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

Keeping inTouch

Issue 17 - July 2015



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OZC goes from Ely to Iran Page 6

Liz Sloman, Play Specialist and Luton Health Visitor Team Our "Shine a Light" winners pages 4 & 8 Jeremy Hunt, Health Secretary visits CCS page 3

www.cambscommunityservices.nhs.uk

Welcome to the latest edition of Keeping in Touch

It has been an exciting time for the Trust in recent months. We were privileged to welcome the inspirational Kate Granger, a doctor and writer living with terminal cancer, to hear about her #hellomynameis campaign which is driving improvements in compassionate care worldwide. We also welcomed the Health Secretary, Jeremy Hunt, to the Trust as part of his programme of visits to health and care services across England.



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 Lane St Ives, Cambridgeshire PE27 4LG



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There are many examples in this edition of the amazing services our staff provide, improving the quality of life of thousands of people, day in day out. My thanks and admiration to them all.

We are delighted to have won two contracts recently to provide the 0-19 Healthy Child Programme across Norfolk and the School Vaccination Programme across Cambridgeshire, Peterborough, Suffolk and Norfolk. We look forward to welcoming staff from these services to the Trust and working with them to further improve care across the region.

I hope you enjoy reading our newsletter. Let me know what you think.

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







hello my name is...

Some people make an indelible impression and you know will influence you for years to come.

Recently, I met Dr Kate Granger at a conference hosted by CCS and she proved, as expected, to be one of those people. She shared with 100 colleagues across the Trust and from other organisations her journey from diagnosis with terminal cancer at the age of 29, through the ups and downs of treatment and the, frankly, awe inspiring success of her #hellomynameis campaign.

Kate's message was clear. She doesn't want pity – she wants to create a movement for change; a movement that recognises that the smallest things can make the biggest difference when you are a scared and vulnerable patient. I know that everyone who met Kate and her husband Chris and heard their story will have no doubt that they are well on their way to achieving this ambition. #hellomynameis has spread far and wide, reaching across the U.K. and the world with over 500 million twitter impressions to date.

And yet, we all still hear recollections of patients that are not treated in a sympathetic way by NHS staff and who have never experienced professionals introducing themselves. The impact is that patients feel they are not treated as humans and as people with rich lives, families and friends. As Kate says, "An introduction is more than a courtesy; it's about building a human connection – these are the people you remember as a patient."

Kate's challenge to us all is not to let #hellomynameis become a tick box exercise, not just a logo, name badge or a poster on the wall. We all need to use it as a catalyst for change to make a difference every day. My challenge to you is to hear Kate's plea and act on it. Decide what you can do to make sure we live Kate's philosophy for person centred care – you don't need permission to make the small changes that make all the difference – just do it!

Matthew Winn



Health Secretary Jeremy Hunt visits CCS

Matthew Winn, chief executive at CCS said: "We were delighted to host Mr Hunt's visit and to share with him the innovative and accessible community services we are providing, not only in Cambridge but across the region.

Mr Hunt met with staff at CCS and went with a Health Visitor on a new mother's first home visit since giving birth.

The trip was part of an ongoing programme of visits by the Secretary of State to health and care services across England, to meet with frontline staff and patients.

Commenting on the visit to CCS and one earlier in the day to Papworth Hospital, Health Secretary Jeremy Hunt said:"Today I met staff and patients at Papworth Hospital and Cambridgeshire Community Services NHS Trust. It's clear that their work is the NHS at it's best.

"Today I saw a human heart start beating again after surgery and a health visitor visit the mother of a seven day-old child. I am incredibly proud of the worldbeating innovation and great care in the NHS.

"Local people should be very proud of the services here today. I've seen the safest cardiac care in the country, and staff working tirelessly to provide high-quality care in the community."

Lucy Turnell, CCS health visitor said: "Our health visiting team is passionate about ensuring the very best outcomes for the families we support and I was delighted in the interest and insight



Mr Hunt demonstrated during the new birth visit. There have been significant investments in health visiting services locally, in line with the national Call to Action programme, and this is enabling us to achieve our aspirations and those set out in the Healthy Child Programme."

News from Luton

Luton Health Visitor Teachers win award for outstanding service

The Luton Health Visitor Community Practice Teachers (CPT) team has been awarded the Trust's Shine a Light award after being nominated by recently qualified health visitors for the quality of support they had received from the team.

The team were presented with their certificate at a recent CPT event at Putteridge Bury, Luton.

Mandy Renton, chief nurse for CCS, said: "We are incredibly proud of the team for winning this award. Earlier this year they were also recognised as joint winners of the Health Education East of England Health Vistors award.

"Taken together with the 'Good' rating awarded by the Care Quality

Commission for our children's services in 2014, Luton families and children can be assured of receiving a high quality service."

Christine Norgate, senior lecturer, University of Bedfordshire Putteridgebury Campus said: "The team has really risen to the challenge of the four year health visitor implementation plan. They devised a model of practice education which maintained individual practice teacher support throughout the student's entire course.

"This award is richly deserved and it is a privilege to work alongside such a motivated and innovative team. The University teaching team would like to convey our sincere congratulations." The team said on receiving their award: "We are very pleased to receive this reward and are grateful for the recognition of all the hard work of the practice teachers, mentors and health visiting teams in Luton, as well as the University of Bedfordshire staff".



Practice Teachers Team

Practice Teachers recognised at Graduation Ceremony

In September 2012 Debbie Taylor, practice development lead nurse and Karen Kelsey, training manager from Luton worked jointly with the University of Bedfordshire to reinstate the specialist practitioner District Nursing Course.

The course had not been run in Luton for over eight years.

Debbie said: "Chris Simpkins and I have been working as practice teachers alongside our regular roles for the past two years to support community nurses through their post graduate diploma.

"In recognition of this we were invited to the first graduation ceremony as VIP guests of Bill Rammell, vice chancellor of the University of Bedfordshire.

"We enjoyed a pre-ceremony meal and were escorted to front row seats for the presentations and after photos with the students we were taken for afternoon tea."

We struck Gold with GOAL!

Service user involvement groups have historically been difficult to establish, but it was the vision of two workers representing Luton Drug Service (LDS) and Clarendon Link, that the Going Onto Another Level (GOAL) service user group was established.

GOAL members are present at Luton Drug Service focus groups, vital in the transformation and remodelling of drug and alcohol services in Luton, from referral through to aftercare.

Pauline Glass, senior drug worker, Luton Drug Service said: "I'm proud to be working and supporting the development of GOAL. The members are dedicated, passionate and champions for the cause of making a difference. They are leading by example to assure others that there is light running through their treatment journey, and not just at the end of a tunnel."

Luton Drug Service wins award

The Trust's Luton Drug Service and its service user group GOAL (see article above), recently won the 'partnership' award at an event hosted by the Luton Drug and Alcohol Partnership; a collaboration including health services, the Borough Council, police, probation and others partners to develop complementary services. The award recognised the efforts made by the Drug Service to successfully engage service users and ensure they are able to play a full role in shaping services for the future.





Iran may replicate OZC's holistic brain injury rehabilitation

The work at the Trust's Oliver Zangwill Centre (OZC) for Neuropsychological Rehabilitation in Ely, could be replicated thousands of miles away – in Iran.

Dr Jill Winegardner and Professor Barbara Wilson spent a week running workshops and giving lectures at the Shefa Neuroscience Research Centre, in Tehran, and the University of Shiraz.

The pair were invited by Dr Hamed Ekhtiari, cognitive neuroscientist from Iran, who obtained funding from the Iranian Government for the entire trip.



Professor Wilson said: "We hope that we persuaded them to set up their cognitive rehabilitation services in the right way – by making emotional and psychosocial therapy part of the



treatment in addition to dealing with cognitive problems, in order to achieve good rehabilitation.

Dr Winegardner said: ""We presented the views of the OZC, stressing that rehabilitation should be holistic, a partnership of professionals and family, and should address not only cognitive, but also emotional and psychosocial issues. There was a lot of interest among the Iranian psychologists and students in the work we do. They were keen to have more collaboration, so we will be supporting their efforts and sharing resources."

Oarsome deal for NeuROWhabilitation

A grant of £1000 towards purchasing adapted equipment to help disabled / disadvantaged people has been offered to Ely Rowing Club.

Andrew Bateman, neuro rehab researcher at the OZC, is also a rowing coach with the club, immediately thought of his patients and how this could help them. Ely Rowing Club backed Andrew and the club secured the grant through the Cambridgeshire Community Foundation.

Andrew set about organising sessions for his neuro-rehab patients and has called the programme NeuROWhabilitation. Andrew will be running a programme through the summer.



Bridging the Gap between the USAF and the NHS

Our Dental Access Centre (DAC) provides an emergency service to patients 365 days per year. In addition, the centre offers a range of services, including Minor Oral Surgery as well as offering training opportunities for trainee dentists.



DAC staff with USAF 43rd Medical Squadron



Major Tad Tholstrom, Chief of Dental Clinic with the 423rd Medical Squadron and four other key personnel recently toured the facility with Dr Maria Ross-Russell, head of dental services, for the Trust.

The U.S. Air Force group met a wide range of staff from the Trust, for an in-depth look at the Dental Emergency Service and Special Needs work.

Outpatient Services News

WW1 nurses are 'Best in Parade'

On Saturday the 13 June, Doddington outpatient department staff took part in the March Festival Parade – dressed as 1st World War nurses.

The admin staff along with the nurses, wore printed t-shirts with "Choose Local, Choose Doddington Hospital" and handed out leaflets to promote the hospital.

A great time was had, and the weather didn't



Staff in WW1 uniform

dampen their spirit and enthusiasm.

To add to everyone's surprise the team won the "Best in Parade" trophy, a tremendous team effort. 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.

CCS wins Children's Services contracts

The Trust won a contract to run the school-age immunisation programme across Cambridgeshire, Peterborough, Suffolk, Norfolk from September 2015.

NHS England awarded the contract to ensure that there is a uniform service across these localities.

Following a robust procurement process, Norfolk County Council has awarded a five year contract for the provision of the 0-19 Healthy Child Programme to the Trust.

Lucy Macleod, Interim Director of Public Health at Norfolk County Council, said: "Norfolk's new Healthy Child Programme 0-19 will have contact with every child in Norfolk at key points in their life, offering early and targeted help for families and John Peberdy, service director, Children and Young People's Health Services at CCS said: "We are pleased to be awarded this contract. The Trust is committed to protecting children and young people from preventable illnesses."

Read the full media release here: http://is.gd/oPmOu5

making it easier for them to access support and improve their service experience".



John Peberdy – service director, Children and Young People's Health Services at CCS said: "Norfolk residents can be assured that these services will continue to be provided by existing local clinicians. We recognise the skills and knowledge of these clinicians and look forward to working with them and other stakeholders, including Norfolk County Council's children's services, to develop shared ambitions for the future to improve outcomes for children and their families."

School Flu Vaccination Programme exceeds targets

A pilot scheme saw thousands of secondary school children in Cambridgeshire take up the offer of free flu vaccinations.

Nicky Srahan, lead nurse for the Schools Vaccination Team at the Trust said "the high take up had been a pleasant surprise".

The target set for Cambridgeshire by NHS England was to vaccinate 60 per cent of Year 7 and 8 pupils from the county's 60 state secondary, independent and special schools.

The CCS team exceeded the target with a 64.6 per cent uptake. In total 8,440 pupils were administered the intra-nasal spray.

Nicky added "If children are vaccinated, it helps protect everyone in the family, as well as the wider community, and it stops the spread more effectively. The huge support we received from the schools has played a big part in the high take-up".







Josh's Beads of Courage

Ten-year-old Josh Behan is very proud of his Beads of Courage – for they chart the history of his threeyear treatment for Hepatoblastoma (liver tumour).

The beads come in various colours, shapes and sizes and depict the painful procedures Josh has had to endure since being diagnosed at the age of seven.

The Beads of Courage charity started in America in 2001. A UK branch was started in 2011 and Addenbrooke's introduced them in 2012. Children receiving cancer treatment are given a bead each time they visit the hospital or are treated by a community nurse in their own home to mark their treatment milestone.

Mags Hirst is a play specialist for the Trust whose job was to distract Josh when nurses went to his home to carry





out procedures such as replacing his stomach feeding tubes and taking regular blood tests.

Josh's courage in facing the traumas that most adults would struggle with has won him numerous accolades, including the Scout award for bravery from Bear Grylls.

Hopefully, Josh has crossed most of the major hurdles, but his treatment is far from over as he will need to take medication every day for the rest of his life.

Weighty issue of childhood obesity

An innovative study that will allow parents to see if their baby has a higher risk of becoming overweight as they get older, has been launched in Cambridgeshire.

Led by Anglia Ruskin University, the study team has developed a user friendly, multimedia computer

programme called ProAsk (Proactive Assessment of Overweight Risk during Infancy).

During home visits, the Trust's health visitors will ask parents to enter this information into a programme via a tablet computer.

The 18-month feasibility study will examine whether parents and carers find ProAsk helpful and whether health visitors can use the results to tailor possible ways to help keep their children at a healthy weight. Mike Higgins, team manager for Trust health visiting team in March and Chatteris, said: "As health visitors we're uniquely placed as we support families early on, working with babies who are a few days old through to five years.

"Quite often we come across families who are at high-risk of developing weight-related issues later in life. If we are seeing them from newborn, we're well placed to support them".

40 years as a health visitor was 'a real privilege'

When health visitor Chris Fuller started working in Peterborough four decades ago, Bretton was in its inception.

As more and more Londoners moved into the emerging suburb, dealing with the condition that came to be known as New Town Blues became a key challenge for those working in community care.

Chris, who retired from the Trust last month after 40 years as a health visitor in the Peterborough area, said: "Working with people who had moved to the city was a pretty big part of the work we did.



"Families had come from London into this new place. And it did not matter whether you were rich or poor, a professional or a labourer, they suffered from New Town Blues – a kind of depression that affects those who move away from all that is familiar in their lives."

Chris started as a trainee nurse in a cottage hospital in Oxfordshire at the age of 16. After qualifying she worked in London for four years, before moving to Sawtry and joining Peterborough Health Authority in May 1976.

In 1984 Chris joined the Jenner Health Centre, in Whittlesey, where she remained until 2013 when she began training new health visitors.

Shining a light on the role of Play Specialists



Liz Sloman, Play Specialist, Holly Ward

Liz was nominated for the Trust's Shine a Light award by Nicole Banyard for being the link person for her daughter's monthly blood tests. Nicole applauded Liz for making a very difficult process (blood tests are traumatic for a four-year-old!) run so smoothly for her family. Highlights included always ringing when she says she will, being there for every test to distract her daughter with her favourite things, and rewarding her afterwards.



Nicole said "Liz has been an absolutely invaluable support. She is always cheerful, helpful, supportive, professional and efficient".

The "Shine a Light" scheme allows members of the public to nominate staff who have delivered a fantastic service and made a real difference to their lives. Trust staff are also encouraged to nominate their colleagues.

Download a nomination form here: www.cambscommunityservices. nhs.uk/shinealight

Hair today, gone tomorrow!

Sally Mead, based at the Acorn Pharmacy, Oaktree Centre, Huntingdon took the huge step to cut her long locks, on Wednesday 27 May, to raise funds for Zane Smith.

Zane is the grandson of Jan Smith, CCS's children's services receptionist at the Oaktree Centre. He has an extremely rare brain condition called CCM3; there are currently 60-70 people worldwide with the illness. The condition is so rare that he is flying to Chicago for a special MRI and consultation with Dr Awad, a world leading expert in CCM, to monitor his condition.

The money raised will go towards his trip and for CAUK (Cavernoma Allience UK) who offered invaluable support to Jan's son, Lee and his wife when they received the news about Zane's diagnosis.

Sally said: "I was bit emotional at the start but had been speaking to Zane's nan who was very worried about Zane as he had had to go hospital for a brain scan. Thankfully he is back home recovering but is still not 100%.

"It was an honour and privilege to do this for such a lovely boy! Zane deserves the very best and if that's in the USA then so be it."

Jan was totally overwhelmed by Sally's fundraising and said: "Sally is an amazing person and such a brave one, words cannot thank her enough for her kind act! Thank you Sally from the bottom of my heart." Sally's hair raising experience has raised just over £1,600 so far but if you would like to donate then please visit her JustGiving page at: www. justgiving.com/sallymead



He gave me back my life!

Tayfun Tasci led an active lifestyle, whether it was out walking, cycling or swimming. Then his life changed.

Two days after his 50th birthday, Tayfun woke up with pain in his legs and as this was unusual, he visited his GP.

He suffered months of pain, waiting and tests before he was referred to the Trust's DynamicHealth musculoskeletal team in Peterborough. He said: "I was so down, my walking abilities had near enough gone to zero, I was immobile, my legs completely seized up."

Tests identified that Tayfun had muscle and nerve damage in his lower back, so the first thing the Trust physiotherapist did was realign his spine. The physiotherapist then referred Tayfun to the team's rehabilitation instructor, Matt Velamail. Matt said: "I have the perfect role, there's not one similar really in the NHS. It bridges the gap between the physio service and the community, with a fitness aspect too."

Exercises were an essential part of Tayfun's road to recovery. In the regular short sessions the pair had together, Tayfun also learned how to sit and walk correctly, how to listen to his body for warning signs and techniques to align his spine himself.





Tayfun said: "I thought, if there is one in a million possibility I can help myself get better, then I wanted to take it the best that I can. Matt has put me right, he gave me my life back, and he passed on so much knowledge. I'd like to thank him and the whole team."

Tayfun has not only returned to his job as a prison officer at HMP Peterborough, he took on more responsibility and is performing better than before. He is also able to enjoy hiking, canoeing and similar outdoor activities with his wife and four children. He's even incorporated exercise and rest time into his working day. Tayfun said: "Everyone at work comments, they make a joke now, "Ty is doing his exercises again".

"I'm 51 years old but my fitness is like a 21 year old man."

Workout at Work day

Over 50 members of staff attended the 'Workout at Work' event on 12 June, which was held over the lunchtime period in the Garden Restaurant at Hinchingbrooke Hospital. Jointly organised by the Trust's DynamicHealth MSK Team and the Occupational Therapy Team from Hinchingbrooke Hospital, the session marked the Chartered Society of Physiotherapy's (CSP) fifth 'Workout at Work' day.

Colleen Kiley, senior MSK physiotherapist said: "Work out at Work Day 2015 reinforces the importance of regular movement at work, to increase productivity and efficiency, reduce risk of injury and promote physical fitness in the work place. Sedentary lifestyles can lead to ill-health, however we want to raise awareness that a short stretch or changing position every 20 minutes can vastly reduce problems such as musculoskeletal pains as well as heart problems and diabetes".



This is what our patients say about us

Within MSK we have worked with our communications team to create a "word cloud" which pictorially demonstrates to our service users the patient satisfaction feedback we receive.

We will be displaying these on our twitter, msk website and in each of our sites.

Showing our patient feedback in this way is such a fantastic visual method.



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



Following a number of contract awards from local authority public health teams across Cambridgeshire, Peterborough, Norfolk and Suffolk, we are delighted to now be providing high quality, integrated contraception and sexual health services across the region.

For the first time, service users can now access contraception, sexually transmitted infection testing and treatment, and HIV care and treatment* from easily accessible 'one stop' clinic locations across these localities. In Norfolk, this innovative approach to commissioning integrated services received national recognition, winning an award for best practice in whole system commissioning at the UK Sexual Health Awards 2015. Congratulations to Norfolk County Council!

Suffolk residents will continue to receive high quality integrated sexual health services following CCS (which has provided these services for several years) being awarded the contract for a further five years. Residents further afield will also benefit from the Trust being awarded this contract as it has enabled the iCaSH Suffolk service to expand and cover the Waveney area.

In Cambridgeshire, Norfolk and Suffolk, we are pleased to be working in partnership with the Terrence Higgins Trust to provide community outreach services including chlamydia screening and sexual health advice and signposting.

*HIV treatment within Cambridgeshire is only available in Huntingdon.

Contact: 0300 300 30 30 Cambridgeshire, Norfolk and Peterborough Services www.icash.nhs.uk

Celebrating the official openings of iCaSH hubs

Two of our facilities in Wisbech and Peterborough recently celebrated their official openings.

The Deputy Mayor of Peterborough, Cllr Nazim Khan joined Dr Jan Clarke, President of the British Association for Sexual Health and HIV (BASHH), staff and colleagues from partner



organisations for the iCaSH Peterborough opening at Kings Chambers, Priestgate.

Before cutting the ribbon, Dr Jan Clarke said: "I was delighted to see the facilities at Kings Chambers and I'm just reminded

that, although we know the qualities of the service are dependent so much on excellence in staff, the facilities matter too. If you're a new and nervous patient who needs to come for help, facilities like this will just help that little bit more to encourage people to attend, re-attend and recommend.

"This is a gateway to the NHS in Peterborough, many people who are coming here are making their first independent decision in their healthcare choices, and this is a wonderful gateway and I wish you all very well in this."

Jo Radnor, service manager - iCaSH Peterborough said: "It was great to have so many join us at our official opening.

Everyone has settled in well to King's Chambers; it feels like we've always been here. We are now a one stop shop; all contraception and sexual health services are under one roof."

Stephen Barclay, MP for North East Cambs opened the Wisbech hub and described it as a 'positive day for Wisbech.

Mr Barclay said: "Sexual health and contraception are not always the most talked about things within the health service but actually it is really, really important. The new clinic will make life a lot easier for those using it; they can come in through the park without going through other parts of the hospital."

Mandee Worrall, service manager - iCaSH Cambridgeshire added: "Traditionally, sexual health services have been split into contraceptive or genitourinary medicine services. This means that someone needing contraception who also has concerns about a sexually transmitted infection may have had to go to separate appointments at different locations.

"We're delighted that we can bring the two together, so that patients are seen for both specialities during one appointment."



Contact: 0300 123 3650 Suffolk Services

www.icashsuffolk.co.uk

Our corporate identity is unique to Cambridgeshire Community Services NHS Trust and provides a consistent visual image to promote who we are.

From 1 April 2015, the range of services we deliver changed and we now provide services across the region. As a result service specific logos have been developed, in partnership with staff and patients, for the following services;

- iCaSH
- DynamicHealth
- Dental HealthCare
- Children and Young People's Health Services

The Oliver Zangwill Centre also has its own logo, as does the Arthur Rank Hospice. We are now in the process of creating a unique visual brand for our Adults' and Children's Services in Luton.

GP Out of Hours

AP

eterborough

Arthur Rank Hospice

Luton Adults and Children's Services

Board Dates for 2015

8 July 2015 Cromwell Room, Slepe Hall, Ramsey Road, St Ives, Cambs, PE27 5RB

12 August 2015 Flexi Rooms, The Corn Exchange, The Pavement, St Ives, Cambs PE27 5AD

9 September 2015

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

For further information please contact: Allyson Retallick, Corporate Secretary Tel: 01480 308205 Email: ally.retallick@ccs.nhs.uk

2015 AGM

Children & Young People's

Cambridgeshire Community Services **NHS**

Evelyn Community d Injury Service (ECHIS)

> Outpatients ambridgeshire

Luton Drug Service

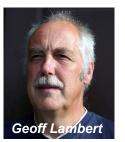
30 September 2015 1:15 - 4:30pm

Mundford Hall Near Thetford, Mundford, IP26 5HW

All welcome

Non Executive Directors appointed to Trust Board

The NHS Trust Development Authority (NHS TDA) has appointed Geoff Lambert as a Non Executive Director at CCS with effect from 1 April 2015.



Geoff brings a wealth of experience at executive and non executive director level, including as Audit

Chairman and Non Executive Director at Luton Primary Care Trust and Bedfordshire and Luton Primary Care Trust from 2003 – 2012.

Geoff Lambert joins Dr Anne McConville and Dr Gill Thomas as recent non executive director appointments to the Trust.

Dr Anne McConville is a doctor trained in general practice and public health having worked in a range of senior roles in the NHS and as a civil servant in the Department of Health. Dr Gill Thomas is Head of Strategic Health Projects at Mills & Reeve solicitors and has been a legal advisor to the NHS for the last 15 years.



Commenting on these appointments, Nicola Scrivings, chairman at the Trust said: "These appointments are great news for the Trust and strengthen the Board's skills and expertise in commercial law, finance and public health.

Further information on the Trust's Board Members can be found at www.cambscommunityservices.nhs.uk

CaSH

namicHealth