

Winter 2017

TRUSTtalk

Magazine for staff, members, volunteers and people who use our services

Staff Awards Ceremony



Council of Governors

Staff Awards Success

World Mental Health Day

We care We respect We are inclusive



East London
NHS Foundation Trust

Chief Executive FOREWORD



Dr Navina Evans

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ALTHOUGH it is starting to get very cold as winter arrives, I have a warm glow inside me as I am bursting with pride following the Staff Awards Ceremony (Pages 7-10). Year on year I am blown away by the calibre of the nominations, and the qualities and values our staff display in their everyday work. We don't stop to think about the impact of kindness and a smile so it is always a very special occasion to take time to honour those who go the extra mile.

I am pleased to report that we are getting quite a collection of awards in the ELFT display cabinet (See opposite page). The East London Memory Service won the Royal College of Psychiatry Team of the Year Award. Two weeks later, the Butabika East London Link won the Health Service Journal Award in recognition of our educational partnership work in Uganda. And at the end of November, we heard that Bedfordshire and Luton service user, Roshni Patel, had won the Young Person of the Year award in recognition of her work raising awareness of mental health issues and her research with a national governing body on Eating Disorders. Congratulations to everyone.

We are looking forward to welcoming 900 new staff to ELFT on 1 April 2018 with the news that we were successful in our bid, alongside Cambridgeshire Community Services NHS Trust (CCST), to provide community health services in Bedfordshire. 400 of the staff will run Adult services managed by ELFT. The remainder of staff will

be directly managed by CCST who will deliver children's services. This will help local health care in Bedfordshire to be more joined up and it paves the way for greater integration across mental health and community health.

We have announced that we will buddying with Norfolk and Suffolk Foundation Trust (NSFT) who provide mental health services, substance misuse and learning disability services in East Anglia. The Trust has unfortunately gone back into 'special measures' following a CQC inspection. The buddying arrangement was made at the request of NHS Improvement. I see the arrangement as a mutual process - an opportunity for ELFT to share best practice and also to learn from NSFT too.

We have held our first Staff Disability Network conference titled Disability as an Asset (Page 13). I learnt so much from the speakers and from my colleagues namely that a key barrier disabled people face is the attitude of their employer and colleagues.

Turn to page 11 to read and interview with our amazing Non Executive Director Ken Batty who is in the Financial Times top 20 of LGBT+ influential people.

It's no wonder I have a warm feeling inside working with all these special people in the Trust who each in their own individual way are striving to improve the way we do things. I can't wait to see what 2018 brings.

Dr Navina Evans

Successful AGM and Annual Members' Meeting



APPROXIMATELY 100 people attended ELFT's Annual Members Meeting and the Annual General Meeting (AGM) at the Bishopsate Institute on 5 October. Staff ran a busy marketplace to showcase services available across London, Bedfordshire and Luton. Lord Victor Adebawale, Chief Executive of Turning Point was the keynote speaker at the AGM. Lord Victor spoke passionately about poverty, social exclusion, equality, mental health and public sector reform.



Staff Awards Success

BUTABIKA: East London Links wins HSJ Award

The Butabika East London Link scooped the prestigious International Health Partnership Award at the HSJ Awards. The awards are the largest celebration of health excellence in UK, highlighting the most innovative and successful people and projects in the sector.

The Butabika-East London Link is a multi-disciplinary, institution-to-institution collaboration between East London NHS Foundation Trust and Butabika National Referral Hospital, Uganda. Formally operating since 2005, the partnership aims to better mental health in the UK and Uganda through mutual learning and collaboration.

The collaboration has been instrumental transforming mental health practices in Uganda with a focus on training and development, service user involvement and advocacy. The link has delivered numerous project over the past fourteen years, most notably introducing the first Child and Adolescent Training Programme in East Africa. Previously, children were treated in adult services with medication for adult psychiatric conditions, the programme introduced psychological and family treatments and in 2010 the Butabika Children Ward opened with two child psychiatrists, a ward manager and PCO who were trained in the UK.



New Community Services Contract

THE Trust has been selected as the preferred bidder to provide Community Health Services in Bedfordshire.

The five year contract is worth £39m and will start from 1 April 2018.

It will cover a range of adult and children's community health and care services and other specialist services including nutrition and dietetics, podiatry services, wheelchair services, community dental services, and drug and alcohol services for children and young people.

East London Memory Clinics win RCPsych Award



Memory services across East London NHS Foundation Trust have won Psychiatric Team of the Year at the Royal College of Psychiatry Awards. The award was won in recognition of service improvements that have streamlined the patient journey from referral to diagnosis for people with memory issues.

The project took place across the three East London Memory Clinics, these are specialist centres that perform memory tests and diagnose and support people with dementia. The clinics set out to achieve the governments target of ensuring that 65% of the expected dementia population have a diagnosis of dementia.

The project began with a high number of referrals for people who did not have a severe cognitive impairment with diagnosis of dementia falling outside of the 18 week national target. QI methodology resulted in measurable improvement and the project significantly reduced the waiting times for referral to first appointment with patients receiving their diagnosis much faster.

"I am thrilled to hear that our Memory Clinic teams have won an award. Their work to reduce waiting times from referral to diagnosis has had a significant impact on individuals and their families. This is a very positive change for people with memory problems as it will allow them to get the help they need faster than before."

- Dr Navina Evans, Chief Executive of ELFT

BBC Team Animation Award

An animation project supported by the Trust and used nationwide to educate young people about mental health has received a prestigious broadcast award. When I Worry About Things, a series of short films narrated by young mental health service users, has been named Best Learning or Education Programme at the Royal Television Society North West Awards 2017. The Mosaic Films production was commissioned by BBC Teach and who approached the Trust and Bedfordshire service user Kirsty Spicer who volunteered to share her anorexia journey as part of the programme.

Research and Improvement Lunch and Learn

26 March 2018 from 11:30 - 13:00

Join Professor Frank Röhrich & Dr Amar Shah for this special Research and Improvement lunch and learn event. Please book your place online - <https://qi.elft.nhs.uk/event/research-improvement-lunch-learn/>

Minister for Mental Health and Care Visits Adolescent Mental Health Unit

JACKIE Doyle-Price, Minister for Care and Mental Health and MP for Thurrock, visited The Coborn Centre for Adolescent Mental Health to gain insight into the issues and pressures impacting on the mental health of young people.



The Minister was given a warm welcome by young people staying at the unit, Clinical Lead Dr Rafik Rafaat and the wider team. She had an opportunity to speak to specialist staff and therapists to understand the types of issues young people are struggling with. She spent time with a group of young people, to understand the issues leading up to admission from their perspective.

The Minister was given a tour of the unit by one of the young people. She joined a live music class, and visited the art room and the gym to see how occupational therapy activities help young people to articulate their feelings and express difficult emotions. The Minister described the creative art pieces designed by the young people as 'fascinating and impressive'.

She generated a few smiles when she said *"I wanted to see a great service, so here I am!"*

When speaking with parents about their experience of mental health care at home and in the unit, she was interested in the sensitivity of staff, and the feelings of parents when leaving their children at the unit. Staff on the unit stressed that they are keen to offer support to parents too who have often had a difficult time trying to manage the needs of their child. The unit is keen for families to be involved in supporting the young person.

Henry Iwunze, General Manager of the Coborn informed the Minister that as part of this, parents were encouraged to visit and to stay overnight during the weekends to stay close and connected to their child, to maintain this important relationship. The team review feedback from families when the young person is discharged to evaluate their approach to ensure they make optimum use of all support for the young people admitted to the unit.

Irish National Clinical Advisor Visits ELFT Services



ELFT hosted a visit from Dr Philip Dodd, the Irish National Clinical Advisor for Mental Health, and a delegation of leaders in mental health and social care from the Irish Republic. They visited the Tower Hamlets Community Learning Disability Service, clinically-led by Dr Ian Hall, and the Child Neurodevelopmental Service, clinically-led by Dr Helen Bruce. Their interest in visiting ELFT followed on from these services being cited as an example of good practice in the Department of Health's Transforming Care guidance.

"We really learnt much, and we hope to bring this learning directly to mental health service development in Ireland. You and your teams should be proud of all that you have achieved in developing person-centred, high quality mental health services, with obvious excellent clinical leadership."

- Dr Philip Dodd, Irish National Clinical Advisor for Mental Health



MEET Ade Dosunmu, the Trust's Freedom to Speak Up Guardian, a new but crucial role to support staff to raise issues.

Can you tell us about yourself and your background? I have been a mental health nurse and clinical nurse manager for the past 10 years and it is a privilege to support patients in their recovery and know that you have made an impact in their journey.

What inspired you to become a Freedom To Speak Up Guardian?

My passion is about empowering staff at every level to feel free and safe in their work environment to raise any issues which can have an impact on staff or patient safety.

In what areas do you believe the Trust can improve more in supporting staff to speak out? My role is to ensure that issues are given the right attention and that staff who raise them are supported through the process. I also want senior decision makers in the Trust to be involved in the resolution of the issues.

Read the full article on the Trust's website: www.elft.nhs.uk

Staff can contact Ade on: adewunmi.dosunmu@nhs.net or call 07867 140620.

World Mental Health Day Round Up



THIS year's World Mental Health Day (WMHD) theme was mental health in the workplace. About 244,000 new cases of work related stress, depression or anxiety were diagnosed in the UK last year – 668 a day or one every 2.1 minutes. But the numbers could be even higher as many will suffer in silence.



Mental health problems are a leading cause of sickness absence. 70 million work days are lost each year due to mental health problems in the UK, costing employers approximately £2.4 billion per year. (Mental Health Foundation)



In East London, the Trust hosted an Employers WMHD Conference bringing a range of employers and organisations together to share good practice and talk about mental health stigma and hear from key speakers about how they try to address stigma to be able to support employees.

There were presentations from the Docklands Light Railway- Back On Track project, from Motivate East, a sports collaborative which promotes sport to people with disabilities, from Community Links, an east London charity which provides a wide range of community support to local people from the Job Centre Plus, and many more. The day culminated in a Question and Answer panel on the subject of Stigma.



Back at the ranch, the Communications team ran a week of news items on the staff intranet sharing ideas about how staff could support colleagues, recognise peers having difficulties and ways to help. They also ran stories on self-care: getting enough sleep, exercise, ways to relax, taking meal breaks, talking to someone when you have a bad day, recovering from the intensity of work and switching off.



Chief executive Dr Navina Evans said: *"Being at work can be stimulating, give a sense of purpose and be a key way to make friends and socialise. However, it can have the opposite effect if stress and pressure are too great, or if there is a negative management culture. So it is important to have a healthy work environment and take steps to ensure a good work-life balance."*



In Bedfordshire and Luton, staff focused on exercise, fun and cake... lots of cake! Teams took over public spaces and spread the word about tackling stigma. You couldn't miss them unless you were colour-blind to the colour yellow!



Tea, cake and a chat is not a bad way to look after your mental health wellbeing. Staff know that giving someone a good listening to is one of the most therapeutic actions anyone can take. Giving people time - to tell their stories, express their feelings, vent, share sadness, worry or anxiety and to make sense of what's going on in their world.



Thank you to all our staff across the patch for their time, imagination and ingenuity in raising mental health awareness on 10 October and all year round.

Hackney MP Diane Abbott Visits Dementia Services



DIANE Abbott, Shadow Home Secretary, and MP for Hackney North and Stoke Newington, visited Felstead Street to learn about the local support services available for people with dementia. There are nearly 1300 people living with dementia in Hackney.

Staff from the memory service and City and Hackney Alzheimer's Society share premises so are a one-stop place for individuals and their families to get care and support. People living with dementia and their carers were

invited to discuss their experience of living with the condition.

Nellie Affreh cares for her mum Emma (88) who was diagnosed with dementia three years ago. She told Ms Abbott how she had to give up work to care for her mum full-time: *"Loving and caring for someone with dementia can have a huge impact on the whole family. Mum's dementia is definitely getting worse. She's started waking up in the night, sobbing and confused. She cries so loudly it wakes us all up but in the morning she can't remember what's happened. The local support groups the Alzheimer's Society offer are vital to us. We love going to our local 'Singing for the Brain'. Mum's a great singer and often ends up in the middle of the group giving us all a performance!"*

Being diagnosed with dementia can be a daunting experience but dementia support workers enable people to take control of their lives and make sense of what is happening to

them.

During her visit, Ms Abbott commented: *"It's good to know that, despite the current climate of austerity, we still have quality contact with people affected by dementia here in Hackney."*

ELFT manager Adenike Saidu leads the Mental Health Care of Older People service. She said *"We are pleased to work so closely with Alzheimer's Society to support the whole family. It is important for anyone with memory problems to see their doctor to investigate the causes of confusion or memory loss. The memory clinic can assess their needs and support the individual and their carers going forward."*

For more information about the dementia support services available in Hackney, speak to your GP, call the City and Hackney Alzheimer's Society office on 0208 533 0091 or visit <https://www.alzheimers.org.uk/>

Bedfordshire Carers Conference



More than 150 of Bedfordshire's unpaid family carers gathered at the Rufus Centre in Flitwick to attend the first Carers Conference in Bedfordshire.

The conference had the theme of Carer Resilience and Wellbeing and was organised by the Carers in Bedfordshire charity in partnership with the Trust.

Keynote speakers were Emily Holzhausen OBE, Director of Policy and Public Affairs, Carers UK and Dr Johan Schoeman, Consultant Psychiatrist, Older People, at ELFT.

Emily shared the national picture around carer wellbeing and the implications for policy. Dr Schoeman talked about the key role carers play supporting individuals with dementia in a talk entitled 'Thank Heavens for Carers'.

Four carers also shared their personal stories. Guests were given the opportunity to try a range of activities including mindfulness, massage, art and Bollstap.

The Carers UK Digital Platform, available locally through a partnership between Carers UK and Bedford Borough Council, was also available for guests to try.

Michelle Bradley, Director of the Trust's Bedfordshire Mental Health and Wellbeing Service, said: *"ELFT are committed to developing local partnerships and we are delighted to be working with Carers in Bedfordshire to enhance the great support that they provide to so many carers, who are integral to the care and support that ELFT and many other organisations provide locally."*

Stop the Pressure!



Worldwide Stop the Pressure Day is 16 November, a day when the risk of pressure and friction on bony areas of the body is highlighted. The Newham Tissue Viability team supported by nursing and multidisciplinary colleagues were out and about visiting community services promoting pressure ulcer prevention.

Avoidable pressure ulcers are regarded as a key indicator of the quality and experience of patient care. For information on how you can improve health outcomes in this area contact the Newham Tissue Viability Team.

STAFF AWARDS CEREMONY



THE Staff Awards Ceremony is the highlight of the Trust calendar and this year's Staff Awards Ceremony and Party did not disappoint. Over 800 staff and guests descended on The Barbican in their finery from all corners of the Trust, ready for a good night and keen to see who this year's winners would be. Once registered, guests got a gold wrist band to wear (festival style!) to enable them to wander in and around the venue.

Our "Staff Oscars" are an opportunity to celebrate and reflect upon the achievements of the last year and acknowledge the dedication demonstrated by staff to provide the best care. Although it is when the achievements of specific individuals and teams come under the spotlight, it is a chance to thank all our staff for the amazing contribution they make each and every day to support individuals and their families.



The Ceremony got off to a rousing start with the ELFT Beats and Pandemonium Drummers, the volunteer drummers from the 2012 London Olympic Games. Many staff signed up in 2012 and have carried on drumming ever since. This was their 212th event since London 2012. They got the audience clapping and joining in with the chorus N-H-S! Compere Paul Gilluley complete with a blue bowler and flashing light made his entrance by joining the drummers on the stage.

Compere Paul welcomed the audience with his tried and trusted Scottish patter. He gave a special welcome to the 400 new staff who joined the Trust earlier in the year – The Tower Hamlets Learning Disability Service and the Tower Hamlets Community Health Services.

Chief Executive Dr Navina Evans paid tribute to all staff and thanked everyone for their ongoing care and focus on service users. She said a few special words to outgoing Chief Medical Officer, Dr Kevin Cleary and Chief Nurse Jonathan Warren who were in the audience but off to pastures new. She got a rousing applause as she thanked them both for being by her side and steering the Trust with steady hands on its journey so far. Then it was on with the show.

All the winners looked stunned to hear their names called out, almost falling over with the shock! But they were quick to recover and take the microphone to thank colleagues and families. Their tributes were moving and humble. But it was Tower Hamlets' night as they scooped no less than six awards!

Chair Marie Gabriel ended the night by saying she would see everyone on the dance floor... or else! The audience pretty much complied and the dance floor was heaving from the get-go with staff throwing shapes and showing their dance moves. The dancing didn't stop till the lights came up at the end reminding us once again how much staff love to get together to let their hair down and party.

See you all next year!





◀ **Chief Executive Award**
Rikke Albert Nurse
Consultant Tower Hamlets RAID



◀ **Service User Award**
Bow Ward, Tower Hamlets



◀ **Employee of the Year – Joint Winner**
Elaine Galton, Admin Manager
Community Learning Disability Service in Tower Hamlets



▲ **Team of the Year – Joint Winner**
Millharbour Ward, Tower Hamlets



◀ **Chairs Award - Two Joint Winners**
Amanda Lowe, Tower Hamlets Primary
Care Mental Health Services



▲ **Commissioners Award**
Ben Salmons, Break the Stigma Campaign



◀ **Improvement to Quality of Service Award - Joint Winners**
Dr Jeremy Oliver and Louisa Morrison,
CAMHS Tower Hamlets



WINNERS

TRUSTtalk

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▲ **Dr Robert Dolan Leadership Award**
Tracey Connellan, Crystal Ward, Luton



◀ **Inclusion Award**
Zaz and Shannaz Wahid, Luton Psychiatric
Liaison Service and Luton CMHTs



◀ **Chairs Award – Joint Winner**
Dr Qulsoom Inayat, Admin Manager,
Newham Early Intervention Service (EIS)



◀ **Team of the Year**
The Newham Rapid
Response Team

Support Services Award ▶
Isabella Larkin, Corporate Services



◀ **Unsung Hero Award**
Faheem Iqbal, Corporate Services



◀ **Employee of the Year – Joint Winner**
Mathew Pawelczak, Healthcare Support Worker



Improvement to Quality of Service Award – Joint Winner ▶
Caroline Ben Zaina, Psychotherapy Team, City and Hackney

NEW VENUE

There were a number of changes to this year's Staff Awards event to better accommodate staff travelling from Bedfordshire and Luton. The event was moved to The Barbican to be closer to Kings Cross where trains from Bedford and Luton arrive. Train tickets were arranged courtesy of ELFT. These new arrangements resulted in more staff from Bedfordshire and Luton attending the ceremony.

ACKNOWLEDGEMENTS AND THANK YOU'S

Thank you to the organisers who once again pulled off a phenomenal event for staff: Diane Aston, Janet Flaherty, Rachel Barkley and Katie Harrison. Thank you to the human resources department, communications department and event volunteers for assisting with the management of the event

Thank you to the Staff Awards Committee, those who agreed to be on the award's judging panels and all our lovely award presenters.

Thank you to the ELFT Beats and the Pandemonium Drummers, and especially to Jan Pearson for making this possible.

Thank you to our amazing compere, Paul Gilluley.

A special thank you to Diane Aston, chief organiser, powerhouse and driving force behind the Awards Ceremony.

WHAT THEY SAID

„ Great to be valued!

ELFT is truly outstanding ... I like the way deceased staff members were remembered. Shows that we genuinely care. Excellent stuff!

„ Fantastic night!

Dr Gilluley absolutely smashed it as compere at the ELFT Awards.

„ What a fantastic night - another wonderful event. Thank you for inviting and including me! Well done for organising it all so well once again.

- Jane Milligan Chief Officer THCCG and Executive Lead for north east London STP

Always a great night hearing fab NHS staff being recognised. Such brilliant commendations. A real honour to be with great people!

- Professor Alan Simpson, City University



ELFT Director in Financial Times Top 20 LGBT Influential People



ELFT's very own Non Executive Director Ken Batty has been voted into the top 20 in the Financial Times 2017 OUTstanding Leading Public Sector LGBT+ Executives list.

Ken prides himself on being a completely out board member, who speaks up on LGBT+ issues at board and other meetings.

Congratulations on making the FT top 20. How did you feel when you heard the news?

Thank you. I was delighted to be recognised and also a little surprised - to come in at number 9 was a shock. However when I asked why, the explanation was that ELFT is a highly regarded NHS Trust and that counted. In addition I have a second role as a Lay Member on the Speaker's Committee in Parliament - which is also seen as a great role to have in the public sector. So the organisations I work for and the things I have done over 30 years came together - and it was really nice to have them recognised.

When did you first become involved in campaigning for LGBT rights? In late 1986 my partner and I moved to Manchester. It was the time of protests against what became Section 28 of the Local Government Act - which referred to same sex relationships as "pretended family relations" and made it illegal for Local Authorities to do anything to

promote equality or fair treatment. We went to a meeting at the Town Hall in our first week in Manchester and got involved in organising one of the biggest protests the city had ever seen. We didn't want any special treatment but it seemed like this was singling LGBT people out for ill-treatment and that did not seem fair. More than 30 years on my partner and I are still together and still getting involved in campaigns that call for people to be treated equally - nothing special, nothing unusual, just the same as everyone else.

Why do you feel it is important for people in senior positions to be open about their LGBT status? We ask people to come to work and do their best every day. We ask them to treat people with care and respect and to be inclusive and we assure our service users that is what they can expect from everyone at ELFT. I want everyone to know that we care, we respect and we include everyone, including LGBT people, and seeing senior leaders who are open assures everyone that this is the case. I think we do an excellent job of demonstrating our values at ELFT but if someone was to feel we did not, particularly if they were LGBT, they would know they would be taken seriously and their views heard.

Being open, being honest and asking for nothing more than being treated with respect, cared for and included, seems the only approach that was right then and it's for sure the only approach that matches the values we have at ELFT.

Have you encountered negativity in the workplace yourself? At ELFT not ever, on any occasion. I am not the first LGBT board member and that probably makes it easier. In

the business world, I have never encountered negativity but sometimes people do not understand or can be insensitive. All LGBT people ever want is to be treated equally.

Why is it important for staff and service users to be able to be open about their sexual orientation if they wish to be?

Monday morning, staff coffee time and the question is asked "what did you do this weekend?" We want staff to feel able to share as much as they want. For LGBT people, that may mean talking about things they did with their partner - going to the cinema, seeing friends, going away for a special weekend.

We want staff to be thinking "how do I best care for my service users" not "does this person know, can I tell them, will they understand" and wasting time on that. It is a lot less effort to be open and honest. We want people to feel comfortable about who they are and able to be as open as they want.

A service user needs to feel able to be completely open too. We often need to know the home situation, who they have who cares for them, what friends and family they have that they are close to. It is much better if people are able to be open. If they can't, they may well feel stress and discomfort, feel less valued than they should and this can make their situation worse. At ELFT we have clear values: we respect, we care, we are inclusive. Those were chosen because we believe that having them at the centre of everything we do makes us much better at what we do.

Interviewed by Head of Communication, Janet Flaherty.

You can read the full interview with Ken Batty on the

ELFT website: www.elft.nhs.uk

Telegram from the Queen and Pop-Up Bar for 100 Year Old Nancy

ON 23 November, Hannah Guy, known as Nancy, celebrated her 100th birthday at Mile End Hospital with a telegram from the queen and a pop-up bar on the ward.

Staff on Thames House Ward made a fuss of the birthday girl delivering the telegram to her bedside. They decorated the ward with banners, balloons and streamers but the centrepiece was a 'Pop-Up Pub' designed by staff for her special occasion.

Shadwell born, mother of two Nancy, was joined by her son, Thomas Junior and her daughter, Barbara, to celebrate and blow out the candles on her cake.

Nancy worked in a Post Office before joining

her husband selling newspapers outside the Ritz hotel in Piccadilly. She was known to be adventurous. Throughout their later years Nancy and her husband holidayed in Europe and the United States, settling on Cyprus as their favourite holiday destination.



Nancy has been cared for at Mile End after suffering problems with her memory after her late husband passed away in January 2000. Thames House Ward is part of Mile End's Specialist Health and Ageing Unit.

Barbara, Nancy's daughter said: *"It's not nice that she's been in hospital but being with her now and celebrating the success of her life means a lot to us. The staff have been great - it means so much that we have been able to do this for her."*

Nancy loved every minute of her day and blew a kiss to everyone saying, *"It's all so beautiful."*

Data Security in a World of Digital Care

IN May, the new Data Protection Act (2018) will replace the current data protection act. The new act takes into account the advances in technology to enable staff to handle information safely in a world full of digital care. Having access to individuals' personal information and sharing it securely and in real time across different providers is central to providing well-designed, joined-up, and properly co-ordinated care. Staff can focus on the individuals needs and it removes the need for them to repeat their 'story' to different clinicians.

By 2032, it is predicted that everyone will have access to the internet which brings opportunities to capture, relay and interpret information in our homes, hospital or care setting. For example, video consultations and other remote assessment will become mainstream activities in some services.

- Jonathan McKee, Information Governance Manager

Taiwanese Judges Observe Trusts Therapeutic Alternative to Prison



THE low secure forensic unit Wolfson House had a visit from a group of judges from Taiwan as part of a week-long visit to London organised by the Taiwan Judges Academy in collaboration with a London-based human rights organisation, The Death Penalty Project. They also visited the Supreme Court and The House of Lords. The judges specifically asked if they could visit a hospital providing care for offenders with mental disorders.

Taiwan does not have an equivalent system of secure hospitals and they were very keen to see how the Trust provides treatment to people with mental health problems. There was an extensive discussion, as well as presentations from Occupational Therapist Heldi McCaskill, Clinical Psychologist Teresa Wolowiec and Forensic Psychiatrist Dr Richard Latham.

The visitors also had an opportunity to visit a ward and see how the Trust provides a humane, therapeutic alternative to prison for people who need it. They were very impressed with the service and the way in which it felt integrated into the local community. Joyce Yu, head of research and development for the Judges Academy said, *"The trip was so fruitful and the delegation members benefitted enormously from it."*

Secretary of State for Health, Jeremy Hunt Meets ELFT Staff



SECRETARY of State for Health, Jeremy Hunt, visited ELFT on 8 December as part of a whirlwind tour of East London meeting NHS staff. The theme of his visit was Patient Safety. It was an opportunity for Mr Hunt to hear directly from the Trust about the ways we are addressing safety.

The Secretary of State heard first from ELFT Patient Safety leads who gave an overview of initiatives underway in the Trust to improve patient safety. They talked about the importance of drilling down and understanding the data collected, testing it, being curious and open minded about what it signifies.

45 staff from different disciplines, specialities, locations attended to highlight issues in their field of work. A service user came along to represent the voice of service users and a Trust Governor also attended. The Secretary of State said that he had met with over 50 groups of staff and ELFT was the first trust to automatically include service user representation which he thought was symbolic of the Trust's approach to patient care.

Staff raised issues about fragmentation in the commissioning of services, increasing demands on staff, the need for a greater focus on people with learning disabilities, and the need for greater resources to bring people home from hospital quicker.

Secretary of State for Health Jeremy Hunt said:

"Mental health professionals come from across the country to learn from the work of ELFT and it was great to meet the staff behind such a successful and patient centred organisation."

"The trust overhauled their safety culture after a series of events and by doing so put patients and every member of staff - from cleaners to consultants - at the heart of their safety measures with results that have turned heads across the NHS."

CORRECTION

Apologies to Sarah Canning for giving her the wrong first name in the Apprenticeship article in the last issue of Trusttalk.

City & Hackney Violence Reduction Collaborative celebrates a 65% reduction in violence



IN early 2016, a person was injured every 3.7 days on an ELFT inpatient unit from incidents of physical violence. Some staff reassured themselves about the threat of violence when they came to work with the idea that "A&E is only next door".

Jane Kelly, Associate Director for Inpatient Services & Lead for the City & Hackney Violence Reduction Collaborative, felt devastated by that. *"Things were getting worse and worse, and I felt I was failing my ward teams and communities by not being able to stop them experiencing such very high levels of violence and aggression"*, she said.

She knew something needed to change. With the support of Jen Taylor-Watt, Improvement Advisor for City & Hackney, Andy Cruickshank, Associate Director of Nursing for Quality Improvement, and the QI team, the City & Hackney Violence Reduction Collaborative was launched in February 2016.



They used a package of change ideas that had been proven to help reduce violence on the Tower Hamlets inpatient unit.

For the celebration event staff and service users spent time reflecting on how they felt before the changes were made, and how they feel now. They brought their feelings to life on artworks that were shared at the afternoon events held in November 2017.



Fast forward 22 months, and the Collaborative, inpatient staff and friends from the broader system were celebrating and reflecting on the achievements of this work within Hackney. Inpatient wards have succeeded in reducing violence across the unit by 65%.

This package of change ideas has had a huge impact on the culture and functioning of the unit. *"Such simple ideas like having proactive conversations about safety and violence in community meetings and bringing the team together to manage risks in safety huddles have really changed the dynamic of the care environment... but we can go further"*.

To learn more about the achievements of teams in City & Hackney please visit the QI microsite <https://qi.elft.nhs.uk/hackney-violence-reduction/>

Get ready for our annual Quality Conference, which will take place on 24th April 2018. See our full programme here <https://qi.elft.nhs.uk/event/quality-conf-18/>

Disability as an Asset

DISABILITY as an Asset in ELFT was the theme celebrated at our first ever Disabled Staff Network Conference held at the Wellcome Collection in Euston on 29 November.

The day saw a packed agenda with Dr Navina Evans opening the day with an introduction on the importance of equality within the Trust. Melanie Wikes, Senior Policy Advisor, from Scope explored barriers disabled people can face through the attitude of their employer and colleagues. She noted that *"A key barrier disabled people face can be the attitude of their employer and colleagues. We have to drive change together."*

Christine Rivers from NHS England and Peter Ryan from Middlesex University shared an informative presentation about the Workforce Disability Equality Standards brought to life with a Lived Experience video. Christine challenged the audience by saying, *"Are we recruiting, retaining and recognising disabled staff as well as we could? What can we do better? As the 5th largest employer in the world, the NHS has a clear role to play as a beacon in ensuring disabled staff are supported effectively."*

Mohit Venkataram, Executive Director and Richard Harwin, Health, Safety, Security and Emergency Manager, separately shared moving, personal and inspiring stories of their own recent physical challenges,



and the support they had received from colleagues, and the hope they had felt. Both were drowned by applause when they finished.

The day ended with all delegates having the opportunity to have group discussions with departments leads on how our Trust can shift its culture and make adjustment to enable disabled staff to carry out their roles, and feel valued and supported. The Trust will now work with the network and staff to build on this energising day.



Our Council of Governors (COG)

Our COG consists of elected public members, staff members and appointed representatives from local partner organisations. We are very privileged to have a diverse COG working with our Trust Board, representing the views of local people and bringing with them their invaluable experience, knowledge, skills and passion to improve services, which they contribute on a voluntary basis. You can read profiles of all Governors below. To speak to your Governor representative(s) email: elft.membership@NHS.net or phone 0800 032 7297.

Newham Governors



Kenneth Agyekum-Kwatiah (3 year term from 2016)

Kenneth has a wealth of knowledge and experience acquired in roles as a Management Consultant, Social Policy Expert and as a Researcher Academician (previously the CEO of Education Group UK and currently the President of the International Centre of Education and Professional Ethics). Kenneth provides talks on corporate governance at various functions and is a Director of Surecare Health Link (a pharmaceutical outlet). Kenneth has positively impacted on organisations such as Look Ahead Housing and Care, Housing Advocacy, Action Housing Association As a Governor, Kenneth wishes to use his experience and skills to influence services.



Shirley Biro (3 year term from 2015)

Born in Newham, Shirley has nearly thirty years' experience volunteering with the local community in Newham and has been Chair of two voluntary organisations. She is passionate about mental health and has worked as a Community Counsellor spearheading support groups for local people. She has recently set up a peer support group for mental health and is creating a forum for similar groups to share resources and information. Shirley previously worked in medical research and laboratory management for Bart's NHS Trust.



Norbert Lieckfeldt (2nd term, 3 year term from 2015)

Norbert has lived in East London for over 15 years; with degrees in Political Science, Charity Accounting and Financial Management. He has experience in user involvement and governance he would like to bring to his role. Norbert is passionate about the NHS – "The NHS belongs to the people" as its Constitution states. Norbert is the Chief Executive of a small (but perfectly formed!) national disability charity. Norbert is committed to quality improvement (QI), leading on the current Governors QI project and is at the moment (November 2017) serving as Acting Deputy Chair.



Ernell Diana Watson (2nd term, 3 year term from 2015)

In her second term as a Governor, Ernell has continued to work constructively and collaboratively within the Trust. Ernell remains passionate about the delivery of good and equitable health care provisions for all Service Users. As a Governor, Ernell has gained greater insight into the Governor's roles and responsibilities. As a retired strategic social work manager with 16+ years of experience within Children's Safeguarding and Social Care sectors, Ernell has utilized her knowledge, skills and experience. Ernell remains committed to good practice and the fostering of positive interpersonal relationships.



Hazel Watson (3 year term from 2016)

Hazel is a retired registered General Nurse. Since 2004 Hazel has volunteered as Vice Chair and a representative for the Newham Older People Reference Group (OPRG) Age UK. As a Governor Hazel wants to encourage contribution from older people, patients and local people to listen to and represent their views and interests and ensure high standards are maintained. Hazel wants to ensure the healthcare needs of local people are met, raise awareness around Governors providing a voice and work together to make a difference to improve the standard of living and wellbeing for local people.

Appreciation to Leaving Governors



A celebration event was held in November 2017 to honour Governors who had left during 2017. They are Staff Governors Olusola Ogbajie, Maria Eyres, Irene Harding, Juliet Muzawazi and Sam Ali and Appointed Governors: Dhruv Patel and Amy Whitelock Gibbs.

Marie Gabriel, Trust Chair, Navina Evans, Chief Executive and Norbert Lieckfeldt, Lead Governor presented Olusola Ogbajie and Maria Eyres who attended the celebration event, each with a gift and certificate to thank them for their time, commitment and dedication to ELFT.

Tower Hamlets Governors



Roshan Ansari (3 year term from 2015)

Roshan is a medical doctor with 40 years' NHS experience. She has also worked as a magistrate locally for 15 years. Roshan has worked in mental health and the community and has a deep understanding of the needs and health priorities of local people. She would like to use her extensive knowledge and skills to benefit the Trust and the community. Roshan is currently Chair of Bow West Ward Safe Neighbourhood Team and Vice Chair of Safe Neighbourhood Board Tower Hamlets. She works closely with the police and with mental health and crime frequently linked, aims to bring a wider debate to the table to improve services.



Adrian Thompson (3 year term from 2016)

Adrian has lived in Tower Hamlets for 30 years and been involved in the community, including serving 12 years as a school Governor, the last two being its Chairman. Adrian wishes to utilise his experience as a former professional Trustee together with his skills from his current role as a Director of a small publishing company. Adrian is especially keen to ensure public services provide value for money to the taxpayers who fund them whilst also providing the essential services needed by the community. Adrian is keen to represent members and help to build ELFT's reputation.



John Bennett (3 year term from 2016)

John has worked in local government for over a decade and would like to contribute his skills to ELFT which includes developing strategies and plans, reviewing performance and providing constructive challenge to improve services. John has also worked with several mental health organisations and currently commission welfare advice and employment services in south London. John has extensive experience of community engagement and will champion service user involvement which John feels is essential in the planning and delivery of services and ensure the views of the local community are represented.



Nicholas Callaghan (2nd term, 3 year term from 2016)

Born in Glasgow, Nicholas moved to England in 1983. He is a Tower Hamlets resident and a mature student at the University of East London where he studies Community Service and Enterprise. Nicholas volunteers at Sonali Gardens Day Care Centre. He has also been involved with the charity Mind and the Time-to-Change campaign. Nicholas is passionate about mental health. As a Governor, he wants to represent views of local people in Tower Hamlets.



Terry Cowley (2nd term, 3 year term from 2015)

Terry is passionate about the NHS and the essential service it provides for the peoples of the country. He has been a Tower Hamlets resident for many years, and was a Lecturer in Further/Higher Education before retirement; he is now involved in a variety of community issues to help improve the growing and diverse needs of our communities. As a Governor, he thinks it's important that both service users and staff are included in the ongoing development of the Trust for a better and positive future.

Rest of England Governor



Kemi Rosiji (3 year term from 2015)

Kemi has a strong interest in the NHS, improving patient care and representing the views of local people. She is committed to making positive changes, improving community services and is keen to work with the Trust board at a strategic level.

Hackney Governors



Edilia Emordi (2 year term from 2017)

Edilia has experience of patient care as a ward sister for the elderly, a house mother for young people with downs syndrome and supporting rehabilitation of drug users. Now retired, Edilia volunteers at a homeless project in Hackney, she is a member of the ministry team at the Homerton Hospital Mental Health unit and a volunteer befriender. Edilia graduated in November 2017 after completing a University course in Spirituality and Mental Health. Edilia is concerned about the welfare of the elderly and those with mental health issues. Edilia understands the needs of a diverse population. She will apply her experience and skills to her role as a Governor.



Gohar Ghouse (3 year term from 2015)

Gohar has worked in mental health for over 20 years; he is a qualified social worker and currently works in Tower Hamlets. Gohar has experience of working with diverse communities and has an understanding of the needs and challenges of local people.



Jummy Otaiku (New Governor, 3 year term from 2017)

Jummy has experience of using services and has been a service user representative at ELFT on interview panels for a wide-range of occupations. She has also represented service users at conferences about psychology and quality improvement. As a Governor representing members, service users and carers, Jummy would like to raise their concerns to ensure they are heard. Jummy is a young Governor and wants to encourage other young people to influence improvements to CAHMS services.



Daniel Victorio (New Governor, 3 year term from 2017)

Daniel was impressed by the level of care and support a family member received from NHS staff when they went through cancer treatment. This encouraged Daniel to become a Governor to give something back to the community. Daniel believes the NHS to be amazing, but with cuts to funding, Daniel feels it is important the NHS remains as strong as ever. While changes are inevitable he believes it should always remain free at the point of delivery. Daniel is a caterer by trade and has spent the last ten years in various managerial positions giving him knowledge and experience that he would like to apply to his Governor role.

City of London Governor



Damien Vaugh (3 year term from 2016)

Damien has lived in the City of London for seven years during which time he has been active in the community holding various posts of Responsibility and also has previous experience of being a Governor for 6 years in south east London. Damien is aware of the pressure from shrinking budgets and the rising demand to deliver the highest quality services to the whole community. He would like to offer his time, energy and enthusiasm as a Governor to build on the success of ELFT and help meet the challenges it faces in the delivery of services to its communities.

Central Bedfordshire Governors



Hannah Brown (New Governor, 3 year term from 2017)

Hannah believes it's essential to listen to local peoples' views on the provision of treatment and services. As a young Governor with experience of services, Hannah considers it important that service providers demonstrate openness and transparency in their ability and commitment to meet patients' needs. Hannah volunteers at ELFT providing peer support services for people suffering with eating disorders. Hannah engages with local MPs around the quality of eating disorder service provision, represents mental health charities as local area leads and advises mental health professionals about eating disorders. Hannah aims to fight stigma, encourage dialogue and bring insight on eating disorders.



Steven Codling (3 year term from 2016)

Steven currently runs an independent psychotherapy practice giving him an insight into service user experience and how this can be improved. Steven has extensive experience in adult social care as a manager, trainer and practitioner and as a psychotherapist and counsellor. He is also a full member of the British Psychological Society. Steven is passionate about the quality of mental health services. He has both professional and personal experience of services and wants to ensure that standards are not just met but exceeded.



Rosemary Eggleton (3 year term from 2016)

Rosemary has lived in Bedfordshire since 1976. Rosemary is a retired teacher and has been a maths teacher during her working life. She became the first Head of Maths at Sir Frank Markham School in Milton Keynes and also a Special Needs Co-ordinator at Cedars Upper School in Leighton Buzzard. Rosemary is a carer for her husband who has suffered with a mental illness for over 20 years.



Larry Smith (3 year term from 2015)

Larry has a background in defence working as an Aeronautical Engineer. He is recently retired and has experience of serving as a public Governor. Lawrence currently cares for a family member who experiences mental health difficulty. He would like to represent the views of Bedfordshire members and carers.

Luton Governors



Jamu Patel (New Governor, 3 year term from 2017)

Jamu has lived in Luton for over 40 years. She is a retired qualified dental nurse and also worked part-time with special needs children at a Junior School. Jamu was also a school Governor for three years and on the PTA committee at her children's school. Jamu is very active, working in various voluntary organisations locally where she has gained an understanding of the social and medical needs of her diverse local community. Jamu wants to represent the views of the public and use her knowledge to ensure she can support ELFT to provide services to meet the needs of local people



Keith Williams (3 year term from 2015)

Keith is passionate about the NHS and has over 30 years' experience in mental health services. He is keen to work with service users and carers and represent their views in the Trust. Keith is actively involved as a Governor and is a member of the Communications and Engagement Committee, Nominations and Conduct Committee and also a member of the Governors Quality Improvement working group.



Paula Williams (New Governor, 3 year term from 2017)

Paula works for the North Herts IAPT Service within the NHS and for two charities specialising in trauma and LGBT specific issues as a psychotherapist. She has 16 years of experience working within the drug/alcohol and mental health field with adults, young people and carers both in the capacity of practitioner and counsellor. This experience has given Paula an insight into the struggles and obstacles service users face. Paula wants to apply her knowledge and passion to represent service users and help facilitate positive change within the Trust's service delivery.

Bedfordshire Governors



Paul Feary (3 year term from 2016)

Paul has worked in local mental health services since 1989, both for Bedfordshire County Council and for the NHS following the transfer of mental health Social services in 2005. Paul's previous roles include working with ex-offenders and as a social worker. As a Governor, Paul wants to ensure service users and their carers receive the best possible services from ELFT. To do this Paul feels it is essential for all services to work in partnership, which includes ELFT, local authorities, voluntary and public sector services. Paul would like to use his skills and experience to develop joint working.



Rubina Shaikh (3 year term from 2015)

Rubina feels a deep sense of community in Bedford having lived there for 39 years. She has worked and lived alongside people with mental health issues giving her an insight into the difficulties faced by those groups. She said "when I realized that I had absolutely no choice in the matter but to do something about it, I felt so strongly that those of us who have a voice and those of us who can relate to different people, have a responsibility to step up and lend a helping hand." This is exactly what Rubina did by becoming a governor in 2015 where she has been working very hard challenging the authorities when needed and as the Trust Chair commented, "Adding value to ELFT."

Appointed Governors

Rehana Ameer (Oct 2017 - City of London) Awaiting profile



Susan Fajana-Thomas (Dec 2014 - Hackney)

Susan is a Labour councillor in Stoke Newington and the formal civic Mayor- Speaker of Hackney. She has lived in Stoke Newington with her family for over 20 years. Susan has an impressive record of community activism in Hackney and she currently serves on the Board of Trustees of seven organisations. Susan is currently working on a project that aims to engage BME communities in mental health services and tackle mental health stigma.



Rachel Hopkins (Apr 2017 - Luton)

Rachel has been a councillor in Luton Borough Council since 2011 and a member of the Cabinet since 2016. Currently a Portfolio Holder for Public Health and sits on Luton's Health and Wellbeing Board. She is lead member overseeing commissioning of health and wellbeing services, Luton Culture (arts, museums and libraries), Active Luton (sport and leisure) and parks across Luton. Alongside her councillor duties, Rachel currently works as Head of Human Resources for a small, expert health regulator, having previously held a range of public policy and project management roles across the public sector.

Denise Jones (Nov 2017 - Tower Hamlets) Awaiting profile



Gary Tubb (Oct 2016 - Central Bedfordshire)

Gary is the Deputy Executive Member for Education and Skills for Central Bedfordshire Council. His primary focus is on creating a best in class careers advisory and skills development online portal. He is particularly interested in helping people with mental health challenges emanating from the changing social dynamics within schools and the workplace.



Neil Wilson (May 2013 - Education)

Neil Wilson is the Executive Member for Equalities and Social Inclusion in Newham. He was first elected councillor in Newham in 1994, and has served as a Vice Chair and Deputy Chair of Education as well as the Chief Whip and Council Business Manager. He has been a strong advocate for the improvement of mental health services, particularly the development of robust services to provide information, advice and guidance for those in the greatest need of support. He is passionate about mental health and is keen to work with the Trust to tackle health inequalities and discrimination.

Staff Governors



Robin Bonner (Re-elected, 3 year term from 2016)

In his second term as a Governor Robin is committed to improving the quality of life, health and wellbeing of staff and the communities that he serves. Robin is the Trust's contract manager. He has a background in health promotion and has previously worked as Head of Service Development at the Tavistock and Portman, Senior Performance Manager and Public Health Officer for the Strategic Health Authority and HIV Coordinator and Smoking Policy Advisor for Hackney Council. He is keen to use his skills and experience to ensure that the Trust continues to grow and make a real difference to the health of its communities.



Katherine Corbett (Re-elected, 3 year term from 2015)

Katherine currently works within the inpatient occupational therapy service in Tower Hamlets and has a background working in mental health rehab and within arts charities. She has previously served a full term as public Governor for Hackney and has recently been re-elected onto the Nominations and Conduct Committee. Katherine has particular interests in improving collaborative working within the Trust and in ensuring staff at every level are supported to raise ideas and issues. She is committed to service user-led change and is keen to work with the Trust to find new ways of doing this.



Joseph Croft (3 year term from 2016)

Having worked in the Trust since 2009 Joseph recognises ELFT services as being amongst the best in the country. As a Governor he wants to give staff members and service users a louder voice in ELFT and believes their contribution is vital in steering, reshaping, and developing services - further enhancing the great work already being undertaken. Joseph acknowledges staff members encounter daily challenges which can potentially impact on staff's own mental health and he intends to put staff wellbeing firmly on the agenda.



Zara Hosany (Re-elected, 3 year term from 2017)

Zara represented Hackney as a public Governor for four years where she was Lead Governor and Quality Improvement Lead of the Council of Governors. As a staff Governor, Zara wants to represent the specific needs and views of staff as well as local communities at a strategic level to implement greater change within ELFT. Zara is a Community Clinical Psychologist working in Newham CAMHS with over 15 years of experience working in mental health services and interrelated systems. Zara considers the involvement of service users, carers, staff, and the local community to be essential in the delivery of high quality healthcare.



Simon Marsh (2 year term from 2016)

Simon has years of experience working in community development, researching need and then enabling and supporting people to develop and run local groups. He has worked with dementia patients for over seven years and currently works in a forensic rehabilitation ward. Simon is keen to share the views of service users with the Trust and Governors.



Sheila O'Connell (New Governor, 3 year term from 2017)

Sheila works in the Luton and Bedfordshire directorate and is a member of the Trust Information Management and Technology Advisory Committee which focuses on the use of and future improvements to technology within the Trust. Sheila believes that to provide outstanding care for service users, staff need to be provided with the best possible tools and support to make their jobs easier and more effective. Sheila was inspired to become a Governor when she worked alongside service users as part of the new eCPA programme. Sheila is keen to represent the views of staff to help ELFT become the best possible place to receive treatment and work.



Julian Mockridge (New Governor, 3 year term from 2017)

Julian works in the Specialist Addictions team in Bedfordshire and has worked in various community based services for the last 14 years. Julian is passionate about delivering excellent services and believes in public accountability of foundation trusts. Julian wants to be a voice for staff, patients and their families and help drive changes within the trust to ensure patients and their families receive the best possible care and staff have a positive and enjoyable working environment. Julian will act as a link between staff and the Trust Board.



Caroline Ogunzola (New governor, 3 year term from 2017)

Caroline is a registered nurse with a wealth of experience in community nursing and various roles in NHS organisations. Caroline was recently granted the title of a Queen's Nurse, a title that recognises nurses' contribution to nursing development, workforce development and quality improvement. As a Governor Caroline welcomes the opportunity to contribute, shape and influence local services, give community care staff and front line staff a voice; while demonstrating her passion for nursing and providing high quality care for patients at home. Caroline is currently leading on the implementation of a new test and learn person centred model of care in Tower Hamlets community (Buurtzorg model).



Mary Phillips (Re-elected, 2 year term from 2017)

As a public Governor representing Luton for 2 years, Mary made valuable contributions including participating in a Governors' quality improvement project. She obtained knowledge about ELFT by attending Trust Board meetings and visits to services. As a staff Governor, Mary would like to represent CAMHS staff and help enhance communication and relationships between staff and the Trust. Mary is interested in health and wellbeing and would like to develop ways to reduce staff stress and improve their experience at work.

IT Update

THE pace of technological change is breath-taking as we implement systems that help us, and our record systems, to connect and communicate. Graham Fawcett, one of our Information Management and Technology clinical champions, gives an update of recent developments.

It has been a hectic three months for the IM&T team, delivering a range of improvements across all of our systems.

Better Decision-making

A major upgrade in October to RiO, our main electronic patient record, saw the launch of Riverview, a significantly improved overview of clinical data which is already helping clinical and safeguarding teams to improve clinical decision making. The upgrade also dramatically improved the speed of access to the nationally available Summary Care Record from within RiO making it much easier for clinicians to see crucial GP clinical information.

All Information in One Place

The Health Information Exchange view of East London health services, renamed 'East London Patient Record', has continued to develop. ELFT clinicians can now see clinical data from local hospitals and will shortly be able to see some GP data. Our partners in East London are also able to see our clinical information including care plans and medical progress notes with this benefit shortly extending to GPs. These developments have dramatically cut the time needed to access information from other clinical systems replacing a process that could take a few days of faxes or playing 'telephone tag'.

There are now a range of reports, called 'editable letters', available within RiO which enable fast transfer of clinical summaries to other agencies and clinicians as required. An unexpected benefit of this function is that clinicians are now quickly accessing a summary of the clinical record from a range of perspectives.

All of this is helping to support clinicians as they think about the complex symptoms a service user is experiencing and by helping to bring relevant information together in one place. We are now able to send letters directly to GP electronic systems in much of East London. This has significantly reduced the turn round time for communicating clinical information.

Record Keeping on the Move

We are making progress with improving our other clinical system, EMIS. A trial of EMIS Mobile is now underway in Newham enabling community clinicians to enter information directly to EMIS using iPads. This is very popular with staff, providing a straightforward way of keeping clinical records up to date whilst on the move and accessing the most current information.

NHS Email Anytime Any Place

Staff migration to NHS Mail is well underway and all staff now have an NHS e-mail account which is available from any device. Staff have found that the new system takes a little getting used to but there are very helpful guides on the Trust intranet. Many staff are finding it helpful to routinely use the web based portal (from any device) rather than confining themselves to an 'Outlook' programme on a particular computer. For longer term staff all e-mails saved prior to the migration are archived in Outlook so no information is lost.

Information in Your Hand

A pilot of a mobile version of RiO, our electronic patient record, is planned which will make recommendations for how best to deploy this new functionality for the benefit of our patients. This will enable, for example, a nurse visiting a patient at home to make an appointment with a colleague and to see up to date clinical information. Ward staff will be able to use much simpler devices such as smart phones and tablets to record observations or notes and see current results.



FINAL WORD from the Chair

AS we go into the New Year, it is an opportunity to reflect on our achievements over the last year and look forward to building on these in 2018. Thanks to the efforts of our staff, service users, carers, Governors and partners we are fortunate to have had another great year maintaining our strong position as a Trust.

Our hard work is recognised nationally and internationally, over the last 12 months we have been shortlisted for 12 awards, winning six. These awards are an accolade to our staff, service users and partners alike. My congratulations to all our winners' particularly the Butabika-East London Link who won a HSJ Award, the Oscars of the Health Service. The staff who have been involved in the project over the last 10 years have done so voluntarily and have worked tirelessly to share learning and best practice, supporting Ugandan health services and also ELFT to meet our individual and joint challenges.

It is really important to reflect on what we do well to assist us to move purposefully forward and, of course, it's just as important to identify where we need to improve as a whole organisation. The Big Conversation with our staff, service users and Governors has really helped the Board understand what is important to you so that we can focus on the next stage of our journey. It was inspiring but not surprising that responses wanted to build on our care, compassion, values and commitment to improvement.

We received a clear direction to meet the physical and mental health needs of those who use our services and to do so in an integrated, collaborative way. You also told us we need to do more to create an inclusive culture, expand opportunities for staff development, ensure we continue to support creativity and innovation and invest appropriately. The Board has been passionately debating how we reshape our mission, building on our emerging 'Enjoy Work Strategy', the priorities set by patients at the Trust Wide Working Together Group and the revision of our equality and inclusion strategy.

I am looking forward to seeing what 2018 brings, secure in the knowledge that we are entering into the New Year with highly skilled, knowledgeable and dedicated staff and people with lived experience and Governors who are willing to work alongside us. Enjoy the festive season with your friends and family, and a special thanks to those who will be working over the holidays.

Marie Gabriel