



September 2022

Oxford Health pays tribute to Her Majesty The Queen



**Colleagues, patients and service users from across Oxford Health
paid their respects to Her Majesty Queen Elizabeth II.**

Trust CEO, Dr Nick Broughton, said:

“She devoted her life to public service and earlier this year awarded NHS staff the George Cross for their compassion and courage, particularly during the pandemic.

“We will mourn her passing. Along with the rest of the country, we at Oxford Health send our heartfelt thoughts and condolences to the King and the Royal Family at this very sad time and during the period of national mourning.”

Staff took part in a special webinar led by Head of Spiritual and Pastoral Care, the Rev Dr Guy Harrison, with readings from staff.

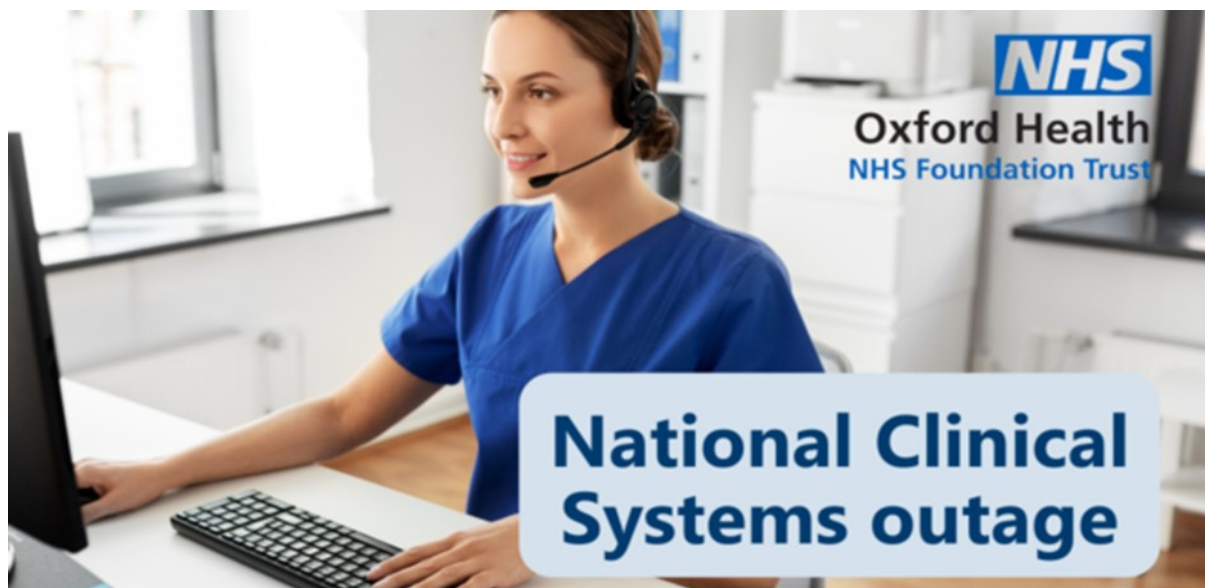
Patients and staff attended memorial services at the Warneford and Whiteleaf hospitals and 14 books of remembrance were distributed across the organisation for staff and patients to leave tributes.

On Monday, September 19, patients and staff were able to watch the state funeral.

Additional spiritual and wellbeing support has been made available to inpatients and those affected by the Queen's passing.

Trust news

National clinical systems outage



We are continuing to experience 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.

Our staff are working very hard across Oxford Health to ensure that our physical and mental health services continue to provide the best patient care at this challenging time.

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

We thank you for your patience and understanding as our staff try to help you. Our colleagues may not be able to resolve your query fully, but we would like to assure they will do everything they can to assist.

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.

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

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



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

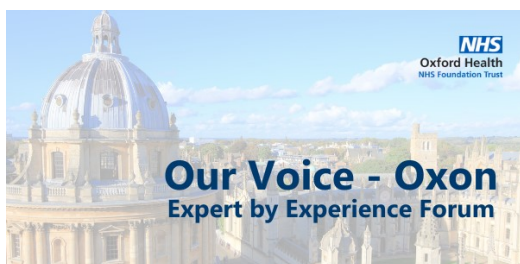
The upcoming meetings are:

Tuesday, November 8, 11am – 12:30pm

Tuesday, January 10, 2023, 11am – 12:30 pm

Expert by experience groups

Our Voice in Oxfordshire and Bucks Voice in Buckinghamshire are expert by experience groups for people who use the local mental health services or care for someone who does. If you would like to attend, please email getinvolved@oxfordhealth.nhs.uk



Friday, October 28
10am to 12 noon

Wednesday, November 23
1pm to 3pm



Monday, October 3
2pm to 4pm

Wednesday, November 9
10am to 12 noon

Tuesday, December 6
2pm to 4pm

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

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



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:

Oct 19

Nov 16

For more information contact Di Hilson, Carers Lead at Diane.Hilson@oxfordhealth.nhs.uk or call on 07775 816646

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 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



Workshops in Bucks

Understanding Depression

Thursday, September 29

10am to 12 noon

Understanding Anxiety

Thursday, October 13

10am to 12 noon

Understanding OCD

Thursday, November 17

10am to 12 noon

To book a place, please call Carers Assessment Team on 01865 90151 or email

CarersTeam@oxfordhealth.nhs.uk

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

Gong for the Community Rehabilitation Team

Congratulations to the Community Rehabilitation Service which has been recognised in the Community Hospitals Association (CHA) Innovation and Best Practice Awards 2022 for their work in establishing a seven-day service during COVID-19.

The award also reflects a new way of working that was developed across the community hospitals, with a strengthening of leadership at every level

To meet the needs of increased numbers and complexity of patients during the pandemic, several things happened. The senior leadership team in Community Hospitals changed their working patterns, stepping up to provide clinical leadership and management support up from five to seven days.

In addition, the Matrons also initiated a new system whereby one Matron had operational responsibility (covering staffing, patient flow and system representation for example) for all community hospitals for a seven-day period leaving the other two matrons with all clinical responsibilities. Previously, each Matron had both responsibilities to manage each day.

Emma Leaver, Service Director for Community Services said:

“This is an example of exceptional leadership. Even amid the pressures of the pandemic the Matrons took a step back and looked at how they could improve the service and it has been an amazing success. It has enabled each of Matrons to be the Clinical Leader they want to be. There is now much greater oversight of what the Community Rehabilitation Service can offer to the wider system because when acting as



the Operational Matron they can now focus wholly on that.”

The three Matrons who instigated the new system were Dawn Roberts, Julie Beardmore and Mireia RuizSoley. Dawn Roberts spoke for them:

“This has been such an exciting journey for all of us and we have all learnt so much and are very proud of what we have achieved. Now we have greater clarity on our bed numbers and staffing we can be much more decisive in what we can offer to the wider system which gives us a much clearer strategic role. We are looking forward to continuing improving our service and providing leadership to our staff so we can deliver the best care for our patients.”

In making their decision the judges said:

“This was a great example of leadership at its best from a group of Matrons who understood what was needed and had a can-do attitude.”

See the full story [here](#).

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

Trust news

Trust team shortlisted for major professional award

Oxford Health's fantastic Allied Health Professionals (AHPs) are in the running for a prestigious national award.

Our mental health dietetics team has made it onto the 'Workforce Transformation' shortlist at the CAHPO Awards 2022 for their efforts to develop a sustainable team and future workforce. The CAHPO awards are the awarded by the Chief Allied Health Professions Officer and the shortlisting alone represents a major achievement.

AHPs are the third largest clinical workforce in the NHS.

There are 14 different disciplines in the AHP family and Oxford Health has eight of them embedded in its mental health, children's services, specialised services and community health settings across Oxfordshire, Buckinghamshire, Wiltshire, Bath and North East Somerset.

These include podiatrists, dietitians, occupational therapists, paramedics, physiotherapists, art therapists, music therapists and speech and language therapists.

Lucy Gardner, Professional Lead Dietitian in Mental Health and Learning Disability, said:

"There are significant challenges in recruiting and retaining dietitians in mental health. Traditionally, student placement programmes focus on acute hospital environments and medical nutrition therapy which can be at odds with our needs as a mental health trust."

"For this reason we have taken an approach



of 'growing our own' and taking steps that we hope will sustainably expand our workforce."


To achieve this, a new Professional Lead mental health dietitian has been appointed and two new dietetic apprenticeships have been created. Other recruitment initiatives have seen new posts created to focus on mental health and CAMHS and two dietitians have joined the Trust from overseas.


Lucy explained:

"We have created a structure that not only meets our immediate needs but also makes working for us attractive to existing and studying dietitians. And by offering apprenticeships and hands-on experience for people training and studying we hope to be seen as a great place to work."

The award winners will be announced at a special ceremony on October 13.

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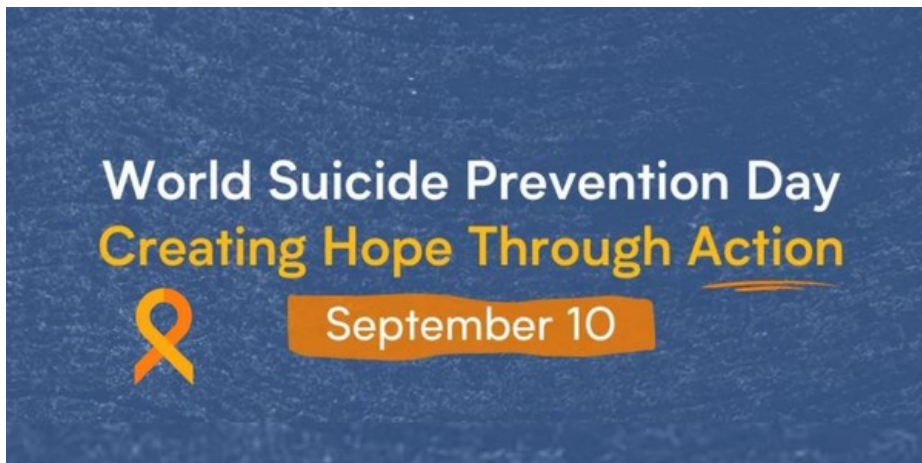
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Membership Matters 

World Suicide Prevention Day

World Suicide Prevention Day, observed on September 10 every year, is a platform to raise awareness of suicide and to promote preventative measures to reduce the number of suicides and suicide attempts globally. The theme for 2022 was Creating Hope Through Action.



Creating Hope through Action is a reminder that there is an alternative to suicide. The campaign aims to inspire confidence and light in all of us; that our actions, no matter how big or small, may provide hope to those who are struggling.

Preventing suicide is often possible and you are a key player in its prevention. Through action, you can make a difference to someone in their darkest moments – as a member of society, as a child, as a parent, as a friend, as a colleague or as a neighbour. We can all play a role in supporting those experiencing a suicidal crisis or those bereaved by suicide.

Reach in

You can help give someone hope by showing that you care. All of us can play a role, no matter how small. We may never know what we do that makes a difference. We all can reach in and ask somebody. You do not need to tell them what to do or have solutions, but simply making the time and space to listen to someone about their experiences of distress or suicidal thoughts can help. Small talk can save lives and create a sense of connection and hope in somebody who may be struggling.

Understanding

Stigma is a major barrier to seeking help. Changing the narrative around suicide through the promotion of hope can create a more compassionate society where those in need feel more comfortable in coming forward to seek help. We can all do something to live in a world where suicide is

recognised and we can all do something to help prevent it.

Sharing experiences

The insights and stories of people with a lived experience of suicide can be extremely powerful in helping others understand suicide better and encourage people to reach in to support someone, and for individuals to reach out for help themselves. It's really important that the person sharing their story knows how to do so in a way that is safe for them and for those who hear their story.

Personal stories of an individual's experiences of significant emotional distress, suicidal thoughts or attempt, and their experiences of recovery being bereaved by suicide can inspire hope in others that they too can move through the period of distress or crisis, and their insights can help others understand what it means to feel suicidal and how they can support others.

Support

Samaritans can be contacted any time from any phone for FREE at 116 123 or by email jo@samaritans.org

Support after Suicide: If you or someone you know has been affected by suicide, please see <https://supportaftersuicide.org.uk/> for support.

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

World Patient Safety Day

Medication without harm

World Patient Safety Day, September 17, is an international annual initiative set up by the World Health Organisation (WHO).

This year the day focused on medication safety, with the slogan 'Medication without Harm'.

Every person around the world will, at some point in their life, take medications to prevent or treat illness. However, medications sometimes cause serious harm if incorrectly stored, prescribed, dispensed, administered or if monitored insufficiently.

Unsafe medication practices and medication errors are a leading cause of avoidable harm in health care across the world. Medication errors occur when weak medication systems and human factors such as fatigue, poor environmental conditions or staff shortages affect the safety of the medication use process. This can result in severe patient harm, disability and even death.

Medication safety is everyone's responsibility, and there are simple things you can do:

- When prescribed a medication, check with your health worker that you have all the information you need to take it safely. Follow the [Know. Check. Ask.](#) actions
- Keep an up-to-date list of all the medications you take, including traditional medicines, and share it with your treating health workers
- Take your medications as recommended by your health worker
- Use the [5 Moments for Medication Safety](#) tool to keep you safe while taking your medications
- Be aware of the potential side-effects of your medications
- Store your medications as indicated and check the expiration date regularly
- Raise any concerns about your medication with your health worker



Campaign video



This concise video explains how you can do your bit to ensure medication without harm. Click on the image to view it.

Follow us

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. The vaccination centres are open five days a week (Mon, Thurs, Fri, Sat, Sun) for vaccinations from 8.30am to 6.00pm.

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)

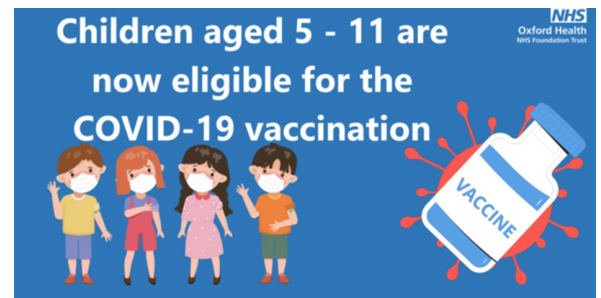
Broad Street Mall, Units 49-50, Reading, RG1 7QE.

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

These sites accept booked appointments 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

Over 65s can now book autumn COVID booster

People aged 65 and over are now able to book their autumn COVID booster through the national booking system.

The [NHS COVID vaccine service](#) is also now offering appointments across Buckinghamshire, Oxfordshire and Berkshire West to carers and pregnant women, with bookings able to be made [online](#) or over the phone by calling 119.

People aged 75 and over, the severely immunosuppressed, and frontline health and care workers have been able to book their latest booster dose since early September – with appointments starting from September 12.

As with previous campaigns, those most at risk will be called forward first, with people able to book in online or through 119 as long as it has been three months since their last dose.

NHS director of vaccinations and screening Steve Russell said:

“There is no room for complacency in keeping COVID-19 on the backfoot, and this autumn booster will help protect those most at risk. From today those aged 65 and over, pregnant women and carers are now able to get their jab. If you are one of those eligible, it is as important as ever to get your next dose, so please do come forward as soon as possible.”

Those eligible for an autumn booster over the coming weeks, include over 50s, those with a weakened immune system and housebound people



Over 65s can now book a COVID booster

and pregnant women, in line with guidance set out by the Joint Committee on Vaccination and Immunisation (JCVI).

Those with weakened immune systems are already able to self-declare and attend walk-ins to make getting the extra protection as easy as possible. Health and care workers can also book through national booking services.

From this month, the NHS is also rolling out this year's flu vaccine, with eligible people able to get their flu and COVID jab at the same time depending on local arrangements.



Where to go?


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. The vaccination centres are open five days a week (Mon, Thurs, Fri, Sat, Sun) for vaccinations from 8.30am to 6.00pm.

See locations on the previous page.

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Charity news

Great art at Abingdon MIU

We're excited to take a sneaky peak of the new mural that will shortly be installed at the Minor Injuries Unit at Abingdon Community Hospital.

The large beach themed piece will be added to the children's waiting and treatment areas. It will provide an uplifting and engaging piece of art to interest our young visitors, but also importantly distract them



during treatment with clinicians asking questions about what they can see. Local artist Thomas W Cross also ensured our charity featured too. As well as the mural, a new safer flooring will be installed, in addition to wall-mounted toys. For full details on the project please visit our [appeal page](#).



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](#)



Trust news

Wonderful five-star reviews for Oxford Health's Healthy Minds service

Healthy Minds has been recognised for its compassionate team and their dedication to patient care in a series of "I Want Great Care" reviews.

Healthy Minds is the Buckinghamshire IAPT (improving access to psychological therapies) service, offering the help you need to improve mental wellbeing. This responsive NHS service provides talking therapies, practical support, and employment advice for adults over 18 with a GP in Buckinghamshire.

Therapists work with individuals over the phone, online or in person within the local community, keeping in regular contact with patients to support them on their road to recovery.

Healthy Minds offers a range of free, evidence-based psychological therapies to help people with low mood, anxiety, stress, employment difficulties and long-term physical health conditions. The service welcomes referrals using their online self-referral form, by phone, text, or via a GP or other health professional. You can easily book your first appointment online, too.

Adeyinka Okungbowa, a Team Manager at Healthy Minds, said:

"We really appreciate receiving such lovely feedback from our patients. It keeps us going to know we have a positive impact on people's wellbeing and we're proud that our hard work is being recognised!"



Below are just a few of the many uplifting comments the Healthy Minds service has received:

"They are a team of very thoughtful professionals who give you sufficient information to refer back to."

"My therapist was very patient, kind and compassionate. She was really helpful and gave me the confidence to talk about my feelings."

To find out more about the Healthy Minds service or to submit a referral, [click here](#).

All patients and service users who receive care and support from Oxford Health are encouraged to provide reviews on the independent I Want Great Care website. The Trust encourages reviews as they help our teams learn where the quality and standards of care can be improved. It also lets us know where our clinicians are providing compassionate care and allows us to publicly recognise their work.

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

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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