

Spring 2016

TRUSTtalk

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

Break the Stigma

New Council Governors

#PersonalPixels
Photography Competition

First Trust to become Duke of
Edinburgh's Award Provider

We care

We respect

We are inclusive

East London
NHS Foundation Trust



Chief Executive FOREWORD



Dr Robert Dolan

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Spring must be the conference season in ELFT as we have already held two.

In February, we held our first Leadership Conference which brought over 200 staff from all corners of the Trust. It was an opportunity to focus on how key effective leadership is and hear some personal leadership stories from our own staff. (Page 8)

Then, in March we held our Quality Improvement conference which took place over two sites: West Ham Football Club in Newham and the Rufus Centre in Bedfordshire. All in all it involved over 300 staff with many tuning into the action from the online stream. These events bring home to me the wealth of knowledge and expertise in the Trust, and are a wonderful opportunity to share learning with each other and be inspired to look at what we can do next to improve how we do things. (Page 13)

I want to thank our governors for their support and involvement in this year's annual plan discussions which took place in February and March. This time, they included our new governors in Bedfordshire and Luton. We had some interesting and stimulating discussions. I continue to be impressed by how our governors keep us in check and guide us to develop services that meet the needs of our communities.

We have launched our People Participation Awards to celebrate to special contribution service users and carers make to the work of the Trust. (See page 9) Please think about individuals who make a difference and nominate them by 1 May 2016.

We are also running a photography competition, #personalpixels, to challenge stigma and discrimination around mental health and physical health conditions. We are inviting people to send in a photograph which sums up a feeling, a mood or a moment, good or bad. (Page 8)

Our Staff Survey results for 2015 place us in the top five trusts in the country when compared with trusts similar to ours. But we need to focus on our lower scores and look into these in greater detail to see what we can do to improve the experience of staff. Thank you to everyone who took part in the survey. The results guide us on what we need to do to retain staff and ensure we have a contented and fulfilled workforce. (Page 5)

If you want a snapshot of what it is like to work in the Trust, a new member of staff in Bedford who was once a service user, is doing a monthly blog which is on our website. (See page 8) You can read his wry account of the ups and downs of working life in ELFT.

Dr Robert Dolan

New Appointments



Borough Director for Tower Hamlets

Edwin Ndlovu has been appointed as the new Borough Director for Tower Hamlets. Edwin has vast experience as the Borough Lead Nurse in Newham and as the Deputy Director for Inpatient Services in the Forensic Directorate. He takes over from outgoing Director, Paul James, who is to retire.



Borough Director for Newham

Gill Williams has been appointed Borough Director for Newham Adult Mental Health, a job she was doing on an interim basis, prior to interview. Gill has extensive experience having previously worked in Newham and City and Hackney as Deputy Director.



Director for Bedfordshire Mental Health and Wellbeing Services

Michelle Bradley is the new Director for Bedfordshire Mental Health and Wellbeing Services. Michelle Bradley was formerly Associate Director, Mental Health and Integrated Care Commissioning for Bedfordshire CCG. Michelle said: *"It is an exciting time to join Bedfordshire Mental Health and Wellbeing Services, and as a mental health and LD nurse, I am passionate about delivering the best possible care to the people who need it."*



Director for Luton Mental Health and Wellbeing Services

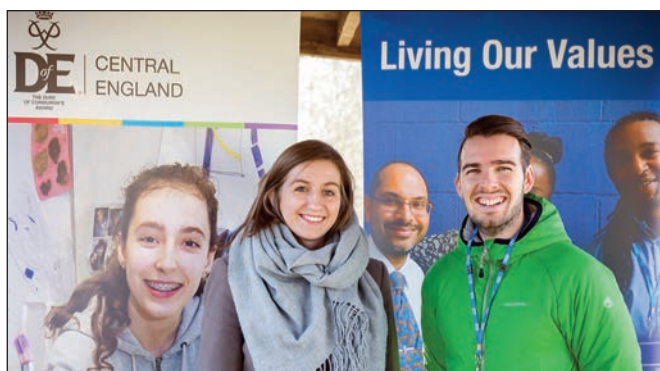
Eugene Jones is the new Director of Luton Mental Health and Wellbeing Service. He joins ELFT from Berkshire Healthcare NHS Foundation Trust and trained originally as a mental health nurse. He said *"April marks the first year of ELFT providing mental health services in Bedfordshire and Luton. I am looking forward to building on the foundations of this work and what has already achieved."*



New Non Executive Director

A warm welcome to Paul Hendrick who has joined the Trust Board as a Non Executive Director. He replaces Alan Palmer who retired from the Board at the end of 2015. Paul has a background in finance.

First NHS Trust to Become the Duke of Edinburgh's Award Provider



EAST London Foundation NHS Trust (ELFT) has become the first NHS trust in the country to run The Duke of Edinburgh's Award (DofE). The DofE programme will be used specifically to support young people using our Bedfordshire and Luton Mental Health and Wellbeing Services.

Health development coordinator Steve Muggridge (pictured with Magda Charlton from the DofE) has driven the project and cannot wait for the first group of young people to start their programmes in order to achieve prestigious DofE Awards. The licence is for Bedfordshire and Luton Mental Health and Wellbeing Services but Steve, who spent six years in the RAF as a PE instructor, also hopes to see it rolled out with the Trust in London.

"I am really excited about this project," said the 31-year-old from Bedford, who will complete his Expedition Leader training in the coming weeks.



"We see the DofE as a fantastic opportunity to really help service users in the community. It helps build confidence, improve physical fitness, sets a routine and provides clear goals. All of these can only benefit young people looking to regain a sense of structure and hopefully further their education or find work. We believe that by providing both mental health and

physical health support that our service users can really progress. The DofE will also be open to anybody, we won't exclude anyone."

Training will be provided to service users in the community but he also plans to promote the DofE with inpatients as part of their recovery plan when they go home. The DofE is open to young people aged 16-24 and will be offered to any service users in that age bracket. For the Bronze Award they are required to complete an hour of physical activity, an hour learning a new skill and an hour volunteering every week.

The six-month programme finishes with a two-day expedition, which will be led by Steve. He is the Trust's registered DofE Leader and he is now looking for volunteers to help support the programme. Email steve.muggridge@elft.nhs.uk if you would like to get involved.

"As a Trust we feel honoured and privileged to run The Duke of Edinburgh's Award. The Charity has spent the past seven decades transforming the lives of young people and we want to use its values – from being physically active to helping others – to give mental health service users the same opportunities for a brighter future."

- John Wilkins

ELFT Deputy Chief Executive and Chairman of Bedfordshire and Luton Mental Health and Wellbeing Services

"We are delighted that East London Foundation NHS Trust will use the DofE to support clients using its Bedfordshire and Luton Mental Health and Wellbeing Services at the start of our Diamond Anniversary year. The wellbeing of young people today is something we as a Charity feel is highly important and we want to encourage and enable all young people, from any background or circumstance, to develop vital skills that will help them through life and in work."

- Phil Brown,

Regional Director for Central, Speaking on behalf of the DofE

Joyce Campbell Health Visiting Team Celebrate World Book Day



THE Joyce Campbell Health Visiting team took part in World Book Day at a local children's centre and nursery. They saw 70 families and provided advice and information about speech and language development including games to play at home. They promoted the importance of reading with children and provided information about bilingualism as well as answering any questions parents had regarding their child's speech and language development.

From S.A.V.E. to "You Said... We Did"

A service user led evaluation of Ruth Seifert Ward, a psychiatric acute ward in City and Hackney



RUTH Seifert Ward has been carrying out a service user involvement project called "The S.A.V.E. Project". S.A.V.E. stands for "See the Alliance, Value the Experience" an acronym developed by service users on the ward. The projects of aimed to give service users a meaningful opportunity to feedback about their care on the ward and give service users a meaningful voice.

The project was presented by staff and a service user to the Hackney Clinical Commissioning Group (CCG) and the feedback has been very positive. We have since developed the "You Said... We Did" board to share the outcomes and show how we are driving improvements.

"Service user feedback adds value to how we run our services and drive improvements. The board lets our patients know that their voice matters and we're acting on their feedback. Thank you to all of the service users and staff who have been involved so far."

- Ade Odubanwo, Project Manager

Templates are on the intranet, or if you would like to know more please contact Ade Odubanwo
adewunmi.odubanwo@elft.nhs.uk

BME Stakeholder Event in Luton



MORE than 50 members of the public attended the meeting organised by Luton Mental Health and Wellbeing Services to discuss BME access to mental health and wellbeing services.

Associate Director of Social Care, Gail Dearing, addressing the group, noted the meeting marked the start of work to ensure the 'super diverse' town was reflected in the people receiving mental health support and also in the people working in mental health services.

"Today is about starting a big piece of work on community engagement. We want to get out and talk to as many people as possible about how we improve mental wellbeing, especially through awareness and early intervention."

- Gail Dearing
Associate Director of Social Care

A series of workshops were also held on the day to pool opinion about how to improve awareness in Luton's BME communities of mental health issues and the help available. The BME event was organised by Gail along with Catherine Aganoglu from the Roshni team, which supports members of the Asian community, and Benson Wambua from the Ashanti team, which supports adults from African and Caribbean backgrounds.

Gail also spoke to visiting members of the Polish community about mental health at a Polish Day event on Saturday, January 23. It was organised by the newly-formed Polonia, a Polish community group for Luton's Polish community and held at Luton Irish Forum.

Inpatient GP Services

An In-house GP Service is available on mental health inpatient wards in London for patients with physical health issues which require a GP assessment. This will enable staff and the individual themselves to manage physical health concerns as well as their mental health as they are inextricably linked. Posters have been sent to all wards reminding staff how they can refer a patient and there is referral information on the Trust intranet.

Minister Visits Bedfordshire Services



A senior Government figure has praised the work of Trust staff after visiting services in Bedford. Rt Hon Alistair Burt, Minister of State for Community and Social Care, visited the Employment Service and the Child and Adolescent Mental Health Services (CAMHS).

The MP for North East Bedfordshire spoke with service users and Employment Service staff who have been involved in a community-based project providing employment support to people who have had an episode of mental illness or ongoing mental health issues.

Later, the Minister met with a range of staff within the multidisciplinary CAMHS team who provide a variety of clinical interventions to young people experiencing moderate to severe mental health issues.

"It's important that people with mental health issues get the right treatment when they are unwell and good aftercare. That's why the work undertaken by the Employment Service in Bedford is such a vital resource. I have been very impressed by the Individual Placement and Support team that aims to help those who have experienced mental health issues to find employment that suits them as part of their recovery. The CAMHS team at Rush Court work incredibly hard to support young people. I was glad of the opportunity to thank them. There are a number of impressive services, such as the home treatment team that prevents high risk young people being admitted to hospital unnecessarily. They have forged relationships with local schools, GPs and A&E departments and are part of a national pilot scheme meaning every school will have a dedicated consultant psychiatrist. I look forward to hearing more about this."

- Rt Hon Alistair Burt,
Minister of State for Community and Social Care

Management and Leadership Development Programme Graduates 2015



The first two cohorts of the Institute for Leadership and Management (ILM) Certificate Programme participants have successfully completed their studies and graduated with flying colours.

These nationally accredited programmes were aimed at further developing the management and leadership skills of first line and middle managers across all professions in the Trust. ILM programmes take up to 9 months to complete and requires participants to attend classroom based session as well as completing work based written assignments. The feedback from the 2015 graduates has been exceptionally positive and the Trust will be offering more ILM certificate programmes in 2016. For more info contact Hasan Cagirtgan, Associate Director Learning and OD.

Psychiatric Mother and Baby Units in the News



WITH the gripping *EastEnders* storyline about new mum Stacey being parted from her baby while admitted into a psychiatric unit, Mother and Baby Units were suddenly in the news. Staff from the Trust's Mother and Baby Unit in Hackney had been approached by the BBC and advised the soap's writers and producers in developing the storyline. Justine Cawley, Clinical Nurse Manager and Sasha Singh, Modern Matron worked closely with the *EastEnders* team to ensure the storyline was authentic as possible. The BBC website published a blog which featured them, the Hackney Gazette ran a double page feature on the unit and Hackney Today featured them too.



In real life, unlike Stacey, pregnant women and new mothers across East London can access mental health care and stay with their babies at a critical time in the baby's development. The unit enables mothers and their infants to develop their unique bond, whilst ensuring that mums can get the specialist psychological help they need to recover.

The storyline was timely as the unit has just undergone refurbishment to expand the number of beds to 12 to allow the team to look after more women. The unit is a facility for people in Newham and Tower Hamlets, as well as City and Hackney. It provides care to women with a pre-existing mental illness who are at risk of becoming unwell or women who develop mental illness during pregnancy or after the birth.

Its proximity to the maternity unit at the

Homerton University Hospital Trust enables women who are admitted for treatment of their mental health to be transferred in a timely manner accompanied by staff they know, to ensure a safe delivery if they are pregnant and be treated in an environment where both their needs and the needs of the baby are met. Paediatric services are also close by if needed.

All of the rooms are equipped to accommodate mothers with their babies and are fitted with nurse call buttons should a mother require support or assistance.

Uniquely, there is a specially designed room to support women with twins. The unit can also accommodate women with a physical disability. A spacious room has been designed to accommodate mobility needs and/or use of a wheelchair.

Babies are expected to sleep with their mother in their room. However, in situations where the mother is unable to care for her baby, there is a nursery with staff in attendance. The nursery is visible at all times and accessible to mothers and families.

A specially designed infant's bathroom enables mothers to bath their babies easily and safely. Staff can support mothers with breastfeeding. For those not breastfeeding, mothers can prepare milk for their baby in a well-equipped Milk Kitchen which has sterilising equipment and other items to assist with the baby's nutritional needs.

There is a sensory room which incorporates the use of light and sound to help promote engagement between the mother and baby. Fathers are also able to access this space to spend time with the mother and baby.

A key feature is a large courtyard garden with a children's play area to provide a safe stimulating outside space for women and their older children. The refurbishment has added a conservatory that allows access to natural light and additional space for visiting with families and facilitation of groups and activities.

ELFT Still in Top 5 for Staff Survey Results

THE 2015 NHS Staff Survey results were published in February. The results were very encouraging for the Trust with staff reporting high rates of job satisfaction and motivation, a strong sense of team working, a high level of support from line managers and good communication with senior managers.

Our score places us in the top five in the country for mental health and community trusts. (Joint fourth in fact!) Our staff engagement score remains high with a summary score of 3.93, well above the national average when compared with trusts of a similar type which is 3.81.

There are some excellent scores, and in some cases, the Trust has some of the best scores in the sector. For example, on staff looking forward to going to work, quality of appraisals, learning and development, and communication with senior management.

It is, however, a mixed picture as our lowest scores reflect that staff do not always feel there is the opportunity for career progression and consider there to be discrimination in the Trust. We also registered high scores for incidents of harassment, bullying and abuse which will be a particular focus of our action plan going forward.

Our Quality Improvement Programme has supported staff throughout the Trust to really engage in making improvements in the workplace and helped us to focus on tangible changes that add value to patient care and to our working lives.

We are grateful to all staff who took part in the Staff Survey and for sharing their views. It has given us the opportunity to continue working to improve on the areas that have been highlighted as important.

This feedback is extremely important in helping shape the actions we will take in the future to create a work environment that is not only productive but also rewarding for all our employees. We have thanked our staff for their continued commitment and support, and on-going focus to deliver the highest possible quality of care to our service users. A Trust-wide and directorate level action plans are currently being developed in response to the survey results.

Break The Stigma

BEN Salmons has joined the Trust to lead and orchestrate a local campaign in Bedfordshire against mental health stigma. Ben came up with the idea of asking people to write their thoughts about mental health on a specially designed board, and to take their photograph holding their words. This has resulted in some powerful photos and striking statements from local people in Bedfordshire and Luton. Deputy Director of Nursing, Diane Hull, has recruited service user Ben to continue this work both within services and in the local community.

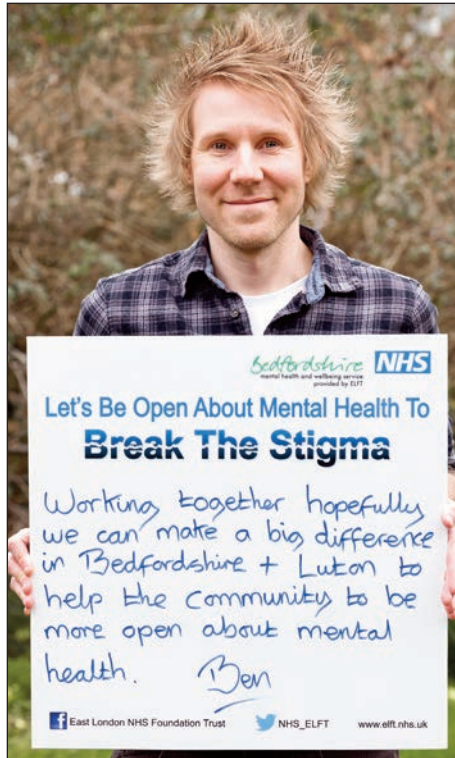
What inspired you to try out this out idea?

I have a real passion for wanting to break the stigma surrounding mental health due to battling my own mental health difficulties and not getting help for many years because of the stigma. I hope this campaign will help to raise awareness about mental health and to know it's ok to talk and ask for help as I don't want others to end up where I did, before I got the help and support I needed to cope with my mental health difficulties.

What has been the response to your campaign?

The response has been really positive from people as many want to help break the stigma surrounding mental illness. Some who have written messages on the

board made contact with me through social media after seeing the campaign online. It's lovely how open people have been with me about mental health and how inspiring their messages are.



How are you spreading the word about the campaign? I am going out talking to people at events, going in to organisations and speaking to the general public. Social media has been a fantastic channel in reaching a wider audience. The images of the messages people have written on the boards have been shared many times online. To hear that someone went to their GP for help after reading one of the messages meant so much to me. This is what I really hoped the campaign would do. The next step is to get the images printed and displayed out in public places for all to see.

What do you hope to do within ELFT to further the campaign? The support I have had from staff within ELFT has been fantastic. Work has already started on getting a feature on the wall in every inpatient unit in Bedfordshire and Luton about the Break The Stigma campaign. I hope working together we can make a big difference in the county by getting as many people as possible in the community to be open to talk about mental health.

Where can people view your photographs?

f LetsBeOpenAboutMentalHealth

t LetsBreakStigma

How can people contact you if they want to get involved?

Please email ben.salmons@elft.nhs.uk

Execs meet with local students



THE Trust organised a careers day in partnership with East London Business Alliance (ELBA) for local college students. Over 40 students attended and had the opportunity to interact with different departments from across the Trust, including Medical Staffing, Finance, Pharmacy, Psychology, Nursing and HR.

The students meet with senior clinical staff from the ELFT Leadership Programme to find out about careers and progression within the NHS. The feedback was positive with students saying that 'the NHS is an employee-centred organisation'.

Central Number for Mental Health Community Services in Newham 020 8288 5100

All referrals will be received by the Assessment and Brief Treatment Team on the above number, who will assess individuals, plan of care and provide initial treatment and interventions for up to 6 months. Two new Recovery teams will provide support and intervention for people with ongoing mental health support needs who no longer require a longer term service.

Medically Unexplained Symptoms Project Awarded Funding

The Trust has been awarded funding by the Health Foundation to share findings from a pilot project on developing an innovative and integrated care pathway for patients with medically unexplained symptoms. Professor Frank Röhrich, Associate Medical Director at the Trust, is leading on this work. *"I am delighted the Health Foundation awarded us funding to as part of their work to spread improvement and support dissemination. The project has allowed us to explore how to best develop an integrated care pathway across East London for patients with functional bodily distress symptoms. Patients who took part in the project appear to have benefited from the holistic approach to care. Most importantly the findings showed a reduction in the number of physical health complaints reported by patients and an improvement in the feedback given by patients relating to their quality of life. In addition, patients used medical services less in the six months after their involvement with the project."*

- Professor Frank Röhrich,
Associate Medical Director

time to change time to talk day 2016

let's end mental health discrimination



ACROSS the Trust, staff and service users joined people all over the UK to mark **Time to Talk Day**. From Luton to Hackney, we ran a number of events to encourage the public to get talking about mental health.

Around 1 in 4 people experience a mental health problem, with many people afraid to speak about their own experience. **Time to Talk Day** was an opportunity to break the silence and misconceptions that are associated with mental health.

In **Hackney**, the CAMHS team ran a Tea, Cakes and Conversation session for parents; children and young people to speak about their experiences of living with children and/or young people with mental ill-health. Whilst the mental health care of older people team held information stall in Homerton Hospital where they spent the day engaging with local people about older mental health, sign posting services and offering guidance.

The **Newham** IAPT service held an information session in East Ham Library

where they spoke to local people and students about the service, how to get help and the benefits of talking therapies.

In **Bedford**, a Parent and Carer Coffee Morning was held at the CAMHS service. The team invited families to meet staff and other families in a relaxed environment. The event was well attended with families and young people discussing the mental health issues that young people face.

In **Luton**, staff teamed up with Polonia, the town's recently-formed Polish community group. They held a snack-and-chat event which coincided with national Polish Doughnut Day. They gave away free Polish doughnuts and got chatting with locals about mental health. They were also joined by Healthy Muslim Minds, a new group which has been set up in Luton by a group of volunteers to raise awareness about mental health in the Muslim community in Luton and to address the stigma.



Frozen Unicorns of Newham Triumphant Swim

CONGRATULATIONS to Julia DeGruchy, Charlie Tyack and Hannah Balderson from the Newham Learning Disabilities team who completed charity swim in 1.5 degree temperature water. They raised over £800 for Crisis, the national charity for single homeless people.

Crisis

EHIC Posters

THE Trust is issuing posters to be displayed in all Trust sites asking patients hailing from Europe to bring their European Health Insurance Card (EHIC) when attending an appointment.



Please show your EHIC

Bulgarian
Европейските посетители трябва да показват валидна ЕЗСК (Европейска здравноосигурителна карта), в противен случай може да се наложи да платят за здравеопазване.

Italian
I visitatori europei dovranno esibire un documento EHIC (European Health Insurance Card (l'equivalente della italiana TESSERA EUROPEA di Assicurazione Malattia) valido; in caso contrario, potrebbero incorrere in costi al fine di ricevere l'assistenza sanitaria.

Polish
Osoby przyjeżdżające z krajów europejskich powinny okazać świadectwo ubezpieczenia Europejską Kartę Ubezpieczenia Zdrowotnego/EKUZ (ang. EHIC), w przeciwnym razie mogą być zmuszone do poniesienia kosztów opieki zdrowotnej.

European visitors should show a valid EHIC (European Health Insurance Card), otherwise you may have to pay for healthcare.

Lithuanian
Lankytisai europiečiai turi parodyti galiojantį EHIC (Europos sveikatos draudimo kortelę), kitu atveju gali tekti mokėti už sveikatos priežiūros paslaugas.

Romanian
Vizitatorii europeni trebuie să prezinte un card EHIC (CEASS (card european de asigurări sociale de sănătate)) valid, în caz contrar vor trebui să plătească pentru asistența medicală.

Spanish
Los visitantes europeos deberán mostrar una tarjeta sanitaria europea (TSE) válida, o de otro modo es posible que tengan que costear gastos en sanidad.

East London **NHS**
NHS Foundation Trust

It is important that we establish where patients are from to make the best use of local NHS resources. There are mechanisms which the Trust can expedite to reclaim money from countries where we have reciprocal agreements when caring for their citizens. This will enable us to bring back money to the Trust.

The Trust has a good track record for claiming back healthcare costs where we can, but in the current financial climate, we need to make even greater efforts to ensure we make the most of our resources and legitimately reclaim costs, as other countries do when UK citizens need healthcare abroad. Last year, the Trust was able to bring back £500k from Out of Area Treatment (OAT) claims from the European Economic Area.

If you have any questions or queries about the EHIC process, please contact the Overseas Visitor Team on 020 7655 4179 or email: Cyril.Okolocha@elft.nhs.uk or Chetna.Mehta@elft.nhs.uk

Mentor of the Year

Congratulations to Ralph Cheung who has been voted Mentor of the Year. Ralph is based with the Tower Hamlets Early Intervention Service (THEIS) but is currently on secondment to the Tower Hamlets Community Recovery and Resettlement Team, which is also receiving an award.

#PersonalPixels Photography Competition

THE Trust is running a photography competition to encourage people to take photos and images which capture the essence of mental health and wellbeing. The competition is open to all age groups. It runs until 29 April 2016. The winning entries will receive a prize and be part of a pop-up exhibition which will tour around a range of Trust sites in London and Bedfordshire during the summer.

The theme is 'That feeling when...'

A photograph which captures a moment, an emotion or a mood. Simply take your photo and email it to the Trust with a brief description of the background to the photo and what feeling it sums up to you.

"We would love to receive images which capture the whole range of emotions - a great punch the air 'eureka' moment or a moment of exasperation, irony, amusement, glee, anger or frustration. A gallery of the emotions we all experience. Today, everyone is a photographer either on their phones, tablet or camera, so we hope the competition will capture your imagination and help us think about mental health wellbeing."

- Stephen Sandford, Arts Therapies Lead

Mental illness is far more common than many people think, yet it is still often met with ignorance and discrimination. The Trust hopes that showing life with all its ups and downs will be a way of stimulating discussion, promoting understanding and changing attitudes.



"We hope to gather a collection of photographs that will promote a better understanding of mental health issues, celebrate the good times and acknowledge the difficult times we all face. With support and understanding, we can help one another and challenge stigma."

- Dr Navina Evans, Deputy Chief Executive

For full information about the competition rules, criteria and how to submit your entry, go to the Trust's website: www.elft.nhs.uk (The competition is limited to only one entry per person.)

ELFT Arts and Wellbeing Group

A new Arts and Wellbeing Group has been established in the Trust to enable staff and service users to explore and implement new ideas to improve and enhance the settings where mental health care is provided.

This could be new and better art and design to improve the clinical environment or increasing access for service users and staff to participate in a range of arts programmes to promote health and wellbeing.

The #PersonalPixels photography competition is the first initiative the group has launched and there are some exciting ideas about radically changing a ward to environment to improve care for inpatients.

Any service users or staff interested in joining the group would be most welcome. Please email Stephen Sandford Arts Therapies Lead at: stephen.sandford@elft.nhs.uk



New Blog: A Piece of My Mind!

Follow Thomas Carr, a new member of staff and an ex service user, during his first year working for the Trust. Thomas works as an administrator in the Weller Wing in Bedford Hospital. He will blog monthly for a year about the ups and downs of working life on a busy inpatient ward. Go to 'Trust Blog' on the ELFT website: www.elft.nhs.uk/Blog/A-Piece-of-My-Mind

First ELFT Leadership Conference

OVER 200 staff from London, Bedfordshire and Luton came together for a Leadership Conference on 26 February. Chief Executive, Dr Robert Dolan, opened the conference by sharing his own person journey as a leader. He cited being brave, believing in yourself, finding out who holds the purse strings and a lot of luck as the key ingredients to success!



Professor Michael West, Head of Thought Leadership from The King's Fund and Lancaster University Management School, was the keynote speaker at the event. He is regarded by many as the guru on NHS leadership. He spoke about leadership in its many guises, but focused on the importance of compassionate care and being compassionate to one another.

He cited a number of studies to explain what about good leadership is and what its impact is on retention of staff, attitudes of staff and the resulting care of patients. He took questions from the audience and afterwards recorded a podcast for staff who were not at the conference.

Lorraine Sunduza, Deputy Director of Nursing, spoke about leadership from the perspective of being a black female. She said she became aware that in attaining her role, that she represented possibilities to many others.

Dr Dudley Mann, Clinical Director for Newham, spoke about his leadership path. He spoke of people that he admired that influenced him along the way, that he saw make things happen, and of being given the opportunity to try new things and test new ways of doing things.

There followed a workshop where attendees shared learning and experience in their own careers of good leadership.

In feedback after the event, staff valued coming together as one Trust to have time to think and reflect on leadership in the Trust and their own role as leaders.

Who Will You Nominate for a People Participation Award?



The categories are:

- Interview Panellist Award
- Peer Support Worker Award
- Staff Trainer Award
- Volunteer of the Year Award
- People Participation Award for Quality Improvement
- Patient Feedback Award
- Chair's Award (Project of the year)
- Chief Executive Award (Person of the Year)

THE Trust is determined to be the best provider of mental health and community health services and the achievement of that ambition is underpinned by a meaningful and productive partnership with our patients. The People Participation Awards is a new initiative to celebrate those who have made a special contribution to the Trust.



"We recognise service users and carers as essential members of our multi-disciplinary teams, assisting the Trust to be the best through their defining, delivery and evaluation of all aspects of our work. One of the ways we do this is for service users and carers to help us in various ways via the People Participation Team. The People Participation Awards are another way for us to say thank you and recognise the critical contribution of every patient who works with us."

- Marie Gabriel, Trust Chair

Who can nominate? Anyone can nominate, including staff, service users and external bodies.

Why should I nominate? Across the Trust service users, carers and volunteers are working with staff and helping the Trust to improve our services. The awards are an opportunity to celebrate their achievements and valuable input. Have a think about who goes the extra mile, who has used their experience of mental health to support peers and educate staff?

How to nominate? Take some time to fill in the nomination form, think about the category and the nomination criteria. Make sure you cite examples and demonstrate why the nominee should be shortlisted.

Download the nomination form the intranet. Please submit your nomination by email to: paul.binfield@elft.nhs.uk no later than 1 May 2016.

Who will decide on the winners? A judging panel made of staff, service users and the people participation team.

For more information about the awards contact People Participation Lead paul.binfield@elft.nhs.uk

OUT and about in the community

Sickle Cell & Thalassaemia team goes to church



THE Sickle Cell & Thalassaemia team were invited to participate at the annual women's conference by Pastor Chioma Emmanuel and her husband Pastor Ade Emmanuel. Pastor Chioma Emmanuel is the founder of Grace Ministries which is a church in the middle of Custom House on Freemason Road.

Sekayi Tangayi Service Manager/ Lead Specialist Nurse and Dr Akwasi Yeoboah, Consultant Paediatrician in Sickle Cell & Thalassaemia spoke about the conditions and available services.

The event was well received and the attendees lots of questions. This was a great opportunity to interact with the general public and raise awareness of the Sickle Cell & Thalassaemia service in Newham.

Staff Raise money for Pancreatic Cancer Research

Three staff from Twinwoods are taking part in the Silverstone Half Marathon in memory of colleague Sandra Hukin who sadly died from pancreatic cancer.

They are raising money for Pancreatic Cancer research, to donate visit www.justgiving.com/patrica-brodie



Collecting Supermarket Active Kids Vouchers

The Education department at the Coborn Centre for Adolescent Mental Health is collecting Sainsbury's Active Kids vouchers. The vouchers can be used to purchase sports and cooking equipment for the young people admitted to the unit. If you or anyone you know shop at a supermarket issuing the vouchers and you don't need them, please send them to the The Coborn Centre by 3 May 2016. They will make good use of them! Send them to: The Education Department, The Coborn Centre for Adolescent Mental Health, Cherry Tree Way, London, E13 8SP

Sad News in Luton

Colleagues in Luton were saddened to hear the news that Doreen Crouch, a popular former member of staff at Charter House in Luton, died in January. Doreen was a receptionist for more than 25 years and was known and respected by all. Staff from the Trust attended the funeral.

Trust Launches Two New Websites



The THEDS website provides information on how to access services for young people in Tower Hamlets who have concerns about their mental health. It also offers lifestyle advice and information about other resources available to young people. www.theds.elft.nhs.uk



The Primary and Integrated Mental Health Care website is part of our commitment to developing integrated mental health care pathways across traditional primary and secondary care boundaries. The website is aimed at primary care practitioners and provides a range of training resources to enhance knowledge and skills on recognition, diagnosis, treatment and care pathways of psychiatric disorders. <http://primary-mentalhealth-care.elft.nhs.uk>

Trust Pilots UK's First Digital Personal Child Health Record



THE Trust has been selected to pilot an exciting new project that will transform the way parents track their child's health and development. We will be joining a select number of Trusts to deliver the UK's first digital personal child health record in Newham.

The Redbook also known as the Personal Child Health Record (PCHR) is a national development record that is given to all parents at the point of a child's birth. The record is used by GPs and healthcare professionals to track developments such as weight, height and general health.

The eRedbook is an online version of the existing, paper-based Redbook that is created, updated and maintained by the parent and healthcare professionals. The eRedbook comes with an array of digital tools that will give parents greater

access and involvement to effectively manage their child's health from day one.

How to create an e-Redbook?

The eRedbook is freely available to parents in Newham; it is quick and easy to set and you can access it via smartphone, tablets, PCs and Laptops. To register your interest and sign up to the pilot please go to www.eredbook.org.uk/ELFT

Should I stop using my paper Redbook?

The eRedbook is not replacing the paper based Redbook. Please note that while the eRedbook is being developed and tested we are asking parents to continue to use your paper Redbook along the eRedbook.

Who should I speak to about getting involved?

Please contact your Health Visitor or email us on healthvisitors1@nhs.net for more information.

Supporting Families in Hackney by Vicky Rodrigues, Clinical Nurse Specialist, City and Hackney CAMHS



THE Hackney CAMHS team ran a non-violence resistant (NVR) programme to help parents and carers manage violence and harmful behaviours in adolescents.

The sessions aimed

to restore individual strength and self-respect of parents and promote caring and respectful relationships in the family and wider communities.

The programme was led by the Conduct Disorder Pathway

clinicians and ran for a period of 12 sessions with nine parents graduating from the course. The attendees learnt to use psychological therapies methods to manage conflicts and improve their confidence and reclaimed their skills:

"I really enjoyed meeting weekly with parents going through similar issues. The staff were very helpful and made it a safe comfortable environment to teach, but also to listen and advise."

"The course has been far more invaluable than I could have imagined."

Since then the parents have arranged to set up an informal parenting group for continued support. The next course will start in March 2016.

Civil Servants Experience Life at ELFT

21 senior civil servants from the Department of Health (DH) spent time in the Trust on 15-16 March, to do two day placements in a variety of clinical settings, as part of the DH's Connecting Programme.

Congratulations to our Band 5 Nurses

Well done to the cohort of nurses who have completed the Band 5 Development Programme. The programme covers a range of topics including organisation culture, Mental Health Act, compassion and quality improvement.

Integrated Care - A Staff Perspective

THE Integrated Care agenda brings together health and social care professionals to work closely together to provide care that crosses the boundaries between primary, community, voluntary, acute and social care services.



Ruth Martin, a mental health practitioner in the City and Hackney directorate, talks about the benefits of integrated care from her perspective.

One Hackney is an excellent example of

how integration can yield better outcomes for service users. One Hackney is comprised of a number of different services across all sectors and professions, all working together to support those people in the borough who require an effective coordinated response to their care.

I am a mental health practitioner and a social worker by background. In previous mental health teams I have worked in, communication between services was often lacking and this would ultimately be to the detriment of service user experience.

However, One Hackney was set up with the specific intention of opening up the channels of communication so that collaborative working is made easier and relationships across teams/services is strengthened; I feel that respect and trust amongst professionals is more likely to develop when practitioners are given opportunities to meet with their colleagues and share ideas and resources within an integrated forum.

Regularly attending multi-disciplinary team meetings at GP practices has helped to engender a better understanding of each other's roles and responsibilities. Similarly, quarterly quadrant meetings (Hackney is split into four quadrants for the purposes of One Hackney) are another opportunity for sharing knowledge and best practice, and also to bring up any issues or concerns.

Finally, as One Hackney is a mixed economy of service provision, and has particularly strong links with the voluntary sector, I have been able to work in a more flexible, creative and person-centred way.

Vanguards One Year Old

March marked one year since the THIPP became one of the first 29 vanguards to be announced. Across the country, vanguards are leading a national NHS programme aimed at transforming care for patients, communities and staff in towns, cities and counties across England.



Dr Karl Marlow is a Consultant Psychiatrist and the Clinical Director for Adult Mental Health in Tower Hamlets. The Trust is part of the Tower Hamlets Integrated Provider Partnership (THIPP)

which is bringing health and social care organisations together to provide care together.

I think people with mental health issues will benefit greatly from an integrated care approach.

The person at the centre should not need to navigate systems nor diagnose their own needs to find care. So this is a welcome change to the previous retelling of repetitive autobiographical stories to different professionals. Patients can have their care coordinated for multiple conditions with a single healthcare record that everyone involved contributes to.

This approach is already in place to some extent in Community Mental Health Teams (CMHTs) where local authority social care staff work side by side with NHS health care staff. The next step is to incorporate physical health needs and address these in this same manner.

The quality of the individuals' care is enhanced with different specialists working with the whole person rather than with one specific aspect of their health.

The biggest change for staff will be the breakdown of team and professional silos. This collaborative approach we are talking about requires trust to be established within the integrated team and the lowering of barriers between organisations. Staff may be more exposed to scrutiny but also to innovation and new ways to see patients.

I can see that more rapid and flexible responses to need will lead to greater prevention and early intervention. Medication will be more regularly reviewed as it will be everyone's responsibility, so less harm will be caused by overuse or potential side effects. If people can enjoy better health with this approach, they can be involved and self manage their own care. This will empower them and give them control.

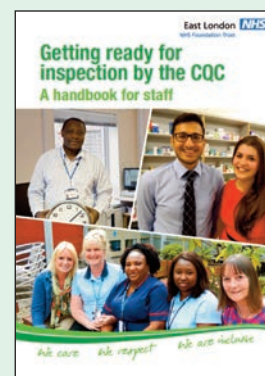
CQC Inspection Date Announced

THE Trust is getting inspection ready following notification from the Care Quality Commission (CQC) that it plans to inspect our services in June. The inspection will take place over a two-week period with a focus on the Trust's London-based services w/c 13 June, and Bedfordshire and Luton-based services w/c 20 June 2016.

The CQC's new-style inspections, launched in 2014, take a more in-depth approach to appraising the quality of care NHS organisations provide for patients. Structured around five 'key lines of enquiry' – are services **safe, effective, caring, responsive** and **well-led** – inspections comprise onsite visits, information and data reviews; plus interviews and meetings with staff, patients, families, carers, FT members and key partner organisations. There will be a number of opportunities for people to get involved and give feedback both before and during the inspection process. The CQC have a webpage for anyone to give feedback about the Trust. You can access this via the CQC website or from the homepage of the Trust website.

"We welcome the opportunity for external review of the care ELFT provides against best standards of care nationally. Having been part of a number of inspection teams at other trusts, I know that the process starts from a positive standpoint and ambition to see the best outcomes for patients. This is our chance to show how we put into practice the values of care, respect and inclusivity, so as to make a positive difference to all the patients in our care."

- Professor Jonathan Warren,
Director of Nursing and executive-lead



For more information on the CQC and its inspection regime, visit www.CQC.org.uk or see the home page of the Trust's website: www.elft.nhs.uk

WE'VE GONE SMOKE FREE



All inpatient sites in East London are now smokefree. This means that staff, patients and visitors are not be able to smoke on these premises.

Smoking is the largest single cause of premature deaths and preventable ill-health in England, with one in two smokers predicted to die from a smoking-related disease. It is important that as a health and wellbeing organisation we are promoting a positive overall health message, this includes both physical and mental health.

People who have a mental health illness have a 10-20 year reduced life expectancy and smoking is one of the main causes of this. There are higher rates of smoking prevalence amongst people who have a mental health illness and it is our duty to reinforce the positive aspects of stopping smoking within this group of service users.

Pharmacy teams have been working closely with service users and staff with weekly smoking cessation clinics, Nicotine Replacement Therapy and general wellbeing advice. The Trust is working towards becoming completely Smoke Free by 2017.

"We know that smoking can affect a person's physical and mental health, that is why we are helping our patients to go smoke free and deliver the best possible health outcomes for them. Quitting smoking can help increase self-confidence and relieve stress, anxiety and depression in the long-term."

- Dr Paul Gilluley, Head of Forensics Services

Mindfulness Helps Prevent Gambling

by Lawrence Young

BUILDING on a series of awareness and therapeutic groups for problem gambling, the City and Hackney BME Access Service and the third sector community organisation, Vietnamese Mental Health Services (VMHS), collaborated to develop a mindfulness group to address problem gambling amongst members of East London's Vietnamese community.

The three group sessions, facilitated by Tan Ho (VMHS), Dr Aradhana Perry and Lawrence Yong (BME Access Service) served as a way of monitoring service users' progress and providing continued support for the recovery process. The sessions were specifically adapted for the Vietnamese community and

Patient rights. Our responsibility.



LOOK out for the Mental Health Law team who are taking themselves out and about as part of the new **Patient Rights. Our Responsibility** campaign.

Team members Jo Turner and Emma Crivellari are raising awareness of mental health legislation and will be visiting sites across the whole Trust. Their campaign is focused on offering support to staff

about using the legislation for best practice, and promoting to patients how the Mental Capacity Act, including the Deprivation of Liberty Safeguards (DoLS) are there to protect them, enable and empower them to make their own decisions wherever possible.

So far over 100 staff have become Mental Capacity Act (MCA) champions and over 600 have completed the foundation training that Jo has been running since April 2015.

New literature has been produced to back up the face-to-face support, including leaflets for patients, a ten point guide for staff and new or updated policies MCA and DoLS.

In addition, Mental Health Act policies on consent to treatment, community treatment orders, monitoring the mental health act, tribunals, responsible clinicians and nominated deputies and place of safety have also been created or updated (all available on the intranet and website). This has been partially in response to the changes set out in the latest publication of the Mental Health Act Code of Practice in April 2015.

Jo explains that the awareness drive has been boosted by the announcement of the Trust's forthcoming CQC inspection and her role as an inspector on visits to other trusts.

"Legislation is there to guide our work and in many cases protect vulnerable patients who may not be able to make decisions for themselves. As inspectors we don't go into care environments and expect staff to remember the legislation verbatim, but we do expect them to have a good understanding and be practicing in the spirit of the Acts. That can often boil down to observing that staff are caring for patients in line with the five MCA principles [see below], including demonstrating collaborative care planning in documentation."

- Jo Turner

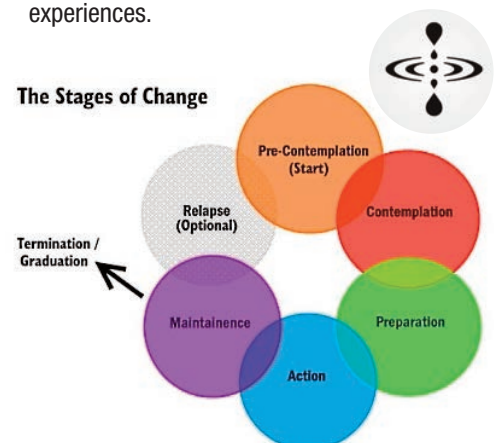
Mental Capacity Act Principles

1. Every adult has the right to make decisions for themselves. It must be assumed that they are able to make their own decisions, unless it has been shown otherwise.
2. Every adult has the right to be supported to make their own decisions. All reasonable help and support should be given to assist a person to make their own and communicate decisions.
3. Every adult has the right to make decisions that may appear to be unwise to others.
4. If a person lacks capacity, any decisions taken on their behalf must be in their best interests.
5. If a person lacks capacity, any decisions taken on their behalf must be the option least restrictive to their rights and freedoms.

incorporated elements of cognitive-behavioural therapy to help service users gain insight into situations that could be "high risk", triggering lapses in gambling behaviour. Examples reported included: feeling sad and lonely, using alcohol and being unable to work.

Through consultation with VMHS, the practice of mindfulness, which draws on Eastern philosophy, has been suggested as preferable for some members of the Vietnamese community and thus elements of mindfulness-based relapse-prevention were used to help service users notice urges to gamble – sometimes known as "surfing the urge". Once service users are more able to notice temptations to gamble, they may be more able to choose alternative actions that are more in line with their life values. Some service users

fed back that they would consider using mindfulness more regularly as part of their recovery and all service users reported valuing having a non-judgmental space to share their experiences.





Our 2nd Annual QI conference was held on 22 March.

We welcomed 350 people at our East London venue West Ham United, 100 people to the Rufus Centre in Bedfordshire and a few hundred more watching online via our live webstream of the event. On the day we celebrated our first 2 years of QI at ELFT

and looked forward to further progress. We shared the great work of QI projects across the Trust through presentations and posters. We held an interactive question and answer session with Trust leaders around service user engagement and leadership for improvement. We welcomed keynote speakers Jason Leitch and Michael West,

and closed the day with the premier of 'We're Quality Improving', a QI themed rap, written, performed and produced by Trust staff.

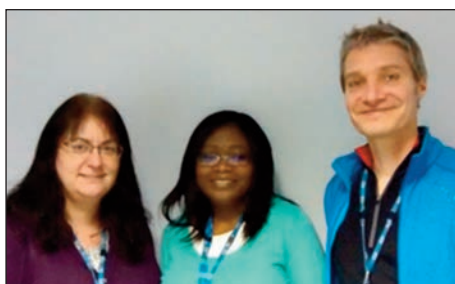
Thank you for all who joined on the day. If you missed anything or would like to find out more please find video highlights, presentations, photos, posters and the QI rap on the microsite: qi.elft.nhs.uk



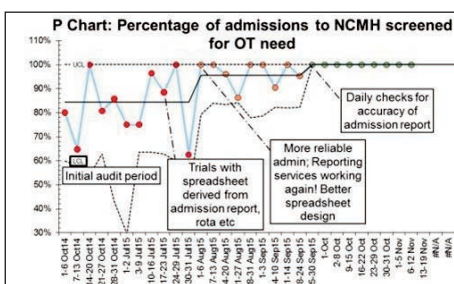
ELFT are seeing real progress in our mission to provide the highest quality mental health and

community care in England. All our project teams are working to **Reduce Harm by 30% every year**, and to provide **Right Care, Right Place, Right Time**. There are **155 active QI projects** across the Trust, 29 of those are seeing **significant and sustained improvement**, with many more having completed their initial aim.

At the moment we have focused our efforts on improving access to services; reducing violence; improving physical health; reducing harm from pressure ulcers. All local directorates have also identified their own priority areas for improvement. Our teams using QI and working collaboratively are observing a **15% reduction** in waiting times, an **18% increase in uptake** (number of referrals received) and a **23% reduction in DNAs** across these services. Lately we have sustained a **23% reduction** in the rate of physical violence reported across the trust.



For example the Newham Occupational Therapy team above using QI to ensure **100% of service users** admitted to triage/acute admission wards/PICU (Psychiatric Intensive Care Unit) will be screened by a senior occupational therapist each month.



Learn about this project on the QI microsite

QI training and events:

485 people have graduated or are undertaking **Improvement Science in Action** training.



Cohort 2 graduated in Hackney this January



Pocket QI is our modular introduction to QI. Nearly 200 people have completed this, and the next cohorts are filling up fast!



QI Coaches are available in all directorates to help support QI project groups throughout their project.



Our first QI coaches graduated early 2016

qi.elft.nhs.uk

@ELFT_QI

MEMBERS

Meet the Council of Governors



CELEBRATING 8 years of working together: Governors and staff at a celebration event to mark the achievements of the Council of Governors and to thank departing governors for their invaluable contributions.

We recently held governor elections where our members and staff had the chance to vote for their governor representatives. We are delighted to introduce our Council of Governors to you. Below are photos and

Newham Governors

Shirley Biro (New governor)



Shirley has over twenty years' experience volunteering with the local community in Newham. She is passionate about mental health and has worked as a Community Counsellor spearheading support groups for local people. Shirley currently works in medical research and laboratory management for Barts NHS Trust.

Ally Khodabocus



Ally would like to use his experience of community health services in Newham to improve these services. Ally is an active community member and has been involved with The Down Syndrome Association, Contact a Family and Carers UK.

Carol Ann Leatherby



Carol Ann was a carer for her mother for many years. She would like to help improve mental health care for the elderly. Carol is a Carers' Champion involved with the Newham Carers Network, the Alzheimer's Society and the Stroke Club.

Norbert Lieckfeldt (Re-elected governor)



Norbert is the Chief Executive of a small national disability charity. He believes passionately in the NHS 'belonging to the people' and proud to be working with the Trust as a governor. Norbert would like to continue sharing his experiences and knowledge to focus on high quality services for people in Newham.

Ernell Diana Watson (Re-elected governor)



Ernell has over 30 years of experience as a public servant within the health and social care sectors working as a nurse, social worker and a Practice Manager. She is passionate about client care and has been proactive in setting up policies and care packages for individuals with mental health care needs.

Yvonne Sawyers



Yvonne accessed Talking Therapies before she started training as a Psychological Well-Being Practitioner. Now recovered, Yvonne feels the treatment helped her to develop personally. Yvonne wishes to contribute to the community and is interested in physical and emotional well-being and recovery.

profiles of each governor including our newly elected governors who are in the process of completing their induction to get to know more about their role and the Trust. You can view more detailed profiles of each governor in the Membership section of our website at www.eift.nhs.uk

Governors play a vital role to represent the views and interests of members, service users, carers and local people, work with the

Tower Hamlets Governors

Roshan Ansari (New governor)



Roshan is a medical doctor with nearly 40 years experience in the NHS. She has worked in mental health and the community and has a deep understanding of the needs and health priorities of local people.

Roshan would like to use her extensive knowledge and skills to benefit the Trust and the community.

Nicholas Callaghan



Nicholas is studying Community Service and Enterprise. He volunteers at Sonali Gardens Day Care Centre and has also been involved with the charity Mind and the Time-to-Change campaign. Nicholas is passionate about mental health and representing the views of local people in Tower Hamlets.

Terry Cowley (Re-elected governor)



Terry can draw on his extensive experience of being a Trust Governor, Trade Union Rep, Staff College Governor, Home Office Lay-Visitor, and as a College Lecturer and now as a pensioner to continue

working with the Trust in his second term as a governor. He believes the NHS is crucial and through representing a diverse population, Terry wants to achieve better health services for local communities.

Gordon Joly (Re-elected governor)



Gordon is an experienced governor with extensive knowledge of the Trust.

He was the Deputy Chair of the Council of Governors (COG) and also chaired the COG Communications and Engagement Committee. In his final year as a governor, Gordon is keen to continue working with fellow governors to improve services.

David Ssembajio



David feels he has a good understanding of the needs of patients both from his experience as a service user and also while working in mental health. As a governor, David wants to use his knowledge to represent service users' views and he is keen to improve the patient's treatment.

Trust Board to ensure services are run effectively, work with the Trust to help develop its annual plan as well as performing a number of other important roles.

Members can meet governors by attending our Members' Working Lunch Meetings (see details to the right), Annual Plan Consultation Events, Annual Members Meeting, Annual General Meeting and also speak to governors via the Membership Office.

Hackney Governors

Susan Collinson (New governor)



Susan has lived in Hackney for over 17 years; she has a lived experience of mental health and is keen to represent the views of service users, families and carers of Hackney. She would like to work with the Trust to increase service user's participation and improve the patient experience.

Gohar Ghouse (New governor)



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.

Zara Hosany



Zara is the Deputy Chair of the Council of Governors. She also lead the Governors' Quality Improvement Project. Zara is a trained Clinical Psychologist and has worked for a number of NHS Trusts. She is committed to quality improvement and considers the involvement of service users, carers and local community partners to be essential.

Alexander Kuye (New governor)



Alex believes the views of local people are crucial to the improvement of Trust services. Alex volunteers for health institutions and campaign for health policies. As a young governor Alex would like to offer a different perspective to the Trust Board to promote quality and service improvements.

City of London Governor

Gerald Hine



Gerald has worked as a senior academic administrator. He is passionate about mental health issues and is committed to quality improvement in the Trust and representing the interests of City of London residents.

Rest of England Governor

Kemi Rosiji (New governor)



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.

Luton Governors

Blessing Mamvura (New governor)



Mamvura is passionate about human rights and has been involved in community campaigns to improve services and promote a better understanding of mental health. Mamvura is keen to help the Trust to deliver high quality mental health and community care.

Mary Phillips (New governor)



Mary is interested in health and wellbeing; she would like to raise awareness of mental health in the local Bedfordshire. Mary is keen to work with the Trust on tackling mental health stigma and education campaigns in her local community.

Keith Williams (New governor)



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.

Bedford Governor

Rubina Shaikh (New governor)



Rubina has a wealth of experience working in public health with communities across Bedfordshire. She is passionate about delivering high quality services and improving the lives of local people in Bedfordshire.

Central Bedfordshire Governors

Lawrence Smith (New governor)



Lawrence 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 and carers.

Jim Thakooridin (New governor)



Jim is a passionate healthcare advocate and has been involved with health initiatives for over 40 years. Jim is a published author and has a background in education working as a University Lecturer. Jim would like to promote and improve ELFT's

performance on mental health and community care.

Appointed Governors

Neil Wilson



Neil Wilson is the Executive Member for Equalities and Social Inclusion in Newham. He was first elected as a councillor in 1994. Neil is a strong advocate for the improvement of mental health services. He is passionate about mental health and is keen to work with the Trust to tackle health inequalities and discrimination.

Amy Whitelock Gibbs



Amy is a councillor for Bethnal Green. As a Cabinet Member, Amy is responsible for adult social care, older people, and adults with disabilities, mental health, carers, health services and public health. At Mind Amy gained expertise working with people with mental health problems. Amy also worked as Director of Campaigns for The Children's Society from 2014-2016.

Dhruv Patel



Dhruv is an elected councillor for the City of London and the Deputy Chairman of their Health & Social Care Scrutiny Committee. He has a degree in computing and has worked at Slaughter and May and Barclays Capital. Dhruv has business interests in community pharmacy, property investment and development. He is active in the community, and formed the City Hindus Network.

Susan Fajana Thomas



Susan is a Labour councillor in Stoke Newington and the formal civic Mayor- Speaker of Hackney. Susan 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 serves and tackle mental health stigma.

Staff Governors

Robin Bonner



Robin is committed to improving the quality of life, health and wellbeing of staff and the communities it serves. He is the Trust's contract manager with a background in health promotion. Robin is keen to use his skills and experience to help ensure the Trust grows and makes a real difference to the health of its communities.

Ferenkeh Jalloh



Ferenkeh has a background in the health and social care sector and has worked in the Trust as a support worker for over seven years. As a governor, Ferenkeh wants to represent the voice of staff and ensure that the Trust hears and understands staff views and needs, for the benefit of all.

Irene Harding



With over 10 years of experience working in the community, She is keen to engage with staff and health professionals to address the challenges faced by ethnic minority services users. Irene is committed to quality improvement and with her extensive experience, she believes her knowledge and skills will allow her to fulfil her role as a governor effectively.

Olusola Ogbajie



Olusola has worked in the health care sector for over 8 years. She has experience in the finance, education and health sectors combined with a strong educational background. She is passionate about quality improvement and service delivery. Olusola is dedicated to supporting staff to enhance their contribution to the Trust.

Maria Eyres



Maria is passionate about psychological treatments and staff wellbeing. She trained in East London as a junior doctor. Maria currently works as the clinical lead for the newly formed Personality Disorder Service. She is involved in a number of quality improvement projects wants to involve service users and front line staff in this process.

Sam Ali



Sam is passionate about quality improvement and is keen to drive change at a grass roots level. He works in the Trust's IT department. Sam would like to see greater levels of empathy, compassion and mediation across the Trust. He hopes to use his skills to create positive change and improve staff satisfaction in the Trust.

Nicola Beaumont



Nicola believes that staff can make a real impact in shaping patient policies. With a background in nursing, Nicola has experience of working in front-line clinical roles and seeing the challenges and opportunities facing staff on wards. Nicola will apply her knowledge and experience to create positive change.

Katherine Corbett (Re-elected governor)



As a public Hackney governor for three years Katherine developed skills to challenge and question effectively and gained a good understanding of the Trust. Katherine previously worked in mental health rehabilitation services within the NHS and has a background in the charity sector. As a staff governor, Katherine will support staff and service users to raise concerns.

Bisi Oshinbolu (New governor)



Bisi has a strong background in District Nursing and tissue viability and previous experience as a school parent governor. As a Trust governor Bisi is keen to form a 2-way communication process between the staff and the council/senior managers to ensure that staff feel empowered to have an active role in decision making.

London Members' Working Lunch Meetings

THESE meetings provide a great opportunity for members to get involved at the Trust, to hear about Trust services and take part in discussions around current membership and Trust topics.

Members can also meet and hear from governors as well as meeting other members. Lunch is provided during the meeting. The dates for our London meetings to be held in Tower Hamlets are below.

At the last Members' Working Lunch Meeting, members received an update on the implementation of the Care Act and heard about how the Trust is working to improve mental health awareness amongst GPs.

Members' Working Lunch Meetings: 1pm – 3pm

27 April 2016

20 July 2016

26 October 2016

To find out more or to register your place to attend these meetings call us on 0800 032 7297 or email membership@elft.nhs.uk

Want to Receive our Trusttalk e-magazine by Email?

If you receive 'Trusttalk' by post, but would prefer us to send it to you by email, simply let us know by emailing your name and address to membership@elft.nhs.uk. We also have an electronic newsletter called 'e-Trusttalk' which is sent to all members who have provided us with an email address.



Get in Touch with Membership

If you would like information about being a Trust member, or if you would like to join as a member, contact the Membership Office at:

✉ membership@elft.nhs.uk

☎ 0800 032 7297

You can also join online by going to the 'Membership' section at www.elft.nhs.uk

Newham Skype Pilot Increases Young People's Clinic Attendance



A pilot scheme in Newham helping young people keep on top of their diabetes care has rolled out Skype appointments to all patients as part of a successful four year trial. Since launch in 2011, the Diabetes Appointments via Webcam in Newham scheme, web-based follow up is used routinely for young people aged 16-25 years, and 480 webcam appointments have been carried out, reducing 'do not attends' (DNA's) from 30-50 per cent to 16 per cent. The service was set up with the Health Foundation's SHINE award (£75,000) and is thought to increase productivity and patient throughput by 22% – 28%, saving approximately £27 per consultant appointment in clinician time. The service is offered by the Diabetes team at Newham University Hospital, Barts Health and supported by the Trust and Newham Clinical Commissioning Group.

Straight Allies Programme

The Trust launched the Straight Allies Programme to champion the workplace equality of LGBT staff. 'Straight ally' is a term used to describe heterosexual people who believe that lesbian, gay and bisexual people should experience full equality in the workplace. Straight allies with line management responsibilities play an essential role in driving gay equality at work and the primary motivation, again, is often personal. Staff across the Trust are signing up to be straight including, Deputy CEO Navina Evans, Mason Fitzgerald Director of Corporate Affairs and Director of HR Sandi Drewett. If you'd like to get involved contact Hasan Cagirtan.

Culture and Leadership National Programme

ELFT has been chosen as one of three Trust's nationally to be involved in a new pilot programme about culture and leadership in the NHS. NHS Improvement, the Care Quality Commission (CQC) and the King's Fund are working on a two-year programme to help trusts develop a culture that enables and sustains safe, high quality and compassionate care.

Service Users and Carers Research Invitation

Have you or someone you support been admitted to a mental health hospital within the last five years. If so, we are looking for service users and carers to attend focus groups in East London to share your views on this. Would you like to get involved in a research project on improving carer involvement in inpatient mental healthcare. If so, please get in touch on j.kaselionyte@qmul.ac.uk or call 020 7540 4380 (x2331).

ELFT to join Hackney Health and Social Care Devolution Pilot Approved

Hackney's bid to become a health and social care devolution pilot area was approved by government. The Trust has signed up to the initiative which will see Hackney become one of five pilot areas in London. The Trust will join several stakeholders in Hackney to deliver integrated, effective and financially sustainable system that covers all health needs in the area. Find out more on the Hackney CCG website.

Peer Support - New Year, New Challenge

Peer Support is fast becoming an essential aspect in the recovery of service users across the Trust. We are looking for reflective and enthusiastic current and former service users to train to become peer support workers and provide one-to-one and group-based support in community teams and on in-patient wards. For more information call 020 8510 8630 or email: susan.henry@elft.nhs.uk or muna.williams@elft.nhs.uk

FINAL WORD from the Chair



It has been good to spend time with new and long standing governors and members, as well as our staff, as we conducted this year's round of annual plan consultations. I really appreciate the time and energy people give to these discussions, which directly shape the Trust's priorities over the next year. It is exactly this level of commitment and passion that helps to ensure that the Trust is able to progress towards its ambition to be the best provider of mental health and community care services.

The results of the National Annual Staff Survey 2015 were published in February and, for the third year running, the Trust is in the top 5 of high scoring trusts. Although there has been some variation in the scoring, it is good to know that our staff on the whole like coming to work, feel engaged and are aware of and agree with the Trust's aims to provide high quality care. I am pleased that the satisfaction scores of our newer staff in Bedfordshire and Luton have increased since the previous year despite all the unsettling changes they have experienced. But despite the high satisfaction scores, the lower scoring areas tell their own story too and I will be working with the Board to ensure we have robust plans to address those areas as a matter of priority. As always your ideas on how we can

further improve will drive our continued success and help identify improvements. So please do take the opportunity within your team meetings, in conversation with your line managers and when you come across Executive's on their walkabouts to raise any concerns or ideas for improvement.

Our Chief Executive, Dr Robert Dolan, has announced his intention to retire in July after 10 years in this role, three years previously as Medical Director. During this time, he has been an outstanding leader, forging a real partnership with patients, carers, staff, clinicians and governors and propelling the Trust forward. Under his leadership the Trust has raised standards of care, become recognised locally as an effective and willing partner, nationally as a well performing Trust and internationally as a thought leader. Filling his shoes will not be easy but we have commenced the recruitment process and the role is being advertised internationally. Appointing a Chief Executive has many stages and has and will continue to involve a wide range of stakeholders from partner organisations as well as our own staff, governors and service users, all of whom are supporting the Non-Executive Directors in ensuring we get a leader who can take us on the next stage of the Trust's journey.

As I write this I have just returned from our second Annual Quality Improvement Conference. Suffice to say I am really pleased that it was also the launch for QI in Bedfordshire and Luton, which is great news. Even more healthcare rebels to lead improvement in their teams!

Marie Gabriel