

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

Keeping in Touch

Issue 21 - November 2016



Staff Excellence Awards 2016

Who are our winners and runner ups? - See pages 6 & 7

Also inside this edition:



Page 3

**Oliver Zangwill
Centre
Pages 6/7**



Page 4

Welcome to the latest edition of Keeping in Touch

Welcome to our latest newsletter with updates on the wide range of work taking place across our services to ensure the very best outcomes for the communities we serve. As you'll read later, many of these initiatives were celebrated at our annual Staff Excellence Awards which, as ever, reinforced the very real improvements community based services make to the quality of people's lives.

I am delighted that NHS Improvement has rated our Trust in the top (best) category in an assessment of the 238 Trusts across the country in relation to their performance and leadership. Being one of only 35 Trusts in the top category is fantastic news for our staff, commissioners and local people who can be reassured that our Trust is providing high quality, safe and well managed services.

I hope you enjoy reading about the fantastic services our dedicated staff are providing.

Matthew Winn
Chief Executive
matthew.winn@nhs.net

Board dates

9 November 2016
G93, Oak Tree Centre, Huntingdon, PE29 7HN

14 December 2016
G93, Oak Tree Centre, Huntingdon, PE29 7HN

11 January 2017
West Norfolk Professional Development Centre
Kilham's Way, Kings Lynn, Norfolk, PE30 2HU

All meetings will start at 12.30pm.
Remainder of 2016/17 dates are available on our website (see below).

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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
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PE27 4LG



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NHSTrust



Website:
www.cambscommunityservices.nhs.uk

- Celebrations at the Children's Unit
- Service celebrates its first year in Norfolk
- Fun, fruit and karate on offer
- 1st Anniversary Tea Party
- Neuro experts celebrate 20 years
- Out of body experience
- Everyday tasks for MS patients
- Neuro Team attend workshop in Brazil
- Staying in work after a stroke
- Staff Excellence Awards 2016
- New iCaSH clinics open in Gt Yarmouth
- Introducing iCaSH Bedfordshire
- Check out the new iCaSH website
- De-medicalising back pain
- Knowing Business
- Local dentists achieve accreditation
- Changing the way care is delivered
- New nursing degree course
- Exemplary approach wins praise
- Introducing Luton At Home First



Page 5



Page 5



Page 11



Page 12

Summer Celebrations at the Children's Unit

Wednesday 27 July saw 'dreamdrops', the Huntingdonshire Children's Charity, re-launch the Outdoor Activity Play area at our Children's Unit Outpatients Department at Hinchingbrooke Hospital.

post. Anne-Marie Hamilton, Chairman said: "Viv has worked tirelessly for the charity, not only supporting the Committee, but giving many hours of her own time as a volunteer, as well as taking care of all the administration tasks that have come her way.



Vivien Golding, retiring 'dreamdrops' charity administrator cutting the ribbon

"For supporters and medical staff alike, she has been the first point of contact with the charity, and it is thanks to her and the way she handles the enquiries, that 'dreamdrops' has matured and become well respected in Huntingdonshire.

"To most of us, Viv is 'dreamdrops' and we didn't want to see her leave without the many friends she had made over the years having the opportunity to say 'thank you' and to wish her a well-earned, long and happy retirement."

Money raised through 'dreamdrops' is also used to provide additional items for the Special Care Baby Unit and Children's Ward, as well as children who are cared for at home.

For further information on how you can help raise funds for the charity please visit: www.dreamdropschildrenscharity.org or email: dreamdrops.dreamdrops@nhs.net

Anne-Marie Hamilton, 'dreamdrops' Chairman said: "About 18 months ago, we realised that the outdoor play area was beginning to look a bit 'tired' and so decided to launch an appeal so that the Children's Unit could invest in new toys and facilities."

Guests at the relaunch included representatives from local businesses who had made significant contributions towards the refurbishment. These included Leanne Morgan from the St Neots branch of the Norwich and Peterborough Building Society who raised £400 to purchase new toys for the area, Mr and Mrs Cracknell who had supplied seaside-themed panels for the walls and a crocodile 'seat', and local builder, Mr Phil Lewis who had carried out the refurbishment work.

A lovely new chalet, which can double up as a Wendy House for the children to play in during the day, and in which toys can be stored overnight, has been erected by Beaver Sheds Ltd.

The play area was formally re-opened by the Guest of Honour, Vivien Golding, 'dreamdrops' charity administrator, who is retiring after almost 12 years in the



Innovative School Nursing Service celebrates its first year in Norfolk

An innovative project to improve the way pupils access their school nurse is celebrating its first anniversary in Norfolk.

The Chat Health service allows pupils aged 11-19 to contact their school nurse through text messages.

Messages, which can be anonymous, are received at the school nurse duty desk Monday-Friday, where a school nurse will reply directly to the pupil, either offering advice via text, or arranging a phone call or local face-to-face appointment. An automated message is sent outside of working hours.

and social media is an increasingly popular form of communication for young people, so our school nurses have embraced this to ensure we are easily accessible to young people in a largely rural community.

“For some, having a confidential text conversation with a health professional is the most comfortable way of having a ‘chat’ and the service is popular with young people who may find it difficult to approach a school nurse through a traditional drop-in session.

“Over the coming year our plan is to continue to empower more young people to seek support and to increase the visibility of the service by linking with local schools and youth organisations. We are also looking at other social media outlets to increase knowledge and uptake of our service.”

Young people aged 11-16 in Norfolk can access the service by sending a text to 07480 635060.

In the first year of operation, the Norfolk chat health service received 3,170 messages from pupils, with approximately a third requesting an appointment with a school nurse, a third asking for advice on emotional health and wellbeing issues and the remaining third covering issues such as sexual health, bullying, self-harm and requests for advice on diet and lifestyle.

Jessica Williams, a school nurse working for Norfolk Children and Young People’s Health Services, said: “We’re thrilled that pupils have embraced the Chat Health scheme. Texting

In its first year of operation, Chat Health in Norfolk received 3,170 messages.

Breakdown of text subjects:

- Emotional health/wellbeing 36%
- Appointment request 30%
- Sexual health 14%
- Self-harm 5%
- General health enquiries 4%
- Smoking cessation 3%
- Bullying 3%
- Diet/nutrition/lifestyle 3%
- Parenting advice/support 1%
- Signposting to other services 1%



School nurses from across Norfolk are celebrating the first anniversary of the Chat Health service for 11-19 year olds.

Fun, fruit and karate on offer at Anglia Square fun day

Children and young people in North Norwich marked the start of the summer holidays with a day of fun activities at Anglia Square.

The health visitors and school nurses of the Norfolk Healthy Child Programme hosted the event, at Anglia Square Shopping centre, as part of their "Building Community Capacity" work, which aims to encourage health visiting teams to work closely with the communities in which they work.

The Healthy Living and Activity day included karate demonstrations from the local Black Belt Academy and a colourful makeover for the square by children armed with chalk – all fuelled by free fruit offered by the Healthy Child Programme team.

While the children were getting active or caked in chalk – parents were able

to pick up lots of healthy living information from the team and from Norfolk County Council, in attendance to promote this summer's Change4Life campaign.

Artwork based on healthy living, produced by children attending local children's centres and playgroups was also on display around the square.

Mum Alexandra Hartley was visiting the square with husband Chris, their two children Amelia and Alfie and their niece Isabella and took part in the activities.

She said: "This event is a great way to find out what's going on, for example,

I didn't know just how much information is available on the Council website. It's been really good and the children have enjoyed it."

Vanessa Ames, Health Visitor in the North City team, said: "It was a really fun day and it was a fantastic opportunity to chat with parents and their children about how they can make this summer their healthiest ever.

"This is a great way of our team getting out to meet the community we work in and we hope that everyone who came along had lots of fun – the fruit in particular proved popular with the children!"



SALT raise their voices to support campaign

Congratulations to our Cambridgeshire speech and language therapy team who recently started a choir -to raise awareness of the campaign 'Giving Voice - Speech and Language Therapy transforms Lives'.

Hear how they got on via a video on our Youtube channel: <https://www.youtube.com/watch?v=KSapteBuU90>



On 22 October, we recognised International Stammering Awareness Day; a fantastic opportunity to recognise the amazing work our children's speech and language therapists do. Receiving speech therapy in early childhood reduces the chance of a stammer continuing into adulthood – what an amazing difference to make to a child's life.

Beads of Courage 1st Anniversary Tea Party celebrates children's bravery

A group of children living with long term, life-limiting conditions and their families celebrated their courage in coping with often traumatic and painful treatments at a Beads of Courage 1st Anniversary Tea Party on Friday.

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

The event took place at Milton Country Park and was an opportunity for children to show their strings of beads to friends, family and staff from the Trust, and enjoy a fantastic first anniversary cake baked by Children's Community Nurse Jaimee Barker.



Neuro experts celebrate 20 years

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

The team recently gathered leaders in the field at a conference to mark its 20th anniversary of the OZC in Ely.

Donna Malley, an occupational therapist at the centre, delivered a talk on managing fatigue after acquired brain injury. Donna's expertise was recognised by BBC journalist David Robson in an article asking why 'after injuries and neurological illnesses, people often face a mysterious, unimaginable exhaustion that can last for years'.

She said: "It was a great opportunity to share information about fatigue, a complex, frequently misunderstood and 'hidden' consequence of brain injury. There are ways of managing it, which we can support someone to develop; ideally it needs to be an individualised approach."

The conference put six experts under the spotlight; four from OZC. The two overseas speakers were Professor Luciano Fasotti, Professor of Clinical Neuropsychology at Radboud University, Nijmegen and Professor Lyn S. Turkstra, Professor at the University of Wisconsin-Madison.

Donna said: "The conference was a great opportunity to meet other delegates and share their experiences and was a fitting way to celebrate two decades of work at the OZC."

Out of body experience found to reduce chronic pain

James Pamment, Assistant Psychologist at the OZC devised an experiment that induced a virtual 'out of body' experience for his undergraduate final-year project whilst studying at Anglia Ruskin University with Dr Jane Aspell, Senior Lecturer in Psychology.

Participants suffering from a range of long-term chronic pain conditions, including sciatica, osteoarthritis, irritable bowel syndrome and back pain, took part in an experiment which used a full body illusion, the effect of

which caused them to feel like they were disassociated from their bodily borders.

The participants viewed their own 'virtual' bodies for two minutes through virtual reality goggles, while their backs were stroked. The video images were fed to the goggles by a camera placed 1.5m behind them.

James said: "The reduction in pain experienced by our participants was significant, with pain intensity reducing by an average of 37% when the video feed seen by the participants was live,

compared to recorded. This reduction arguably constitutes a clinically useful analgesic effect.

The potential real-world applications for full body illusions aiding the management of chronic pain conditions will depend, in part, on how long lasting these effects are, and further research is needed."

The study on pain perception caught the attention of the European Journal of Pain, The Times, The Sun and other local media outlets.

Electronic memory aid found to help with everyday tasks for MS patients

Congratulations to Rachel Goodwin, Research Practitioner, who has successfully completed her PhD entitled 'Evaluation of NeuroPage as a memory aid for people with Multiple Sclerosis (MS)'.

The PhD evaluated whether a simple electronic memory aid helped people with multiple sclerosis in their everyday life. NeuroPage (offered at the OZC) sends out reminder messages to the phones of those with memory and other cognitive problems at their requested times.

After completing an MSc in Applied Neuropsychology Rachel was keen to continue working in the field of memory rehabilitation. The funding from the MS Society provided Rachel with full-time support for three years to complete the PhD.

She said: "The people who took part in the study found that NeuroPage helped them achieve more everyday tasks and improved their mood. My PhD findings also promote investigating whether the use of neuropsychological approaches commonly used with people with acquired brain injury, might also be able to help people with other neurological conditions."

Rachel's role at the OZC is to gain funding allow clinicians to do research. She said: "I have learnt so much. My experience in undertaking research (e.g. clinical trials), and the issues associated with doing so, are helping me daily when developing protocols for new studies."



Rachel Goodwin

Neuro Team attend workshop in Brazil

Andrew Bateman is the neuro rehab business manager/clinical lead for the OZC at Princess of Wales Hospital.

Andrew recently attended the Newton Fund/British Council hosted workshop in Curitiba, Brazil. Andrew describes this as an absolute career highlight and below is his account and recollections of the visit.

“In this our 20th Anniversary year of work at OZC, we achieved this prestigious honour thanks to one of the exciting aspects of working at OZC – the international visiting scholar scheme. Professor Ana Paula de Pereira had spent a one year sabbatical funded by the Brazilian government to study with myself and embark on research and writing projects together. The application we wrote to the British Council was one aspect of this. It funded a group of post-doctoral researchers from around the UK to travel to meet with researchers from all over Brazil.

I had the chance to lead workshops that were geared toward developing a neuropsychology rehabilitation research strategy for the country. We aimed to establish collaborations that will last

and be of mutual benefit to both countries.

There were many highlights of this trip, including:

- I created a webpage to announce the workshop.
- When we arrived and met the Brazilian psychologists, it was a great honour to know that the name of OZC was known even in the far North East of this enormous country.
- Former visiting scholar Dr Priscila Covre gave a presentation that showed how her three months with us back in 2011 has changed the care of children in Sao Paulo.
- Dr Jessica Fish and Dr Rachel Goodwin from the Trust were part of my UK ‘faculty’ as mentor and project manager respectively.
- The British Council were pleased with the events and have even invited me to convene a new group to tackle some of the problems arising from Zika virus.

Perhaps most satisfying, however was the sense that the leadership skills I have been able to develop in my years working in CCS were being used internationally to improve



Andrew Bateman (centre)

wellbeing of people on a new scale. I am very grateful to CCS NHS Trust for the study leave granted to undertake this work.”

The British Council was founded to create friendly knowledge and understanding between the people of the UK and the wider world, and through this work launched the Newton Fund scheme. They work in more than 100 countries, connecting millions of people with the United Kingdom through programmes and services.

The Newton Fund was launched in 2014 and promotes the economic development and welfare in partnering countries, aiming to strengthen science and innovation capacity and unlock further funding to support poverty alleviation.

Exploring barriers and facilitators to staying in work after stroke

Research has found that despite having been able to return to work after a stroke, people may still experience difficulties in staying in work.

The findings were published following a collaboration between the OZC, the University of Cambridge and Queen Mary University of London. This is the first study that used online forum data from participants to explore barriers and facilitators to staying in work after stroke or transient ischaemic attack (TIA).

Andrew Bateman, neuro rehab business manager/clinical lead at the OZC and fellow authors Chantal Balasooriya-Smeekens, Jonathan

Mant and Anna De Simoni found that barriers to successfully staying in work included lack of understanding of stroke and the ‘invisible consequences’ (fatigue, problems with concentration, memory and personality changes).

Andrew said: “The ‘invisible consequences’ of stroke and acquired brain injury (ABI) are the reason why services like OZC are needed, and doing research that helps us understand the needs of people living with the consequences of ABI should help us to continue to refine and develop our services.

“The conclusion of this paper highlights the needs and opportunities for services like ours to work better with our colleagues in primary care, and

we are keen to have the conversations needed that may enable more people to overcome the devastating consequences of brain injury caused by stroke and TIA.

“The scholarship and effort that Dr De Simoni brought to this study has been really inspiring. It has been a great pleasure to be involved in this research study. I am hoping there'll be further opportunity to work together.”

For more information about the research contact Dr Desimoni a.desimoni@qmul.ac.uk. For information about Oliver Zangwill Centre, contact Andrew Bateman andrew.bateman@ozc.nhs.uk.

Staff Excellence Awards 2016

Dedicated staff had their moment in the spotlight at our annual staff excellence awards held at Rowley Mile Racecourse, Newmarket recently, celebrating the fantastic innovation and compassion displayed across the Trust.

Shine a Light Annual Award

Winner: Katie Neate, Programme Manager, Service Redesign Team

Katie was nominated by Sarah Saul, DynamicHealth Manager for “going above and beyond” and being “second to none” in the management of a range of projects. Sarah shared that Katie has “tenacity, determination, and displays a calm, unflappable nature and her skills and knowledge have been invaluable”. Sarah said: “I am indebted to Katie for her support – she is such an asset to CCS and goes out of her way to help and support in whatever way she can.”



Runner up : Pauline Glass, Senior Drug Worker, Luton Drug Service

Pauline was nominated by a member of the team (Mahmood Shah) for the amazing work she has led to create and sustain the Service User Involvement Group (GOAL – Going Onto Another Level). Pauline has successfully achieved this in addition to her daily role with a caseload of over 50 clients showing patience, enthusiasm and perseverance. Mahmood said “It is a privilege to work alongside Pauline”.

Kate Granger Person Centred Care Award



Winner: Ann Hobbs, Liaison Sister, Integrated Discharge Team, Luton

Ann was nominated by Sally Shaw, Integrated Discharge Team Leader: “Ann is passionate about all her patients. She has a caring and compassionate nature even arranging for family members to bring dog/cats into see their dying owner on the hospital ward. Ann is a fantastic advocate for her patients and a ‘rock’ for many of us with energy, enthusiasm and drive to think outside of the box.”

Runner up: Luton Drug Service

The service was nominated by Mahmood Shah, a member of the service: “The team works with some of Luton’s most marginalized and stigmatized members of our community. Although accommodating and flexible the team work within boundaries that respect both clients and staff needs; that enable clients to become resilient and empowered; strong in the belief that they can achieve their goals particularly that of full recovery. The team works closely with other services to facilitate a holistic approach to the care of our clients, their families and friends.”



Rising Star Award

Winner: Alison Hanson, Lead Practitioner, Cambridgeshire Children’s Speech and Language Therapy (and recently Children’s Dietetics)

Alison was nominated by Lynne Millard (S< Team Leader) for taking on the lead practitioner role with flair, compassion, drive and positive leadership. Lynn noted that Alison has been instrumental in developing new and existing care pathways and service redesign, ensuring that everyone in the team is involved at some level. One example of this is promoting and encouraging increased integrated working with health, education and social care. Her innovative ideas and thoughtful manner encourages the whole team to wholeheartedly embrace the vision of the Trust and to adhere to and live its values: Honesty, Empathy, Ambition and Respect.

Runner Up: Meredith Patterson, Children’s Specialist Nursing Team, Luton

Meredith was nominated by Lynn Fanning and Jo McDonnell from the Children’s Community & Specialist Nursing service for taking on the role of Team Lead for the Special Needs nursing team on top of her role as team lead for the Continuing Care Team in Luton caring for children with very complex health needs in the community. This added considerably to her workload but she has embraced this new role very positively and risen to the challenge with lots of new ideas to improve and redefine the service, including working closely with the Senior Management Team within education in the special needs schools to develop their skills supporting children with complex medical needs.

Supporting our Services to Excel

Winner: Julia Sirett, Deputy Chief Nurse

Julia was nominated by Mandy Renton, Chief Nurse who noted that Julia is one of the most trusted leaders within the corporate team. During the year Julia has contributed to the successful procurement submissions for children's services, ICaSH and immunisations contracts. The outcome of a recent team survey demonstrated the value and regard of Julia held by the team. Julia is one of the most insightful people I know; she never lets her needs come before those of her colleagues and deserves this award in recognition of her continued outstanding contribution to the Trust.



Runner Up: Afsan Yasin, Luton Looked After Children Administrator

Afsan was nominated by her team, who commended her for her commitment to working well in an area which is at times challenging. Sana balances well her compassion and interest in children and young people's experience whilst remaining focused on ensuring that the service both meets and reports its work with accuracy. She is solution focused and when confronted by a problem she will offer and implement suggestions of ways to manage the systems better. She has high expectations of herself, and high expectations of those that work with and in partnership with her.

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

The winners and runners up were:



Cambridgeshire and Norfolk Children & Young People's health services

Winner - Holly Ward, Children's Unit

1st Runner Up - Norfolk and Cambridgeshire Looked After Children Teams

2nd Runner Up - Complex Physical Needs team



Luton Children and Adults' community health services

Winner - Luton Looked After Children Team

1st Runner Up - Luton Family Nurse Partnership

2nd Runner Up - Luton Nursery Nurses



Ambulatory Services

Winner - Dental Healthcare Team, Trustwide

1st Runner Up - DynamicHealth East Cambs Team

2nd Runner Up - DynamicHealth Peterborough Team

We also celebrated and thanked seven members of staff who had collectively achieved 145 years of committed service to the NHS.



New lease of life for former Great Yarmouth Social Club

A former social club on the Northgate Hospital site in Great Yarmouth celebrated its transformation into a one stop shop for contraception and sexual health.

Before cutting the ribbon at Breydon Clinic*, Councillor Malcom Bird, the Mayor of Great Yarmouth commended the staff for creating a modern, friendly and approachable environment for the people of Great Yarmouth and Norfolk.

He said: "The team worked hard to achieve a smooth move and have taken the changes over the last 16 months of a new employer, new base and new ways of working, in their stride, despite things not always going as planned."

"So here we are, celebrating our opening at Breydon and a team that is passionate for and committed to a service that continues to evolve."

By integrating the services in a number of one stop clinics people can have all their sexual health and contraceptive needs, met in one place by one clinician wherever possible. Patients can contact 0300 300 30 30 for appointments and visit www.icash.nhs.uk for more information.

*Breydon Clinic, Northgate Hospital, Northgate Street, Great Yarmouth, NR30 1BU.
The clinic is at the corner of Eastcourt Road and Churchill Road.

Introducing iCaSH Bedfordshire

We are pleased to confirm that the Trust has successfully won the procurement to provide integrated Contraception and Sexual Health (iCaSH) services in Bedfordshire.

iCaSH Bedfordshire will be provided in partnership with Terrence Higgins Trust (THT) and Brook on behalf of Bedford Borough and Central Bedfordshire Councils Public Health. It provides all aspects of sexual health, including contraception,

sexually transmitted infection (STI) testing and treatment and psychosexual services, which will be available from easily accessible single locations across Bedfordshire.

Mike Passfield, Head of iCaSH said: "We are very excited about this new service. Bedfordshire sexual health will be joining an organisation which successfully runs iCaSH services in Cambridgeshire, Norfolk, Peterborough and Suffolk. This provides a unique opportunity to share learning, best practice and innovation across East Anglia."



The contract started on 1 November and all services will continue to provide services from the current locations until the new hub is ready in February 2017.

A single access number – 0300 300 3030 – will be introduced for patients to call to book appointments in Bedfordshire. This number is charged at a local rate.

Check out our new website

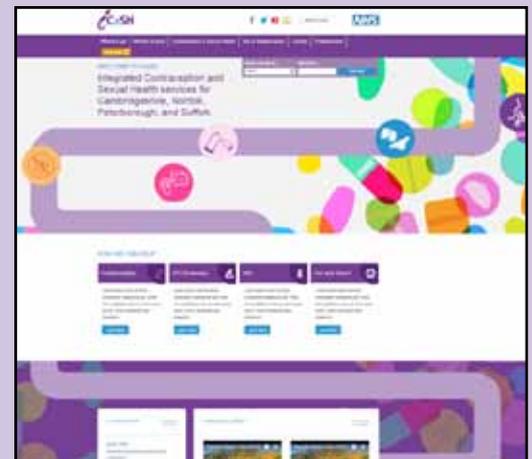
The website for our region-wide integrated Contraception and Sexual Health has a brand new look.

The upgrade features a bright responsive design, which is also now viewable on mobile devices.

Feedback from patients on the design and features has been incorporated at every step and will continue as the site develops over the coming year.

The redesigned website features:

- New clinic finder option – patients can enter a postcode and what service they are looking and be directed to the nearest clinic meeting their needs
- Prominent ordering self-testing kits and a 'hide site' buttons on the homepage.
- Embedded Twitter feeds and YouTube videos.



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

Website: www.icash.nhs.uk

De-medicalising back pain

Pain and low mood can be linked together, so a new collaboration aims to give patients the tools to cope with persistent pain.

CCS' DynamicHealthcare musculo-skeletal services team and the Psychological Wellbeing Service run by Cambridgeshire and Peterborough NHS Foundation Trust are working together to deliver a consistent approach to the management of persistent pain across the county.

Jenny Van Maurik, CCS Clinical Physiotherapy Specialist said: "Certain patients are not able to engage with the normal approach to physiotherapy; they need to understand why they have their pain and dispel any fears they may have that are stopping them moving and regaining their function."

CCS physiotherapists across Cambridgeshire and Peterborough have upskilled themselves in managing patients with persistent pain and our evidence-based 'understanding pain and improving fitness' (UP) class is now helping

patients manage their pain better and improve their function and general fitness.

Jenny added: "CCS is a frontrunner in the sea change of de-medicalising back pain. We are adapting our services to respond to the latest research and the collaboration between our UP class and CPFT's psychological wellbeing service is just one example of that."

The Psychological Wellbeing Service was created eight years ago and offers a step care model that varies the level of input psychological wellbeing practitioners have depending on patient need.

Christina Jassi, Senior Clinician for Peterborough Psychological Wellbeing Service said: "A lot of work has taken place so that both teams develop an understanding of the services and the natural overlap between them. Part of our role is to educate physical health practitioners to hopefully incorporate the screening

tools we use into their assessment, as symptoms of pain and depression/ anxiety can be similar. We don't underestimate the impact pain can have on someone's life, not just on a physical level but the relationships with those around them and the



Jenny Van Maurik (left) and Christina Jassi (right)

practicalities of day to day living."

Psychological wellbeing practitioners are hoping to co-facilitate certain sessions, starting with a pilot at the class based at Hinchingbrooke Hospital.

Knowing business

Senior Dental Officer, Dr Manish Srivastava has got to grips with business by completing a Masters in Business Administration (MBA) at Cranfield University.

Manish has learnt technical business skills (accounting, risk and project management, micro & global macroeconomics) and more importantly leadership and people skills essential to lead any business in the 21st century.

He said: "After working in the NHS for 9 years, I felt that there was a need for clinical practitioners to understand and learn essential business skills to be able to work in the NHS,

which provides excellent patient care within a model that is sustainable and good value for tax payers money.

"I now feel competent to be able to support our Trust on any project management issue. I hope to be able to bring practical management skills to benefit the excellent care of our patients."



Dr Manish Srivastava

Local dentists achieve prestigious accreditation



Congratulations to community Dental Surgeons Maria Ross-Russell and Julia Hallam-Seagrave who have been approved by the prestigious Intercollegiate Advisory Committee for Sedation in Dentistry (IACSD) to provide training in conscious inhalation sedation in dentistry.

Dr Ross-Russell explained: "Patients have a right to expect a high quality service to meet their dental needs and we are proud of the services we provide locally. Conscious inhalation sedation is an important technique for the delivery of dental care to patients who have significant anxiety. Being able to provide this training ourselves will have significant advantages, enabling more of our dentists to develop this skill whilst avoiding the cost of external training, and enabling many more patients to be treated using this technique."

Kelly is changing the way agency care is delivered to our patients

Care Manager, Kelly Kerrigan works for holistic care provider, Home Instead across Luton and is providing a useful point of contact for our nursing teams.

Home Instead has 100 clients and staff will carry out a six-month review of their needs or sooner if they have been in hospital for more than seven

days. They also meet with clients and their families every three months for a quality assurance check.

Kelly and her colleagues have streamlined the usual 15-minute care cycle visits by a range of different workers to clients and is offering an holistic approach.

“Our care is based around consistency,” said Kelly. “It could be



Kelly Kerrigan

that we are visiting to give personal care but while we are there we will make breakfast and tidy up. We can also provide companionship where people might be living alone and lonely. We can take them out or stay with them overnight.

“If there are any problems we have the ability to manage them and take the stress off the families. We also have a good relationship with the district nurses and occupational therapists. If our clients need equipment we can speak to them about it. and prior to hospital Discharge, we can speak to the pharmacy to arrange for items to be delivered.”

Kirsty joins the first group of students on a new nursing degree course

Assistant Practitioner, Kirsty Hughes, who originally joined CCS as a temp in 2008 is training to be a nurse.

She has joined the first group of students to study for a new flexible adult nursing degree at the University of Bedfordshire.

Kirsty had just finished a two year Foundation Degree when the opportunity to study for the degree in adult nursing came up. Now she spends two days a week at the

university attending lectures for her 18 month degree course where she has joined the second year students.

Kirsty said: “I was quite excited when the opportunity came up and I still had my academic head on as I had just finished the Foundation Degree so I was really interested.

“It’s not easy being one of the first group of students but I would recommend it.

It is extremely interesting learning more about the acute illness side.”



Kirsty Hughes

Macmillan team’s “exemplary approach to cancer care” wins praise

Our Macmillan staff have been praised for their “time, kindness, understanding and professionalism” which made such a huge difference to a patient’s life.

The patient has been supported by the team for the last four years and has been so impressed that he said their approach should be packaged and copied to all other areas.



The patient said he was surprised to discover that the approach taken by our team and the difference it made to his life, was not standard practice throughout the country. Speaking at an event for cancer survivors, he said: “Imagine my surprise when I

was surrounded by open mouthed astonishment, no-one believed us.

“The approach taken by the team and the unique way they delivered it should be packaged as ‘best practice’ and copied to all other zones, it is needed.”

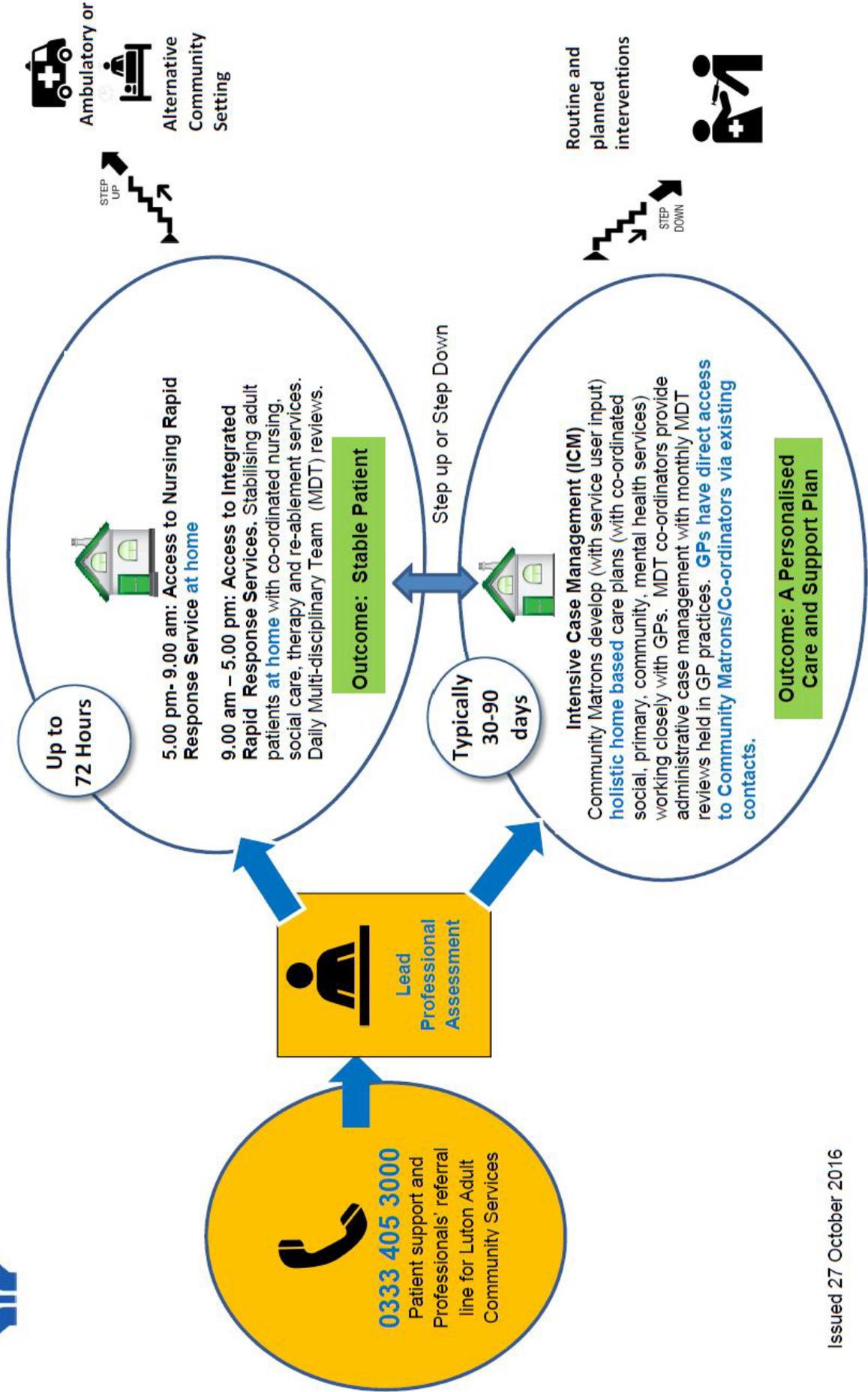
Marion Eaton, Macmillan Lead Nurse Cancer and Palliative Care Team said: “I am delighted that the team has earned such praise; it is very well-deserved. It is as a result of their dedication and sheer professionalism that they have received such a commendation.”

On behalf of our partners we are pleased to introduce:



Luton At Home First Single Access Point (Adult Services): 0333 405 3000

Health and social care organisations delivering integrated services that 'wrap around' patients at high risk of emergency hospital admission



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