

Winter 2016

TRUSTtalk

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



Trust Wins Two National Awards

Meet our Council of Governors

We care We respect We are inclusive

East London
NHS Foundation Trust



Chief Executive FOREWORD



Dr Navina Evans

MY face is still aching from smiling so much at our Staff Awards Ceremony in November.

It was a fantastic celebration of the achievements of our staff and such fun to see how stunned people were when they won. The atmosphere was terrific and you could see staff felt very proud of the incredible year we have had as a trust and the part they have played in this. Our Head of Forensic Services, Paul Gilluley, did a fantastic job as the compere of the night. A glittering career in show biz awaits him if he ever gives up the day job!

Our awards night came hot on the tail of another awards night earlier that week when ELFT won the Health Service Journal's Provider Trust of the Year award. I must admit, we had our fingers crossed and were overjoyed when the Trust's name was announced as the winner. We would definitely have won the award for the noisiest trust of the year.

Since the last issue of Trusttalk, ELFT has scooped two Royal College of Psychiatrist Awards. Newham Front Door, a specialist psychiatric team at the Newham Child and Family Consultation Service won 'Team of the Year'. Dr Ian Hall, Consultant Psychiatrist with the Learning Disability Service won Psychiatric Trainer of the Year. (See page 3)

And congratulations to Luton doctor Dr Syed Ali Naqvi who has become the Trust's First Europe Accredited Consultant for Eye Movement Desensitization and Reprocessing, a process used in psychotherapy. (Page 4)

I am so pleased that the solid endeavours of our staff to get it right for patients and families, to adapt, to learn, to be supportive to their peers and to be whatever they need to be to support their service, has been noticed in such a magnificent way. These awards belong to everyone involved in the work of the Trust and are well deserved.

You will see on page 5 that we hosted a visit from Chris Wormald, Permanent Secretary at the Department of Health (DH) who met with district nurses from Newham to thank them for hosting placements for civil servants from the DH. And we welcomed the Ugandan State Minister for Health and the Ugandan Chief Nurse who visited services in Tower Hamlets, and heard more about the Trust's involvement with the Butabika Educational Link.

We welcomed a new Non Executive Director,

Ken Batty (Page 13) and said a big hello to Reset, our new Drug and Alcohol Service in Tower Hamlets. (Page 16) In January, we say farewell to the Newham School Nurses. This contract is transferring to the London Borough of Newham. The service will continue as it does in schools but under new management. I want to take this opportunity to thank them for all their work and their contribution to our CQC 'Outstanding' rating. We will still to continue to work closely with partner organisations in Newham so we won't be far away!

Thank you to all staff who had the flu jab to protect patients and ensure we can run services in the event of an flu outbreak. And thank you to all those who completed the staff survey. We look forward to learning from the findings to continue to support staff which will in turn improve the quality of care.

You will see that ELFT has been moving into films. November saw the launch of our Emergency Asthma Inhaler Training film for schools (Page 13), and the first screening of a hard hitting training film for professionals about self harm in children and adolescents. (Page 16) This is one of the ways ELFT can prevent crisis and influence the way professionals and the public respond to these challenging issues.

ELFT was the subject of a House of Commons motion congratulating us on becoming the first mental and community health trust in England to be rated 'outstanding' by health regulators, the Care Quality Commission. The Early Day Motion was tabled by East Ham MP, the Rt. Hon. Stephen Timms with support from MPs across the board. This is a tremendous accolade for ELFT and an honour.

As we enter the new year, it is hard not to focus on the financial pressures we face as a Trust and the overall finances of the NHS. We will all need to work together to ensure we make the best use of our resources, minimise waste, use systems and technologies to help us become increasingly efficient, and continue to keep our patients needs in mind throughout. But we have an amazing workforce and excellent support from our governors and partners.

I wish you all a happy festive season and send my good wishes for 2017.

Dr Navina Evans

CONTENTS

Bedfordshire & Luton Employment Team	4
MPs Congratulate 'Outstanding' Trust	5
Sickle Cell Research Conference	6
Staff Awards	7
QI Update	11
Sickle Cell Wellbeing Project	11
IAPT Conference	12
Research	12
Emergency Asthma Inhaler Film	13
New IT Suite for R3	13
Members - Council of Governors	14
Teenage Misadventure Film	16
Final Word from the Chair	16

A Meeting with the Prince of Wales



RAM Padmanabhan, Telehealth and Care Navigators Service Lead, was invited to meet the Prince of Wales at Clarence House after being shortlisted for the Nursing Times awards. Ram had an opportunity to share the work the Trust is doing with the Prince of Wales who was impressed.

"It was wonderful that our ELFT Telehealth team was shortlisted for the Nursing Times Awards and an absolute pleasure and honour to meet HRH. The Prince of Wales was keen to know how technology was facilitating integrated care in the wider community."

- Ram Padmanabhan

Trust Scoops Two National Awards



THE Trust has received two Royal College of Psychiatrist' Awards for Team of the Year and Psychiatric Trainer of the Year.

The annual RCPsych awards mark the highest level of achievement within psychiatry, and are designed to recognise and reward excellent practice in the field of mental health.



Dr Ian Hall, Consultant Psychiatrist was awarded Psychiatric Trainer of the Year 2016. Dr Hall works as a Clinical Supervisor for

foundation, core and higher trainees, and a Training Program Director for higher trainees at Health Education London.

The award was presented by Dame Fiona Caldicott, past President and Dean of the College at The Royal College of Psychiatrists'. Dr Niall O'Kane collected the award on behalf of Dr Ian Hall.

Commenting on Dr Hall's win, RCPsych judges said: "It was difficult choosing a winner in this category, but in the end we

were unanimous in our decision. Dr Hall's entry exemplified excellence in commitment to supporting learning at every level, from helping the individual trainee having difficulties passing postgraduate exams, to the delivery of internationally acclaimed training and events."

A second award was won by Newham Front Door, a specialist psychiatric team at the Newham Child and Family Consultation Service who won 'Team of the Year'.

The service was credited for successfully developing quality improvement ideas with patients, carers and stakeholders including the production of a library of self-help resources and a telephone triage system. Waiting times for clinic based services reduced from 11 weeks to 9 weeks with 45% of referrals seen within 5 weeks for assessment.

The Newham Front Door team was presented with the award by Dr Peter Hindley, Chair of the College's Child and Adolescent Faculty, at The Royal College of Psychiatrists' London office on 8 November.

First Anniversary of Break The Stigma

A campaign launched in Bedfordshire to combat the stigma attached to mental health issues is celebrating its first anniversary.

Ben Salmons, who has battled his own mental health challenges, created the Break the Stigma initiative to help people across the county understand more about the subject and to tackle common misconceptions.

The main focus of the project is for people to write a message on a white board headed 'Let's Be Open About Mental Health to Break the Stigma'. Ben has photographed hundreds of people over the last year including MPs, mental health author and vlogger Jonny Benjamin and ELFT Chief Executive Dr Navina Evans.

Ben first suffered mental health issues during his teenage years and tried taking his own life due to his mental health problems so is passionate about breaking down barriers.

[Check out the campaign Facebook page](#) and [@LetsBreakStigma on Twitter](#).



Occupational Therapy Week



STAFF across the Trust celebrated the role of occupational therapy in recovery and wellbeing for Occupational Therapy Week.

ELFT based Occupational Therapy services in Newham held an event in partnership with Newham Council and Barts Health NHS Trust at a local fire station where they provided advice and information to the public.

The paediatric occupational therapy service at West Ham Lane in Newham decorated their reception and gave out information to parents and colouring sheets to children.

Team leader, Evangelia Theochari-Boateng said, "Occupational therapy represents a uniqueness of art and science to maximise a child's independence by teaching them new skills. I feel very proud of my team and the service they provide." They received feedback from parents including, "Very happy with the session today and looking forward to coming back with my son."

Bedfordshire and Luton Employment Service Leading the Way



THE first 12 months of a national pilot to help mental health service users return to work has seen ELFT exceed its Department of Health (DoH) targets.

The Trust, through its Bedfordshire and Luton

Employment Service, is working in partnership with national charity the Centre for Mental Health as part of the DoH-funded programme to increase access to IPS (Individual Placement Support) employment support.

ELFT is one of six Trusts taking part in the pilot. September 28 marked the first year of the service in Bedfordshire and Luton with the team recording 77 paid employment outcomes. They had been set a target of achieving 60 by the end of March 2017, which is when the Bedfordshire and Luton pilot project completes, and are delighted to have surpassed the target ahead of schedule. The Centre for Mental Health has also told the team they are the best performing Trust at present and their figures are unlikely to be beaten by other Trusts who joined the pilot after September last year.

"This is a model we believe passionately in. The figures are obviously really pleasing – but the most satisfying part of this journey for our fantastic team is that we have helped so many people find paid employment."

- Julie Bailie

Employment Service team leader

New Occupational Health Service for Staff



Team Prevent, the Trust's new Occupational Health service

started on 1 November. As well as the usual health and medical support, Team Prevent has a Health and Wellbeing website that staff can access for a range of information about getting healthier and fitter.

World Health Organisation Recognises Unit for Social and Community Psychiatry



THE Unit for Social and Community Psychiatry (USCP) has been re-designated as a World Health Organisation Collaborating Centre (WHO).

The research unit, based at Newham Centre for Mental Health, was jointly created by the East London NHS Foundation Trust and Queen Mary, University of London and is the only WHO Collaborating Centre specifically for 'mental health services development' in the world.

The unit gained recognition in 2012, and has now been re-designated until 2020 in recognition of its 'valuable contribution' so far. The unit works closely with local clinical services and has established strong international links as a selected centre supporting the European Mental Health Action Plan.

The work commissioned by the World Health Organisation is headed up by Prof Stefan

Priebe and Dr Domenico Giacco and includes a review of the mental health needs of refugees. Research shows that refugees are about ten times more likely than the general population to have post-traumatic stress disorder. The findings set out important strategies for reducing the risk of mental disorders in refugees such as ensuring their safety, and that they are accepted and integrated into mainstream society. Integration, including support in the national education system, is especially important for children and adolescents among refugee groups.

During this second phase of collaboration, the unit will focus on utilising quality improvement methods for mental health services development, strengthening patient-clinician communication as well as reviewing technologies and interventions that can impact on mental health care in the future.

"I am delighted that the Unit has been re-designated. This has been a real achievement and not just a formality. We have made some important developments over the past four years and this continued collaboration ensures that we remain in an important role to influence international mental health policy"

- Professor Stefan Priebe, Head of the Centre

The Trust's First EMDR Europe Accredited Consultant



A clinical supervisor for the Luton Wellbeing Service has become the Trust's first

EMDR (Eye Movement Desensitization and Reprocessing) Europe Accredited Consultant.

Clinical Psychologist Dr Syed Ali Naqvi, has received the prestigious accreditation in recognition of his extensive work with diverse and complex client groups. EMDR is an approach used in psychology.

MPs Congratulate Outstanding Trust



MPs have backed a House of Commons motion congratulating East London NHS Foundation Trust on becoming the first mental and community health trust in England to be rated 'outstanding' by health regulators, the Care Quality Commission (CQC).

The Early Day Motion, tabled by East Ham MP Stephen Timms, with support from MPs across the board including Poplar & Lime House MP Jim Fitzpatrick, South West Bedfordshire's Andrew Selous and Southend West's David Amess. Ten MPs backed the motion which read *"This House believes this is a reflection of the skills and passion that the Trust's staff demonstrate every day and the great care that they provide to their patients and local communities."*

Trust chief executive Dr Navina Evans said: *"It is wonderful to know that our achievement have been recognised by MPs. As a Trust, we are always learning and we are willing to help others learn from our successes. This national recognition will help us spread that message."*



Teenagers Donate Sensory Boxes for Mental Health Services



YOUNG people completing their National Citizen Service (NCS) in Bedfordshire have been praised for their work in supporting their local NHS Child and Adolescent Mental Health service (CAMHS).

Twenty teenagers involved with the summer's NCS group have donated 20 sensory boxes to the Trust's Bedfordshire Child and Adolescent Mental Health Services (CAMHS) team which provides help for young people living across Central Bedfordshire.

Dr Michelle Potts and Louise Savage, from the Central Bedfordshire Emotional and Behavioural Team, accepted the boxes on behalf of Bedfordshire CAMHS.

"I am touched that so much thought and effort has gone into this amazing donation which will genuinely help other young people," she said.

Lead Nurse Appointments

CONGRATULATIONS to the following nurses who have been appointed as Lead Nurses for adult mental health services: Daisy Mudoni (Luton), Sasha Singh (Bedfordshire), Alex Obamwonyi (Tower Hamlets) Paul McLaughlin (Newham) and Day Ndvana (Forensics).

Permanent Secretary for Health Meets CEO & District Nursing Staff

CHRIS Wormald, Permanent Secretary at the Department of Health visited the Trust to meet with CEO, Dr Navina Evans and district nurses to thank them for hosting civil servants from the Department of Health.



Earlier this year, twenty-one senior civil servants from the Department of Health (DH) undertook two day placements across the Trust.

Placements at ELFT have become increasingly popular in the Capitals Department of Health making the Trust one of the preferred providers for the Connecting Placements.

Mr Wormald had the opportunity to hear more about the Trust and services we provide during his discussions with CEO Dr Navina Evans and Deputy CEO, Chief Nursing Officer Jonathan Warren.



Following this, he met with senior managers and district nursing staff from the Extended Primary Care Service in Newham to hear about the challenges and experiences of front line clinical work in district nursing services.

by Peter Sheils

Children's Nurses Donating to Homeless Christmas Lunch

Well done to the Newham Community Children's Nurses who abandoned the usual Secret Santa to instead donate £10 each to Centre Point to provide homeless people with a meal on Christmas Day. They aim for the service to be able to provide 25 people with a Christmas dinner.

Most of us look forward to Christmas dinner as a time to share good food with our families. But for homeless young people it can mean even more. At a time when they may feel particularly lonely, they'll get a hot, healthy meal that they can enjoy with friends and people who are there to support them out of homelessness.

Go to: <https://centrepoin.org.uk/more-than-a-christmas-dinner/> for more information.

Perinatal Blog

Check out our new blog with Dr Rebecca Moore, a Consultant Psychiatrist in the Perinatal Service in Tower Hamlets as she reflect on new research, new services available for women and their families. Dr Moore has been a psychiatrist for 17 years and is a mother herself. <https://www.elft.nhs.uk/Blog/Perinatal-Blog->

What's a Public Health Strategist Like You Doing in a FT?

Public Health practitioners generally reside in local authorities who have overall responsibility for the health and wellbeing of their communities.

Public health is about helping people to stay healthy and protecting them from threats to their health so campaigns focus on enabling local people to make healthier choices, regardless of their circumstances, and to minimise the risk and impact of illness. But ELFT is unusual in that we have our very own public health practitioner in Rakhee Westwood. Trusttalk caught up with Rakhee to find out more.

What's your background? Having started out my career as a NHS Graduate Trainee (many years ago!) I have since worked in the Tower Hamlets Public Health department, which is now a function of Tower Hamlets Local Authority. This is where I completed my MSc in Public Health and spent a lot of time supporting mental health and wellbeing work streams.

So what are you here to do? That's a good question! This role, which is new and innovative, allows for a Public Health Strategist to work within a provider setting to explore and identify opportunities for the Trust to think in a more population focussed way, using public health principles. For example, how health intelligence could be utilised to further inform evidence based practice, where health inequalities might be addressed and thinking about preventative approaches for people who use our services, or might use

them in the future.

The role at ELFT is an exciting one as it allows me to consider and shape the role of public health in a new and different setting, whilst considering how this all fits the wider system within which ELFT are operating, as a partner of Tower Hamlets Together, our local health and social care partner.

How have you found it so far? The role is for 12 months and three months in, I have certainly enjoyed being a part of ELFT and working as part of a Vanguard site in Tower Hamlets, where there is so much exciting work happening!

What is your new year's resolution for 2017? I don't tend to make them! But I guess if I had to think of one then to dedicate more time working with refugees. (I spent time in the 'Calais Jungle' this year and volunteered for a local refugee charity on my maternity leave).



Conference Celebrating Research in Sickle Cell and Thalassaemia



Thalassaemia Society.

Sickle cell disease and thalassaemia are genetically inherited blood disorders which mainly affect people whose ancestors are from Africa, Asia, the Middle East, the Mediterranean, and the Caribbean Islands. Carriers inherit the condition usually from one parent. A couple who are both carriers of the condition have a 25% chance, in every pregnancy, of having a

child with a major haemoglobin condition.

There are around 15 000 Individuals with sickle cell disease in the UK now making it the most common genetic disease. The symptoms include bouts of severe pain; serious life-threatening infections; and varying degrees of chronic and acute anaemia. It is managed by providing analgesia when pain occurs, and prescribing antibiotic cover prophylactically (to defend, protect or avoid) to reduce the risk infection. In Newham, there are 300 children

and 500 adults known to have a Sickle Cell diagnosis.

Individuals with thalassaemia major syndrome inherit a severe anaemia which requires them to have regular blood transfusions 3-5 times weekly for survival. In Newham, there are around 100 children/adults affected with this condition.

Sekayi Tangayi, Specialist Nurses and service manager for the Newham Sickle Cell Service, is the driving force behind the conference. It attracts people from outside of the borough who want to hear more about cutting edge developments in this field.

"Events like this are really important to families living with this condition. Many have low self-esteem due to the stigma surrounding the conditions in various communities. There is a lack of awareness from health professionals. People can feel marginalised and under supported in the social setting. For example, with housing, no understanding about the importance of dry, warm and accessible housing."

OVER 280 people attended the 6th Annual Sickle Cell Conference on Saturday 12 November at East Ham Town Hall.

The event was Chaired by Dr Akwasi Yeboah, a Consultant Paediatrician at Barts NHS Trust. The Rt Hon. Stephen Timms, MP for East Ham in Newham dropped in to say a few words to the audience. As well as specialist speakers from the local health trusts, there were presentations from the De Montfort University, the Sickle Cell Society and the UK

Staff AWARDS CEREMONY

WITH our recent CQC Outstanding rating, it was inevitable that this year's Staff Awards Ceremony and Party would be special...

...and it didn't disappoint. Attracting 800 staff and guests, everyone was in the mood to party. Staff really went to town and looked dazzling in their party outfits. They took to the dance floor at the Troxy from the outset and didn't leave until evicted at midnight!

Paul Gilluley, Head of Forensic Services compered his first ELFT Awards Ceremony and was in sparkling form, teasing staff that the bar wouldn't open until everyone had completed their staff survey, done their mandatory training courses and had a flu jab! He overused the word 'outstanding' throughout the night gaining cheers each time.

He took a moment to acknowledge staff who have died since the last awards event asking for a round of applause in honour of Jean Bowen and Laura Gibson in recognition of their contribution to the NHS and the work of the Trust.

He also mentioned teams and services who have joined the Trust since last year and those who have transferred to other providers. He welcomed Reset, the new drug and alcohol service for Tower Hamlets who commenced in November, and acknowledged the Urgent Care Centre team and the Newham Immunisation team, services that have moved to other providers during the year. He noted that ELFT is shortly to say farewell to the School Nursing Team in Newham who will transfer to Newham Council in January and thanked them for their hard work in ELFT, for their contribution to the health of the people we look after and wished them all the best in their careers going forward.

After the awards ceremony, it was time to party. And boy, did staff want to party. The dance floor filled up as soon as the first song was played, and they didn't stop till the music stopped at midnight when the coaches left for Bedford and Luton.

Thank you to everyone who came along to the event and made it such a fun and poignant celebration of the year.

Thank you to the Staff Awards Committee: Paul Binfield, Maureen Brown, Hasan Cagirtgan, Steven Course, Lorraine Sunduza, Shalini Daryanani, Sandra Drewett, Janet Flaherty, Rachel Barkley, Edil Ahmed and Kirsty Weir and to the Trustees who provide the money for this event.

Thank you to Paul Gilluley for being an outstanding compere and definitely the grooviest mover later on the dance floor.

And a special thank you to Diane Aston, Health and Wellbeing Advisor by day - chief organiser, powerhouse and driving force behind the Awards Ceremony the rest of the time!

Improvement to Quality of Service

The Rt Hon Stephen Timms, MP for East Ham was the first up to present the Improvement to Quality of Service award with Medical Director, Dr Kevin Cleary. This went to the Forensic Self-catering QI Team whose project has made patients more confident about nutrition, food planning and preparation, and cooking for when they are discharged. The audience heard that the team relished the idea of doing things differently.

Support Services Award

Jon Williams from City & Hackney Healthwatch joined Director of Finance Steven Course to present this award to a very shocked Peter Sheils, Corporate Project Director. The audience heard that Peter is the 'go-to' guy for managing short term projects across the Trust from Newham, to Barnet, to Luton as well as Trustwide.





Service User Award
Bosede Stacey Abimbola (District Nurse, Newham)



Unsung Hero Award 1
Amanda Piper (Housekeeper, Sally Sherman Ward, Older People's Services, Newham)



Team of the Year Award
Bedfordshire and Luton Employment Services



Support Services Award
Peter Sheils, Corporate Project Manager



Equality, Diversity & Inclusion Award
Catherine Aganoglu (Carers Lead, Luton)



Unsung Hero Award 2
Jill Harris (Ward Admin/Discharge Coordinator, Ivory Ward, Older People's Mental Health Services, Newham)



Leadership Award 2
Marion Neuman (Speech and Language Therapy Lead, Barnet/CHN)



Leadership Award 1
Clayton Walrond (Tower Hamlets)



Improvement to Quality of Service Award
The Forensic Self-catering QI Team



Chief Executive Award
Bernice Allen (Learning and Development Coordinator, Forensic Services)



Chair's Award
Jeanette Smith (Housekeeper on Fothergill Ward, East Ham Care Centre)



Employee of the Year Award
Sandra Stewart (Clozapine Clinic, City and Hackney)



Dr Robert Dolan Leadership Award
The Bedfordshire & Luton Leadership Team

AWARD winners — 2016 —

Service User Award

Service User reps Rachael Howison and Graham Savage presented this award to Bosede Stacey Abimbola, a District Nurse in Newham. Bosede received a staggering 8 nominations from patients attending her clinic. They said she is approachable, gentle, explains everything and is devoted to helping them to get well and heal.

Equality, Diversity & Inclusion Award

Chief Nurse Jonathan Warren and Professor Alan Simpson from City University presented Luton community worker, Catherine Aganoglu with this award. Catherine reaches out to the diverse communities of Luton to help them to access mental health – and works tirelessly to help challenge mental health stigma.

Employee of the Year Award

Dr Sam Everington Tower Hamlets GP and CCG lead, and Sandi Drewett, Director of HR presented Hackney Clozapine Clinic Nurse Sandra Stewart with this award. Clozapine is an antipsychotic drug used to treat

schizophrenia which is resistant to other types of medication. Patients need to be closely monitored for side effects and undergo a number of blood investigations and health checks. The audience heard that Sandra has consistently improved the quality of care for her patients by tackling issues on their behalf. This clinic has one of the highest attendance rates because the patients know she is on their team!

Unsung Hero Awards

Director of Corporate Affairs, Mason Fitzgerald, Non Executive Director, Millie Banerjee and Chair of Governors, Zara Hosany, presented these awards. The nominations had been so impressive, that the judges felt there had to be two winners.

First up was Amanda Piper a Housekeeper on Sally Sherman Ward, a ward for older people in Newham. Amanda came to the attention of a CQC inspector who commented on how engaging, compassionate and involved she was with patients. She ensures that patients of different ethnic backgrounds have a good variety of cultural food and when this is not available, will often go out to buy from the local shops. She is one

of those people who will go that extra mile to support patients outside of her normal duties.

Amanda wasn't able to attend the ceremony so her colleagues leapt onto the stage to collect it for her bringing hoots of laughter from the audience. Amanda was presented with her award the following week on Sally Sherman Ward with patients, carers and colleagues all around her. She said, "I received this award because of the patients so it feels right for us all to be together".

Jill Harris, Ward Admin/Discharge Coordinator on Ivory Ward in older people's mental health services in Newham was the second winner. Jill was described as 'the central pillar holding the team together.' Ask a question and she will know the answer. The audience heard she commands respect and has a great sense of humour, and the patients on her ward adore her because she is so caring and extremely compassionate. Jill was unable to attend the ceremony as it was her son's 21st birthday so she was filmed receiving her award earlier in the week. The film was shown in true 'Oscar's' style at the ceremony.

Leadership Awards

Paul James, Chief Operational Officer, along with Non Executives Jenny Kay and Paul Hendrick announced two leadership award winners such was the calibre of entries for this award. Tower Hamlets Manager Clayton Walrond was described by his team as 'amazing' and 'lovingly supportive'. They said his door is always open when patients and staff need him. The respect, care and compassion that he shows to his patients inspire his team.

Marion Neuman, Speech and Language Therapy Lead in Barnet was the second winner. The audience heard that she is consistently supportive to her staff and willing to share her experiences and knowledge. She listens to both service users and staff, encourages them to think about service improvements and really cares.

Both winners were not able to attend the ceremony but expressed their surprise and gratitude on film.



WHAT THEY SAID...

🐦 @ELFT_NHS

📌 East London NHS Foundation Trust

Team of the Year Award

This award went to Bedfordshire and Luton Employment Services, a team who support people with mental health difficulties to maintain their employment or get back into employment. The audience heard that they have exceeded their team targets for getting people into employment but more importantly they have made a massive difference to people's recovery.

Commissioners Award

This award was presented by Dr Sam Everington and Non Executive Director Mary Elford. The winner was the Newham Quality Improvement Continence Project for their QI project which has reduced the waiting time for their service by 73 days using their existing resources, tackling bottlenecks and innovative thinking. In July 2015, there was a 13 week waiting list. Now the waiting list is 18 days which has had a massive impact on the housebound patients the service supports.

Chief Executive Award

There were screams as Bernice Allen, Learning and Development Coordinator for Forensic Services was presented with this award by Chief Executive Dr Navina Evans. Reading out the citation, Dr Evans said that words used to describe Bernice were 'Amazing, Awesome and Thoughtful.' She is responsible for training in her service, takes personal interest in each team's training and education needs, and is the brains behind the Forensic Service Teaching School which makes a small income for the service by training other organisations.

Chair's Award

Chair Marie Gabriel presented Jeanette Smith with this special award. Jeanette is a Housekeeper on Fothergill Ward in East Ham Care Centre. Marie said that Jeanette will leave no stone unturned in her quest to add happiness to the lives of patients on her ward receiving palliative care. Her thoughtfulness and care are appreciated by all who work with her.

Dr Robert Dolan Leadership Award

Dr Evans announced this award saying Dr Robert Dolan was unable to attend the event but had selected the winner himself who were - the Bedfordshire and Luton Senior Management team. Dr Evans said they had supported staff in their directorate to adapt and adjust to new processes and new ways of working since Bedfordshire and Luton joined the Trust.

Unofficial Awards

- Longest time on the dance floor with a dodgy knee – Marie Gabriel
- Last Service Director standing – Michael McGhee
- Most popular song of the night – 'Feeling Hot, Hot, Hot' and 'The Candy Dance'

Here is a selection of messages and feedback the Trust has received since the Staff Awards.

“ Thank you for such a lovely evening. We all had a great time. It must take such a lot of work to organise you done a really good job. Same place same time next year!

“ Congrats to all winners! Big shout out to Beds & Luton Employment Service who helped me SO MUCH as a service user! #ELFTawards @NHS_ELFT ”

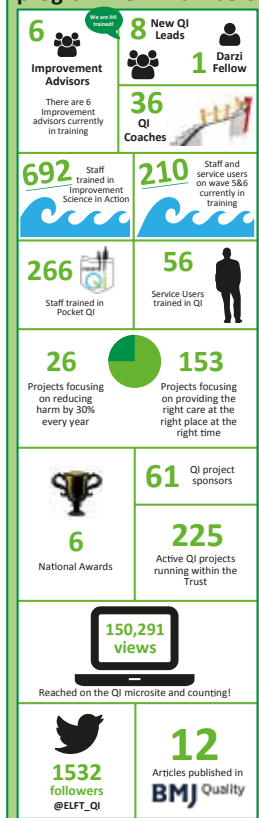
“ Congrats to all the @NHS_ELFT winners and nominees at the #ELFTawards this evening...outstanding evening ”

“ On way home after #ELFTawards. So proud! So many really special people who want to make a difference to people's lives. #privileged ”

“ ...@NHS_ELFT Thank You For A Lovely #ElftAwards Night! To @DrGilluley For Being A Great MC & Dancer, Still Recovering From Our Dance Off!



The Quality Improvement programme in numbers



ELFT's Annual QI Conferences in March 2017



QI Conference attendees in 2016 at West Ham United Stadium, Upton Park

WE will be running two annual QI conferences in 2017, with the first taking place for services in Luton and Bedfordshire and the second for services in London.

Both annual conferences will showcase the fantastic work that staff and service users are involved in across our Trust and will provide an opportunity to come together to

learn from each other.

Come and see for yourself! Book your ticket via the QI microsite.

Alternatively, both conferences will be available online, via our interactive live stream.

Check out our infographic (left) for an update on the progress of QI at ELFT over the last 3 years! (All figures correct at the time of writing)

Bedfordshire QI conference

Kings House Conference Centre, Bedford on Friday 7 March 2017
9am - 1:30pm

London 3rd annual QI conference

CentrED, Excel on Friday 31 March 2017
9am - 1:30pm

Community Mental Health Nurses Programme

Congratulations to the first graduates of the Band 6 Community Mental Health Nurses Programme. A group of 15 nurses completed the programme over five months, covering topics including working with carers, integrated care, physical health and QI. They are the first cohort to complete the programme and due to their success further programmes are being organised. Details will be available on the intranet when these are available.



QI Life has now become the online home for all our QI project work at ELFT. Project teams can use this shared workspace to develop their projects, track and analyse their

THE future has arrived for QI at ELFT with some exciting technological developments!

data, and more. The platform was designed with accessibility in mind, so it is really easy to give service users and external partners access to projects that they are involved in. And as all QI project work is visible on the platform, it lets you search to see what other projects have done to tackle similar problems, to avoid you re-inventing the wheel.

We have also launched our new and improved QI microsite! The microsite has been an important tool for sharing learning across the Trust and with the rest of the world. Learn more about QI, sign up for training, watch a video, read an interesting article, the microsite has it all.

Don't forget to check it out at: qi.elft.nhs.uk

Simply the Best! ELFT Wins Provider Trust of the Year



IT'S official. ELFT is now the best NHS trust in the country. ELFT scooped the prestigious Provider Trust of the Year prize in the Health Service Journal (HSJ) Awards, the equivalent of the Oscars for the NHS.

It follows rapidly on the tail of becoming the only mental and community health trust in the country to be given an 'outstanding' rating by the health regulator, the Care Quality Commission.

Chief Executive, Dr Navina Evans, was delighted: "We are absolutely thrilled. This is a tribute to our dedicated staff and the valuable input

of our patients who all work tirelessly to improve what we do. Despite reaching this pinnacle, we are committed to further improvements, delivering the best possible care and helping others learn from us where we can."

The Trust was commended for providing excellent, patient-centric care built on strong engagement and acknowledged for embedding culture of continuous improvement in partnership staff, service users and carers.

The HSJ received over 1600 submissions from 600 different organisations and ELFT was shortlisted amongst nine other healthcare providers.

Provider Trust of the Year category celebrates trusts that are driving continuous improvement, delivering patient centred care and leading strong staff engagement.

The HSJ covers publicly funded healthcare, providing news, analysis, best practice information and advice from the most powerful people in health. The HSJ audience is formed of healthcare leaders from both clinical and non-clinical backgrounds and both public and private sectors.

World Diabetes Day



ON World Diabetes Day, the Trust partnered with the University of Sunderland to hold an awareness session at their London campus.

They were joined by colleagues from Homerton University NHS Trust, Diabetes UK and health professionals from the University.

Specialist Diabetes nurses held screening sessions, checked blood pressure and blood sugar level. The team identified 10 possible cases of Type 2 diabetes using a finger print test; dieticians were also on hand to offer advice on diabetes prevention to students and staff.



Q: What do you call 140 Therapy Professionals in One Room?
A: NOISY!

SUCH was the excitement of staff attending the first trustwide Improving Access to Psychological Therapies (IAPT) conference in Euston on 12 October.

It was the first time that teams from Richmond, Newham, Bedfordshire and Luton had come together to talk about their work, share ideas and hear about new approaches. Not only did they get a chance to network and talk – they also had the opportunity to get a flu jab at the conference to protect them and their patients when the flu season arrives. (Thanks to Dr Phil Summers from the Richmond Wellbeing Service who immunised 57 lucky staff who are now protected from the flu virus.)

Dr Ben Wright, clinical lead for the Richmond Wellbeing Service and Associate Medical Director for Clinical Informatics warmly welcomed everyone to the event. Sim Roy-Chowdhury Clinical Director, Primary Care and Specialist Psychological Services,

thanked colleagues for their highly skilled and sensitive work with service users and emphasised the importance of taking care of themselves in their work. He commended them for the recognition IAPT services have gained for meeting and exceeding quality and performance standards.

Attendees heard from Trust Non-Executive Director, Millie Banerjee CBE, Consultant Psychiatrist Professor Frank Rohricht, Jane Quinn, Associate Director of Legal Affairs and Dr Herbert Steiner, Consultant Psychiatrist and Primary Care Liaison Lead.

There were opportunities for questions and space to talk to colleagues from other parts of the service. And (did we mention this already?) a chance to get a flu jab! Well done to the Richmond Wellbeing Service, in particular Debbie Davies and Natalie Bell, who organised the day. Next time, it will be the turn of one of the other IAPT teams.

RESEARCH: Psychiatrists 'Hear Voices' in Psychosis Simulation

Psychiatrists in the Trust were asked to perform everyday tasks while attempting to ignore aggressive voices, in an exercise designed to build empathy and understanding with patients experiencing psychosis.

In a study led by the University of Exeter Medical School, and published in the British Journal of Psychiatry, psychiatrists were given hidden ear pieces and asked to perform basic tasks such as buying coffee and holding a conversation.

Dr Vincenzo Giordano, a Speciality Doctor in Psychiatry in ELFT found the exercise extremely helpful in improving communication with people experiencing psychotic episodes. "This is probably one of the most important and relevant training exercises I have done

in my career. It was eye-opening to discover the extent to which the constant hearing of sounds and voices disorients you and slows you down. It definitely helped improve my communication skills with people with psychosis."

The voices start at a whisper with both male and female voices talking over each other, becoming increasingly abusive: "You did it. You made this mess, this disgusting mess, shame on you. You're a disgusting mess, an ugly ugly mess, so screwed up, ruined ..."

The Hearing Voices Network has a range of free downloads and information for people who hear voices or family and friends who want to understand better.

Launch of Emergency Asthma Inhaler Film



THE official launch and screening of an Emergency Asthma Inhaler film developed by staff in Newham took place on 1 December at the Discover-Children's Story Centre in Stratford.

The film which involved 'Oscar-winning' performances from pupils from Carpenters Road Primary School and Curwen Primary School aims to raise awareness about emergency action to take in the event of an asthma attack.

Parents, teachers and health staff who attended the launch heard from those involved in developing the film, how it had come about and from some of the young stars themselves.

The training video is aimed at teachers, school staff, parents, healthcare workers, GPs and the public to build their confidence about using an emergency asthma inhaler and be aware of the actions to take. It is available on school websites, YouTube and NHS websites,

and is used in training sessions.

The Emergency Inhaler project is currently a pilot taking place in four schools in Newham. This is a new approach to prevention in schools and could reduce attacks, hospital admissions and death. The plan is to roll it out across the borough over the next 12 months.

One in 11 children are diagnosed with asthma. A study by Asthma UK identified 86% children with asthma have at some point been without an inhaler at school, either because it was forgotten, lost, broken or the inhaler had run out. From October 2014, new regulations were put in place to allow schools to purchase and store an emergency inhaler within the school without a prescription for use in an emergency with an aim to prevent severe complication of a child in the event of an asthma attack and ultimately prevent death (Department of Health, 2014)

New IT Suite for R3, Redbridge's Drug and Alcohol Service



A newly refurbished IT learning centre has been unveiled for local people engaged with R3, Redbridge's Drug and

Alcohol Service which is provided by ELFT in partnership with specialist charities, Blenheim and QALB.

R3 provides advice, treatment and support to people whose lives are affected by drug or alcohol use. Part of the project supports people who have overcome addiction with finding employment and developing relevant skills to help rebuild their lives.

The new facilities will create a multi-purpose space, enabling the R3 team to host training sessions and group workshops, teach IT skills needed in the workplace and offer access to interactive and inspiring content such as online tutorials.

Helen Chitty, team manager at R3 Education Training & Employment (ETE), is delighted with the new equipment: "This is a great addition to our busy and vibrant service, allowing us to provide access to high speed, high tech equipment for our service users and help them develop skills and confidence."

The new IT suite was created with the support of the Worshipful Company of Information Technologists (WCIT) which awarded a grant of £4,500 to Blenheim, in addition to donating additional second-hand equipment and arranging expert volunteers to help implement the project successfully.

Jobseekers can even pick up an impressive outfit for their job interviews, from R3 ETE's 'Walk in Wardrobe' scheme, which collects donations of business wear clothing from local residents and businesses.

Ugandan Minister visits Trust



Dr Joyce Moriku, Ugandan State Minister for Health and Ugandan Chief Nurse, Cathy Odeke visited the Tower Hamlets Centre for Mental Health as part of the Global Health Partnership between the Trust and Uganda.

The visit began with a presentation from Borough Director, Edwin Ndlovu who spoke about the types of services the centre offers, including number of inpatient beds and number of contacts per year. They also heard from Deputy CEO & Director of Nursing, Jonathan Warren who spoke warmly about his visit to Uganda.

"Today has been very insightful. The staff demonstrated values that can make a significant difference in the lives of patients and in turn transform service delivery. One of the fundamental principles that I have observed is the respect towards the patient. Followed closely the dignity and the value given to patients. With these values I can see that everyone from the staff, managers and even the cleaners make a great difference in the lives of patients. This is something I will take back to Uganda and seek to implement."

- Dr Joyce Moriku

Ugandan State Minister for Health

New Non-Executive Director Ken Batty



Welcome to Ken Batty, a new Non-Executive Director who joined the Trust in November.

Ken is a lay member of the Speaker's Committee for the Independent Parliamentary Standards Authority. He has a background in HR consultancy and spent 30 years in the technology sector at home and abroad. He is one of the founders of the Albert Kennedy Trust, the UK's LGBT Youth Homelessness Charity and in 2015, was on the Financial Times list of global top 100 most influential LGBT people in business.



A Big Thank You to Our Outstanding Governors!



Above: Marie Gabriel (Trust Chair), Gerald Hine (City of London Governor) and Zara Hosany (Lead Governor)

Below: Marie Gabriel (Trust Chair), Carol Ann Leatherby (Newham Governor) and Zara Hosany (Lead Governor)



ELFT held a celebration event on 17 November 2016 acknowledging the outstanding contribution of its outgoing Governors. ELFT showed its appreciation to Gordon Joly, Tower Hamlets Governor, Gerald Hine, City of London Governor and Carol Ann Leatherby, Newham Governor, for their dedication, time and the significant contributions they made to ELFT during their time as Governors over the past six years. Trust Chair, Marie Gabriel and Lead Governor Zara Hosany presented Gerald and Carol Ann who attended the celebration event, each with a gift and certificate. Marie Gabriel also thanked all the other outgoing Governors which included Ally Khodabocus, Newham Governor and David Ssembajio, Tower Hamlets Governor who were both ELFT Governors for three years.

Our Council of Governors

Council of Governors are elected by members or appointed by our partner organisations to represent their views and work with the Trust Board to ensure services are run effectively. You can find out more about your governors by reading their profiles and photos below.

Newham Governors



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. Shirley previously worked in medical research and laboratory management for Bart's NHS Trust.



Norbert Lieckfeldt (3 year term from 2015)

Norbert has lived in East London for over 15 years, he has been educated in Political Science, Charity Accounting and Financial Management. Norbert is passionate about the NHS and is keen to be involved in future directions. He is committed to a National Health Service that is free at the point of delivery. Norbert is the Chief Executive of a small national disability charity. He also works as a Trustee of a community charity in Tower Hamlets. Norbert is committed to quality improvement and hopes to bring some insight to the Trust.



Ernell Diana Watson (3 year term from 2015)

Ernell has lived in Newham for over 21 years. She has over 30 years of experience in the health and social care sectors. Ernell has a wealth of experience working as a nurse, social worker, a Practice and Team Manager in Local Authority Children's Services. She is passionate about client care and has been proactive in setting up policies and care packages for individuals with mental health care needs. Ernell undertakes mentoring roles, sits on Newham Council's Right to Control Project and is a part-time local Methodist minister.



Hazel Watson

(New governor, 3 year term from 2016)

Hazel is a retired Registered General Nurse and has been working as a volunteer for the Newham Older People Reference Group (OPRG) Age UK since 2004 as a Vice Chair and a representative. As a governor Hazel wants to encourage contribution from older people, patients and the public and represent their views and interests to ensure high standards are maintained. Hazel is keen to increase her knowledge around mental health services and work with ELFT and other organisations. She wants to work towards improving the standard of living and wellbeing for local people.

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

Tower Hamlets Governors



Roshan Ansari (3 year term from 2015)

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



John Bennett

(New governor, 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 commissions 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

(Re-elected, 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 (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.



Adrian Charles Thompson

(New governor, 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.

Hackney Governors



Adenike Abimbola Agunbiade
(Re-elected governor)

Adenike has lived in Hackney for over 20 years, she is a qualified dietician with 22 years of experience. Adenike was a previous governor from 2007 – 2009 and now in her second term, Adenike, wishes to apply her passion and enthusiasm to work with service users and ELFT to maintain its high standards. Adenike's strong community spirit, experience of managing teams, driving change through challenging times and her collaborative work in developing facilities for children and more will be a great advantage to ELFT.



Gohar Ghouse (3 year term from 2015)

Zara 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 (Re-elected, 3 year term from 2016)

Zara has lived in Hackney for a number of years. She is passionate about innovation in the Trust and is keen to contribute to these developments at a strategic level. Zara is a trained 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. Zara hopes to influence effective decision-making, improve existing health services and promote opportunities for further advances in care.



Alexander Kuye (3 year term from 2015)

Alex believes the views of local people are crucial to the improvement of Trust services. He volunteers for health institutions and campaigns 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.



Susan Wengrower
(Re-elected governor)

Susan is a lifelong Hackney resident and was a Hackney Local Government Officer. Susan is a Blue Badge licenced tourist guide and a member of various community and local government organisations which focus on disability, health, transport and retirement issues. Susan has been on the Hackney 'Make it Real' national project for over one and a half years and was a London Ambassador for the 2012 Paralympics. As Susan's second time as an ELFT governor, Susan wants to ensure people have access to the services they need and will utilise her communication skills to represent people who require support.

City of London Governor



Damien Vaughn

(New governor, 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



Steven Codling

(New governor, 3 year term from 2016)

Steven currently works as an ELFT bank counsellor giving him insight to service user experience and how this can be improved. Steven has extensive experience in adult social care as a manager, trainer and practitioner and more recently 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. Steven is committed to promoting the voice of service users to ensure their views are reflected in service delivery.



Rosemary Eggleton

(New governor, 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. In her last 10 years of teaching, Rosemary worked at Bedfordshire Pupil Referral Unit teaching and supporting vulnerable children. Rosemary is a carer for her husband who has suffered with a mental illness for over 20 years. Rosemary would like to offer her experience and support to ELFT as a governor.

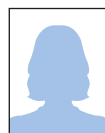


Lawrence Smith (3 year term from 2015)

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.



Erika Thomas

(New governor, 3 year term from 2016)

Erika has a genuine interest in mental health. As a previous service user, Erika would like to encourage and support service users on their pathway to recovery. As a governor Erika will work with ELFT to put forward strategies to help the mental wellbeing of service users.

Luton Governors



Blessing Mamvura (3 year term from 2015)

Blessing is passionate about human rights and has been involved in community campaigns to improve services and promote a better understanding of mental health. He is a passionate defender of human rights and works as a poet in his spare time. Blessing is keen to promote good governance and help the trust to deliver high quality mental health and community care.



Mary Phillips (3 year term from 2015)

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



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.

Bedford Governors



Paul Feary

(New governor, 3 year term from 2016)

Paul has worked in local mental health services since 1989 previously for Bedfordshire County Council and now for the NHS following the transfer of mental health Social services in 2006. 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."

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.

Appointed Governors



Susan Fajana-Thomas

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 serves and tackle mental health stigma.



Neil Wilson

Neil is the Executive Member for Equalities and Social Inclusion in Newham. He was first elected councillor 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.



Dhruv Patel

Dhruv was born in the City and has lived in Tower Hamlets for most of his life. He holds Bachelor's degree in Computing from Imperial College and has worked at Slaughter and May and Barclays Capital. Dhruv has business interests in community pharmacy and property investment and development. He is an elected member of the City of London Corporation and is the chairman of community and children's services. Dhruv is a keen community organiser having founded the City Hindus Network.



Amy Whitelock Gibbs

Amy Whitelock Gibbs has lived in Tower Hamlets for nearly 10 years and been a councillor for Bethnal Green ward since 2010. She is currently the Cabinet Member for Health and Adult Services, with responsibility for adult social care, older people, adults with disabilities, mental health, carers, health services and public health. Amy is also Vice Chair of the Health and Wellbeing Board.

Staff Governors



Sam Ali (3 year term from 2014)

Sam is passionate about quality improvement and is keen to drive change at a grass roots level. He currently works in the IT department and feels his contact with staff across multiple sites gives him an insight into staff morale. 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.



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 (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 (New governor, 3 year term from 2016)

Joseph, a staff member at ELFT since 2009 recognises ELFT services as being amongst the best in the country. As a governor Joseph wants to give staff members and service users a louder voice at ELFT as he strongly believes their contribution is vital in steering, reshaping and developing ELFT's service to further enhance the great work that is 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 the wellbeing of staff on the agenda.



Maria Eyres (3 year term from 2014)

Maria is passionate about psychological treatments and staff wellbeing. She trained in East London as a junior doctor and later went on to work at the Tavistock and Portman NHS Foundation Trust. Maria currently works as the clinical lead for the newly formed Personality Disorder Service. She is involved in a number of quality improvement projects and is keen to involve service users and front line staff in this process.



Irene Harding (3 year term from 2014)

With over 10 years of experience working in the community, Irene is keen to make a meaningful contribution to changes affecting Newham. Irene is keen to engage with staff and health professionals to particularly address the challenges faced by ethnic minority services users and be proactive in gathering patient and staff feedback. 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.



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.



Juliet Muzawazi (New governor, 3 year term from 2016)

Juliet has 34 years' experience in nursing. She has extensive experience working in various roles within older adult's community and the inpatient services. In her current role, Juliet works closely with service users, families, multidisciplinary teams and external agencies. Juliet is passionate about the welfare and development of staff and ensuring quality in the delivery of services. As a governor, Juliet knows the importance of establishing a strong link between staff and ELFT and wants to ensure staff members' views are taken into consideration in all aspects of ELFT's planning and development.



Olusola Ogbajie (3 year term from 2014)

Olusola has worked in the health care sector for the past 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. She hopes to utilise her experience of working through organisational change to empower staff. Her passion for people has led her into this role where she hopes to bring together her skills and experience to enhance the work of the Trust.

Reset: New Drug and Alcohol Services for Tower Hamlets



A new drug and alcohol service for Tower Hamlets commenced on 31 October.

The service called 'Reset' has three main services for adults; a main drug/alcohol treatment service, a recovery support service and an outreach/referral service. These will be a simpler suite of services for adults affected by drugs and/or alcohol with an emphasis on after-care to provide continued support.

Reset will support people whose lives are affected by their use of drugs and alcohol ranging from intravenous drug users to 'social' drinkers consuming a bottle of wine every evening. It will deliver all of the interventions previously available, making services easier to

access and navigate.

The service is based at Beaumont House on the Mile End Hospital site. People can self-refer themselves. Families, friends and carers can contact the service for information, advice and support.

Sharon Hawley, Service Manager for Specialist Addictions Service across ELFT said, *"It is important that when people take that first step to get help, that they can access the service easily, are welcomed into the service with kindness and respect, and that they feel support all around them as they go forward. Reset will be with them at every stage of their journey helping them to reach their goal."*

You can contact the service on 020 8121 5301

THE Trust has produced a film that explores the issues of self-harm in young people and the stigma associated with it.

The film called 'Teenage Misadventure' is based on real life stories based on a teenager called Dan, who is grappling with a difficult and violent home life and is using self-harm as a coping mechanism.

The film will be used in training to encourage staff think about the way in which they engage with 'self-harmers'. The films aim to transform the attitudes of health care professionals and equip them the skills to support patients better.



Accreditation for City and Hackney Community Mental Health Services (ACOMHS)

CONGRATULATIONS to the South Hackney Recovery Team who are the first Recovery Team/CMHT in the whole Trust to receive the new Accreditation for Community Mental Health Services (ACOMHS) from the Royal College of Psychiatrists.

The ACOMHS standards have been developed from key documents and consultation with a range of professionals, carers and service users and embrace the diversity represented by a range of Community Mental Health Teams.

South Hackney Recovery Team achieved ACOMHS standards that reflected exemplary practice in mental health care by meeting criteria relating to safety, rights, dignity, the law and fundamentals of care, including provision of evidenced based care and treatment. The team also demonstrated competence in the provision of timely assessments by a competent and caring staff team while drawing on new insights into best practice approaches, reaching out to service users, promoting psychological and emotional wellbeing, working within a recovery ethos and providing psychological and psycho social interventions.

The Accessible Information Standard

FROM 31 July 2016, all organisations that provide NHS or adult social care are legally required to follow the Accessible Information Standard.

The standard aims to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support so they can communicate effectively with health and social care services.

Providing information which is understandable to the patient will have a positive influence on their treatment and care. It will provide safer and more personalised care. As a Trust, we have been working hard to ensure that our staff are equipped with the tools and resources needed to comply with the requirements of the standard.

For more information about the Accessible Information Standard, visit NHS England's webpage dedicated to the Standard: www.england.nhs.uk/ourwork/accessibleinfo

FINAL WORD from the Chair



WHAT a year 2016 has been, we have moved forward remarkably as a Trust and the efforts of our staff, service users, carers and

Governors have been recognised as what they truly are, Outstanding!

I get the opportunity to speak to lots of people inside and external to the organisation and what they consistently talk about is the warmth, caring and joy that define us, how we are all willing to go that extra inch to show we care. They also appreciate our honesty when things go wrong, our willingness to learn and steadfast focus on our ambition. We know we are not perfect, we know there are areas where we need concerted effort across the organisation or within specific areas but we also have, together, developed some ideas in response.

So how do we move forward into 2017? Well, my three ELFT New Year resolutions are:

- 1) To have conversations to find real answers, where we truly listen to each other with curiosity, showing that we have heard and value what each other has to say and take action as a result.
- 2) To ensure we take time out to personally develop, in any way we choose, and to reflect each day on a positive experience that helps us find joy in what we do.
- 3) To think about how, as individuals and teams, we can ensure our resources are put to best use so that every penny we have is spent on providing high quality care.

Actually, on review these are more commitments that we can share rather than resolutions and so will be achieved, unlike my personal ones.

Enjoy the festive season, take time out for you, your family, or a lonely neighbour and I sign off with thanks to you all and with my special thanks to all those who will be working over the winter break.

Thank you.

Marie Gabriel