

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

# Keeping in Touch

Issue 24 - August 2018

*Celebrating 70 years of the NHS at our  
staff awards event - page 6!*



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## Welcome to the latest edition of Keeping in Touch

**I am proud of the staff led innovations across the Trust that we are sharing with you and that are leading to improved outcomes and care for our patients and local communities.**

We were pleased to welcome Stephen Barclay, Minister of State for Health to the North Cambridgeshire Hospital in Wisbech recently to speak to staff, see services delivered by many NHS partners and see the first stage building works of our extensive site redevelopment plans. He said after meeting staff who work in the site: "I just had a session with around 30 staff hearing from them, and it's absolutely fantastic to hear how much they care for the service but also how much more they

want to do. And the additional building work that's going in, the additional investment that's going into North Cambs, is all part of ensuring that happens."

At a time when the new Secretary of State for Health has set out his priorities for the NHS and the national 10 year plan has been launched, it is crucial that integrated community services are at the heart of these plans and any new investment is targeted on integrated models across General Practice, community, mental health and social care services. I look forward to continuing to influence these national plans and working with local organisations to implement them.

**Matthew Winn, Chief Executive**  
Email: [matthew.winn@nhs.net](mailto:matthew.winn@nhs.net)



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

Telephone: 0300 131 1000  
Email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net)

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Website:  
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## Safe transfer of community services in Bedfordshire

We were delighted to welcome new colleagues to the Trust on 1 April 2018, to deliver children and adults services in Bedfordshire.

Working in partnership with East London NHS Foundation Trust, our teams will provide children's services, oral health improvement service, acquired brain injury service and neuro-rehabilitation and stroke early supported discharge services.

Our Bedfordshire Community Health Services will provide:

- High quality, personalised care, which enables people, including those with chronic conditions, to live independent active, healthy, happy lives closer to home.

- Services designed around, and by empowered patients. They will be place-based with multi-professional Primary Care Home teams integrating voluntary sector, health and social care.
- Children and Young people's services that are child and family focused (needs led), integrated, accessible and flexible, with a focus on early intervention and prevention.

For more information please visit: <http://www.cambscommunityservices.nhs.uk/what-we-do/bedfordshire-services>.

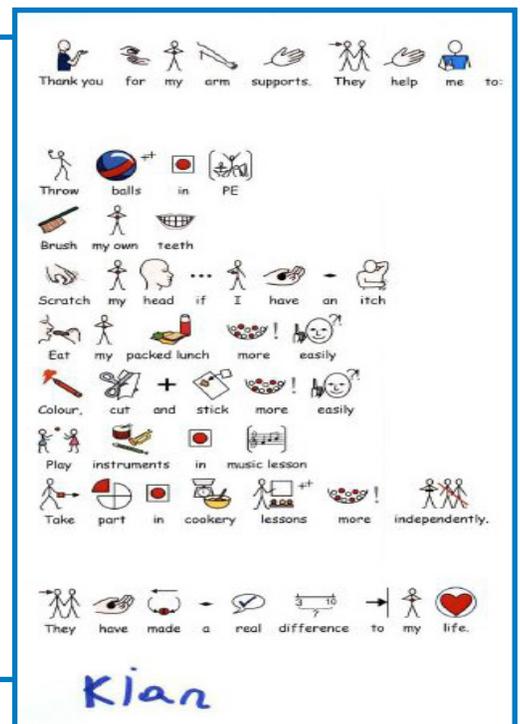
## Arm Supports

Kian is 10 years old and has Duchenne Muscular Dystrophy, which causes progressive muscle weakness.

Our occupational therapist Jennie Oliver first met Kian in 2010. Since then, although his mobility has decreased Kian is in mainstream school with a powered wheelchair. Jennie provided further help last year when noticing that Kian was struggling to eat or type. She arranged for a representative from Neater Solutions to assess him using a neater arm support and a successful application for funding was made.

The support has made a big difference to Kian as it allows his arms (in a sling) to be raised and lowered. This helps with daily tasks such as eating, brushing his teeth and even throwing a ball in PE.

The letter (opposite) from Kian was a lovely thank you for Jennie and the team as he describes what he is able to do now.



## All smiles for National Smile Month

Oral Health Improvement teamed up with libraries local to north and central Bedfordshire this spring for National Smile Month.

Story times had a dental theme; some children's activities were teeth related and tips for caring for our mouths were shared through displays and by giving away information.

The three key messages of this positive campaign that underpinned all of the activity are:

1. Brushing teeth at least twice a day.
2. Visiting the dentist regularly.
3. Keeping sugary food and drink to a minimum.



## Our Specialist Nurses offered diabetes advice with displays and radio broadcasts

**Our diabetes specialist nurses, Fran Moss and Juliet Davies marked Diabetes Prevention Week with a broadcast on the Asian radio station Inspire FM.**

The pair took part in the Health and Fitness show with presenter Fahad Matin to talk about prevention of Type 2 diabetes. The hour long programme covered the prevalence of the disease, signs and symptoms to watch for and the importance of food choices, exercise and lifestyle changes for those at risk of developing diabetes.

Listen to Fran (pictured right) and Juliet on Inspire FM at <https://bit.ly/2NEDMLc>.

The team also marked Diabetes Week with displays at The Poynt and Luton Treatment Centre and a further radio broadcast on Inspire FM, giving useful advice on how to manage diabetes during the holy month of Ramadan.



## Adult Services to pilot new role of Trusted Assessor for patient discharge

**Luton Adult Services pilot the newly defined role of a Trusted Assessor.**

The purpose of the Trusted Assessor role is to act as an independent party on behalf of Luton care homes to assess the appropriateness of patient discharge from the Luton and Dunstable Hospital into their care, whilst speeding up the discharge process to the benefit of the patient and system.

The pilot supports discharges into two residential homes and two nursing homes. If the pilot proves successful, it will be extended to a permanent arrangement across all care homes in Luton (subject to agreement).

## ChatHealth for Luton schools

**Luton Children's Services are working to introduce ChatHealth into Luton schools in October. Ginny Lomax, clinical lead for the 0-19 Team is leading on the project.**

ChatHealth will replace the school nurses' drop-in clinics in schools. Pupils aged 11-19 will be able to text a nurse if they need advice, have a problem or to make an appointment. The service runs successfully in our Cambridgeshire and Norfolk children's services, so we have made the most of sharing and learning opportunities.

Our Luton children and young people's service is also working with colleagues to consider a Single Point of Access (just one number and a website for the 0-19 team) and with Children's Centres' services to make access more co-ordinated and seamless for families.

## Children's Rapid Response clinic-based model

**Our Children's Rapid Response team has been piloting a clinic-based model during the week and continuing with the current home visiting model at the weekend.**

This means if a child requires a face-to-face assessment following a telephone assessment, they will be seen in the clinic based at Medici Medical Centre rather than a home visit.

This will increase the capacity of the team to enable them to see more patients. The team has also started taking direct referrals from NHS 111 and this is the feedback from their first client via Facebook:

"I'd just like to say that your Children's Rapid Response Unit is simply wonderful. Great care was provided to my daughter, who was your first ever referral from NHS 111. She is now on the mend. You got it spot on from the beginning. Long may it continue."

## Sally takes part in the final of the HSJ Value Awards

**Sally Shaw, manager of community liaison attended the final of the HSJ Value Awards after her team was shortlisted for its work as part of an urgent care project to ensure people can access the right services.**

The project runs in conjunction with Luton Clinical Commissioning Group, Luton and Dunstable Hospital and Consultant Connect, which provides the mobile communications for the service.

It was nominated for the categories “the use of information technology to drive value in clinical services” and “emergency, urgent and trauma care.” The project was one of three finalists and whilst pipped to the post for the award, Sally said the final was “a great opportunity to network and learn about new and innovative services.”

Referrals to the service come through on two mobile phones held by the GP Liaison Service nurses working on rota. The team accepts referrals on behalf of the hospital for general surgery for all ages and medical patients aged 16 plus.

Sally’s team was one of five across the country to pilot the project and she believes they are still the only nurse-led

service nationwide. Sally also took part in a video for the project, which was shown during the awards final and can be seen here:

<https://www.youtube.com/watch?v=Rk2GvLu6aRA>.



Sally is pictured with Caroline Capell, Luton Clinical Commissioning Group Unplanned Care Commissioner and Scott Welpton and Roger Tweedale from Consultant Connect

## Maureen’s carnival float idea wins top awards

**Maureen Scarlett, haemoglobinopathy specialist nurse worked with a design company to come up with a highly colourful, award winning float with a serious message for the recent Luton International Carnival.**

Maureen also designed the costumes for the entry by the Sickle Cell and Thalassaemia Care Forum for the main carnival theme “Home is where the heart is.” The entry took the carnival’s Special Award for the Most Outstanding Float Design, second place for Overall Best in Carnival and won first place for the Best Youth Performance.

With the title “Don’t play games with my heart”, the float featured a giant heart connected to a roulette wheel with playing cards. Maureen also designed, built and wore the main Queen of Hearts costume and led members of the forum dressed as playing cards.



# Staff Excellence Awards 2018

A fabulous celebration of staff achievements took place on the NHS 70th birthday.

Nicola Scrivings, Chair said: "This event is genuinely one of the highlights of my year, where we come together to celebrate your amazing dedication, commitment and achievements. There is so much to celebrate within the organisation and I know the assessment panels for today's awards found it incredibly difficult to pick winners because of the high calibre of nominations."

Congratulations to everyone who was nominated for the awards this year. Below and opposite are this years winners and runners up.

## Shine a Light Annual Award

**Winner - Linda O'Brien Community Nursing Sister, Nightingale Team, Luton**

### Grow your own Workforce

#### Foundation Degree in Nursing

- Deborah Ray Lewis, nursery nurse, Cambs
- Nicola Martin, nursery nurse, Cambs (opposite)
- Julie Goryn, nursery nurse, Cambs
- Rebecca Tuohy-Hoy, nursery nurse, Cambs

#### Business Administration Level 2

- Su Jenkins, administrator, iCaSH Cambs
- Ellie Fivash, training programme co-ordinator

#### Business Administration Level 3

- Susan Graham, widening participation administrator



## Kate Granger Person Centred Care Award

**Winner:**  
**Cambridgeshire Children's  
Speech and Language  
Therapy Service**



**Runner up:**  
iCaSH, Peterborough



## Rising Star

**Winner: Sinead Munday  
Speech and language  
therapist, Cambridgeshire**



**Runner up:**  
Katrina Linsey  
Senior physiotherapist



## Supporting our Services to Excel

**Winner: Linda Green  
Receptionist, iCaSH, Suffolk**



**Runner up: Amy Jackson,  
Transition project manager, St Ives**



This year we had two winners for the NHS 70th Anniversary Exemplary Contribution Award and there were four team based awards for an initiative, service or development which demonstrated improvements to clinical or patient reported outcomes. The winners and runners up were:

### NHS 70th

**Winner (Individual)**

Alison Taylor, clinical specialist, DynamicHealth

**Winner (Team)**

Food First Team, Nutrition and Dietetics, Bedfordshire



### Ambulatory Services

**Winner - DynamicHealth, Cambridgeshire and Peterborough**

**1st Runner up - iCasH, Norfolk**

**2nd Runner up - Mark Brearley, rehabilitation instructor, DynamicHealth**



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

**Winner - Just One Number Norfolk**

**1st Runner up - Children's Occupational Therapy Team, Cambridgeshire**

**2nd Runner up - School Age Immunisation Service, Trustwide**



### Luton Children and Adults' Community Health Services

**Winner - Children's Continuing Care Team**

**1st Runner up - Falls Services, Chris Bunnage and Barbara Kazwini**

**2nd Runner up - Children's Community Nursing Team**



### Bedfordshire Community Health Services

**Winner - Early Supported Discharge (Stroke) and Neuro Rehabilitation Team**

**1st Runner up - School Nursing Service**

**2nd Runner up - Acquired Brain Injury Team**



## NHS 70 Parliamentary Awards Just One Number

**Norfolk Just One Number has been crowned as the regional champion for the Midlands and East of England in the NHS 70 Parliamentary Awards.** The prestigious competition was set up to mark the NHS's 70th birthday and received over 750 nominations for NHS services across the nation.

The service was nominated by Chloe Smith MP and Sir Henry Bellingham MP and was selected as one of ten outstanding nominations to attend the national awards ceremony where they were presented with their award certificate as regional champions.



## ChatHealth Ambassadors

**A collection of bright young students from Taverham High School have been honoured as ChatHealth Ambassadors.**

Fourteen students from year ten received an award for their outstanding participation in promoting our text messaging service for young people aged 13 -19 called ChatHealth.

Each of the students in the ELF (everyone's listening friend) team volunteered to be a ChatHealth

Ambassador over the last academic year to raise awareness of the service. Also they worked hard to highlight some of the most common topics discussed on ChatHealth including: emotional health, relationship advice, healthy eating, smoking cessation, bullying and exam stress.

The ChatHealth Ambassador scheme was created in partnership by Taverham High School and Norfolk Children and Young People's Health Services to get young people engaged in their own health and wellbeing.

The scheme has already been cited as a case study by the central ChatHealth team that provides the software nationally.

We are now looking for more schools to get involved in the ambassadors scheme. We can provide schools with lots of promotion materials and support to advertise the service to students. To get involved, schools should contact Just One Number on 0300 300 0123.

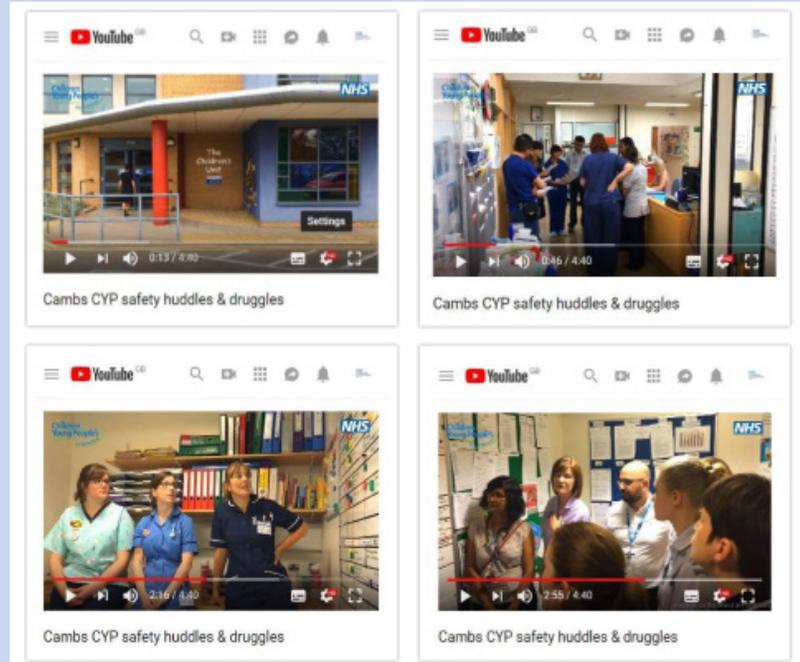


## Safety Huddles and Druggles in SCBU

The team from the Special Care Baby Unit and Holly Ward based at Hinchingsbrooke Hospital have starred in their own mini film.

The short feature highlights a new national initiative they have adopted to improve patient safety and encourage integrated working across the medical and nursing teams. Sarah Hughes, matron for acute children's services said: "It's really great when we get an opportunity to let our families and professional colleagues know about the extra effort our teams put in. The Safety Huddles, a 5 minutes daily catch up, seem like a simple enough concept, but in a busy ward setting it's really hard to get everyone in one place at one time, even for this short time. Druggles have been introduced weekly into both units as part of our initiative to raise awareness and reduce medication errors.

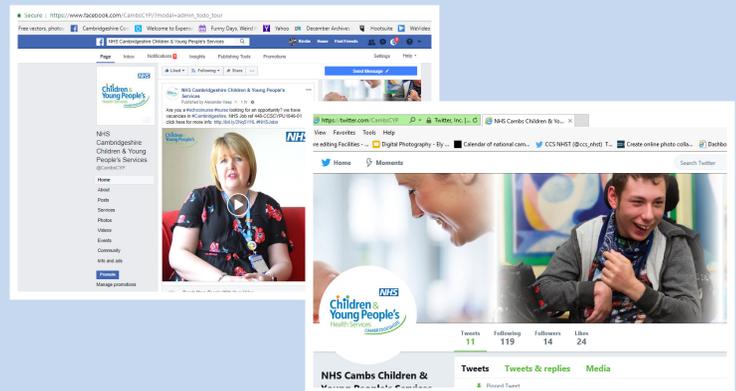
"The Safety Huddles and Druggles really do make a difference and we are thrilled to see everyone embrace them so quickly. This is just one of the many things our team does to ensure we give everyone the highest quality care possible." To view the film visit: <https://youtu.be/lbrzAx36U>



## Cambridgeshire Children and Young People's Health Services launches dedicated social media channel

Children and Young People's Services in Cambridgeshire have just launched their new Facebook page and twitter account.

The new social media presence has been created to compliment the main Trust presence by having much more targeted messages and themes aimed at families. As the channels are starting from scratch, the first few months will be focussed on building audiences. To follow, like, retweet and share content from the accounts just search for their social media handle: @CambsCYP.



## New Central Phone Number for School Immunisation Service

In September the School Immunisations Service across Cambridgeshire, Peterborough, Norfolk and Suffolk will be switching to a new single point of access phone number 0300 555 50 55.

This is to make the service more accessible for schools and stakeholders, as there are currently several numbers across the different counties. None of the local contacts will change and letters have already been shared with schools to inform them of the new number.

### School Immunisations Service

Over the past year, the School Immunisations Service has vaccinated 63% of primary school children in Cambridgeshire, Peterborough, Norfolk and Suffolk against flu.

This is roughly 5% more children than last year, and equates to about 7,000 more children, families, schools and communities protected from flu.

## Successfully introducing innovation across our iCaSH services

Our integrated contraception and sexual health services across Bedfordshire, Cambridgeshire, Norfolk, Peterborough and Suffolk are managing 165,000 contacts a year and caring for 3000 people living with HIV. Public health budgets have reduced nationally and we are working hard with commissioners to introduce changes that have the least negative impact, as well as respond to people's busy lives and need for more convenient services.

Here are just two examples.

### iCaSH Express Test

**Testing for sexually transmitted infections (STIs) has never been easier; simply order our kit online.**

Developed by iCaSH Norfolk, Express Test is an alternative to a clinic appointment for service users who have no symptoms, are aged 16 and over and want to test for STIs without coming into clinic.

Express Test is live in four counties; it launched in Norfolk in July 2017, Bedfordshire in October 2017, Suffolk in February 2018 and most recently Cambridgeshire in May 2018. Overall, nearly 8000 people have chosen this method to be tested for STIs since the Express Test service was launched.

Once registered online, service users receive a free kit through the post, which contains individually packaged

Between 1000 and 1500 Express Test kits are sent out monthly to patients across Bedfordshire, Norfolk and Suffolk.

tests and instructions. The kit is discreetly wrapped in plain packaging and fits through a standard letterbox.

Service users can test for Chlamydia, Gonorrhoea, Syphilis and HIV. We are also offering Hepatitis B and C testing for those who are assessed as at risk from assessment questions, during the registration process. Any service users with positive results are invited into clinic for their treatment.

For more information and to register, please visit [www.icash.nhs.uk/expresstest](http://www.icash.nhs.uk/expresstest).

### Long Acting Reversible Contraception (LARCs)

**Our modernisation programme is successfully reducing the number of times people need to visit us, providing a more convenient service, enabling clinicians to see more people and ensuring our services are more cost effective. As a result, there has been minimal negative impact in terms of the overall level of LARC activity delivered in the last 3 years. In fact we have seen an average 34% increase in LARC activity across our regional services.**

**Initiatives have included:**

- Injectable LARC implants, where clinically appropriate, are now undertaken in a single appointment, rather than a pre-assessment appointment and a fitting appointment.
- Where women choose to use the Injectable LARC, we now offer them education and training on self-administration, which means if these choose this option they will only need to visit us once, rather than four times each year.

- Investing in training and development means nurses can now undertake coil fittings (previously undertaken by consultants only) and developing dual trained nurses who can provide sexual health and Contraceptive advice means service users can have all their needs met in one appointment.

- In line with national guidance, we offer all eligible women an Intra-uterine Device (IUD) as the first line choice for emergency contraception. As a result, the proportion of women receiving this option is approximately double the 7% achieved at a national level. The copper IUD is almost 100% effective at preventing pregnancy following non-use or imperfect use of contraception. This method also means women fitted with an emergency IUD have also been provided with a highly effective LARC method for on-going contraception.





**DynamicHealth**

## One main contact number

We've launched a main contact number, making it even easier to contact our DynamicHealth musculoskeletal service.

By calling:

**0300 555 0123**

you will be able to talk directly to our skilled team who will be able to assist with your queries and book or amend appointments. Calls will be charged at the same rate as other landlines and may be part of inclusive minutes packages with your mobile provider, but please check. Please be assured that there is no change to any of the services we provide, the people who provide these or the locations from which these are provided.

The introduction of this number will improve access to our services for both service users and professionals irrespective of where they live or are based in Cambridgeshire and Peterborough.

### Physio Advice Line

We are currently making changes to improve our patient experience and the accessibility of our Physio Advice Line, which includes the long awaited roll out to East Cambs and Fenland and Peterborough. Please check our website for further details - <http://www.eoemskservice.nhs.uk/physiotherapy-self-referral/physio-direct>

**0300 555 0210**

## Promoting self-management

**We are a frontrunner in supporting the national shift towards empowering patients to self-care and stay well.**

With this in mind, we have continued to develop our website as an online resource for our staff, patients and health colleagues.

The latest addition enables and empowers our patients to manage their musculoskeletal (MSK) conditions themselves (where it's clinically appropriate).

The section starts with a new landing page, which allows the user to select where they are experiencing MSK symptoms.

Each option has its own page containing general information and exercise leaflets. The following pages will also have a video playlist embedded, demonstrating relevant exercises:

- Foot and Ankle
- Hip
- Knee
- Low Back Pain
- Shoulder

There is also information that goes beyond relevant exercises and how to access our services, to offer general health and wellbeing information. For example how diet and even sleep can affect, and be affected by musculoskeletal conditions.

Check out the pages and encourage your patients and health colleagues to too: <http://www.eoemskservice.nhs.uk/advice-and-leaflets>.



## A year of changes

**The last 12 months have seen many changes for our DynamicHealth team following an ambitious service development plan.**

What a year it's been, with lots of fantastic work and great achievements from colleagues across the service. Some changes to pick out are:

- Redesigned clinical pathways for the top five conditions we see.
- Created and launched our website and social media presence.
- Introduced four rehabilitation and education classes.
- Standardised use of SystmOne and merged five units into one!
- Created a training package for primary care colleagues, which has been successfully delivered at numerous GP events and meetings with positive feedback.

All of which have resulted in reduced waiting times, streamlined services, improved patient experience and fabulous feedback.



## Founder of Oliver Zangwill Centre finalist in NHS 70 Birthday Awards

**Professor Barbara Wilson OBE was one of four regional champions nominated for a Lifetime Achievement Award. Part of a national competition to mark the NHS's 70th birthday, Barbara was nominated by Jo Churchill MP for dedicating over 40 years of her life to brain injury rehabilitation.**

Although she missed out on the top spot to win the national lifetime achievement award (one of 10 awards overall), she made the final four from nearly 160 nominations - no mean feat! Barbara said: "I thank all those involved in making me the regional winner for work conducted within the NHS over a period of 40 years.

"I am so lucky and privileged to have been able to carry out interesting and rewarding work. All of this has been

with many colleagues who have been part of this great service to the brain injured population of this country thus helping them to lead meaningful and fulfilling lives."

Barbara is esteemed for her care for patients, building bridges between practice and theory, and team work between psychologists, occupational therapists, speech and language therapists, physiotherapists and brain injured people.

She is founder of the Oliver Zangwill Centre for Neuropsychological Rehabilitation in Ely, founder and editor of an international journal Neuropsychological Rehabilitation, author of 26 books and several instruments for testing patients, including a memory test translated into sixteen languages. She is loved by students who appreciate her devotion and encouragement.



Professor Barbara Wilson, OBE

Now semi-retired, Professor Wilson continues to influence present and future staff in the NHS and further afield, promoting the core ideas of a holistic approach to neuropsychological rehabilitation.

For more information on the Oliver Zangwill Centre visit: <http://www.ozc.nhs.uk/>

## Trio from our dental services at Westminster Abbey to mark NHS's 70th birthday



**Maria Ross-Russell, dentist, Hazel Byatt, minor oral surgery administration manager and Vanessa Callaghan, dental receptionist are three of the longest serving members of the team who were able to attend on 5 July; 87 years of NHS service between them.**

Maria, said: "It was one of the most memorable days of my life and a great privilege to be part of the celebrations. The service was enormously moving and included a testimony from a nurse who was at work 70 years ago and had recently been a patient. A second testimony from a child survivor of the Manchester terrorist attack ensured that there was not a dry eye in the Abbey and stimulated spontaneous applause. It was inspiring and emotional. Hazel, Vanessa and I feel hugely proud to be part of CCS and the NHS."

Hazel, said: "It was an honour to be invited and attend the service in Westminster. The day was amazing and I thoroughly enjoyed being involved. I am immensely proud to be a part of the NHS."

### Board dates for 2018

- |              |  |
|--------------|--|
| 12 September | Seminar Room, Peacock Centre, Cambridge, CB1 3DF<br>Annual General Meeting from 3.15pm |
| 14 November  | Teal Meeting Room, The Poynt, 2-4 Poynters Road, Luton, LU4 0LA                        |

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

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