

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

# Keeping in Touch

Issue 18 - November 2015



## Staff Awards *page 4*

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Kindness Day

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Child Programme across  
Norfolk

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provide care

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## Welcome to the latest edition of Keeping in Touch

I am incredibly proud to share with you the exciting news that our Trust was ranked the best Community Trust to work for in the country recently, placing us in the top 10 NHS organisations in England irrespective of the type of care provided. This is a fantastic accolade for our staff who are providing excellent care across the region, with many examples of compassionate and innovative services. These were recognised at our recent Staff Excellence Awards in September.

I hope you enjoy reading about the range of service redesign programmes underway across the Trust, including the introduction of the Healthy Child Programme in Norfolk following the successful transfer of staff and services to CCS in October/November. These redesign programmes – many of which are being taken forward with partners in health and social care - will lead to improved outcomes and quality of life for the thousands of people we care for.

It's an exciting time for community health services, as the many challenges facing the NHS provide a fertile ground for developing innovative and integrated services across acute, community and primary care services. We look forward to playing a full role in developing sustainable services for all of our local communities.

Matthew Winn  
Chief Executive  
matthew.winn@ccs.nhs.uk



Matthew meets Maia and Mum Meera Wiggett, at our Beads of Courage event (read more on page 11).

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## Cambridgeshire Community Services NHS Trust is the best Community Trust to work for in the country!

**The Trust has won first place in the community trust category of the Best Places to Work in the NHS awards 2015.**

The top 100 list of NHS providers is split into five groups and is decided by the Health Service Journal and Nursing Times, in partnership with NHS Employers. It includes 42 acute trusts, 31 mental health trusts, 16 specialist trusts, 11 community trusts, plus 20 clinical commissioning groups.

Matthew Winn, Chief Executive, Cambridgeshire Community Services NHS Trust said: "I am incredibly proud that the Trust has been recognised as the best Community Trust in the country to work for. Research demonstrates a proven link between engaged staff and positive patient outcomes and this award recognises the passion and commitment of every member of staff within the Trust."

The winner and runner up in each of the five categories were commended as the Top 10 organisations across the country for their outstanding performance.

The awards recognise the top 100 NHS organisations that have worked hard to promote great staff engagement and create an environment where people can enjoy their work, using data compiled from the annual NHS staff survey (assessed by independent research firm Best Companies Group).



Staff from the Trust, with Alastair McLellan, HSJ editor

## New to Care, New to CCS

**Staff from the Trust were joined by representatives from other organisations to celebrate the introduction of the Care Certificate, developed jointly by Skills for Health and Health Education England.**

It is an identified set of standards that health and social care workers adhere to in their daily working life. It provides clear evidence to employers, patients and people who receive care and support, that the health worker has been trained, developed, and assessed for the skills, knowledge and behaviours to ensure that they provide compassionate and high quality care and support.

Consisting of 15 standard elements the Care Certificate has been piloted across the Trust over the past 12 weeks. Our first four staff members: Emily Grader, Kirsty Hughes, Helen Showa and Richard Hand receiving their Care Certificate are shown opposite at a recent launch event.

The Trust will, in the future, require all healthcare support workers, who have no previous care or clinical experience, to

complete the Care Certificate within the first few months of their employment, working with an occupationally competent assessor who can observe and confirm their competence in meeting these standards.



## Staff Excellence Awards 2015

Healthcare staff showed that there is no 'I in team' at our excellence awards at Lynford Hall near Thetford in September. Twelve teams from the Trust celebrated success, following nominations from their colleagues for their compassion, innovation or to simply say thank you.

Matthew Winn, Chief Executive at the Trust said: "These awards recognise our unsung heroes who make a real difference to people's lives. I would like to thank all of the staff across the Trust for providing high quality care, close to home often on a daily basis."



### Shine a Light Annual Award

#### Winner - Val Cooke, Lead Sexual Health Nurse, Ipswich

Val was nominated for 'always putting the patients and staff needs above hers'. She is the person who always volunteers to do the unsocial hours and the long shifts to maintain patient care and to support her colleagues and the service. During recent changes in the service, Val showed a wonderful solidarity and passion to accommodate staff and patient concerns.



### Runner up

#### Michelle Knight, Clinical Nurse Specialist, Macmillan and Hudson Palliative Care, Wisbech

Michelle was nominated by a patient for 'the care, love and understanding' she received whilst at the MacMillan and Hudson Centre in Wisbech. Michelle helped this patient over some very difficult times as the rare illness she had was very hard to cope with. The patient commended Michelle for being 'a very, very special person.'



### Kate Granger Person Centred Care Award

#### Winner - Luton Children's Community Nursing Team

Effectively collaborating with other agencies to ensure that children and young people living and dying in Luton with life limiting conditions are assured of the highest quality child and family centred services, as and when they need them.

### Runner up - Community Children's Nursing Team based at Heron Court, Ida Darwin

Demonstrating the teams commitment to the Trust values and their ability to challenge the specialist hospitals and utilise their leadership skills and behaviours in ensuring safe and effective discharge to our community service. Exemplified through feedback from one patient and mother who expressed that without the understanding, empathy and willingness to support them, they would not have been able to undertake necessary interventions at home confidently or safely.



### Rising Star

#### Winner - Jenny van Maurik, Clinical Lead Extended Scope Practitioner (DynamicHealth, based at Hinchingsbrooke)

Jenny was appointed as Clinical Lead Extended Scope Practitioner for the Huntingdon MSK Service in October 2014. She is a highly experienced advanced physiotherapy practitioner, with a passion for finding better ways of doing things by delivering innovative evidence based care. She has a particular passion for helping patients with persistent pain to navigate what can sometimes be an NHS maze as they struggle to access the right services in a timely way.

### Runner up - Rachel Matheson, Cambridgeshire and Peterborough Sexual Assault Referral Centre Manager

Rachel was appointed in February 2014. Her passion and commitment to the delivery of comprehensive, safe, high quality sexual assault referral services is indisputable. Rachel holds a firm belief that the sensitive provision of the right services, in the right place and at the right time, is paramount to providing the greatest opportunity of both physical and psychological recovery for our service users.





### Supporting our Services to Excel

#### Winner - Trust-wide Workforce, Service Redesign, Transition and Business Development teams

Successfully managing unprecedented organisational change, with services and staff from eight different providers transferring into the Trust (around 160 staff), whilst also transferring out over 1700 staff to six different providers.



#### Runner up - Linda Masterson, Breastfeeding Coordinator, Luton

Leading the health visiting service to achieve the Unicef Breast Feeding Initiative at Levels 2 and 3. Although this is a service accreditation, it would not have been achieved without Linda's dedication, perseverance, leadership and an unfailing commitment to best practice standards, quality of service delivery and a passion to make a difference to the children of Luton.

**There were three team based awards for an initiative, service or development which demonstrated improvements to clinical or patient report outcomes.**

**The winners and runners up were:**



#### Ambulatory Services

##### Winner - iCaSH Peterborough

**1st Runner Up** - Epidemiology Team, Dental Healthcare, Cambridgeshire and Peterborough

**2nd Runner Up** - Occupational Health / Physiotherapy Team (based at Hinchingsbrooke)



#### Luton children and adults' community health services

##### Winner - Children's Rapid Response Team

**1st Runner Up** - Integrated Diabetes Team

**2nd Runner Up** - Community Blood Services Team (Anticoagulation/DVT/Community Phlebotomy/Admin) Luton Treatment Centre



#### Cambridgeshire Children & Young People's health services

##### Winner - Cambridge North City Health Visiting Team

**1st Runner Up** - Children's Community nursing and Children's Continuing Care team based at Hinchingsbrooke

**2nd Runner Up** - Professional Development Team for Health Visiting

**We also celebrated and thanked 17 members of staff who have collectively achieved 380 years of committed service to the NHS.**



## News from Luton

Our Luton based services play an important role in providing high quality care to local people.



We've therefore introduced new logos (see opposite) to raise awareness and understanding of these vital services.



## Inspirational Nurses recognised for their care and compassion

Heart Failure Specialist Nurses were awarded the Trust's Shine a Light award after being nominated by Shigufta Hussain, a third year student.



Ruth Tilley, Joanne McEwan and Lindsay Farmer with Matthew Winn, Chief Executive

Shigufta said: "I nominated Ruth, Jo and Lindsay as they welcomed me into their team with great care and compassion, which they also showed to their patients. They are inspirational nurses and the best mentors/teachers any student could have."

## Congratulations to our Infant Feeding and Health Visiting Teams

Our Luton infant feeding team and health visitors have won international recognition.



Health Visiting Team

The prestigious award from Unicef was presented to the teams by Sue Ashmore, Unicef's Baby Friendly Initiative Programme Director who said: "We are delighted that Luton Children and Adults Community Health Services has achieved full Baby Friendly status. Surveys show that most mothers want to breastfeed but don't always get the support they need. Mothers in Luton can be confident that their health visitors will provide high standards of care."



Infant Breastfeeding Team

Breastfeeding coordinator, Linda Masterson said: "We decided to join forces with Unicef to increase breastfeeding rates. We are absolutely delighted to have won this award; it is recognition of the high standard of support the Infant Feeding and Health Visiting teams are giving mothers and their babies and families generally across Luton."

"Breastfeeding protects babies against a wide range of serious illnesses, as well as asthma, cardiovascular disease and diabetes in later life. Breastfeeding also reduces the mother's risk of some cancers – although mums might be more interested in hearing that it is easier, cheaper and simply less hassle than bottle feeding. But however a mother chooses to feed her baby, she can be sure that she will be supported to form a strong, loving relationship with her new-born."

## Luton adult redesign

Luton's adult services redesign is progressing apace with its key priority to achieve the best outcomes for service users, empowering them to maintain and improve their own health.

The borough has a history of joint working but faces significant challenges together with the tightening of health and social care budgets. Through the Better Together Programme the aim is to build on that collaboration with the integration of key service areas predominantly around primary care and Luton and Dunstable Hospital.

The Trust is the system-wide Co-ordinating Provider Lead for the programme which is designed to help patients with long-term conditions focusing on prevention and early intervention, with a shift away from hospital admissions to support in the community.

Our adult community nursing and falls team is being redesigned to deliver care co-ordination and rapid response services drawing on the most effective and safe skill mix. At the same time, our team of eight Care Co-ordinators is supporting multi-disciplinary teams led by GPs to provide integrated packages of care for patients across acute, community, mental health, voluntary and primary care.

This redesign will enable patients to access seamless care across health and social care while improving the quality and efficiency of our services.

## Family Nurse Partnership Launch

After much planning, the Family Nurse Partnership (FNP) team is now live in Luton.



The FNP is a voluntary, preventative home visiting programme for first time parents under the age of 20. It offers intensive and structured home visiting, by specially trained nurses, from early pregnancy until the child is two years, building a therapeutic and supportive relationship with the family.

The FNP team work closely with the Luton and Dunstable Teenage Pregnancy Midwifery team and are keen to work alongside other partner agencies.

To contact the FNP or make a referral, tel: 01582 511032 or email: [familynursepartnership.luton@nhs.net](mailto:familynursepartnership.luton@nhs.net)

Facebook: [LutonFamilyNursePartnership](https://www.facebook.com/LutonFamilyNursePartnership)  
Twitter: [@LutonFNP](https://twitter.com/LutonFNP)

## Never stop learning

**The Trust's Dental HealthCare staff in Cambridgeshire are reaping the rewards from continuing their professional development.**

Six have completed new qualifications in recent months, which have not only boosted their knowledge but have had a positive effect on patient experience too.

Kirstie Eley opted for the Certificate in Dental Radiography as she knew it would help speed up the service, as she would be able to take any radiographs needed for minor oral surgery, community service and sedation clinics, meaning dentists have more time with patients.

She said: "Since completing my radiography training, I have taken on a quality assurance role. These programmes are essential to achieve good results and quickly identify any faults in the processing equipment."

Kirstie also had an article published in 'The Probe' dental magazine called Radiography in Practice: never stop learning. Siobhan Casey and Rachael Luckhurst also completed the Certificate in Dental Radiography.

Cheryl Messenger finished the certificate in Oral Health Education as did Sandra Coupland. Cheryl said: "I felt a strong urge to do the course as I felt I could benefit the service by using my knowledge to educate patients,

being children, special needs patients, foreign patients (where I could use demonstration methods or hand gestures should language be a barrier) as well as adults. This would save the dentist a lot of chair side time, especially when doing oral health education, leaving them free to treat patients that are in pain."

Nicola Benton, a dental nurse based in Peterborough was receptive to further study in special care dental nursing, as she regularly assists with a special care dentist. She said: "On completion of the course, I feel I now have a broader knowledge of the conditions and treatment challenges faced by our patients. I am now better able to treat the patients on an individual basis providing a more bespoke service.

Her colleague Julie Peacock also completed the Certificate in Special Care Dental Nursing. Julie said: "I work at the Community Dental Clinic, which is based in the Treatment Centre at Hinchingsbrooke Hospital. The clinic provides dental care for adults and children with physical and learning disabilities, and also patients who are medically compromised. I chose the certificate so I could expand my knowledge and have a better understanding of the various conditions that we see in our patients, which in turn will allow me to provide an enhanced level of nursing care to both the patients and the dentists that we support."



## Dental Access Centre

**The Dental Access Centre at Brookfield's Health Centre offers patients an A&E for their teeth - even on Christmas Day.**

The Cambridge site in Seymour Street is one of four in the area with others in Huntingdon, Wisbech and Peterborough. It is a way for people with serious dental problems to see a dentist, if they are not registered with one, by calling NHS 111 for an appointment on the day.

Fleur Tarpey, experienced dental nurse, said: "It's a really essential service that's run 365 days a year. There's always access to an emergency dentist, which I don't think a lot of people necessarily know about. We're really busy; there are a lot of people who know about us but they are predominately people who have their own dentist which is full, not necessarily just people who don't have a dentist."

Dr Thomas O'Connor, Quality Improvement Fellow and Senior Dentist said: "For us every patient is a person and a patient. It doesn't matter to us if they are eight, 80 or if they have an address, it's just helping people on the day.

"One of the biggest problems is people will go to their GP with dental problems expecting treatment and cure. The result is a delay in treatment because they aren't hitting the right service from the start."

To help, Dr O'Connor has arranged education sessions with GPs in Cambridgeshire to offer guidance on triaging dental pain and symptom relief, and perhaps most importantly providing information to give to these patients on how to register with a dentist.



*From left; Dentist Imran Khan, Dr Thomas O'Connor, receptionist Vanessa Callaghan, senior nurse Fleur Tarpey and patient Ashley Doggett (centre).*

There have been many good new stories from our Children's Services over the past few months, and in this section we highlight just some of them and the way they are helping our young service users.

## Cambridgeshire Redesign

**We have much to be proud of within our Cambridgeshire Children & Young People's Health Services, with great examples of leadership, innovation and integration. A two year Service Redesign programme has recently commenced to build on this success and achieve our vision for the future.**

Summarising the aims of the programme, John Peberdy, Service Director said: "The programme is fundamentally about creating flexible, family focussed services which provide compassionate and personalised care. Working with partners, we want to create seamless, holistic services which wrap around children and families and ensure the best outcomes."

Just some of the clinically led priorities we will focus on include:

- Implementing an integrated 0-19 years Healthy Child Programme, bringing together health visiting and school nursing services
- Establishing an integrated specialist service for children with disability, developmental and medical needs with an

initial focus on redesign of pathways for Cerebral Palsy and Autistic Spectrum Disorder.

- Introducing integrated pathways between the 0-19 Healthy Child Programme and Specialist Services with an initial focus on continence services
- Putting in place appropriate infrastructure (technology, a single point of access, estates) to support service delivery
- Maximising opportunities for working with partners to make best use of resources and ensure seamless, holistic care.

The Redesign Programme is being led by Nicola McLean, Children's Services Manager who said: "I have really noted the dedicated teams and excellent practice within our services, alongside a passion and determination to provide excellent care and to "get it right!"; exactly the approach we need to ensure the Redesign Programme is a success.

"The focus between now and the end of March 2016 is on developing plans and redeveloping pathways for implementation through to March 2017 embedding the Quality, Service Improvement and Redesign (QSIR) principles throughout."

## Introducing the Healthy Child Programme across Norfolk

**1st November saw the culmination of many months of planning with the successful transfer of some 300 staff from Norfolk Community Health & Care NHS Trust (NCH&C) to CCS, joining staff from East Coast Community Healthcare (ECCH) who transferred in October. This fantastic group of committed staff will deliver the new integrated 0-19 years Healthy Child Programme across Norfolk under the banner of 'Children and Young People's Health Services Norfolk'.**

Many of the Trust's leadership team were out and about across Norfolk to personally welcome new staff to the Trust on their first day. Matthew Winn, Chief Executive said "I saw first hand - and heard from my team - consistently positive feedback about the enthusiasm of Norfolk-based staff for the future. The really important work starts now as we build on the great services already in place across Norfolk to achieve even better outcomes for children and their families."

Sian Larrington, currently Head of Locality for Children's Services NCH&C, has been appointed to the Head of Service post for these services. Sian will start in post on 4 January 2016, bringing with her a vast knowledge of local services and a passion and commitment to improving outcomes for children, young people and their families.

Commenting on her appointment, Sian said "NCH&C and ECCH have achieved much in recent years to improve local services. I am looking forward to continuing that work and engaging clinicians and partners across Norfolk in developing integrated services of the highest quality."

In the interim, Anne Foley will continue to provide the Operational Lead role for these services. Anne can be contacted on 07816 863165 or email [anne.foley@ccs.nhs.uk](mailto:anne.foley@ccs.nhs.uk)



Dereham Health Visiting Team



Mundesley Health Visiting Team



Attleborough Health Visiting Team





## Health visitors striking the right balance

**Congratulations to Bridget Halnan (Cambridgeshire Infant Feeding Lead and Clinical Practice Teacher) who has had an article published in the Journal of Health Visiting.**

The article focusses on the role of Health Visitors in delivering complex public health messages. Bridget said "Health visitors should be able to support families however they choose to feed their babies, and need access to independent information about both breastfeeding and formula milks."

The report highlights the balance between providing evidence based information and responding to the individual needs of families. Bridget and the Infant Feeding Team have also received a phenomenal response to their publication of Myth Busting posters on their Facebook page: <https://www.facebook.com/CambridgeshireInfantFeeding>.

## Local dads' group huge success

**A weekly group for dads' and kids has been a huge success promoting a healthier, more active lifestyle among fathers and young children. The group was organised by health visitors from theTrust.**

Danielle Black, health visitor said: "Our dads group was created to support the development of children both emotionally and physically, as well as helping to reduce obesity and enhance relationships between fathers and their children.

"As part of a building community capacity programme the group is in the process of being handed back to the community, which means the dads will run the group themselves."

Feedback from the group has been really positive with one of the dads saying: "I truly believe that nobody will



feel that their morning has been wasted, it's great to meet other dads."

The entry is free to children under 5 although they will need to have a One Card (membership card) which will be issued free. More information can be found on the group's Facebook page at [www.facebook.com/groups/dadshuntingdon](http://www.facebook.com/groups/dadshuntingdon) or via email at [cambridgeshiredadsgroup@gmail.com](mailto:cambridgeshiredadsgroup@gmail.com).

## Outstanding dedication wins Trust Award

**Peter Merton, receptionist based at Kingsway Clinic, Cambridge has been recognised for his outstanding dedication.**

Peter was awarded the Trust's Shine a Light award after being nominated by Dr Ann Humphreys, Speciality Doctor Community Paediatrics.

Peter has worked at Kingsway Clinic since the late 1990s after he retired at 65 from his 'proper job.'



*Peter Merton and Matthew Winn, Chief Executive*

Dr Humphreys said: "He is always charming to the patients (who range from a few days old up to those in their 90s) and their families and is well liked by all. He will always go the extra mile. He is much more than a receptionist, he always arrives early (about 7am) to open up, warm the rooms for the small babies and prepare everything for the clinicians. He monitors and arranges all the cleaning, maintenance and repairs and ensures that the clinic is clean and welcoming.

"Above all he has been a great source of support for all the staff who work there. Peter retired at the end of August, aged 80, and he will be sorely missed by us all."

## Trust Doctor wins innovation award



*Jerry Turner, Chairman of Health Enterprise East, Dr Tamsin Brown, Community Paediatrician CCS, Vivienne Parry OBE, science writer and broadcaster*

**Dr Tamsin Brown has won the Health Enterprise East Innovation Award, for her initiative to develop a low cost solution to hearing loss caused by glue ear.**

The award was an attractive glass trophy and also an impressive £5,000 to further develop the idea. Tamsin will now be discussing Intellectual Property and product development with Health Enterprise East.

Tamsin particularly wanted to thank those who collaborated with her including her sister Bethany, who contributed to the investigation and identification of suitable technology and valuable advice from Mr Roger Gray (ENT Surgeon). The experience, knowledge, advice and commitment of both himself and Josephine Marriage (Audiologist) kick started the project.

Speech and language therapist at CCS NHST, Alexandra James-Best has also been instrumental in helping to plan the study along with Marina Salorio-Corbetto and Senior Research Fellow, Paula Waddingham who has been working closely with the project.

## Local fundraising efforts enable six year old Zane to meet world leading expert

**Fundraising efforts from family, friends and colleagues have enabled six year old Zane Smith to visit Dr Issam Awad, a world leading expert in CCM3 in Chicago.**

Zane is the grandson of Jan Smith, Children's Services Receptionist at the Oaktree Centre, Huntingdon. Zane has a rare brain condition called Cerebral Cavemous Malformation (CCM3) which causes tiny lesions and bleeding on the brain. The money raised was put towards his trip to Chicago and to CAUK (Cavernoma Alliance UK).

Lee Smith, Zane's dad said: "The main question coming this year was whether Zane needed surgery. Zane had a lesion that had grown and been bleeding in the last two scans. It was said last year if it doesn't stop growing and bleeding, on the third scan it would - in Dr Awad's words - "need to be dealt with, before it dealt with Zane."

"But the great news was that it had shrunk and stopped bleeding, something which very rarely happens with CCM3. There is a lesion which has grown but Dr Awad has said Zane is doing amazingly well and as long as nothing gets worse or goes wrong, we will not need to go back for two years.

"We would like to say a huge thank you to everyone involved, and for all the fundraising

which took place, especially to Sally Mead, based at the Acorn Pharmacy, the Oaktree Centre, Huntingdon for taking the huge step to cut her long locks back in May."

More recently a team of 19 friends took part in a skydive at Sibson Airfield and to date the money raised is around £3,500!



*Kim (mum), Lee (Dad), Zane and Dr Awad*

## New scheme will help children get the very best start in life

**An exciting new collaboration between Cambridgeshire County Council and Cambridgeshire Community Services NHS Trust will see more children, pregnant women and breastfeeding mums able to access vitamin tablets or drops than ever before.**

Bridget Halnan, Infant Feeding Lead at Cambridgeshire Community Services NHS Trust explains: "Vitamins are needed in small amounts but they are essential for ensuring that your body can work properly and to help you remain fit and well. Additional vitamin supplements are recommended by the Department of Health for pregnant women, breastfeeding mums with a baby under one year old and all babies from 6 months to five years.

"Those families receiving certain benefits have always been able to have free vitamins through the national Healthy Start scheme which provides them with vouchers which can be exchanged for vitamins. Those not receiving benefits have previously had

to buy vitamins and this is a cost that some families just can't afford.

"Our pilot scheme will enable parents accessing baby clinics and midwifery clinics in four Children's Centres in Cambourne, Arbury, Ely and Wisbech to buy vitamins at a significantly reduced cost. Each supply of women's vitamin tablets will cost just £1 and each bottle of children's vitamin drops £1.50. Those receiving vouchers will also be able to exchange these for vitamins at the same centres."

Commenting on the new scheme, Val Thomas, Consultant in Public Health at Cambridgeshire County Council added: "Vitamins are an essential to the body



including Vitamin A to help build a strong immune system which helps to protect against infections and disease, Vitamin C to maintain healthy tissue, and Vitamin D for strong bones and teeth. Even though you can get lots of vitamins from a healthy balanced diet, you still might not get everything you need at certain times in your life – such as when you're pregnant, a new mum or a small child. We know that some children's health problems caused by a lack of vitamins is increasing.

"This pilot scheme will help a much wider group of mothers and children to have vitamin tablets through services in the heart of their communities. Families attending Health Visitors and Midwives clinics will continue to receive health advice and information but the vitamins will also be available at the clinics so people can take them home with them."

Further advice is available from your health visitor, midwife or via the Healthy Start website at [www.healthystart.nhs.uk/healthy-start/](http://www.healthystart.nhs.uk/healthy-start/) and follow the links to Vitamins.

## Courageous children celebrate

A group of children living with long term, life-limiting conditions and their families celebrated their courage in coping with often traumatic and painful treatments at a Beads of Courage Tea Party recently. Mags Hirst, Play Specialist at the Trust explained:

"The Beads of Courage charity provides beads of various colours, shapes and sizes to recognise different procedures or treatment milestones. Usually presented to children undergoing treatment for cancer, we're the only Trust in the country that has expanded the scheme to recognise the tremendous bravery and courage of children living with long term, life-limiting conditions such as heart conditions and complex disabilities.

"Every bead or string of beads tells the child's story or treatment journey," Mags continued, "but more importantly help children – some of whom have really

complex conditions - to talk and share their thoughts, feelings and fears about their condition with families, friends and health professionals."

Lauren Best, whose five-year-old daughter Mya-Louise has been using the beads, said: "Mya-Louise started using the beads in the spring and it's helped her realise how much she's been through. It really is a great way of not only helping her to understand, but also



for other people to understand everything she's been through as well. A lot of other parents whose children go to the same hospital in London have commented on what a brilliant idea it is and they wish they could use it too."

Jessica Johnson, nine, has also recently started using the beads and said: "I have EDS, which means I have faulty collagen in my body and this means I get a lot of pain and I get tired very quickly. My Beads of Courage make me feel proud of how brave I have been in the past and they help me remember the important and brave journey I have had and continue to make."

The tea party took place at Milton Country Park and was an opportunity for children taking part in the scheme to show their strings of beads to friends, family and staff.

# Focus on integrated Contraception and Sexual Health (iCaSH) services across Cambridgeshire, Norfolk, Peterborough and Suffolk



## Local iCaSH training co-ordinator wins Trust award

**Kim Purkiss, I.T. Performance, Admin Lead/Training Co-ordinator has won the Trust's latest Shine a Light award for 'going above and beyond' to support the relocation of the city's sexual health service.**

Katie Neate, Programme Manager said: "Kim was instrumental in achieving the smooth transition of the iCaSH Cambridgeshire – Cambridge hub from their old offices The Laurels to the new Lime Tree Clinic, based on the Brookfield's Hospital site, Mill Road, Cambridge.

"Kim went above and beyond her role to co-ordinate the team, manage equipment deliveries and maintain the service all while keeping a friendly and cheerful manner. She even worked



over the weekend and evenings, just to make sure everything was ready for the patients to access on the Monday morning."

On winning her award Kim said: "I was really surprised but delighted to have been nominated for this award. As a long awaited development, moving the

service into new premises had been anticipated with much excitement and enthusiasm by the team. Working with the team on this project has presented many challenges and in overcoming these, I have met and worked with many inspirational individuals from a wide range of departments within the Trust.

"I have had the opportunity to learn and develop new skills and the whole process has been extremely satisfying both personally and professionally. Our team has always strived to deliver excellent patient care and our impressive, purpose built facility will help us achieve this aspiration. The high praise it has received from both staff and patients is enormously encouraging and augurs well for the continued success of the service."

Contact: 0300 300 30 30 Cambridgeshire, Norfolk and Peterborough Services [www.icash.nhs.uk](http://www.icash.nhs.uk)



The new Lime Tree Clinic

## News from Norfolk

**Norfolk staff are continuing to work really hard across the services and are enjoying the benefits of working together as a wider group across the county.**

King's Lynn services successfully relocated into their newly refurbished town centre accommodation at Vancouver House at the beginning of August. The team worked very hard to achieve a smooth move and are now beginning to settle into their new clinic.

The team in Norwich continue to work hard on projects to improve patient flow and experience at Oak Street, and have helped the King's Lynn team by sharing learning from their move.



## Cambridge Update!

**The Cambridgeshire iCaSH team have now moved out of The Laurels and into their new home at The Lime Tree Clinic on the Brookfields Hospital site in Cambridge.**

We have transformed Headway House on the Brookfields Hospital site, Mill Road, into a larger, accessible and modern environment for iCaSH Cambridgeshire's hub in the city.

Mandee Worrall, service manager for iCaSH Cambridgeshire said: "The move went well and everyone is settling in. The new clinic will bring us a step closer to providing an integrated one-stop shop in Cambridge so that local people can come for one appointment and deal with all issues relating to their continued good sexual health."

Contact: 0300 123 3650 Suffolk Services

[www.icashsuffolk.co.uk](http://www.icashsuffolk.co.uk)

## Redesigning the way we provide care for low back pain

**Adults with low back pain can now access help and advice earlier, without the need for a hospital visit thanks to a pilot, which could change the way we provide their care.**

This new evidence based pathway started on 1 October and sees the Trust's DynamicHealth service collaborating with Peterborough and Stamford Hospitals NHS Foundation Trust and Cambridgeshire and Peterborough Clinical Commissioning Group. The pilot will run for six months.

Sarah Saul, DynamicHealth Manager said: "With this pilot, if a person with low back pain visits their GP, they will be asked nine questions to assess if they are at low, medium or high risk of developing persistent pain. These results together with the information the GP provides at the time of referral should ensure that the patient receives the right service, at the right time."

The patient could be directed to one of the following:

- a single education class (up to 20 patients) to provide the patient with the tools to understand and manage their low back condition
- one to one versions of the above session for those who don't speak English
- face to face physiotherapy sessions, including manual therapy

- our Musculoskeletal Assessment & Treatment Service to determine if further tests or treatments are required
- pain management services in hospital using a multi-disciplinary (MDT) approach to pain
- direct access to orthopaedic spinal surgeons /neurosurgeons via regular MDT meetings.

Dr Rob Bailey, GP at Minster Medical Practice, Peterborough said: "This new referral pathway for patients presenting with low back pain will help clinicians and patients alike. By using the Keele StarTBack screening tool, this can greatly aid the triage of patients into the appropriate pathway, be it a group session with an experienced physiotherapist, a one to one appointment with a physiotherapist or referral into secondary care at the Pain Clinic or Spinal Clinic. The aim is to reduce waiting times, especially for the Pain Clinic and avoid patients being referred to the 'wrong service' or the need for re-referrals."

Once the patient is in the service, if other aspects of treatment are required, the patient will flow through this joined-up service without the need to return to the GP. The GP will be kept fully informed.

Keith Reynolds, Assistant Director of Strategy and Planning, Peterborough and Stamford Hospitals NHS Foundation Trust said: "Patients

should be seen in the right place at the right time, only coming in to see a hospital specialist when they really need to.



"Redesigning the way we provide care for low back pain in partnership with community health teams means a large proportion of people in pain can now get access to help and advice earlier, without the need to come to the hospital. This not only results in earlier relief for them but also reduces the time people wait when they need specialist expertise for their condition."

## Local Physiotherapist to join Quality Improvement Fellowship

**Matthew Pearson, Physiotherapist (based at Hinchingbrooke Hospital) has been offered a place on the Kings Fund Quality Improvement Fellowship, starting in November 2015.**

The fellowship involves working closely with the Workforce Partnerships, Executive sponsors and Higher Educational Institutes, to deliver Health Education East specific, local and regional transformation projects.

The aim is to create a strengthened quality improvement leadership approach ultimately improving the patient experience. Matthew said: "It's a great opportunity and I feel privileged to be part of it."



## We celebrated 'World Kindness Day'

Friday, November 13th was 'World Kindness Day' and staff from The Meadows in St Ives, celebrated the day with a donation drive for St Ives Foodbank.

Over 75 items of food and drink, which included: fruit squash, fruit juice, jam, tinned fruit and vegetables, baby products and some seasonal festive foods were donated to the drive.

St Ives Foodbank is based at All Saints Church on Church Street, St Ives and since opening two years ago has fed more than 1,000 local people who have hit hard times.



## Board Dates for 2015/16

### 9 December 2015

Cromwell Room, Slepe Hall, Ramsey Road, St Ives Cambs, PE27 5RB

### 13 January 2016

Tony Burgess Room, Corn Exchange, St Ives, Cambridgeshire PE27 5AD

### 10 February 2016

Luton Irish Forum, Kathleen Connolly House, 102 Hitchin Road, Luton LU2 OES

### 9th March 2016

West Norfolk Professional Development Centre, Kilhams Way, Kings Lynn, Norfolk PE30 2HU

All meetings will start at 9.30am.

**For further information please contact:** Allyson Retallick, Corporate Secretary

**Tel:** 01480 308205 **Email:** [ally.retallick@ccs.nhs.uk](mailto:ally.retallick@ccs.nhs.uk)

**Website:** [www.cambscommunityservices.nhs.uk/boardpapers](http://www.cambscommunityservices.nhs.uk/boardpapers)

## Assistant Director, Corporate Governance appointed

**Welcome to Taff Gidi, who joined us in September as Assistant Director, Corporate Governance.**

Taff previously served as Assistant Company Secretary at Regent's University London. He brings a broad range of experience in corporate governance, finance and administration having previously worked in social housing, investment banking and other sectors.

Taff has held a number of voluntary roles including as a Director for Arun and Chichester Citizens Advice Bureau. He holds a Master of Laws specialising in corporate governance, has research interests in corporate governance, company law and business leadership and has published a number of related articles; all of which will be incredibly helpful in his role within the Trust.

