

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

Keeping in Touch

Issue 25 - April 2019

Meet our award-winning nurses - page 4!



Also inside this edition:



Welcome to the latest edition of Keeping in Touch

I am proud to share with you highlights from some of the innovation and service redesign programmes taking place across the Trust.

With the publication of the NHS Long Term Plan there is no better time to highlight the importance of community-based services, providing great outcomes for local residents and supporting the sustainability of our NHS.

2019/20 is going to be another exciting and challenging year. I look forward to working with our fantastic staff and partners to deliver our aspirations for the future.

Matthew Winn, Chief Executive
Email: 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

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Bedfordshire's Brilliant Baby Friendly Team goes Mobile

Bedfordshire's Baby Friendly Team, which supports new mothers with breastfeeding across the region, is taking an innovative step forward to increase the impact of its work. The team has worked with local entrepreneur Rosamund McFadden to rollout the Breastfeeding Hub mobile application for parents in Bedfordshire.

The app has two elements: an information hub, and an interactive map of breastfeeding-friendly venues, which allows parents to rate and recommend particular venues for breastfeeding. Information included is in line with Unicef's Baby Friendly Initiative standards and includes photos, video clips and signposting to external articles and local and national breastfeeding support.

Sarah Pickford, Practice Development Lead, said: "This is a really exciting time for our Baby Friendly Team. Whether on Facebook, our website or this fantastic new app, we're making sure that accurate information and details of how to get support are easy to find and available wherever mums might need it. It's an important part of doing our best to support parents to help their babies thrive."

This is just one strand of the Baby Friendly Team's ongoing efforts to improve its service and support breastfeeding across Bedfordshire. In December, the team received positive feedback when it was revalidated by Unicef's Baby Friendly Initiative. Anne Woods, Unicef assessor, said: "Staff are commended for their work to maintain the

standards established. It was clear to the assessment team that pregnant women and new mothers receive a very high standard of care."

Feedback has painted a similar picture, with an impressive 96% of mothers reporting they were very happy with the care provided. One happy mother even rated the service off the scale, saying: "I'd give the service 11/10 and I'm really hard to please!"

If you'd like to start using the breastfeeding hub app, it's available in the app store on your mobile or for Android [here](#) or iPhone [here](#).

You can find out more about the Baby Friendly Team's work here <http://www.cambscommunityservices.nhs.uk/what-we-do/bedfordshire-services/baby-friendly-team---supporting-infant-feeding>.



Local Health and Support Services Reach Out

Paediatric health services and local support groups came together for a service meet and greet in March, with around 10 stall holders and 50 parents and professionals in attendance.

The event was the brainchild of Caroline Lewis, Neurodevelopmental Disorders Specialist Nurse. Speaking after the event, Caroline said: "The aspiration of holding this event was to provide parents with an opportunity to meet the services that are available, face-to-face, in one place. Since I started this post in January 2018, parents have said that they wanted to find out about services but did not know which services were appropriate and their time is limited to be contacting several services individually.



"Feedback from parents and the services during and after the event was very positive. Parents found it valuable

and reassuring to know there is support for them and appreciated the opportunity to meet face-to-face.

"It has been a genuine team effort and I am so pleased both parents and professionals have found this event worthwhile. I have spoken to the services and we continue to be enthusiastic and committed to working together to provide the best advice and support we can to the children and their families. We will all meet again soon to discuss the planning of future events."

Held at the Child Development Centre (CDC) in Kempston, the event was organised to enable parents and professionals to find out what is available in the local area for them and for children with special needs and complex health issues, and staff were on hand to speak to parents from a variety of services.

Feedback from services and attendees was very positive and the centre is looking to put on a bigger event later in the year so keep an eye out for details!

More information about the services at the CDC can be found on our website www.cambscommunityservices.nhs.uk/CDC.

Double Win for Nursing Team

Luton Nurses who provide a fast and effective pathway for patients through hospital and back into the community have won two prestigious national awards.

The Luton Integrated Discharge and GP Liaison Team won the Staff and Patient Experience category, and was highly commended in the Improving Outcomes category in the digital Leading Healthcare Awards in March.

The nurses work with patients, mainly with highly-complex needs, and their service is believed to be the only nurse-led one of its kind in the country.

Sally Shaw, Service Manager, said: "We're very excited and surprised to win, but I feel it's a true reflection of the positivity of the team in focussing at all times on the patient healthcare journey.



"Continuity of communication is vital when caring for complex patients, and being able to share the information in a timely manner is essential for smooth, safe and appropriate discharge planning."

The team is based at Luton and Dunstable Hospital and streamlines the way GPs refer patients for same day hospital assessment in Luton.

Matthew Winn, Chief Executive, said: "I'm incredibly proud of the Luton GP Liaison Service who have been rightly recognised for their great work and won these awards.

"The nurse-led team deserves full recognition for this ground-breaking service and should be really proud of all they have achieved."

Rapid Response System goes from Strength to Strength

Our Rapid Response clinic referral system goes from strength to strength with our health visitors now able to refer children aged 0-5 to the Children's Rapid Response Nursing Service.

Children are assessed using a set of questions on a red, amber and green scale, with those meeting the red criteria deemed emergency hospital cases and those meeting amber referred to our Rapid Response Team.

The Rapid Response Team's first referral came from the parent of a six month old child who was vomiting. The child was seen and diagnosed with viral gastroenteritis and the family was given information on fluid intake.

Lorraine Foster, Clinical SystemOne Specialist, said: "The team was able to see the child quickly, diagnose the problem and treat without that child having to present at Accident and Emergency."

Audiology Team's Commitment Improves Service for Families

Our hard working and dedicated Luton Children's Audiology Team continues to improve its service from the redesign of its staffing model to appointment letters and toys in the waiting room for its young visitors.

The team has shown real commitment to meeting its six week waiting times by organising and staffing weekend clinics and all the changes have maintained and improved the experience for our families. The result is children receiving high-quality assessments in a timely way.



Luton Pioneers Partnership Working for Older People

Over the past six months, Luton's adults' community services teams have been pioneering a new way of working together that puts the patient at the centre of all they do.

The Enhanced Collaborative Models of Care project is bringing together local partners for huddles, multidisciplinary team meetings and much more to better coordinate care for a group of frail patients over the age of 65.

provided by East London Foundation Trust (ELFT), and the third sector.

The results so far have been positive, with 92% of patients surveyed saying they would recommend this approach based on their experience, good feedback from staff and partners, as well as a significant increase in people supported in community settings as an alternative to an unscheduled hospital admission.



The project aims to build on the foundations of the Trust's At Home First model, and includes the Luton and Dunstable Hospital, local GP clusters, Luton Council's social care team, local mental health services

Newborn Hearing Screening Team Attends Relaunch of Maternity Unit

The Newborn Hearing Screening Programme (NHSP) Team attended the relaunch of the midwifery-led Bedford Maternity Unit at Bedford Hospital along with 100 parents and other organisations.

Deborah Cheshire, NHSP Manager for Luton Children's Services, Jasmine Box, Luton Screener, and Janet Coleman, Bedford Screener, were invited to the event in January.

The NHSP Team created a display

celebrating the achievements of a recent Public Health England Quality Assurance Success in achieving their Key Performance Indicators (KPIs) and data about the children found to have a confirmed congenital hearing loss.

Visual aids such as a large model of the ear and a baby doll were used to demonstrate the screening process and engage families in all aspects of hearing as part of early development in child health. Fathers were particularly interested in the equipment and emissions of sound waves, and were encouraged to be screened so they could hear exactly what the baby hears.

It's hoped this Bedford event will take place twice a year, clearly putting



the NHSP 'on the map', promoting Cambridgeshire Community Services NHS Trust (who run Luton Children's Services), and giving the NHSP screeners the opportunity to take pride in the work they each do to a recognised high standard.

Young People can now ChatHealth with Luton's School Nursing Team

Luton's young people are being encouraged to talk about relationships, bullying and healthy eating among other issues through direct, confidential texts with their school nurses.

The service, ChatHealth, was launched across the town by Luton Children's Community Health Service's School Nursing Team, giving young people, aged 11-19, the chance to seek advice on a range of health and wellbeing issues and concerns.

Luton's young people can text ChatHealth on 07520 616070. Text messages are charged at standard text tariff rate and are anonymous.



To find out more about ChatHealth and how to share it with young people visit www.cambscommunityservices.nhs.uk/luton/chathealth.

Outstanding Staff Survey Results

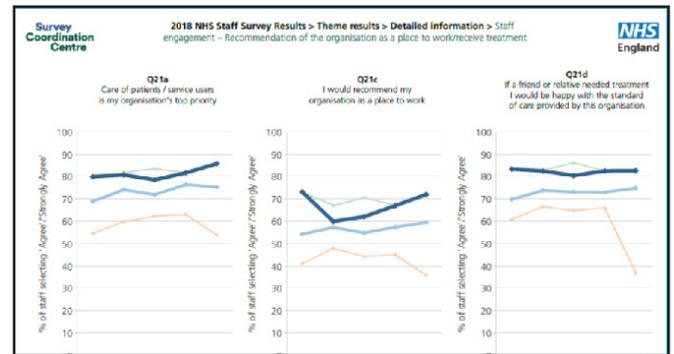
The 2018 staff survey results were published in February and yet again, thanks to the fabulous culture we've created at CCS NHS Trust, the results are fantastic!

However, such results don't happen by accident, they are the result of the passion and commitment of our wonderful staff and, as all the research shows, an engaged and valued workforce will deliver outstanding care.

A whopping 60% (1444 individuals) responded to the survey, which is above the 53% average response rate compared to our 16 peer community trusts.

The chart on the left below summarises our amazing results compared to our community trust peers across the 10 overall themes (our results are the dark blue columns), compared to the 16 peer community trusts across the country. We were rated the joint best performing trust across the country (irrespective of type of service provided) in 3 themes: immediate manager; tackling bullying and harassment; and tackling violence. We were the third best performing trust across the country for the staff engagement theme and were in the top ten trusts for the remaining six themes.

The chart on the right below summarises whether staff would recommend our trust as a place to work or receive treatment. Again, our results are the best in the country compared to our peer community trusts, and we think you'll agree there's no better commendation than whether our staff would be happy to entrust the care of their loved ones to our workforce! To see larger versions of these charts, please visit our website <http://www.cambscommunityservices.nhs.uk/news/ccs-news/2019/02/26/2018-staff-survey-results>.



Improvements at North Cambs Hospital are Underway!

Our three-year £8 million redevelopment programme at North Cambridgeshire Hospital in Wisbech is well underway and already reaping rewards.

Staff and patients from our DynamicHealth physiotherapy services are benefitting from the vastly improved, refurbished accommodation they have moved into. Here are just a few comments from service users:

"More private than the old department."

"Fantastic compared to the old department, being nice and bright makes you feel better!"

"Brilliant equipment in a lovely setting which is very encouraging."

"Very bright gym area now and much nicer than the last one!"

Our colleagues from the Queen Elizabeth Hospital NHS Foundation Trust antenatal service moved into new accommodation in March. We were delighted to welcome the Rt Hon Steve Barclay MP to formally open these new facilities in April 2019.

The next stage of redevelopment is underway with our Dental Services moving from Church Mews into bespoke accommodation on the hospital site in October/November 2019.



Round-up of Cambridgeshire Community Services' Awards, Media Coverage & Conferences

Awards

- Leading Healthcare Awards: Just One Norfolk was awarded 'Highly Commended' in the Innovation of the Year category. The Luton GP Liaison Service won the Staff and Patient Experience category and was 'Highly Commended' in the Improving Outcomes category.
- Public Engagement Network National Awards (PENNA): The Cambridge Community Nursing Team were finalists in the Engaging and Championing the Public, and Communicating Effectively with Patients and Families categories.
- JustOneNorfolk.nhs.uk was awarded 'Highly Commended' for its #selfcareweek 2018 initiative.
- Student Nursing Times Awards: our Cambridgeshire Community Nursing team has been shortlisted in the Community Placement of the Year category. Winners will be announced on 26 April.
- Specialist Community Public Health Nurses (SCPHN) Student Award 2018-2019. Victoria Fenton, Cambridgeshire School Nurse won this award.

Publications/Media coverage

- Two articles from our DynamicHealth service have been published in the Chartered Society of Physiotherapy Frontline professional journal. Dr Richard Cooper, former Non Executive Director, wrote an article on the service's redesign programme which will be published on the NHS Confederation 'Voices' blog site on 11 March.
- A case study from the Bedfordshire Food First Team was accepted for inclusion in NHS England/NHS Improvement publication on Enhanced Health in Care Homes. Publication is expected in April 2019.
- BBC Look East covered an innovative hearing set developed by Dr Tamsin Brown, Consultant Community Paediatrician, which helps children with glue ear avoid developmental delay. An aligned app, developed in partnership with Cambridge Digital Health and Cambridge Hearing Trust was launched on 4 March 2019.
- We had two blog posts published on the Department of Health and Social Care's #TalkHealthAndCare online platform.

Conference Speakers/Presentations

- Dr Catherine Schunmann, iCaSH Norfolk delivered a talk on 'Do we leave vulnerable patients behind when integrating services?' at the Joint British Association for Sexual Health and HIV (BASSH) and Faculty of Sexual and Reproductive Healthcare (FSRH) Annual Conference.
- Becky Grace, trainee Clinical Psychologist with our Bedfordshire Acquired Brain Injury team presented on 'Developing a model of how clinical psychologists make ethical decisions' at The British Psychological Society, Division of Clinical Psychology Annual Conference.
- Prof Barbara Wilson, Oliver Zangwill Centre, gave a keynote speech at the Recolo national conference: Growing the new you - Brain injury rehabilitation as a different experience.
- Andrew Bateman (as President of the Society for Research in Rehabilitation Network) hosted the Society's Winter 2019 national conference and is delivering a talk entitled 'Making Brain Injury Visible' at the European Neuro Convention in March.
- Mike Passfield, Head of iCaSH, was invited to participate in the Health & Social Care Committee Sexual Health Inquiry working group to inform the Committee's inquiry.

JustOneNorfolk.nhs.uk

Six Months of JustOneNorfolk.nhs.uk

Following the successful launch of JustOneNorfolk.nhs.uk in November last year, the digital resource has gone from strength to strength, receiving more than 97,000 page views and currently hosts more than 480 registered user accounts.

Partnership working continues with colleagues from Norfolk County Council as the website looks to start its second phase of development to provide a comprehensive digital offer for families in Norfolk.

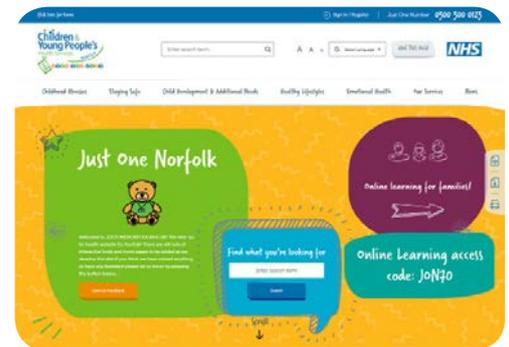
Among the existing features such as the healthcare questionnaire, online learning courses and a library of original video content, phase two looks to focus on communication with the community. Two big features launching

over the next six months are the 'Health Unlocked Parents Page' and live chat.

The Health Unlocked Parents Page is a community support forum for families to openly share their parenting experiences and help each other as peers. The forum is overseen by the Norfolk Healthy Child Programme clinical team who offer accurate advice to feeds when necessary.

Live chat is simply a digital version of the service offered by Just One Number. After the success of the ChatHealth and Parentline text messaging services, this new platform is predicted to see a great deal of traffic as it combines the support of a single point of access with the ease of use from instant messaging app.

There are other features scheduled for phase two of the JustOneNorfolk.nhs.uk development and these will be announced as they are deployed to the site over the next 12 months. If you'd like to receive updates about these please email ccs.cypsnorfolk@nhs.net.



#NorfolkCan

The new healthy lifestyles pathway known as #NorfolkCan launched alongside JustOneNorfolk.nhs.uk during Self Care Week. The initiative oversees the whole healthy lifestyles section of the website and has its own dedicated social media campaign.

The campaign received an extra boost with a series of pop up promotions that captured the attention and support from the Lord Mayor of Norwich and Lord Mayor of King's Lynn. The initiative was also featured in an episode of 'Britain's Fat Fight with Hugh Fearnley-Whittingstall' with the #NorfolkCan banana.



Behind the promotional campaign is a clinical team of healthy lifestyles

practitioners who work in Just One Number and provide advice and help to children, young people and families in Norfolk. In two short months the team has had more than 1500 phone calls with families and more than 8000 web page views.

Over the next 12 months, as the pathway becomes established, there will be further developments to ensure #NorfolkCan is widely known across the region, in particular on social media with the #NorfolkCan challenge. Search #NorfolkCan on [twitter](https://twitter.com).



Leading Healthcare Awards

JustOneNorfolk.nhs.uk was highly commended in the Innovation of the Year category in the Leading Healthcare Awards.

Considering the project's been live for less than six months, this is a clear indication that JustOneNorfolk.nhs.uk is on the right path. As phase two begins, the team will be gathering more data to show how developments are improving outcomes for children and young people in Norfolk.

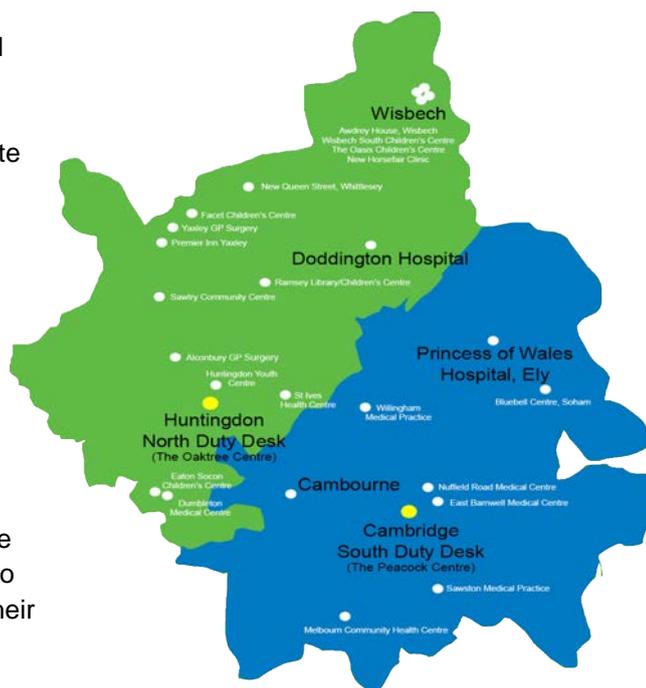


Duty Desk Merger and Healthy Child Programme Forward View

Cambridgeshire Healthy Child Programme has had a very productive six months as its service redesign projects have steamed ahead to bring together the 0-5 (health visiting) team and the 5-19 (school nursing) team under one number 0300 029 50 50.

As part of this transition, the teams have also merged together to operate as two localities in Cambridgeshire, North and South. The North locality covers Huntingdonshire and Fenland, the South Locality covers East Cambridgeshire, Cambridge City and South Cambridgeshire. Each locality has a hub base (the Peacock Centre in Cambridge and the Oak Tree Centre in Huntingdon) where all the administration and booking has been centralised.

This big leap forwards has given the team a platform to push new initiatives out to the community such as Parentline, a text messaging service for families with children aged 0-5, which is scheduled to be launched in the next three months. Another project launching soon is the ChatHealth ambassador scheme, where students in schools volunteer to be representatives for the 11-19 text messaging service to encourage their peers to text for help and support.



Emotional Health and Wellbeing Anniversary

Last month the Emotional Health and Wellbeing Service celebrated its first anniversary! Since launching, the team has had a significant impact in the community as 'system navigators' providing support for professionals working with children. This has included having more than 90 consultations with schools and delivering 30 teaching sessions in the community.

A new set of children's wellbeing practitioners recently joined the team whose job is to provide the next step of direct support for children and families when information and guidance isn't enough. To ensure support is prioritised for those with the greatest need, they can only be referred to by professionals who have engaged with the service.

Sara Katsukunya, Clinical Lead for the Emotional Health and Wellbeing Service, commented on the team's progress over the past year: "I'm so proud of how far the team has come in such a short space of time. We've welcomed new members into the rapidly-expanding service and are excited about the work we do. A big part of this is helping the 'helpers' working alongside staff (mainly in education) to support their children and young people with emerging emotional and mental health difficulties. It's a privilege to work with people who tirelessly support the growth and development of the next generation of young minds, recognising the importance of their emotional health and wellbeing so that they can thrive."

The service can be contacted by:

Email: ccs.ehw@nhs.net

Telephone: 0300 555 50 60.

Additionally, keep a look out on social media for the team's dedicated hashtag #EHWcambspetes or posts from the Cambridgeshire Children's Services account @CambsCYP.



HIV Patient Receives ‘Outstanding Care’

Graham was first diagnosed with HIV in February 2013 as part of regular, routine screening whilst living abroad.

“My initial reaction at being diagnosed was shock and disbelief as I didn’t think I’d been careless,” explains Graham. “I actually laughed as though the nurse was pulling my leg, but sadly she wasn’t.”

Having attended sexual health clinics for screening for many years, Graham referred himself to his local iCaSH clinic when he relocated to Norwich and he’s been supported by Associate Medical Director for iCaSH, Dr Nelson David, and his team ever since.

“Dr David’s always been excellent - a thorough and approachable consummate professional,” explains Graham. “I owe him a great deal for his attention to detail with blood tests,

helpful advice and medications.”

Once Graham felt ready to share his diagnosis with his GP, Dr David facilitated it. In addition, when Graham experienced side effects from the Atripla antiretroviral medication he was taking, which impacted his kidney function and caused him to experience anxiety, his case was taken to the HIV multidisciplinary team (MDT) where agreement was reached to change his medication to Doltegravir.

“Without iCaSH, my health would be less predictable and achieving and maintaining a very high CD4 count and undetectable viral load less certain. I feel safe living with HIV in the care of Dr Nelson and owe my excellent health and prospects to him and his team, including Specialist Clinical Pharmacist, Portia Jackson, and HIV Clinical Nurse Specialist, Richard Grey.”

Graham continues to have clinic appointments 2-3 times a year and has recently shared his diagnosis with his partner.

“My life now is completely normal. I’m healthy - healthier in fact than many people without HIV, and I expect to live to a normal lifespan. Two tablets at night are maintaining my health and keeping my husband and me safe as I know I can’t transfer HIV to him.

“My whole experience of iCaSH has been one of outstanding care, whoever I’ve met has been warm, welcoming, non-judgemental and professional and I’d advise others to visit their local iCaSH clinic too as the earlier you get treatment, the healthier you’ll remain and the safer your sexual partners will be.”

iCaSH Bedfordshire – *bringing sexual health services to you*

Getting sexual health advice and testing is now easier than ever for residents of Bedfordshire thanks to home STI testing services, supported by not one but two integrated contraception and sexual health (iCaSH) clinics, in Bedford and Dunstable.

Without even setting foot in a clinic, Bedfordshire residents can benefit from the iCaSH postal express test, which individuals can order online, perform at home, send back and then receive results by text message. The test is perfect for people who are worried about their sexual health but don’t have any symptoms. Order yours at www.icash.nhs.net/ExpressTest.

For those who prefer walk-in clinics and booked appointments, iCaSH Bedfordshire brings all aspects of sexual health under one roof. Our free and confidential services include:

- Contraception
- Treatment and testing for sexually transmitted infections
- HIV care and treatment
- Psychosexual counselling.

What patients are saying:

iCaSH Dunstable:

“Friendly personable on time appointment. Went above and beyond.”

“Friendly, welcome, well-informed discussion.”

iCaSH Bedford:

“Friendly staff, very easy to talk to and made me feel comfortable.”

“Very happy with service. I’d recommend to anyone. Made me feel less anxious and helped me with any questions.”

Express Test (home STI kit):

“Instructions were clear and received results quickly.”

“Provided an important, confidential test with quick results.”

About iCaSH

We deliver a variety of sexual health and contraception services in partnership with the Terrence Higgins Trust and Brook.

Contact: 0300 300 3030

Website: www.icash.nhs.uk





DynamicHealth

Using Evidence to Transform Services

DynamicHealth's had two articles published in the Chartered Society of Physiotherapy's Frontline magazine showcasing how we integrated core principles from the National Institute for Health Research's (NIHR) Moving Forward review into our clinically-led redesign programme.

This included key evidence on matching treatment for back pain using the STarT Back tool, adopting a combined physical and psychological approach based on the Back Skills Training (BeST) programme, improving patient access to exercise, and providing patients faster access to advice and exercises by expanding our telephone self-referral service.

The first article, published on 20 February 2019, focuses on how we went about our service redesign process, including drivers for change and stakeholder engagement. You can read it here <https://www.csp.org.uk/frontline/article/moving-forward-using-evidence-transform-services-0>.

The second article, published on 6 March 2019, reflects on the challenges of implementing the research into practice, as well as the overwhelming benefits to patients which include a 91% reduction in RTT (referral to treatment) breaches in 24 months! You can read it here <https://www.csp.org.uk/frontline/article/moving-forward-using-evidence-transform-services-1>.



Stella's Proof Physio Can Help Build Strength at Any Age

Weakness following a hip replacement combined with shoulder discomfort and osteoarthritis caused Stella Howard's mobility and mood to decrease. However, joining a weekly DynamicHealth fitness class has given her renewed strength and confidence.

Stella's GP referred her for physio at Hinchingsbrooke Hospital where she attends a weekly hour-long functional class run by rehab instructor Jo Greenslade. Such classes are designed to restore people's function through specialist and tailored rehab and are attended by patients with a wide range of conditions over a six week period.

Jo designed a bespoke exercise programme specific to Stella's condition that includes using gym equipment and floor-based exercises. Incorporating squats, cycling and walking on the treadmill, the programme has helped get Stella moving, build her strength (particularly in her right hip) and improve her balance.

"The classes have helped me enormously," explains the 80-year-

old who's also a carrier of muscular dystrophy which can contribute to muscle weakness.

"I want to keep as active as I can for as long as I can so I still have my independence. I don't like asking for help and I'm determined not to fall. It's easy to fall at any age and it's a mistake. Once you fall you've got problems, but the balancing exercises are helping to keep me upright."

Knowing how to perform each exercise and having the right tools to practise at home has been key to Stella's increased mobility as Jo explains: "Quite a lot of patients do what they can until their symptoms go away, but when they stop practising the exercises, they find their symptoms return. It's important to keep doing them as this will help manage symptoms and Stella's a fantastic example of this."

Having resistance bands over both her bathroom door and bannisters enables Stella to perform a 'bell ringing' exercise every day.

"I know I can't stop my muscles weakening but hopefully I can delay it and I've improved what I can do and

that's very encouraging," she explains. Every week Stella travels to the classes from her home in Godmanchester on her mobility scooter and has inspired the DynamicHealth team with her positivity and keenness to learn as Jo testifies: "Stella's extraordinary! She shows you can be fit and healthy at any age and she's so motivated and knows the importance of keeping strong so she can keep her independence."

And Stella's reply: "I don't feel extraordinary, I just feel thankful that I've got health and strength and a determination. I needed advice and I've got it thanks to Jo, she's brilliant! The classes are one of the highlights of my week and I really look forward to coming!"



Creative Sessions for those with Communication Difficulties Shortlisted for Award

Our Bedfordshire Neuro Rehab Team has been shortlisted in the Advancing Healthcare Awards 2019.

Results of our category - Chroma award for realising potential through creativity – and 13 others will be announced at a celebration lunch on 12 April.

Recognising the gap between intensive individualised treatment and local community support, our NHS neurorehabilitation team created the Neurotones choir and Brushstrokes art therapy as a bridge.

Brushstrokes is a partnership between our NHS neurorehabilitation team, the Stroke Association and Higgins

Bedford. Sessions aim to enable stroke survivors of any ability to learn new creative techniques and work with different art-based materials.

Neurotones choir is run jointly by our NHS neurorehabilitation team, Music24, the Stroke Association and Parkinson's Disease Association. The choir has been running since May 2017 and has gone from strength to strength. We have even linked up with a choir in New Zealand called the Neurotones Waikatu!

The groups act as a bridge between one-to-one therapy provided in the home and accessing mainstream services in the community. They build patients' confidence in leaving their homes, communicating with others

and becoming more independent. By providing creative environments we've seen and heard examples of peer support between carers and relatives too.

"This course has helped me rebuild my confidence in my art ability. I was able to lose myself in the flow of the work which has helped me to feel more relaxed and happy."

"I really enjoyed the art sessions and the group project allowed me to express my feelings in a safe, non-judgemental area."

Minor Oral Surgery Expansion

We now have six sites across two counties providing treatment closer to people's homes, which means they don't need to travel to hospital.

- The service scored 100% in the Friends and Family Test in February 2019 from 168 returns (the third time in 12 months the service achieved 100%, maintaining at least a score of 99% all year).

"I wanted to write to let you know how impressed my wife and I were with the kindness and courtesy shown to us recently by the Minor Oral Surgery manager."

- Thomas O'Connor, Dentist, was awarded an NIHR Collaboration for Leadership in Applied Health Research and Care (CLAHRC) Fellowship. This is the first time in

the 13 year history of the CLAHRC that a dental surgeon has been awarded a Fellowship. Thomas' study focuses on improving patient safety and reducing the risks of patients seen by the Trust undergoing dental treatment under general anaesthesia.

- The service has worked with special needs schools, traveller communities, Milton Hospice, Asian women's support groups, nursing and care homes, learning disabilities groups, Ida Darwin Nursery and the acquired brain injury unit in Ely to ensure that diverse groups are able to access the service.
- Our minor oral surgery service in Cambridgeshire and Peterborough celebrates its 10 year anniversary in April 2019. This service was one of the first in the country to introduce specialist oral surgery in the community setting.



Board dates for 2019

8 May	Teal Meeting Room, The Poynt, 2-4 Poynters Road, Luton LU4 0LA
10 July	The Training Room, Cringleford, Norfolk NR4 7UY
11 September	The Training Room, Cringleford, Norfolk NR4 7UY (followed by the Trust's Annual General Meeting)

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