carers in utilising the best possible interventions for their mental health needs.

“She is an extraordinary clinician, with a deep understanding of mental health issues and how to engage people in improving their mental health. She





Dr Rebecca Sheriff and Sarah Cellan Jones

thinks in innovative ways with service users and carers about how to improve their mental health within their own context. She makes the Adult Mental Health Team feel like a real ‘team’ where team members go above and beyond to ensure the best possible care. She makes sure that every member of the team feels heard and valued and can work to the best of their ability.

“Sarah is often the first to volunteer for difficult tasks and is not afraid of getting her hands dirty. She has supported staff across all disciplines with hands-on and exemplary supervision. She has supported and led the team through the difficult times of COVID and long-term staff absences. She pre-empts potential problems and does numerous, often unseen things on a daily basis to make sure the team works smoothly, and everyone feels heard and appreciated. She personifies what clinical leadership should look like with an understanding that every clinician wants to do a good job, and she works her socks off every day to make it happen for every member of the team.”

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# Exceptional People Awards

## Dr Caz's care and compassion

**Dr Caz Nahman, known to many of her young patients as "Dr Caz" won the Exceptional People Award in May. But due to her busy clinical**

**practice, she was presented with the award only in July, by Trust Lead Governor Mike Hobbs.**



Caz has only been with Oxford Health since September 2021, having joined from a Trust in Nottingham, but has clearly made an impact in that short time.

Dr Nahman, a Consultant Child and Adolescent Psychiatrist, was nominated by Dr Emma Fergusson. Her nomination highlighted how Caz works tirelessly, with humour and compassion, to care for young people with eating disorders. She works hard to ensure that young people get the treatment that they need and their families are cared for and supported.

Caz explained:

***"The award was a big surprise as I didn't know that I had been nominated – this is the first trophy like this I have been given, which I will now proudly show to my children and put alongside the ones they have won over the years!"***

***"Before I came to Oxford Health I had set up a community eating disorder team in Nottinghamshire as well as an inpatient***

***unit. While I am proud of that work I was very keen to work in the community again and that's why I made the move to Oxford.***

***"The pandemic has posed many challenges and I have worked hard with my colleagues to ensure that not only are patients looked after, but that we also look forward by recruiting and training the eating disorder specialists of the future."***

Mike Hobbs explained:

***"It is a real pleasure to read the Exceptional People Award nominations and also to meet a winner like Caz who makes such a difference to people's lives."***

***"Alongside the care and support she provides to young people and their families, I know that she makes an enormous contribution to the team. She is helping to develop opportunities for trainees coming through who are currently studying to be child and adolescent psychiatrists."***

***"Well done Caz!"***

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# DAISY Award

## DAISY win for 'one in a million' health visitor Lauren

**A simple half-day on the office before going on maternity leave seemed straightforward for Lauren Allen.**

But when she was invited outside into the grounds by her colleagues at Kidlington Health Centre she was in for a surprise as the DAISY Award team was waiting for her to tell her that she was the latest winner.

Lauren, who has worked as a health visitor for five years, was nominated by a mother she had worked with who wrote:

***"Lauren Allen is a one-in-a-million health care worker. She has gone over and beyond to help and support my little girl.***

***"Lauren has restored my faith in professionals. I have had a tricky past and previous experience has not been positive."***

Lauren was presented with her award by Claire Forrest, Lead Nurse Older Adult Mental Health, who set the DAISY Awards up at Oxford Health, and Carole Jones, Operational Manager Health Visiting 0-5s, who read out the nomination.

Claire said:

***"It was really lovely to see Lauren come outside with her colleagues and see it dawn on her why everyone was there.***

***"The DAISY Awards are really special because it shows that someone has made such an impression that a patient has taken the time to sit down and write a nomination."***

Lauren said:

***"It was a whirlwind – I'm very shocked. I had no idea this was going to happen!"***

***"The job is challenging but it's the best thing I've ever done. Before this I was a paediatric nurse which was ward based.***

***"We support people from pregnancy***



***through to their babies being five years old. General health, development, maternal mental health, dealing with crisis – it's really wide-ranging.***

***"I would definitely encourage people to nominate their nurses – it's great for people to get the recognition."***



## The DAISY Award<sup>®</sup>

FOR EXTRAORDINARY NURSES

HONORING NURSES INTERNATIONALLY  
IN MEMORY OF J. PATRICK BARNES



**To nominate someone for DAISY, scan the QR code or go to the [DAISY website](https://www.daisyaward.co.uk)**

# 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.



### Bucks Perinatal Team

The Bucks Perinatal team, who have clinics in High Wycombe and Aylesbury, has been recognised for their fantastic work.

One service user said:

*"Staff gave me fantastic support with feeding – a better service out in the community than we experienced in the hospital! Our Practitioner ran between the labour ward and NICU, supporting myself, my husband and my baby. She is kind, compassionate and so knowledgeable about baby care and mental health. What a gem. We are so lucky to have her work with us and will never forget her."*

### Memory Clinic - Abingdon Community Hospital

The wonderful Memory Clinic team based at Abingdon Mental Health Centre has been recognised for their hard work.

A patient's family member said:

*"There was a genuine interest in my stepfather's life and circumstances, which shows he was treated as a person and not a case. There were also helpful links and information to explore future care options which we appreciated."*

Another patient said:

*"Time, care and consideration were evident throughout my appointment. Clear explanations and feedback was given with the next steps in my treatment thoroughly explained. Very helpful and supportive, thank you."*

### Witney Community Hospital's Bladder and Bowel Service

The Bladder and Bowel team at Witney Community Hospital have been highly recognised for their fantastic work.

One service user said:

*"I am absolutely amazed by the level of knowledge and experience of my Clinical Nurse Specialist. Such a pleasant and understanding environment, lots of support and tips! I felt inspired by her to become a clinical nurse myself one day and I believe she is helping lots of families out there."*

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## Charity news

### Lucy's Room golf day sunshine

The 2022 Golf Day at Kirtlington Golf Club in support of the Lucy's Room Appeal was a success - the sun shone, funds were raised and everyone had a good time.

Unfortunately, COVID meant that the numbers of people setting off at tee time were down on 2021, but those that were able to attend more than made up for the lower numbers - enjoying the round, bbq, raffle and prizes.

In total, just under £1,100 was made on the day meaning that we are one step closer to our target for the appeal and Lucy's Room becoming a real space at the Warneford.

Lucy's family, who organise the event each year, are looking forward to 2023 already and details of the next golf day will be circulated in the New Year.

In the meantime, if you would like to support the appeal, please visit our [Lucy's Room page](#) or join others in fundraising at the [Lucy's Room Ball](#) in November.



## Oxford Half

We are excited that the [Oxford Half](#) is returning to the dreaming spires on 16 October 2022. We're warmly welcoming runners to join the Oxford Health Charity team and support community and mental health services. Whether you've recently started your running journey or are a seasoned racing regular we'd love to hear from you!

The day itself promises to be a celebration and as we've come to expect from the Oxford Half they'll be music and entertainment that will spur you through the city's historic streets to that finish line!

There's no registration fee with one of our charity places, all we ask is that you fundraise a minimum of £120.

[Register here](#)



# Membership

## Invite a friend to become a member



**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 your local 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

