

Providing services across Cambridgeshire,
Luton, Norfolk, Peterborough and Suffolk

Keeping in Touch

Issue 20 - June 2016

Inspirational Speakers attend first iCaSH Conference



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Welcome to the latest edition of Keeping in Touch

As ever, this edition provides lots of examples of how we are redesigning services and providing high quality care in the heart of local communities across Cambridgeshire, Luton, Norfolk, Suffolk and Peterborough.

I am delighted to share with you that the Trust's bid to provide integrated contraception and sexual health (iCaSH) services across Bedfordshire, in partnership with Brook and the Terrence Higgins Trust, was successful. We look forward to welcoming staff from these Bedfordshire services and ensuring a safe transfer to the Trust towards the end of the year.

A date for your diaries!

The Trust's Annual General Meeting will be held on Wednesday 14 September - 3pm - 4pm at the Oak Tree Centre, Huntingdon, PE29 7HN.

The AGM follows immediately after our Board meeting being held in public, which commences at 12.30 pm, which you are also very welcome to attend.

I look forward to seeing you then.

Matthew Winn, Chief Executive
Email: matthew.winn@ccs.nhs.uk



Matthew Winn with our Shine a Light winner Beverley Rogers - see page 7

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Over 70 years of volunteering celebrated with a tea party

Volunteers from the Princess of Wales Hospital, Ely, celebrated over 70 years of service recently at a tea party held in their honour.

Kathy (Kath) Flack, Mary Cornwall and Norman Lee, who are all in their 80's, received gifts and flowers from Matthew Winn, Chief Executive, at a celebration that included family, friends, and colleagues, past and present.

Kathy and Mary both started volunteering at the hospital back in the 1990's, with Norman joining them a few years later. Between them they have worked in the medical records department, the Art Project, and managed the Thrift Charity Shop where they raise around £1,200 per year for the hospital.

Mary, 87, said: "I've been here for 23 years, so it's been a lot of years, but I've enjoyed every minute of it, and it's kept me going".

In addition to the long serving volunteers, Mary Johnson, Mavis Matthews, Sue Starling and Felly D'Souza, also volunteer at the hospital, regularly working on the reception and in the medical records department. They also received recognition for their work and dedication.

Matthew Winn said: "It gives me great pleasure to celebrate with the fantastic Princess of Wales volunteers. They are an integral part of our local community hospital in Ely and their contribution is absolutely priceless. We thank them for their dedication and devotion to the community hospital and the patients who use it."

Gillian Leeper, Estates Site Manager at the hospital organised the celebration tea party and said: "We are immensely grateful for all the support our volunteers give the hospital – they are a very special group of people."



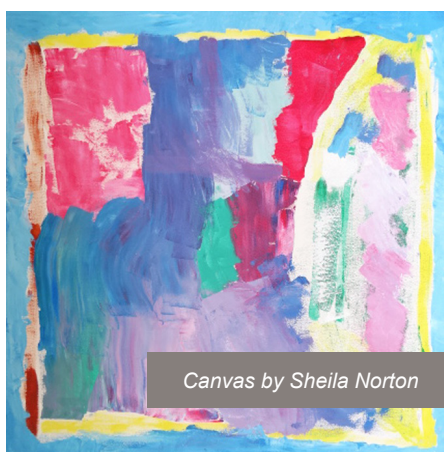
Back Row: Norman Lee, Felly D'Souza, Matthew Winn and Sue Starling Front Row: Kathy Flack, Mary Cornwall and Mavis Matthews

A picture speaks a thousand words

Stroke survivors saw their art work displayed at a unique exhibition at Princess of Wales Hospital, Ely during April.

The creative designs are the result of a study called 'HeART of Stroke' in which people who had experienced a stroke, were invited to a series of workshops to explore new ways of seeing the world and their identity. The exhibition included a display of canvases that patient's worked on and developed over a number of weeks.

The research study was led locally by Dr Fergus Gracey and co-ordinated by Samantha Nunn, Research Assistant, from the Oliver Zangwill Centre. Fergus is a Senior Research Fellow at the University of East Anglia in the Department of Clinical Psychology, seconded from his post as Consultant Clinical Neuropsychologist in



Cambridgeshire Community Services NHS Trust. He said: "Participants who attended the HeART of Stroke workshops were supported to explore their creativity through the arts, to help build confidence to explore their new situation after stroke. We found that people enjoyed both the social and creative aspects of the group, many

reporting a boost in confidence to get more involved in things despite the stroke."

Funded by the National Institute for Health Research (NIHR) Research for Patient Benefit (RfPB) Programme, the project was a feasibility study designed to lay the foundations of a larger scale research trial in the future.

Sheila Norton from March had a stroke 14 months ago and highly recommends the group for how it helped her.

She said: "When I was first approached about art classes, I was apprehensive as although I love art, I don't think I'm very good at it. I wasn't sure what to expect but the group was brilliant, as you got to meet lots of different people in the same situation. If it's available to you, take it."

THE
**Oliver
ZANGWILL**
CENTRE

Karina's work with Cancer patients gains national recognition

Macmillan Welfare Rights Adviser, Karina Chamberlain in Luton's Cancer and Palliative Care service has been recognised nationally for her work with cancer patients.

Karina, who helps Luton patients claim the benefits to which they are entitled, has been featured in the national magazine of the Nationwide Building Society - the corporate partner of the Macmillan Welfare Rights Service.

"I get a huge amount of satisfaction from my job," said Karina, "but it's very humbling as well. Being diagnosed with cancer is tough for anyone, but what many people may not realise is that, aside from the obvious difficulties, there are hidden costs. For those who work to pay a mortgage, cancer can make losing your home a very real and frightening possibility - and it does happen."

Karina makes contact with patients as soon as they are diagnosed and supports them, their families and their carers throughout the illness. She can help patients to claim a huge variety of benefits including Disability Living Allowance, Tax Credits and Housing and Council Tax benefits. And she can offer support with claiming health costs such as prescriptions and travel to hospital and applying for transport concessions among others.



Karina and her support officer, Claire Sanderson

"The benefits system itself is still an absolute maze and every patient, every type of cancer and every person's financial circumstances are different; so it really is important that cancer patients have someone to help them through it," she added.

Patients benefit from more than £2.2million

Last year Luton cancer patients were helped to claim just under £2.3 million worth of benefits through the Macmillan Welfare Rights Service. During the same period, more than £20,000 Macmillan Grants were awarded.

The service received 522 new referrals and a total of 550 claims were submitted. It handled 175 telephone assessments, 223 clinic appointments and 301 home visits.

The figures and more information about the service's activities over the last year can be found in its annual service report for January – December 2015 which can be accessed on our public website under the Luton, Cancer and Palliative Care Service section.

This is what her patients say:

"Karina was like a breath of fresh air. I never felt embarrassed or like a 'scrounger' which worried me dreadfully. Karina put me at ease, explained what I was entitled to, sorted out all details and documents required so that she could fill in the dreadful forms and the paperwork on my behalf and gave me her contact details etc."

"Karina is professional and efficient, took away the embarrassment I felt just asking for help and with kindness and compassion took a massive weight off my shoulders. Karina is lovely, informative, respectful and non-judgemental."

Children's Market Place - "Setting a New Standard."

Our recent Children's Market Place has generated encouraging feedback with many people saying they would like to see more networking events like this.

Twenty-one children's service providers showcased their services during the day and around 100 people visited the Market Place in Luton.

Here are just a few comments from the day:

"Great idea holding an event like this, you are setting a new standard."

"Please put on more of these types of events, a great way of meeting other professionals and swapping information."

"Fantastic event, very well organised, the whole team should feel very proud. Excellent networking."



A day in the life of an MDT Co-ordinator

Our Luton Multi-disciplinary Team (MDT) Coordinators are central to supporting the delivery of personalised care plans to achieve the best outcomes for service users, empowering them to maintain and improve their own health.

Here, two of our MDT Coordinators, Melissa Savage (left) and Yvonne Collingridge outline a typical day and explain why having empathy with patients, along with good organisation and communication skills, are vital in their role.

Their day usually starts with reading emails and hospital alerts to identify patients who could be (or already are being) supported through the MDT approach, and liaising with these patients' surgeries.

Responding to 'tasks' received from the Trust's community matrons and district nurses, or from GP surgeries, via an electronic clinical system called

SystemOne, is followed by contacting patients to see what support they may require. Chasing up referrals being made by partners, such as social services, as well as initiating referrals to other services such as Age Concern is also a daily undertaking.

Melissa and Yvonne co-ordinate MDT meetings, so also send out agendas and compile minutes, as well as gather patient information and details about potential services patients may need for discussion at these meetings. A lead professional is identified to provide clinical input. The MDT Coordinator facilitates the development of individuals' care plans, working closely with GPs, and ensures that the agreed plan is shared with all the professionals involved in a patient's care.

Before taking up their roles, Melissa and Yvonne had worked alongside the Community Matron service and District Nursing for many years in administrative roles which gave them vast experience in how best to support the nursing staff to promote integrated working.



They say they applied for the role of MDT Coordinator because they wanted to be part of a team which can make a difference to a patient's well-being so they've certainly picked the right job!

Good luck to all our MDT Coordinators as they continue to play a key role in ensuring the very best outcomes for local people.

Fida's language skills help Diabetic patients



More than 40 languages are spoken across the Trust ranging from French and Spanish to Bengali, Shona, Zulu and twi-fante.

Diabetes Support Worker, Fida Hussain speaks Urdu, Pahari, Punjabi and Hindi and her language skills are making a real difference to diabetic patients in Luton. Through a mentoring programme, Fida supports

patients from different ethnic backgrounds and others, in particular the elderly, who feel isolated because of their illness and their lack of English.

Explaining her focus, Fida said: "Some patients are housebound and others don't go out because they suffer from depression or they are not confident speaking to people because they have little English.

"I help them to understand diabetes and that it's not just about their diet and the amount of sugar they are eating, but also about their overall lifestyles and the changes they can make.

"Once their diabetes improves they become more confident about going out and some have joined exercise classes or started taking English classes."

Fida can refer patients to Weight Watchers and also to dieticians, participating in joint consultations to overcome the language barrier.

What her patients say:

"I would like to thank Fida for inviting me to the Diabetes Awareness Programme. The whole programme was excellent and my sugar levels are better than before and I feel better than before."

"Good ideas in helping to make the changes necessary to improve my health."

"Fida has been very polite and empathetic while advising me about controlling blood sugar with medicine and changing lifestyle. Her professional approach is highly commendable. Her support has given me strength and courage to face this medical condition boldly."

Working with staff and families in Norfolk

Work is continuing within the Norfolk Healthy Child Programme to improve services and outcomes for children and young people in the county.

An important focus of the programme is to improve the early identification of concerns before children start school and offering health and wellbeing support to children and their families as they transition to secondary school. Key service developments and improvements which are currently being introduced include:

- An integrated 2-2.5 year review, bringing together health and early years practitioners to improve the early identification of needs and ensure effective care pathways are in place.
- A universal 3.5 year school readiness review, delivered by CCS's partner, Iceni Healthcare, via Practice Nurses alongside pre-school immunisations. CCS



Turning Two Party at Dereham

teams will deliver training to practice nurses throughout July and August 2016.

- The introduction of a transition health review for all children in year six, with an offer of a face to face appointment with a school nurse

where a child or their family identifies health or wellbeing needs.

We have also prioritised reviewing our provision for health reviews for looked after children aged under five. Special interest practitioners, trained in the needs of looked after children, are now in place across the county, to improve the timeliness and quality of reviews. Reviewing our provision for children with additional needs is one of our top priorities; a pathway review will ensure we are working effectively with voluntary and statutory partners and service users.

Throughout the redesign process we are engaging with partners, stakeholders, children, young people and their families via surveys, workshops and focus groups to ensure that the service user experience and partner expertise is central to all the changes we make. We would welcome your views on what we do well and what we could improve.

Fundraising trio's marathon challenge for children's charity

A trio of fundraisers have tackled more than 100 miles of marathon challenges to support Huntingdon's children's ward and the special care baby unit.

Samantha Wool, Tina Lambert and Nick Jones all have personal reasons for supporting the dreamdrops charity, which fundraises for Holly Children's Ward and the Special Care Baby Unit at Hinchingbrooke Hospital.

Samantha, of Chatteris, undertook the London Marathon on Sunday, 24 April and chose to support the charity as both her children have spent time on the ward.

Tina Lambert, of March, ran in the Brighton Marathon on Sunday, 17 April. Tina was raising funds specifically for the special care baby unit; in 2014 the unit had cared for a friend's baby who sadly died of Edward's Syndrome.

Taking on a much longer challenge is Nick Jones of Somersham, who tackled Trekfest in the Brecon Beacons in June. Trekfest is a 24 hour, 75km (54 miles) demanding trek through the Welsh National Park and Nick took on the challenge in memory of his daughter Olivia, who passed away three years ago.

Mike Andrews, dreamdrops Deputy Chairman, said: "We're a local charity which makes a real difference to children in Huntingdonshire who need emergency or specialist community care, by providing those extras, which can make a hospital stay more comfortable or equipment to enable a sick child to be cared for at home.

"On behalf of the charity I would like to say thank you to Sam, Tina and Nick for choosing dreamdrops to be the beneficiary of their fundraising efforts."



Dreamdrops Deputy Chair Mike Andrews, Tina Lambert, Nick Jones, Samantha Wool and Acute Children's Services Matron, Sarah Hughes.

East Cambridgeshire and Fenland School Nurses offer new help line to worried teens

Secondary school pupils across East Cambridgeshire and Fenland now have a direct line to a school nurse, thanks to an innovative new scheme.

April saw the launch of ChatHealth in seven secondary schools, which allows pupils to communicate with school nurses through text messages.

Pupils are given a mobile phone number to which they can share their concerns on any issues through a text message. The text messages are received by a bank of school nurses who can reply, offer advice or guidance or arrange a face to face appointment with the child.



Gina Hart, School Nurse, Wisbech Area

The Trust is already running the scheme across Norfolk schools with excellent results.

Sue Johnson, Healthy Child Programme Area Manager for East Cambridgeshire and Fenland, said: "Data from Norfolk indicates that the service is particularly popular with boys, who maybe find it more difficult to approach a nurse through traditional school drop-in sessions.

"Most young people are very used to communicating through texts and messaging and can use the service to raise many different types of concerns, from relationship worries and exam stress, or bullying and mental health issues. They also use the service to obtain general healthy living advice.

"The service is secure and allows the young person to remain anonymous, if that is what they would prefer. No message will ever go unanswered, with automated messages sent outside of working hours.

"We're really excited about launching ChatHealth across East Cambridgeshire and Fenland and we're sure that young people in the area will benefit from the service."

The school nursing service attended each of the seven participating schools to launch the scheme directly to pupils.

The seven participating schools are:

- Thomas Clarkson Academy, Wisbech
- Neale-Wade Academy, March
- Ely College
- Witchford Village College
- Soham Village College
- Cromwell Community College, Chatteris
- Bottisham Village College.

Outstanding work recognised!

Going that extra mile has won Beverley Rogers, HCP Admin Assistant, the Trust's Shine a Light Award.

Beverley is based in the Health Visiting team at Vancouver House, King's Lynn and was nominated by Julie Williamson, Health Visitor for always working above and beyond her duties.

Julie said: "Beverley is extremely efficient, uses her own initiative and as a team we would be lost without her.

"Beverley is always completely work focussed, if you ask her to do something, you can trust that it always gets sorted.

"She is always willing to help, organises us in a good way and is a great asset to the team."



On the Move!

Bury St Edmunds

A former archaeological services base in Bury has become a one stop shop for sexual health services. Cambridgeshire Community Services NHS Trust has transformed 9-10 Churchyard into a larger, accessible and modern environment for iCaSH Suffolk's hub in the town.

Sexual health services were previously run from Blomfield House, Looms Lane, as a temporary solution until the permanent town centre premises were ready. Staff have successfully transferred to the new premises – Abbey View Clinic* - and have been seeing patients there since 23 February 2016. *9/10 Churchyard, Bury St Edmunds, Suffolk, IP33 1RX

Great Yarmouth

All sexual health services (CaSH, GUM and HIV) based at the Bure Clinic, Lowestoft Road, Gorleston on Sea and Kittywitches, King Street in Great Yarmouth have moved to new premises.

The new clinic – known as Breydon Clinic – is at Northgate Hospital, Northgate Street, NR30 1BU and opened to patients on Thursday 24 March 2016.

The Breydon Clinic was refurbished in the now characteristic iCaSH purple and provides eight clinic rooms, two phlebotomy rooms, a laboratory and an in house pharmacy.

Celebrations!

Lime Tree Clinic

Susan Quilliam, advocate for sexual and relationship health and education reflected on the last sixty years since the start of the sexual revolution, at the official opening of Lime Tree Clinic in Cambridge.

She then went onto say that the iCaSH service was “not only helping patients day by day, but by empowering them, will ripple out into society as a whole.”

All sexual health services moved from The Laurels, Newmarket Road on 14 August 2015 to larger bespoke, premises at Lime Tree Clinic (formally known as Headway House) on the Brookfields Hospital site, Mill Road, Cambridge, CB1 3DF.

Oak Street

In April 2015, teams from Norfolk and Norwich University Hospital NHS Trust and Grove Road Clinic settled into a new home at 1a Oak Street.

Just over a year after moving in the Lord Mayor of Norwich 2015-2016, Councillor Brenda Arthur led the anniversary celebration, congratulating the team on all they had achieved over the last year.

The move brought all aspects of sexual health, including contraception and STI testing and treatment, under one roof in Norwich for the first time.

Inspirational Speakers at iCaSH Conference

Over 200 iCaSH colleagues gathered for the first service conference last month at Lynford Hall, near Thetford. It was a fantastic and unique opportunity for everyone to come together across all of our iCaSH localities to network, learn from each other and undertake training and development.

The day included a range of inspirational speakers including: Comfort Momoh, a midwife and

public health specialist at Guy's and St Thomas' NHS Foundation Trust specialising in the study and treatment of female genital mutilation and Chelsea's Choice, an interactive drama-based workshop on child sexual exploitation.

Dr Sivakumar, Associate Medical Director, iCaSH said: “I'd like to take this opportunity to thank everyone who joined us at our first iCaSH Conference. It was fantastic to see so many of you under one roof sharing good practice and celebrating all we've achieved over the last year as a service.



“All iCaSH staff that attended benefitted from a range of speakers and workshops aimed at updating and refreshing skills, enabling thought-provoking discussions, and updating everyone on the latest developments in the service.”

You get out what you put into Physiotherapy

Keen cyclist Vernard Jones was sceptical that physiotherapy could improve his condition, but he was pleased to be proved wrong.

A history of arthritic problems meant that Vernard's mobility decreased, but the combination of physiotherapy and exercise classes with the DynamicHealth team, provided by Cambridgeshire Community Services NHS Trust, got him back on his feet (and on his bike).

Vernard went to see his GP after a walking holiday in the Peak District left him unable to move. He said: "I was on 1000mg of Naproxen for pain relief. I was sceptical when my GP said physiotherapy would help; I found it hard to walk, so how could exercise help?"

Claire Nicholas, Senior Physiotherapist with DynamicHealth based at Hinchingbrooke Hospital physio department, diagnosed Vernard with trochanteric bursitis (when the sac of fluid between the hip and thigh muscles becomes inflamed).



Claire Nicholas, Vernard Jones and Joanne Greenslade

She said: "Applying a stabilizing pressure to his hip that allowed him to raise his leg more easily, is a good way to show that if your muscles are working better it would be easier to move. This test can help get patients on board, realising that if they work on these muscles it can make a big difference."

Claire showed Vernard some exercises to do at home; which he practiced every day, increasing the number of repetitions he could do at each session. She then suggested he go to the gym and work with Joanne

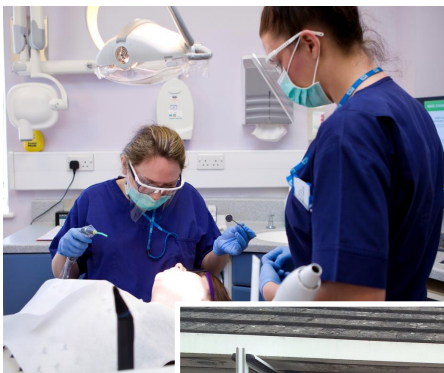
Greenslade, rehabilitation instructor, who introduced low level Pilates to his routine, then got him involved in exercise classes.

Joanne said: "It's the nicest feeling when you've turned someone around and they're so pleased with something they didn't realize was going to happen. It was lovely to see him from where he was to leave in high spirits and planning his future. It makes it worthwhile."

Now Vernard can walk without his stick, has reduced the number of pain killers down to the occasional Ibuprofen and is even planning a ski holiday. He said: "A lot of people have commented that I am walking much better now, I tell them it's all down to physiotherapy. I can even ride my bike again.

"I would like to thank the DynamicHealth team at Hinchingbrooke physio department for their care and expertise."

Dental Healthcare service achieves 100% compliance



Congratulations to our Dental Healthcare service for achieving 100% of its contractual targets for 2015/16.

Maria Ross-Russell, Clinical Lead for the service said: "I'm incredibly proud of my team. Each and every one of them contributed to this fantastic achievement which reflects their commitment to providing the very best treatment for our often vulnerable patients across Cambridgeshire and Peterborough.

"Given the ever increasing demand on the service, we were also delighted that our receptionists in Cambridgeshire and Ely won the Trust's Shine a Light award in May for their outstanding contribution to the team."



Kimberley Wright, Pat Weller and Vanessa Callaghan with Matthew Winn, Chief Executive

Trust rated outstanding for openness and honesty

Matthew Winn, Chief Executive for the Trust said
“I am delighted that our Trust has been rated
‘outstanding’ for its openness and transparency.

“Honesty is one of our four organisational values and we have worked hard to ensure a culture where staff are confident in sharing good practice and learning from mistakes.

“This is good news for those that use our services and I commend our staff for their commitment to providing high quality care.”

The national league draws on data from the 2015 NHS staff survey and from the National Reporting and Learning System data to identify those NHS provider organisations that have:

- outstanding levels of openness and transparency;
- good levels of openness and transparency;
- significant concerns about openness and transparency; or
- a poor reporting culture

Of the 230 Trusts rated across the country, Cambridgeshire Community Services NHS Trust was rated 14th most open and transparent organisation.

Fire Crews train in tunnels under hospital

Firefighters in Wisbech were given the opportunity to take part in more realistic training opportunities thanks to a partnership with a local hospital.

Crews from Cambridgeshire Fire and Rescue Service, used the tunnels under North Cambs Hospital in Wisbech (run by Cambridgeshire Community Services NHS Trust) to practise a multitude of skills in two training exercises last month.

Mandy Cuckow, patient and admin services manager for the Trust organised the crews visit. She said: “We are delighted to be able to support the Cambridgeshire Fire and Rescue Service crews and provide them with a realistic training environment. This was a great opportunity and we look forward to further joined up working between our organisations.”

Crew Commander Robert Wabe, from Wisbech, explained the training with North Cambs Hospital enabled firefighters to hone their skills in an unfamiliar setting.



He said: “We focused on confined space and underground tunnel training when we used the hospital site, which also involved things like laying guidelines and retrieving casualties.

“Having the chance to partner with local businesses and organisations gives us much more opportunity to develop challenging training exercises for crews, to test staff and keep it interesting to ensure we get the best out of one another.”

Board dates for 2016

13 July 2016 - West Norfolk Professional Development Centre, Kings Lynn, PE30 2HU

10 August 2016 - G93, Oak Tree Centre, Huntingdon, PE29 7HN

14 September 2016 - G93, Oak Tree Centre, Huntingdon, PE29 7HN

All meetings will start at 12.30pm.

For further information please contact: Taff Gidi, Assistant Director of Corporate Governance

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