

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

Annual Review *2016-2017*

Issue 22 - June 2017



Welcome to our annual review 2016-17

The last twelve months has seen an unprecedented level of successful service redesign across our services, improving accessibility and outcomes for the communities we serve. This review highlights just some of these improvements which are entirely the result of our incredible staff. I am in awe of the outstanding care they provide, proud to be their Chief Executive and thank them for their dedication to continuously improving the services we deliver.

Our vision is to provide high quality care through our excellent people, building on our existing 'Good' rating from the Care Quality Commission. Feedback from 21,000 service users during the year suggests that we are well on the way to fulfilling our vision. We consistently exceeded our target of 90% of service users saying they were likely to recommend our services to friends and family if they needed similar care or treatment (see chart below).

We are delighted that, for the fourth year running, our staff rated working for the Trust incredibly positively in the 2016 NHS Annual Staff Survey reflecting the fantastic culture and behaviours our staff helped to create. In 27 out of the 32 key findings the Trust scored 'better than average' when compared to other community trusts nationally. In 9 of the key findings our staff rated the Trust as the best in the country when compared to our peers.

In addition, our overall staff engagement score was the second highest compared to our 16 peer community trusts across the country, and 16th best compared to all 316 NHS organisations across the

country. This score alone reflects the fantastic work that takes place to involve and engage colleagues in developments that affect their working lives.

During the last 12 months we participated in the Cambridgeshire and Peterborough Sustainability and Transformation Partnership (STP) where we led or engaged in delivery plans for Women, Children's and Maternity services, as well as elective care in relation to our DynamicHealth services involvement in the orthopaedic work programme. Similarly, we are key partners in the Bedfordshire, Luton and Milton Keynes STP where we led or engaged in the Prevention delivery group and the Primary, Community and Social Care delivery group.

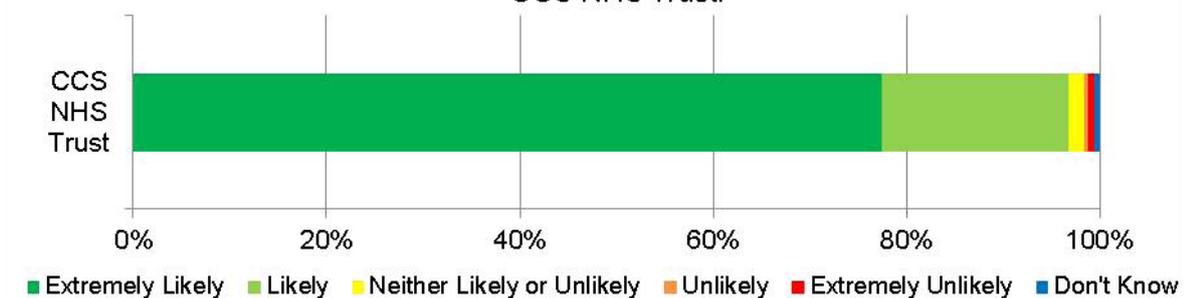
Our annual budget for 2016/17 was £117 million and we achieved a surplus of £2,098,000 despite on-going financial constraints and ever-growing demands for our services. The increase in surplus compared to the 2015-16 financial year surplus (£576,000) is due to the Trust receiving an additional, non recurrent £1,586,000 from the national System Transformation Fund, as a result of the Trust achieving its financial targets for the year.

Please enjoy reading our annual review and we look forward to another successful year in 2017/18.

Matthew Winn
Chief Executive



Percentage of each response given to the FFT question in 2016/17 for CCS NHS Trust.



Performance Review 2016-17: we achieved the vast majority of our quality aspirations, and performance targets which are summarised below:

Commissioner	Service(s) commissioned	% of targets met
Cambridgeshire and Peterborough Clinical Commissioning Group	<ul style="list-style-type: none"> Children's specialist services Ambulatory services (e.g. musculo-skeletal services, outpatient services at community hospitals) 	96
NHS England	<ul style="list-style-type: none"> Child health information service School immunisation service Dental services 	100
Luton Clinical Commissioning Group	<ul style="list-style-type: none"> Children and adult community health services 	90
Suffolk County Council	<ul style="list-style-type: none"> Integrated Contraception and Sexual Health Services (iCaSH) 	94
Cambridgeshire County Council	<ul style="list-style-type: none"> Integrated Contraception and Sexual Health Services (iCaSH) <p>Reporting on the Healthy Child Programme Service was suspended mid-year pending development of a new specification for 2017/18.</p>	96
Peterborough City Council	<ul style="list-style-type: none"> Integrated Contraception and Sexual Health Services (iCaSH) 	89
Norfolk County Council	<ul style="list-style-type: none"> Integrated Contraception and Sexual Health Services (iCaSH) Healthy Child Programme Services 	85

Note: Bedford Borough Council commissioned iCaSH services from the Trust from November 2016. At the time of writing this report, performance was being baselined and targets being set.

To contact the Trust's local Patient Advice and Liaison Service, call:

Freephone: 0800 0132511
 Telephone: 01480 355184
 Mobile: 07507 195375
 Email: ccs-tr.pals@nhs.net

Freepost:
 RTGZ-BEST-CLZL
 CCS NHS Trust
 Patient Advice and Liaison Service
 Unit 3, Meadow Park, St Ives,
 Cambridgeshire PE27 4LG



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Website:
www.cambscommunityservices.nhs.uk

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Regional iCaSH Services

We are proud to provide integrated Contraception and Sexual Health (iCaSH) services across Bedfordshire, Cambridgeshire, Peterborough, Norfolk and Suffolk, working in partnership in a number of these areas with the Terrence Higgins Trust and with Brook in Bedfordshire.

Our committed staff are providing high quality services in the heart of local communities. Here are just a few of their achievements during 2016/17.

iCaSH Peterborough Commended

Our iCaSH service in Peterborough was engaged in a system-wide Care Quality Commission inspection of Looked After Children services during 2016.

We're pleased to report that the service received positive feedback in relation to safeguarding, joint initiatives and partnership collaboration.

Improving services for people living with HIV

All of our iCaSH services are participating in Positive Voices, a large scale survey of adults living with HIV and attending one of 73 NHS HIV specialist clinics in England and Wales.

Survey results will provide valuable insights about living with HIV that will be used to inform improvements to services in the future.



Daniel Zeichner MP visits our iCaSH Cambridge clinic to raise awareness during HIV Testing Week 2016

iCaSH Norfolk team leads the way



Our team based at Oak Street, Norwich is participating in the first randomised control trial to run in iCaSH - Safetxt.

This study is looking at the impact of text messages in reducing the prevalence of sexually transmitted infections (STIs). All service users aged 16-24 with a positive STI diagnosis were invited to participate in the trial and we exceeded our recruitment targets.

Text messages, such as “ask yourself if having sex without a condom is worth taking the risk” were sent to participants; four texts per day for the first three days, reducing to two-five per month by the end of the year’s trial.

Pilot work has shown the intervention to be acceptable in tone, frequency and timing of messages, and to have a positive influence on knowledge, skills and behaviour.

We will be seeking to expand the Safetxt study to other iCaSH clinics within the Trust.

Bedfordshire, Cambridgeshire, Norfolk and Peterborough: 0300 300 3030
Suffolk: 0300 123 3650

Website: www.icash.nhs.uk

Refurbished clinics are creating “safe places for people to talk about sexual health”

Our range of refurbished clinics are encouraging people not only to talk about sex but to make it part of looking after their health.

One example is the team at Abbey View Clinic, Bury St Edmunds, who celebrated their first anniversary recently.

Dr Comfort Momoh MBE, FGM Consultant and Public Health Specialist commended the team for their dedication before cutting the ribbon at the anniversary event. She said: “Sexual health is still a taboo for

some, but this clinic is a testament to the team.

“You’ve created a safe and modern place for people to be able to talk about their experiences, receive the support and treatment they need and enable us, as professionals to give tools and information to empower.

“Today we celebrate a team that is passionate for and committed to a service that continues to evolve.”



Sharing good practice



Over 300 staff across our regional services came together in April 2017 for their Annual Conference.

For the second year running, the conference was a great success, attracting national experts to share their knowledge and expertise. Guests included:

- Professor John Guillebaud, Emeritus Professor of Reproductive Health, UCL
- Dr Michael Brady, Terrence Higgins Trust
- Dr Abu Bakar, Consultant HIV/GUM Sexual Health Department, Southend Hospital
- Ray McMorrow, the National Working Group tackling Child Sexual Exploitation

- Lorraine Hamilton, MIND
- Nicola Bretherton, Children's Safeguarding Trainer
- Samantha Nunn, Paula Waddingham and Rachel Goodwin, CCS research practitioners

The event was a fantastic success and provided a real opportunity for learning, networking, sharing good practice and innovation.

We look forward to our next Annual Conference in 2018.



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iCaSH Cambridgeshire pilots Nursing Associate role

Ellen Priestley, health care assistant based at the Parkside Clinic, Wisbech was the first member of staff at the Trust to join the two year Nursing Associate Programme which is being piloted nationally.

Ellen said: "I felt that applying for this programme would continue to bring me opportunities to progress, learn and help shape and further my career within the NHS."

"The programme combines teaching at the Anglia Ruskin University and placements within community and hospital settings."

She added: "This role - a band 4 at the end of the two years - will help to bridge the gap between Health Care Assistant and Registered Nurse roles, adding a level of support to the service which will reflect in the quality of service given to the patients."



Service expands across Bedfordshire

As a result of submitting strong and compelling cases, reflecting our specialist knowledge, expertise and history, we were delighted to win contracts during 2016/17 to provide iCaSH and HIV care and treatment services to Bedfordshire residents.

The excellent staff from these services joined us in November 2016 and worked hard with us to ensure a smooth transfer from their previous employer and moved in to newly refurbished accommodation at Kings Brook, Bedford in April 2017.

Express Test to launch

Plans are under development for online testing for asymptomatic patients via the iCaSH Express Test service.

The online testing programme is planned for launch this summer and will undergo a period of user acceptance testing before official go live.

The introduction of the Express Test service is an exciting development and our Norfolk iCaSH team is proud to be leading on this innovation.

Visit www.icash.nhs.uk for more information on all of the iCaSH services we provide across the region.

New website improves access to information and services

In 2016 we launched a new regional iCaSH website which provides a wide range of information on the services we provide and how these can be accessed.

Readers can access extensive information on:

- Contraception: to learn about and choose contraception
- STI Testing: support, information, treatment and care for all sexually transmitted infections
- HIV: from testing to ongoing support, information and care for people with HIV
- Community based sexual health services providing free condoms, chlamydia screening and sexual health service.



Visit our website at: <https://www.icash.nhs.uk/>

CAMBRIDGESHIRE AND PETERBOROUGH

Cambridgeshire Children and Young People's Health Services

“Jan was there to pick up the pieces when our whole world fell apart.”

Often, our compassionate staff are a lifeline to families during their darkest hours. Jan Wilkins, family support practitioner, was nominated for the Trust's 'Shine a Light' award in March 2017 by the father of one of her patient's for the exceptional support and care she showed to the family during a traumatic time.

The nomination read: “I started to see Jan in 2015 and she helped me understand that our daughter's health was deteriorating much worse and faster than I could ever admit to. We were told she had only six to twelve months left to live, and it

was Jan who was there to pick up the pieces and support us when our whole world fell apart.

“Thank you Jan for all your hard work and the support you have given to us - it is appreciated by us all and will never be forgotten.”

On winning the award Jan said: “It is not always easy to provide psychological support to parents who are facing or grieving for the loss of their child, but it is a privilege to journey alongside them, providing counselling and/or Cognitive Behaviour Therapy to help them cope with their thoughts, emotions and behaviours.”



Jan Wilkins and Matthew Winn, chief executive

New parents' room opens on our Special Care Baby Unit (SCBU)

March 2017 saw the opening of a new parent's room on our SCBU by guests of honour, Meera Wiggett and her daughter, Maia, who spent time on the unit after being born six weeks prematurely, weighing just 3lb 1oz.

Meera said: “Maia's time on the Special Care Baby Unit was invaluable. Both the doctors and nurses provided Maia with the care she needed so she was strong enough to go through the major surgery that was required to save her life.

“SCBU has been there for us as a family. Not just for Maia, but for us as parents, and we can't thank them enough. We held a Family Fun Day in St Neots to raise money for the unit, and we are delighted and

honoured to be here today with Maia to open this amazing Parent's room.”

Anne-Marie Hamilton, 'dreamdrops' children's charity Chairman said: “To have the new parents' room and also the 'Loo for SCBU' has long been the dream of the staff and many of the patients who have used SCBU over the years.

“It is a real privilege to see the dream finally come true, thanks to Meera, her family and friends, the Board of Cambridgeshire Community Services NHS Trust and the many generous, local people who have donated to 'dreamdrops' since the charity was first established. It is a truly wonderful achievement.”



Children's community nursing team "beads of courage" win two national awards



Our innovative Beads of Courage programme which offers support for young people with life limiting illnesses and their families won two prestigious awards at the national Patient Experience Network National Awards in March 2017.

The programme is currently supporting 28 children and families across Cambridgeshire with five siblings also receiving sibling beads as part of the programme. Each bead given to a child signifies a particular step in their journey, with beads available for everything from procedures and x-rays to overnight stays and birthdays.

Sian Hooban, service manager for our Community Children's Nursing Service said: "We are absolutely thrilled to have won the Personalisation of Care Award and to receive the overall Best Children and Young Person's Award was totally unexpected."

"The team love interacting with the young people supported by the programme and the beads mean so much to them, it really helps them share their journey with friends and family."



Celebrating World Breastfeeding Week

Health visitors and nursery nurses from the Trust celebrated World Breastfeeding Week in June 2016.

In Wisbech, staff hosted a celebration picnic with the Oasis Children's Centre to enable mothers, breastfeeding supporters and health professionals to raise awareness of the benefits of breast feeding and promote breastfeeding in the community.

Our therapists are changing lives daily!

Our speech and language therapists, occupational therapists and physiotherapists make an amazing difference to the lives of children, young people and their families.

Laura Kaye, speech and language therapist won a Shine a Light staff recognition award for the difference she made to one little boy's life.

His mum sent in a video of her son talking in his school assembly

having previously been unable to speak and said: "My son had a speaking part as a weatherman in his school assembly today; I took a video and wanted to send it for you to see.

"He speaks so well, please watch it and know how eternally grateful we are to you. Thank you and best wishes."

Our therapists are passionate about achieving the very best outcomes

for children, including those who attend the special schools across Cambridgeshire.

We're proud to help these incredible children, often with complex needs, enhance their health and well-being and achieve their individual aspirations.



Generous fund-raisers help improve our Huntingdonshire children's services



We are incredibly lucky to receive generous donations from local families, businesses and the amazing Dreamdrops Huntingdonshire Children's Charity.

The money raised makes a real difference to children and families who use our hospital or specialist children's community services, funding all those little (and large) extras that are not covered by NHS public funds but which make a hospital stay more comfortable - or less stressful - for children and their families.



Here are just a few examples of the awesome fund-raising activities that have taken place over the last year.

Our heartfelt thanks on behalf of the children and families that benefit from your generosity.



Cambridgeshire and Peterborough DynamicHealth

Many of us take for granted our mobility but the impact on our independence and levels of pain experienced when things go wrong cannot be under-estimated. Here are a few examples of how our DynamicHealth services are successfully addressing these challenges.

Innovative collaboration helps people cope with persistent pain

Pain and low mood can be linked together, so a new collaboration between our DynamicHealth musculo-skeletal team and the Psychological Wellbeing Service run by Cambridgeshire and Peterborough NHS Foundation Trust, is giving patients the tools to cope with persistent pain.

The understanding pain and improving fitness (UP) class is an evidenced based programme, which runs for an hour and a half once weekly for six weeks. The aim is to help patients manage their pain better and improve their function and general fitness.

Jenny Van Maurik, clinical physiotherapy specialist said "CCS is a frontrunner in the sea change of de-medicalising back pain. We are adapting our services to respond to the latest research and the collaboration between the UP class and the psychological wellbeing service is just one example of that."

Transforming patient pathways

Our team in Peterborough collaborated with Peterborough and Stamford Hospitals NHS Foundation Trust to pilot an evidence based pathway for people with low back pain.

As a result, service users with low or medium risk of persistent pain now initially access an education class, after which some go on to receive physiotherapy, whilst others do not require further treatment.

One service user wrote to us after the education class to say: "I found the education group very helpful. I am back to exercising, although differently to what I did before."

Service users at high risk of persistent pain are assessed and then commonly attend our Understanding Pain and Improving Fitness (UP) programme.

A BOOST for DynamicHealth Huntingdon

Our Huntingdon-based team, in collaboration with the Oxford University research team, is one of the recruitment sites for the BOOST Trial, studying two different approaches to physiotherapy treatment for older people with back and leg pain due to lumbar spinal stenosis.

The Trial is funded by the National Institute for Health Research and is part of a wider programme of research looking at pain and physical activity in older people to help older patients stay mobile and remain independent.

Cambridge Services move to refurbished accommodation

In November 2016, our services based in Cambridge moved to refurbished accommodation on the Brookfields campus, Mill Road, enabling us to provide a better patient experience from these bespoke premises, whilst also reducing staff travel time and increasing the time clinicians can spend with patients.



Staff commended by service users

In August 2016, the Trust's Board were privileged to hear from a patient who, in his own words, had literally returned "from the brink of suicide" due to the positive difference our DynamicHealth team made to the intense back pain and mobility problems he had experienced over many months before referral to our service.

As a healthy 50 year old with an active lifestyle before his condition began, this man's life (and that of his family) had been profoundly impacted and the difference our team, including Pags Claudianos, team lead and Matt Cole, rehabilitation instructor, made was immense.

Senior physiotherapist Matthew Pearson was nominated by a service user for our Shine a Light staff recognition award who said: "The treatment and advice I received from Matt along with the exercises have taken me from being unable to move, sit and drive without significant pain to being able to walk, sit and drive for short periods and I have reduced the medication I need to take.

"As a fellow health professional, I would like to say a particularly big thank you to Matt, he has made a big difference to my ability to move and to my pain levels and I am very grateful to be almost pain free, and I know this will continue to improve with exercises and time."



Sarah Saul, business manager DynamicHealth, Matthew Pearson and Matthew Winn, chief executive.

PhysioDirect is helping half of our physiotherapy patients successfully self-manage their condition

An audit of our PhysioDirect telephone assessment service examined more than 1,000 randomly selected call logs, and found that 55% of callers were able to self-manage their condition, while the other 45% were referred for a face-to-face examination.

Stephanie Dear, musculo-skeletal physiotherapist explained: "We give patients advice and exercises over the phone and they are then given an SOS period depending on what we believe the condition to be - for example we might say if your symptoms aren't better in the next two months give us a call and we can review your management. And we screen for those who need to be urgently seen face to face.

"Generally we can complete two, or possibly three, telephone assessments in the same time that we'd be able to complete one face-to-face assessment. So it's also an effective way to get through waiting lists."



Cambridgeshire and Peterborough Dental HealthCare

Staff win excellence awards for going the extra mile

The Trustwide Dental HealthCare team won a Staff Excellence award at our annual event for the outstanding care provided in increasingly challenging circumstances.

Maria Ross-Russell, head of dental services said "I am enormously proud of this large team of over a hundred people spread across six sites and the way they pull together as a team and work collaboratively

with other organisations to make sure that our patients get the best possible outcome. There has been a huge increase in workload for the teams involved in different aspects of our portfolio of services and they rise to the constant challenges and deliver within a very tight budget demonstrating a commitment to contributing to making CCS NHS Trust a sustainable organisation."

Individuals within the service were also nominated for our Shine a Light recognition awards for going the extra mile to help our often vulnerable service users. Here are just two examples:

Vanessa Callaghan, dental receptionist at our Brookfields site, was nominated by a colleague for going the extra mile to help an unwell patient.

Neeta Patel, minor oral surgeon said: "We recently had a phone call to our reception from the wife of one of our patients who had become unwell.

"Vanessa spoke calmly and clearly and firmly directed her to call the ambulance.

"The patient's wife later called us back to say her husband was admitted to hospital and was very grateful for Vanessa's help."

Maria Ross-Russell, head of dental services, said: "We are so lucky to have Vanessa in the 'front' office. Vanessa acted in a very professional and calm way to help this couple at what I imagine was a very scary situation for them both".



Matthew Winn, chief executive, Vanessa Callaghan and Maria Ross-Russell, head of dental services

The Huntingdonshire Dental Healthcare team was commended by mother of a young boy receiving treatment who said: "The dentists saw us immediately, which was much appreciated. The patience that both the dentist and the dental nurse showed us was touching.

"They immediately put us at ease and the speed and efficiency of the treatment was brilliant. My son required a referral to the hospital and the next available date was November. The team put every effort in to identifying an earlier appointment date at an alternative hospital, and was very flexible in ensuring I could complete the paperwork.

"They have done absolutely everything possible to help me and for this I am incredibly grateful. An experience that we had been dreading was perfectly pleasant and my son now asks when he can go back to see the dentist!"

The winning team said: "We were very surprised but delighted to have won the award. We work hard as a team to make sure that our patients receive the best quality care."



Huntingdonshire Dental Healthcare team



Dental surgeons achieve prestigious accreditation

Local community dental surgeons Maria Ross-Russell and Julia Hallam-Seagrave were approved in year to provide training in conscious inhalation sedation in dentistry.

Tracey Cooper, service director explained: "I am delighted that Dr Ross-Russell and Dr Hallam-Seagrave have been accredited to provide conscious inhalation sedation training by the prestigious Intercollegiate Advisory Committee for Sedation in Dentistry (IACSD).

"This is great news for our community-based Dental HealthCare service which provides care to some of the most vulnerable people in our community."

Dr Ross-Russell, added: "Patients have a right to expect a high quality service to meet their dental needs and we are proud of the services we provide locally. Conscious inhalation sedation is an important technique for the delivery of dental care

to patients who have significant anxiety.

"Being able to provide this training ourselves will have significant advantages, enabling more of our dentists to develop this skill whilst avoiding the cost of external training, and enabling many more patients to be treated using this technique."

Cambridgeshire Outpatient Services are highly valued

Our outpatient services based at Princess of Wales and Doddington community hospitals continued to provide high quality services to local people in centres closer to their homes.

These services are highly valued by local residents and this is reflected in their feedback to our teams, with 96% of over 3000 patients saying they would recommend our outpatient services to friends and family.

As the owner of these community hospital sites, we are working hard with partners to develop vibrant plans for the future of these sites.

We were delighted to welcome Lucy Frazer, MP for South East Cambridgeshire to the Princess of Wales hospital site earlier this year, to share these plans with her.



Philippa Dawkins, staff nurse, Outpatients, Brenda Bean, OPD admin support manager and Lucy Frazer MP

Oliver Zangwill Centre for Neuro-psychological Rehabilitation

For the last 20 years experts in neuropsychological rehabilitation at our Oliver Zangwill Centre have changed the lives of those living with acquired brain injury.

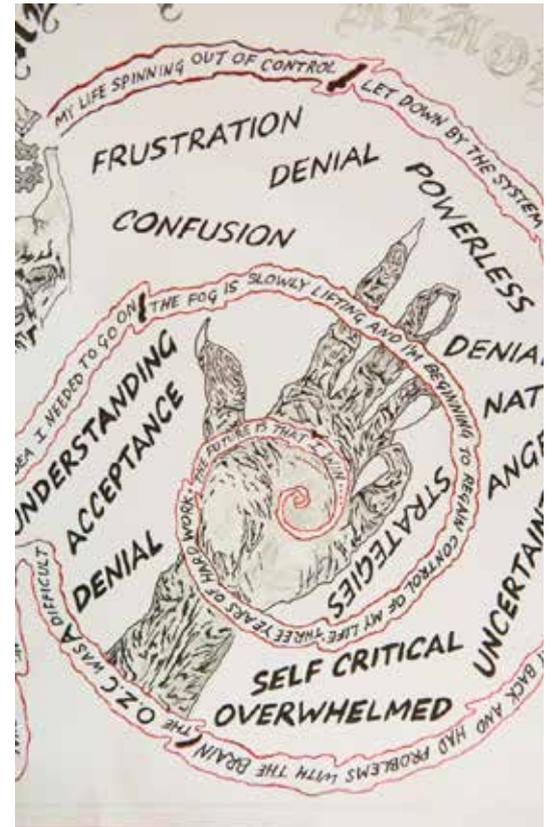
Clients at the Centre are supported to understand how brain injury has disrupted their life, sense of identity and participation in personally meaningful activities. With this understanding, clients begin to achieve new life goals and feel comfortable 'in their own skin'.

The team gathered leaders in the field at a conference in 2016 to mark their 20th anniversary.

Donna Malley is an occupational therapist at the Centre and delivered a talk on managing fatigue after acquired brain injury. She said: "Fatigue is a significant consequence of brain injury that needs attention. Even in clinical services that support people with brain injury, there's a lack of understanding. I was able to share information about fatigue, a complex, frequently misunderstood and 'hidden' consequence of brain injury.

"There are ways of managing it, which we can support someone to develop; ideally it needs to be an individualised approach."

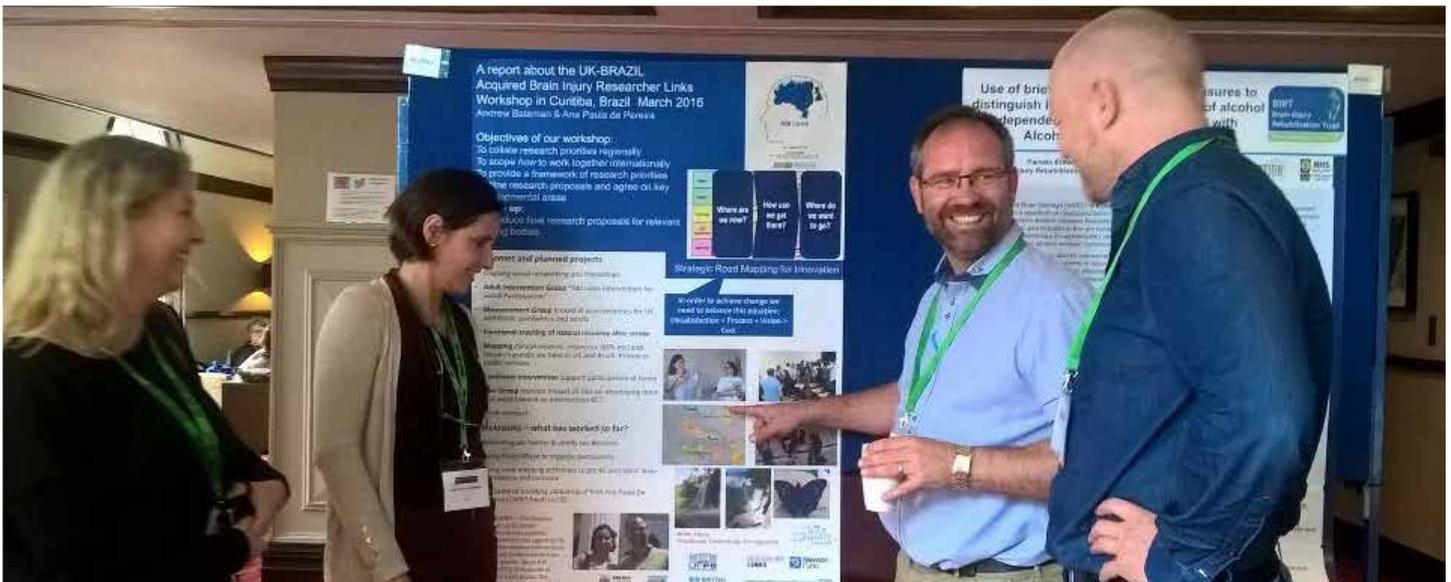
For more information visit:
www.ozc.nhs.uk/



Text Messaging study helps patients with Multiple Sclerosis

The Neuro-text study explored the use of text messages in patients with Multiple Sclerosis (MS) who experienced memory problems.

Those sent memory text messages had an increased attainment of personally identified target behaviours. This in turn impacted positively on their mood and quality of life. This was a randomised controlled trial that resulted in a PhD being awarded. The impacts of this study include contributing to the further development of a commercially available product.



Oliver Zangwill Centre for Neuro-psychological Rehabilitation

Award winning staff

Staff at the Centre have won a plethora of awards during the year including:

Professor Barbara Wilson, OBE, and founder of the Centre, received the Outstanding Achievement Award for Excellence in Encephalitis Healthcare within the Lifetime Achievement category (opposite).

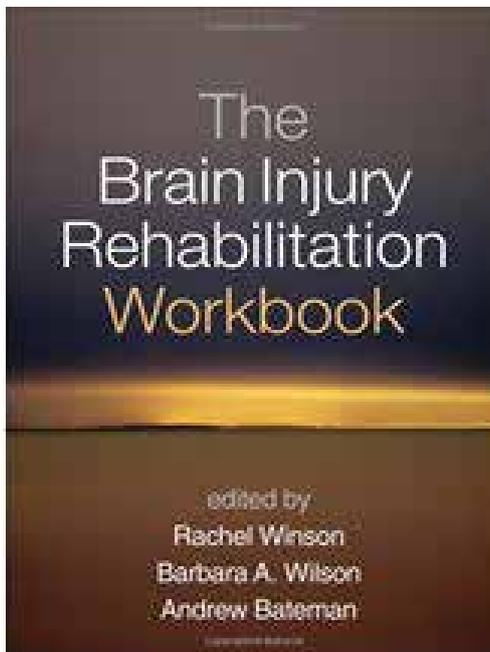
Andrew Bateman, leader of the centre and his team were shortlisted finalists in the Software/ICT/Assistive Technology category of the Health Enterprise East Innovation Awards.

Dr Jill Winegardner received the Practitioner of the Year Award from the British Psychological Society's Professional Practice Board.

A team comprising Sue Brentnall (occupational therapist), James Pamment (assistant psychologist) and Dr Jessica Fish (clinical psychologist) received the Outstanding Achievement Award for Excellence in Encephalitis Healthcare within the Rehabilitation Team (opposite).



The Brain Injury Rehabilitation Workbook is published with fantastic reviews



Edited by Rachel Winson, Barbara Wilson and Andrew Bateman from the centre and packed with practical tools and examples, this state-of-the-art workbook provides a holistic framework for supporting clients with acquired brain injury.

Just a few examples of positive reviews include:

"This gem of a workbook will be valuable to any professional interested in methods to maximize recovery and adjustment following acquired brain injury. The workbook is grounded in established theory and rehabilitation principles and is comprehensive in addressing the diversity of cognitive and psychological issues that commonly occur with brain injury." McKay Moore Sohlberg, PhD, CCC-SLP, Communication Disorders and Sciences Program, University of Oregon

"A highly readable book that will engage the interests of a wide range of rehabilitation professionals. Each chapter thoughtfully echoes an underlying emphasis on holistic care, resulting in a unique contribution to the rehabilitation literature ... It will be a go-to resource for rehabilitation clinicians." Jennifer J. Vasterling, PhD, Chief of Psychology, VA Boston Healthcare System; Professor of Psychiatry, Boston University School of Medicine

"These pioneers and master practitioners of brain injury rehabilitation have produced an incredibly beneficial and practical workbook that will allow highly effective approaches to rehabilitation to become widely available across the globe." Ian H. Robertson, PhD, Global Brain Health Institute, Trinity College Dublin, Ireland.

NORFOLK HEALTHY CHILD PROGRAMME

We have been providing the Healthy Child Programme since November 2015 and in our first year our staff participated in 166,190 contacts with children, young people and families.

Here are just a few examples of how we're redesigning services and improving outcomes across Norfolk – to find out more watch our annual review film at: <https://www.youtube.com/watch?v=c6l6Pdgs4o>

Improving services for 5-19 year old

We have recently been working with our commissioner, schools and other partners to redesign our services for 5-19 year olds.

The new model will be launched in September 2017. It will make greater use of our specialist community public health school nurses, utilising their strategic public health overview to support understanding of health priorities, partnerships and service developments facilitated by a new Schools Health Assessment tool 'School Profile'.

We are now developing referral criteria for individual interventions and care pathways and recruiting to new and additional roles prior to launching the new service in September.

Improving access to our services - Just One Number

The launch of Just One Number – 0300 300 0123 - in March 2017, together with extended Saturday opening hours, has made it easier for young people, families and professionals to contact us and speak to the right person, at the right time, irrespective of where they live in Norfolk.

Confidential text messaging service a hit with teenagers

Our Norfolk ChatHealth confidential text messaging service is successfully providing an alternative way for young people aged 11-19 to engage confidentially with school nurses. Receiving over 3,100 texts in its first year, topics included relationship advice, healthy eating, smoking advice, bullying and exam stress.

Speaking about ChatHealth, Laura Flower, a year 10 pupil said:

“

My sister was involved in an accident and I just wanted someone to talk to that I felt comfortable with and they didn't know me. It was really helpful for me.

It helped me recover and say everything I wanted to say that maybe I felt I couldn't to someone who knew me or my sister.”

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Young, first time mums and dads are getting the support they need



Becoming a mum or a dad can be a challenging time particularly if you are a teenage parent.

Norfolk's Family Nurse Partnership - an evidenced based programme designed to support early

intervention - is ensuring young, first time parents are getting all the help and support they need.

Sam Fidler, family nurse explains: "Often teenage parents have had real challenges in their lives so by talking about these things in pregnancy we can build on their strengths and help them achieve their goals. Having a positive influence on somebody's life is the greatest reward for me."

Talking about the difference the Family Nurse Partnership has made to her, young mum Louise Witney said: "They're not just there for the children, they're there for us."

"The family nurse partnership has been brilliant – so thank you!"

Dad Kelvin Myhill, agreed, adding: "The Family Nurse Partnership has helped us a lot with the information, support and help they gave us."

From September 2017, we will be introducing a new service for all teenage parents across the county, incorporating and bringing together the learning and positive outcomes from the Family Nurse Partnership.

"Definite improvement" in health reviews for Looked After Children

Our team of 13 health visitors are passionate about providing timely, good quality health reviews for Looked After Children under the age of 5, ensuring that 100% of reviews in our first year were undertaken in a timely way with identified actions fully completed.

Gemma, a foster carer living in Norfolk commended recent improvements to services saying: "I have noticed a definite improvement in the health visiting team for Looked After Children over the past year. It's really helpful because the children have lots of professionals in and out of their lives and it can be quite distressing for them. Having that knowledge of the whole system and the process is really helpful, especially when the health visitors can come to looked after children reviews and have their input. It's definitely a big improvement."



Helping children and young people with additional needs and disability achieve their potential



We introduced two specialist health practitioners during 2016 to support children with additional needs and disabilities achieve their potential.

Pamela Singh, specialist practitioner, explained: “Over the last year we have promoted the offer of an annual contact for themselves, young people and families.

“We have also delivered 10 training workshops focussing on our statutory responsibilities to ensure that children with additional needs and disabilities are identified by professionals and are having their needs met.

“Staff are now increasingly able to be involved in initiating education, health and care plans at an earlier stage, which in turn will support placements for pre-school children to be filled at an earlier age.”

Emma Jermy, specialist health practitioner said: “Families told us that the tool we were using to review the development of children with additional needs and disabilities was inappropriate.

“We listened and are now rolling out the ‘schedule of growing skills’ across the county for staff to use as an alternative tool.

“Families accessing specialist provision, such as pre-school groups and nurture groups for premature babies, told us they were travelling many miles across the county to access these so we looked at where these services were being held and how we could replicate this good practice in each of our localities. These changes have made our services more responsive and accessible to local families.”

Recent feedback from parents of children with additional needs and disabilities has been positive.

One parent said:

““Having Pam and Emma as named professionals has been beneficial and they are positive examples of the Healthy Child Programme.””

Another summed up the reassurance provided saying:

““Children change rapidly and to know you will receive an annual contact from someone to talk through these issues is reassuring.””

Our health visitors are successfully supporting children get the best start in life

Every child deserves the best possible start in life and our health visitors and nursery nurses are working hard to make this a reality, carrying out approximately 145,900 home visits or appointments in community settings in any twelve month period.

Talking about her role, Sue Wright, health visitor said: "As a health visitor my main role is promoting good health and preventing ill health within a community and hopefully giving children and families the knowledge to make healthy choices."

Parents Colin Emberley and Rebecca Burrell are just one family who have welcomed the advice and support provided by Sue and the health visiting service.



Dad, Colin praised the service saying:

“

We think the health visiting service we get is brilliant, it's more than what we could ask for.”

”



Mum, Rebecca Burrell added:

“

“It's lovely knowing we have Sue coming over and can talk to her about anything.”

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LUTON CHILDREN AND ADULTS' COMMUNITY HEALTH SERVICES

Our staff in Luton are working hard with partners to introduce new models of care and deliver accessible services that meet the needs of this diverse and vibrant community.

Patients with complex needs benefit from new 'At Home First' service



Introduction of the new care model - At Home First - in partnership with health and social care partners is improving the care provided to some of our most complex patients.

The model incorporates two elements which can be accessed through a single telephone number (0333 405 3000):

- an Integrated Rapid Response service for adults, which stabilises patients in crisis for up to 72 hours
- Intensive Case Management, typically for 30-90 days, where Community Matrons assess and

identify patient needs, with team discussions at monthly multi-disciplinary team meetings held in GP practices.

Already we are seeing benefits from this new approach including better integration of care across the health and care system to deliver shared care plans, more responsive care delivered in people's own home, with multi-disciplinary services targeted to patients with complex needs and their families.

As the model embeds, we aim to reduce A&E attendances and hospital admissions for this group of patients enabling more people to retain their independence with the support they need provided in the community.



Accessible services in the community

Our dedicated staff at the Luton Treatment Centre continue to provide a wide range of high quality, accessible services in the heart of the local community.



Our Macmillan Specialist Cancer and Palliative Care nurses receive fabulous feedback

Caring for people at the end of their lives is a privilege and we're incredibly proud of how our palliative care service supports patients and their families.

Here's a selection of just some of the comments this fantastic team has received:

"I feel very privileged to have such EXCELLENT care and support from the team. The nurses have always been caring and explain what meds I will need, but also letting me voice my concerns relating to my treatment. All the nurses come in a lovely cheerful way, always a smile on their faces no matter how busy they are."

"The service made me feel that I still had a part to play and was still valued as a person."

"I can't say enough about the service; all positive, wonderful people, wonderful care, so much help from helping us fill out forms, getting in touch with Keech Palliative Care, having help with a psychotherapist and welfare rights adviser. I just can't thank you all enough. What a fantastic service you provide."

Rachel Horton, Macmillan palliative care nurse specialist and two of our district nursing team, Lynn Pantling, district nurse specialist and Michelle Sambrook, district nursing sister were told how "incredible" they were in the care they gave to a patient in the last few months of his life. The patient's partner sent flowers and a thank you note saying: "Sometimes in life you meet incredible people who leave a profound lasting effect on yourself. Thank you from my heart."



Macmillan Specialist Palliative Care team (back from left) Marion Eaton and Sharon Kiff, (middle from left) Ruth Hammond and Cindy Guerin, (bottom from left) Sara Cox and Rachel Horton



Rachel Horton, Macmillan care nurse specialist and Lynn Pantling, district nurse specialist and Michelle Sambrook, district nurse sister

Children and Young Person's Epilepsy Nursing Service launches virtual clinics

Our Specialist Epilepsy Nursing Service has launched virtual clinics to enable children and young people to talk to our nurses at a time and date to suit them, without having to attend face to face clinics.

Tom, a young service user explained: "I can see the nurse on my computer screen and talk to her at a time and date to suit me and I don't have to go to the clinic. It really saves me a lot of time and it was really easy to set up.

"I had to make sure I had a secure place for these conversations to take place - my bedroom at home was ideal for that. And I had to make sure I had the right computer equipment for an online video conversation with the security and anti-virus software in place - but they (the nurses) helped me with this.

"And I could be certain our conversations were private because if at any time I was worried we were being overheard, I could stop the session. So it really made me feel like I was in control the whole time."

You can find out more about the epilepsy virtual clinics here: <https://www.youtube.com/watch?v=peJdiM90fyg&t=2sfiln>.



Lorna Swain, information systems development and support, Mary Hunt and Liz Stevens, specialist epilepsy nursing team



Primary Care Home Model – Polypharmacy

We were delighted to be selected as one of the 15 national rapid test sites for the National Association of Primary Care's Primary Care Home model.

Working with the Medics United GP Cluster we have tested a new pathway for patients aged 75+. Where patients are receiving 10 or more medications, a Clinical Pharmacist has met with them in the home or surgery setting to review their medication and conduct a 12 week follow up review.

In total 62 patients were reviewed and outcomes have been very positive including:

- appropriate reductions in prescribing, e.g. 71 medicines were stopped, two formulation changes were made and two medications started
- 30 patients did not understand why they were taking their medication so simplifying their prescribing regimes has improved their adherence to taking their medication
- 40% of the patients involved were identified as having a reduced risk of having a future medicines related problem
- 75% of patients involved reported that their appointment helped them understand how to take their medications safely and correctly, and therefore helped them take control of their health reduced drug costs.

In the longer term, we hope to achieve additional benefits including reductions in falls, GP appointments, hospital admissions and A&E attendance.

An elderly patient with a medical history of arrhythmias, heart disease, stroke, and osteoarthritis (the latter putting her at increased risk of fractures) was taking 13 prescribed medications.

She did not understand what all the medications were for and was considering stopping two, not realising this could have significantly increased her risk of stroke and hospital admission.

The patient had a brown, preventer inhaler although had not had any asthma symptoms for over a year, as well as multiple blue rescue inhalers and GTN sprays for use as required.

A review with the asthma nurse was requested with a view to stepping down therapy and stopping the brown inhaler if all respiratory tests were fine. The pharmacist and GP were advised that the patient would contact them when additional blue inhalers and GTN spray were required.

Further review of the patient's medical history, blood results and investigations identified that there was no rationale for continuing to take two of the 13 prescribed medications.

The patient was experiencing problems swallowing two further caplets. Stopping taking these medications could have increased the risk of fractures so a switch was made to a chewable form.

In summary, the pharmacist's review reduced wastage (by stopping unnecessary medication and controlling supply of medication) and improved adherence by reducing the number of drugs to be taken and replacing certain medications for chewable options.

The pharmacist was able to educate the patient about each of the medications she was taking so that she did not stop taking these putting her at risk of a hospital admission or fall.

Most importantly, the patient was happy with all the recommendations made and the outcome of her medication review.

Clinical Pharmacist review: a case study