



August 2022

Annual Members' & General Meeting

Join us for the Trust's Annual Members' and General Meeting on Wednesday, September 21, 2022 from 6pm to 8pm.

The meeting will be held online to ensure public safety in the ongoing pandemic.

You'll be able [join via this link](#).

The meeting agenda and papers, including selected easy read versions, will be published shortly on our dedicated [AMM&AGM page](#).

For your convenience, the meeting link is also available on that page.

Why take part?

The Trust's Annual Members' and General Meeting is held once a year and focuses on the presentation to our Governors of the formal annual report and statutory accounts.

You can find out more about how we have been delivering mental and physical health care and support to the communities we serve over the past year... plus some of our plans for the future.

It's your chance to ask questions of our leaders and learn about the vital work we carry out as an NHS



organisation serving the populations of Oxfordshire, Buckinghamshire, Bath & North East Somerset, Swindon, and Wiltshire. It's a huge patch with our dedicated teams working hard to deliver a caring, safe, and excellent standard of service – our core Trust values.

The event will begin at 6pm with Trust Chair David Walker giving you a warm welcome and guiding attendees through the proceedings.

Chief Executive Dr Nick Broughton will give an address, before the Director of Finance and Trust auditors give their reports.

Next up will be short presentations from our experts.

Attendees will get a chance to put questions to our team.

We look forward to you joining us on September 21!

Other 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](#)



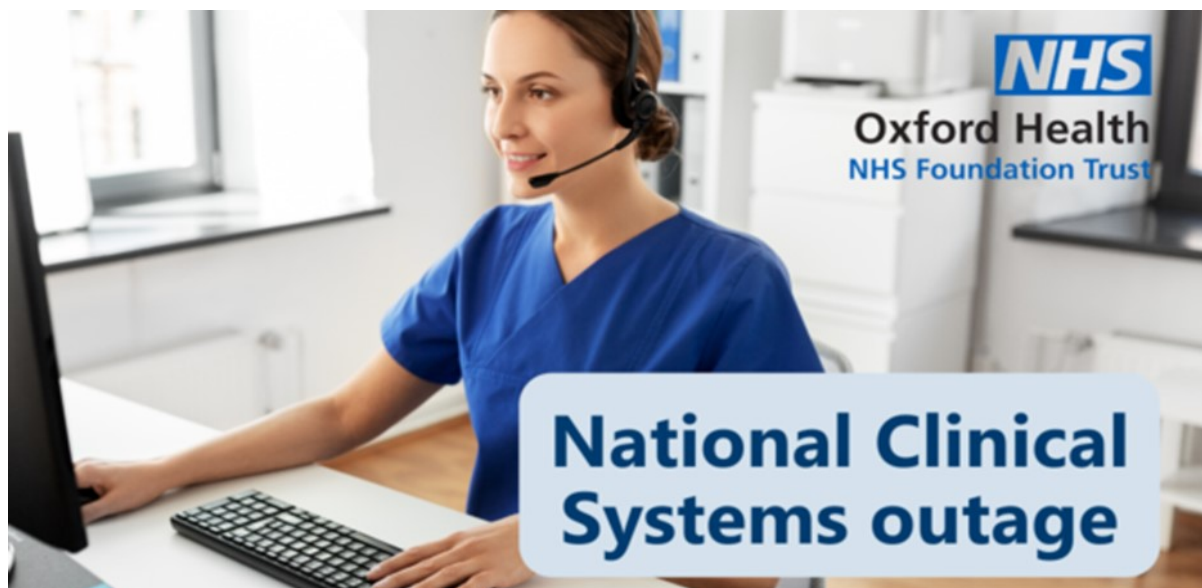
Board of Directors

September 28 from 9.30

Check our website for further info closer to the date.

Trust news

National clinical systems outage



We are currently experiencing technical issues with some of our clinical systems due to a national outage.

This is due to a third-party software supplier Advanced having been subject to an external cyber incident. This has resulted in limited access to online patient records, including appointments.

Oxford Health clinicians in our physical and mental health services are committed to providing the best possible patient care at this challenging time.

We have robust contingency plans in place. However, you may experience some delays and may be asked additional questions from our clinicians during this period.

We thank you for your patience and understanding during this time and ask you to please continue to access health services as normal.

Getting help

If you need support, feel more unwell or believe your health is deteriorating, please contact your care-coordinator, GP or care team.

You can also contact our Patient Advice and Liaison Service (PALS) for non-urgent matters by emailing PALS@oxfordhealth.nhs.uk or via our freephone 0800 328 7971 Monday to Friday.

If you need to access to NHS 111, you are advised to visit [NHS 111 online](https://111.nhs.uk) or contact or contact your local pharmacy for help and advice.

Order repeat prescriptions in time for for the August bank holiday weekend. Over the bank holiday, many community pharmacies and all GP surgeries will be closed, so the advice is to plan ahead and order repeat prescriptions as soon as possible before the start of the long weekend.

Regular updates are published on our [website](#).

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

Get involved

The Community Voice

The Community Voice is a group for people who have or have had contact with Oxford Health's Primary, Community and Dental Services. Anyone who has been in contact with these services is welcome to come along.

It is a space for people to come together and for the Trust to learn from people's experiences to make positive changes in your Primary, Community and Dental Services.

The Community Voice meets bi-monthly on Microsoft Teams. The meeting usually lasts an hour and a half. If you're nervous about coming alone, why not ask a friend or family member to come with you?



To get involved, please email communityservicesfeedback@oxfordhealth.nhs.uk.

The upcoming meetings are:

Tuesday, September 13, 11am – 12:30pm

Tuesday, November 8, 11am – 12:30pm

Info on Individual Placement & Support service

Oxford Health's Individual Placement and Support service helps unemployed adults aged over 18, who are under the care of our adult mental health teams or early intervention service, to get back into meaningful paid work.

A rewarding job is seen to be an important part of people's mental health recovery. Our employment specialists work closely with mental health clinicians so that people who use our services can achieve their employment goals.

There has been a lot of interest in the service from families and carers, so carers lead Di Hilson is organising an info session just for family and carers in Oxfordshire.

Book now for:

Wednesday, September 7 @11am

On Microsoft Teams

To book a place, please email

Diane.Hilson@oxfordhealth.nhs.uk



Please note, the person you care for must be accessing Oxford Health's adult community mental health and early intervention services in Oxfordshire to have access to the IPS scheme. At present we do not have employment specialists in our older adult teams.

See also the patient information leaflets:

[IPS in Oxfordshire](#)

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Get involved

Online workshops for carers, family & friends in Oxfordshire



These workshops are provided for carers of service users who are currently under the care of our Oxfordshire Mental Health Teams.

Places are free of charge and are limited. If we are unable to offer you a place we will add you to the waiting list and contact you nearer the time to advise if one becomes available.

You can apply by emailing

Diane.Hilson@oxfordhealth.nhs.uk

with your name, telephone number and the course/s you would like to attend.

Written email confirmation will be sent to you with joining instructions for the online session(s) you wish to attend.

Understanding and supporting someone with personality disorder

Thursday September 21

1pm – 3.30pm

Understanding and supporting someone with PTSD (post-traumatic stress disorder)

Thursday October 27

10am to 12.30pm

Understanding and supporting someone with bipolar

Thursday, December 8

10am to 12.30pm

Oxfordshire Carers Open Space

This group offers a safe and supportive space for you to come and chat with other family members, friends or carers.

Dates are Wednesdays:

Sept 21

Oct 19

Nov 16

For more information contact Di Hilson, Carers Lead at Diane.Hilson@oxfordhealth.nhs.uk or

Looking after our carers

A carer is anyone who cares for a family member or friend who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support. The care they provide is unpaid.

Even though you will see yourself as a wife, husband, son, daughter, mother or father, you are still caring for someone.

Recognising you have a caring role can open up the doors to information, support and advice that can help. See [Carer web pages](#) for more.



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

Get involved

Contact your governor

Our Council of Governors is the voice of the people Oxford Health serve. Our governors help set our priorities and shape our services, based on your - our members' - views.

The Council of Governors meet in public, and anyone is welcome to attend to observe the meeting. Details of the meetings, including agendas, minutes and reports may be found on our [council papers page](#).

We have 28 elected governors, voted to their posts by you, our members. You can see the current governors [here](#).

You can contact any of your governors by emailing contactyourgovernor@oxfordhealth.nhs.uk



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](#).

Follow us

Trust news

'Smart' tech to change the way patients are monitored

Oxford Health is trialling the use of smart monitors known as 'wearables' with some of our Hospital@Home patients so that clinicians can check vital signs remotely, enabling them to act if a condition deteriorates.

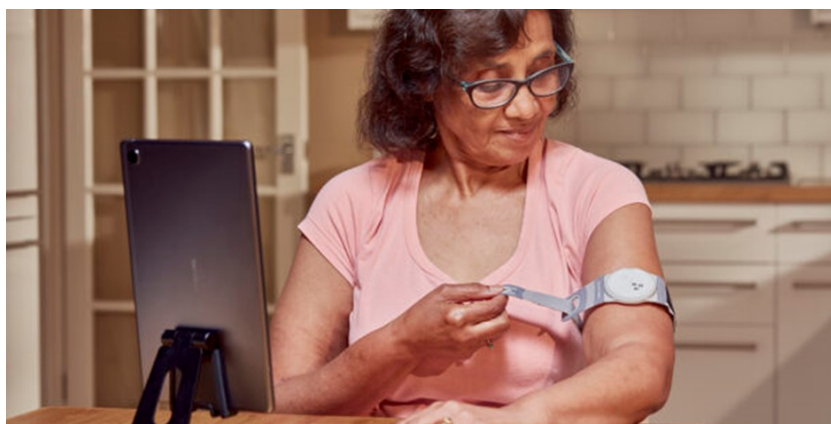
The device allows round-the-clock monitoring of heart rate, oxygen levels, breaths per minute, skin temperature and movement which will tell the clinician whether a patient is stable. Blood pressure monitors and weighing scales can also be added on.

During the pilot they will be worn by selected H@H patients, who tend to be fragile and more dependent and need to be monitored to ensure their condition remains stable in the community. All patients will still be seen face-to-face.

Bharati Aggarwal is the Digital Lead for Community Therapy. She said:

"I am very excited both about digital technology and about this project and how it can help people. The use of digital technology is already changing the face of healthcare and I think it will continue to do so but the patient will always come first."

"Our aim is to establish a system where both clinicians and patients can feel confident with wearables, knowing that all the necessary health checks that healthcare professionals would normally carry out face-to-face are still being performed. These devices offer continuous monitoring and by using them we should be able to identify problems earlier and take appropriate action. In the future it would be our aim to enable GPs to see their own patient's data on the dashboard as well."



Sue Palmer, Clinical Lead of the Hospital at Home service is participating in the project.

"It's really important that the pilot collects feedback from both patients and staff alike. We need to not only understand the patient's experience of wearing the remote monitoring device; but also gather data from staff who are involved in its implementation," said Sue.

She added: "We also need to be able to explain how this technology can help shape patient care which will support future decisions about which equipment and tech we may want to use."

H@H clinicians will check the dashboard prior to visiting the patient and if required, will liaise with the patient's GP and any other specialists or NHS services to ensure that the patient receives a holistic approach to their care.

The study will be able to monitor up to 17 patients at any one time. It is not possible for patients, their families or GPs to refer people to the study – all cases are referred via H@H.

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

Trust news

TEDS achieve prestigious quality accreditation

Oxford Health's eating disorder service TEDS for children and young people in Bath and North East Somerset, Swindon and Wiltshire has achieved the Quality Network for Community CAMHS – Eating Disorders accreditation (QNCC-ED) with the Royal College of Psychiatrists.

Head of Service James Fortune said:

“Obtaining this prestigious national recognition is a testament to the hard work and dedication of staff working in The Eating Disorder Service. It evidences the high quality of services for children and young people in Bath and North East Somerset, Swindon and Wiltshire, provided by Oxford Health NHS Foundation Trust.”

The QNCC service standards were launched in 2005 to encourage quality and consistency between services as well as raising the standards of care. Accreditation requires thorough standards and evidence to be met and approved by an Accreditation Panel. They scrutinise nine key service domains ranging from access to care to multi agency working, staffing, infrastructure and commissioning.



TEDS are joint second, in the history of accreditation, to achieve accreditation out of the 28 eating disorder services registered. Data Quality Improvement Lead Leanne McIlhinney said:

“The TEDS team have worked extremely hard to achieve accreditation by constantly reviewing and improving quality standards with the ultimate passion and enthusiasm to provide young people with the best care possible.”

Chair David Walker on July 20 Trust Board meeting

Trust Chair David Walker made this short video to explain some of the key topics discussed at the July 20 meeting. Among them were the importance of patient feedback; getting back on track with skills, training and appraisals; and the vital role of research. David said:

“We need to learn from the experience of those who use our services, so we were glad to hear from a former patient at the Whiteleaf hospital in Aylesbury. Maybe ‘glad’ isn’t the right word since her first encounter with the ward wasn’t good enough.

However, she reported that ward managers



had listened to her suggestions for doing things better, and during a second admission had found improvements. Such feedback is vital.”

Watch David's vlog [here](#)

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[YouTube Oxford Health](https://www.youtube.com/OxfordHealth)

Membership Matters 

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)

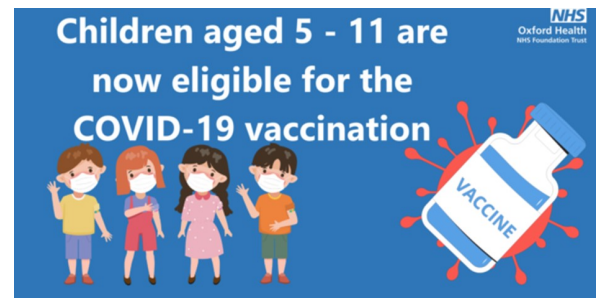
Broad Street Mall, Units 49-50, Reading, RG1 7QE.

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

Covid & vaccine update

Change to COVID vaccination centre opening days

The opening days for Oxford Health run vaccination centres have changed. The centres in Aylesbury, Oxford and Reading are now closed on Tuesdays and Wednesdays.

They will continue to be open from 8am-6pm on Mondays, Thursdays, Fridays, Saturdays, and Sundays. Anyone with an appointment booked for a Tuesday or Wednesday has been sent information to help them to rebook.

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.

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 nhs covidvaccine@oxfordhealth.nhs.uk with your NHS number or appointment reference number.

The decision to change the opening times has been made to ensure the centres continue to meet the current demands of the COVID-19 Vaccination programme.

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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Trust news

Para power lifting referee Kelly sets sights on Olympics

When she was seven, Kelly Gardner went along with her parents who were volunteers at weightlifting events for disabled people.

She soon became the unofficial mascot for the British team, travelling around with them and developing a love for the sport.

Fast forward to 2022 and she has just come back from the Commonwealth Games where she was invited to be one of the referees in the Para power lifting event.

And she now has her sights firmly set on being one of the officials at the Olympic Games in Paris 2024.

Kelly who is a facilities support manager at the Whiteleaf Centre in Aylesbury said:

"I had a marvellous time. It is very hard work and the team of referees and officials worked from early in the morning to late in the evening to make sure the event followed all the rules and regulations and ran smoothly but I wouldn't have missed it for the world."

"I actually had a gall bladder operation two weeks before I went but I wasn't going to let that stop me – I love refereeing these events."

Her parents progressed from being volunteers to qualifying as referees and in 2013, Kelly decided she would follow in their footsteps and passed her Para power lifting referees exam.

The following year she refereed at the Invictus Games in London where she met Prince Harry and she has been involved in events ever since, notching up a total of 15 to date. One of the things Kelly finds amusing is the attitude of some able-bodied people who think the sport looks easy.

"They have no idea just how strong the athletes are; they have amazing upper body strength – I struggle to even lift the bar let alone with weights on it. It really is not as easy as some people think."



"As an able-bodied person myself, I encourage others to watch Paralympic sport as the athletes really do not get enough recognition which I find frustrating."

Kelly, who lives in Aylesbury, has worked in the NHS for 21 years, starting out as a receptionist. She has had a lot of support from her colleagues who are all very proud of her achievements and she was deluged with messages from her family during the Commonwealth Games as they had seen her on TV.

Her role as referee involves being part of a team of officials, ensuring all the rules, regulations and processes are followed from officiating at the weigh-in to watching the athletes during a lift to ensure they meet all the technical demands of the sport.

Although she has not been a weightlifter, Kelly likes sport and enjoys swimming and going to the gym. She said:

"My parents have both retired from refereeing but I have picked up the baton from them and my aim is to get a few more national events under my belt to boost my experience then hopefully, next stop Paris 2024!"

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Trust news

Join the new team that will make a difference to the lives of young people

Work to build a new eight-bed children and adolescent mental health services (CAMHS) psychiatric intensive care unit (PICU) at the Warneford Hospital is well under way and recruitment has begun.

Right now the Trust is seeking people to fulfil the roles of [Charge Nurse](#) and [Positive Behaviour Lead](#).

Dr Tony James, consultant at the Highfield Unit, said:

“This is a fantastic time to get involved in something very special right at the start and to make a difference to the lives of young people at a vulnerable stage of their illness.

“To have the opportunity to join a new team and really help to shape the service is something that does not come along very often.

“We know that there are some very special candidates out there – people with great experience as well as newly qualified people seeking their first job.

“Whatever your experience I would urge anyone interested in a job in mental health care to take a look at the current roles and to keep a close watch on the Oxford Health jobs pages as more PICU jobs are advertised.”

Right now the Trust is seeking people to fulfil the roles of [Charge Nurse](#) and [Positive Behaviour Lead](#).

The PICU will enable young people experiencing the most acutely disturbed phase of a serious mental disorder to receive specialist help closer to home.

It will sit alongside the award-winning Highfield Adolescent Inpatient Unit on the Warneford site in Oxford, to provide specialist Intensive inpatient mental health care, assessment and comprehensive treatments for young people across the Thames Valley region.



The clinical model for the unit will include Positive Behaviour Support (PBS). PBS is a therapeutic strategy used to empower an individual and improve their quality of life by helping others not only to understand and reduce behaviours that challenge but to also support them to develop and learn new skills. This includes a holistic, functional assessment of the individual and their behaviour, including the social and environmental context in which it occurs.

The building is set to open in Spring 2023.

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Exceptional People Awards

Pharmacist Rachel and Highfield Unit



From left: Sameera Pathan, Freya Curtin, Toby Daniell, Rachel Hogan, Dr Samuel White, Chief pharmacist Michael Marven, Dr Muttur Lakshmeesh, Dr Tony James and CEO Dr Nick Broughton.

Exceptional care for children and young people was doubly awarded in the July round of Exceptional People Awards, when clinical lead CAMHS pharmacist Rachel Hogan and the Highfield Adolescent Unit were crowned the winners of the month.

The winners received their prizes in a small presentation at Warneford, led by CEO Dr Nick Broughton. Nick said:

“All across the Trust people are doing amazing things all the time, but every month we make a point of rewarding those who are doing a truly outstanding job.”

Chief Pharmacist & Clinical Director for Medicines Management Michael Marven presented Rachel Hogan's award. She had been nominated by all the Oxfordshire CAMHS consultants who said that with her 18 years at Oxford Health and specialist knowledge of psychopharmacology in children and

young people, Rachel is vital for providing caring, safe and excellent service.

“Prescribing in CAMHS is particularly complicated as we are often prescribing off-label and without good trial data. This makes it much more challenging, and Rachel's contribution all the more important.”



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Exceptional People Awards

On the top of that, Rachel has also trained as a non-medical prescriber, works one day a week with neurodevelopmental service with young people, and with Dr Tony James, has set up a pioneering treatment-resistant depression clinic for young people.

Rachel was visibly moved by the recognition from her colleagues. She was presented with a certificate, an engraved trophy and a £50 gift voucher.

Team that go to great lengths

CEO Dr Nick Broughton presented the team award. The Highfield Unit had been nominated by clinical psychologist Samuel White. He noted:

“Staff at the Unit go to great lengths to ensure that young people are kept safe in the least restrictive way possible and to offer positive experiences such as going out for meals, learning new instruments or engaging in artistic projects.”

Recently staff have engaged in fundraising activities to provide a sensory room, and have worked hard to redesign the outdoor space and make this more therapeutic and supportive.

The nominations added:

Staff also constantly reflect on the activities offered to ensure there is an interesting and therapeutic variety of options.

Staff recently all worked together to support a highly complex young man who hadn't left



From left: Sameera Pathan, Freya Curtin, Toby Daniell, Dr Samuel White, Dr Muttur Lakshmeesh and Dr Tony James

his bedroom prior to admission in over 6 months. Providing consistent support involving all of the disciplines allowed him to gradually build his confidence and he has now returned home able to do much more. In countless other cases staff work tirelessly to ensure young people are ready for discharge and with a robust plan in place.

The representatives of the winning team were presented with a certificate, an engraved trophy and a £100 gift voucher.

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.



DAISY Award

Rebecca finds a DAISY in the Orchard

Mental health nurse Rebecca Jones received a massive surprise when she went to a quick staff meeting at the Orchard Health Centre in Banbury.

She and her colleagues filed into a room where others that couldn't be there in person were joining via Teams. Marie Crofts and Britta Klinck were there too as the meeting had been called so that they could relay some very important information about the DAISY awards.

So far, so normal...

It was only when Marie informed those present that someone in the room, Rebecca Jones, was going to be receiving a DAISY award that the purpose of the special visit became clear.

The nomination reads:

"Rebecca has taken the time to engage with my daughter due to her disability, it has at times been a challenge. She has shown compassion and the utmost patience with strategies for my daughter."

"Rebecca is always consistent and follows through with what she has agreed with both myself and my daughter which is so important for someone with autism."

"At any time I have a question or a concern, Rebecca will always find the time in her already busy day to speak to me and offer advice, or just be there to validate how I have felt as a parent with a neuro diverse daughter – as this is also all new to me."

"I really don't know what I would have done without the continued support of Rebecca – she will always stand out to me as someone who has gone above and beyond her duty and I feel very lucky to have her involved during this challenging and difficult time!"

Rebecca said:

"My job involves working with young people under the age of 18 with a range of mental health difficulties in order to offer



treatments. I have worked in Banbury since I qualified so I have been here for years!

"It was a real shock to be presented with the award as I wasn't aware of what was going on. It's such a nice thing to happen as feedback from families means so much."

"If anyone out there is thinking of making a DAISY nomination please do – it is so nice to know that you are making a difference to people's lives and it also helps to motivate already committed nurses about the work that they do."

Britta Klinck said:

"It is always a pleasure to present a DAISY award – the mixture of surprise followed by disbelief and then appreciation of the fact that someone has valued their work so much that they want them to win is wonderful to see. Each and every winner represents just how valuable and amazing our nursing workforce is at Oxford Health. There are more winners out there so I would urge anyone who receives care excellent and compassionate care from one of nurses to nominate them for a DAISY."

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

DAISY Award

DAISY award for 'extraordinary' Jo

Jo Riley leads the Trust's countywide respiratory and home oxygen service, which she set up 22 years ago, and is also a specialist respiratory nurse.

She was nominated by the son of a patient who she supported in her nursing role. Chris Swindale, who also happens to be a colleague, felt that the care his mother had received from Jo was well worthy of recognition and filled in a nomination form.

Every DAISY award presentation is a surprise for the winner, and Jo's was no different. She didn't suspect anything when Chief Nurse Marie Crofts and Deputy Chief Nurse Britta Klinck called her and colleagues to a meeting.

Jo explains:

"I was called to a meeting in our office and I had no idea whatsoever what the meeting was about. I still didn't realise it was me when they said someone in the room was a winner!"

"I was very humbled to be honoured for something I do and take pleasure in. Nursing is what my life is about. The job is really who I am and I have also done voluntary work abroad and given training in UK and Bangladesh on breathing and asthma."

"The nature of many nurses means that they don't put themselves forward for awards as to them what they do is not extraordinary. But to those they work with it's a different story."

To find out just what makes the work nurses do so valuable you only have to look at the nomination that won her the DAISY award.

Chris Swindale explained: ***"I have first-hand experience of Jo both as a relative of a patient and as a colleague."***

"My mum was 68 when she died on New Year's Day 2022. The two months prior to this, she had been in and out of hospital with breathing problems and was eventually diagnosed with a mass in her lung. She spent the last two weeks of her life in hospital, with only one visitor allowed per day, for an hour at a time."

"In her role as a nurse Jo spent time with my mum, talking to her about anything, supporting her and making sure she was ok when family weren't allowed to be in the hospital, and this was such a



great comfort knowing that someone else was able to check on mum during that time."

"Since mum died, I have had the pleasure of spending a bit more time with Jo and have realised that she provides this level of care and support to all members of our team when they are having personal problems, when family members are ill, or whenever anyone just needs someone."

"I would like to say a huge "Thank you" to Jo. She is truly extraordinary."



The DAISY Award®

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.org/)

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.



Falls Prevention Service

Oxford Health Falls Prevention Service, which assists hundreds of patients a year, has been praised in a series of independent five-star I Want Great Care reviews. One service user said:

"I have been treated with kindness at all times and know exactly who to contact should I need some help."

Another patient said:

"The assessor was extremely professional and efficient. She explained everything clearly and was sympathetic and friendly with a strong understanding of my mobility problems."

Alison Haine, Falls Specialist Clinical Lead, said:

"Falls are not only the result of getting older – many can be prevented. We offer help and advice to help older people avoid falls where possible and regain confidence if they have suffered a fall. We emphasise assessment, rehabilitation and exercise. Exercise is the most important intervention to help reduce falls and fractures."

"I'm so pleased that our service has been recognised by patients. We work hard to ensure all our patients are put at ease and comfortable with their assessment."

Children's Dental Clinic, Banbury

Banbury's Dental Clinic has been praised for its welcoming team and fantastic patient care.

The service, located within The Orchard Health Centre on Cope Road, is part of the Community Dental Service (CDS) which consists of nine clinics across Oxfordshire.

The Community Dental Team provide specialised care to adults as well as children, who are unable to receive care from a general dental practitioner. The service supports those suffering with anxiety, complex medical conditions and physical or learning disabilities.

Rosalind Mitchell, Clinical Director for the service, said:

"We are delighted to have got such a positive response from the people we care for. We all work hard to put our patients at ease and provide the best service we can. It is really encouraging when people take the time to appreciate the effort we put in."

A parent of a patient said:

"We have received the most excellent treatment, my child was terrified of the dentist and I never imagined he would be able to complete his treatment. Everyone here has been amazing."

Another happy visitor said:

"Heather was fantastic, she made me feel really safe and not afraid as did all her assistants, I love my lovely straight teeth and smile!"

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

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 or find the team lead closest to you [here](#).



Volunteering

Volunteers are an integral part of NHS services. After a long pause in recruiting new volunteers—because of the the pandemic—we are open for applications again . See more [here](#).



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Charity news

Saffron House summer spruce up



A big thank you to the Chiltern Rangers Team who returned to Saffron House, Wycombe.

As part of an ongoing project with the Oxford Health Charity to enhance the green spaces for patients, carers and staff at the site, the team returned to the garden spaces at Saffron House last week. This time they were joined by a small team of young people who are taking part in their Stepping Stones to Employability programme (a funded project supporting young people with additional education needs). See the before and after pics [here](#).

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](#)

Louisa conquers Ben Nevis



Whilst many of us were trying to stay cool recently, a determined group of fundraisers set off to reach the summit of Ben Nevis, led by Louisa Cox.

Louisa is a previous inpatient at the Warneford Hospital in Oxford, having experienced a steep rapid decline in mental health in 2020. We're pleased Louisa is feeling much better and as she tells us is "back living a happy life, working and socialising again." Now she wants to now help other inpatients on mental health wards.

Along with six friends and family, Louisa conquered Ben Nevis, and as she explained this would be an experience the group will never forget. Read [more](#)



Oxford Half 2022
support your local NHS community and
mental health charity



Research news

Tackling suicide risk in people with mental disorders

Clinical researchers from Oxford University's Department of Psychiatry and Oxford Health NHS Foundation Trust, including nurse consultant Karen Lascelles, together with colleagues from elsewhere, have developed guidance to help clinicians identify and treat patients at risk of suicide.

The alternative approach to clinical practice, published in *The Lancet Psychiatry*, was developed by health practitioners and suicide prevention experts, together with a service user.

The new guidance is intended to reduce risk through a person-centred strategy in which assessment is regarded as a therapeutic process which is aimed at identifying interventions to enhance well-being, together with an individualised safety plan developed collaboratively with the patient.

Professor Keith Hawton CBE, Professor of Psychiatry and Director of the Centre for Suicide Research at Oxford University, and a lead author on the article, said:

"A substantial proportion of individuals who die by suicide each year have been suffering from mental illness. Therefore prevention of suicide is one key task of mental health practitioners, but traditionally this has been dominated by attempts to predict suicide risk. Our approach, which is more focussed on a therapeutic approach to addressing risk, should greatly improve patient care, with likely benefits for suicide prevention."

Karen Lascelles, Nurse Consultant at Oxford Health NHS Foundation Trust, and joint lead author of the article, said:

"This therapeutic and collaborative approach to patient safety can help clinicians, patients and patients' families



gain a better understanding of when and why a patient might become vulnerable, and what the patient and those involved in their care can do to help keep them safe. It should be taught to clinicians during their training and in practice, and supported by organisations and regulators."

The full paper, 'Assessment of suicide risk in mental health practice: Shifting from prediction to therapeutic assessment, formulation and risk management', can be read [here](#) in *The Lancet Psychiatry*.

Karen's pioneering work

Nurse consultant Karen Lascelles is Oxford Health's suicide prevention lead and has done extensive work on suicide awareness training for staff and partner organisations. In 2021 Karen ran two series of suicide prevention webinars, with the country's leading professionals as well as experts by experience. The autumn series alone was attended by over 900 people.

The recordings of the webinars are published on the Trust's YouTube channel on the [Suicide Awareness playlist](#), and have been watched over 4,500 times.

A further series of webinars will be run in September-October 2022, with one of the webinars dedicated to the Lancet paper mentioned here, with the authors forming the panel.

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.

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