The fact that the NHS was selected for a twenty minute sequence at the opening ceremony says a lot about its place in the British psyche. In an event which featured the invention of the internet, the industrial revolution and Mr Bean, the creative director (filmmaker Danny Boyle) was clearly looking to feature quintessentially British institutions.

With around 95 per cent of all Britons recognising the NHS logo, and most of us identifying strongly with it, there is no doubt that we are proud of our National Health Service.

But what is it exactly that we’re proud of? The principles of the NHS are noble indeed: to meet the needs of everyone; to be free at the point of delivery; to be based on clinical need, not the ability to pay.

With these core values, it’s hardly surprising that some people get very worried when they hear about ‘privatisation’ or ‘any qualified provider’. If the needs of shareholders start to creep past those of patients, then isn’t this a conflict of interest – a conflict, in fact, with the very principles on which the NHS was founded?

Well, maybe. Or maybe it’s time to start looking at things a bit differently.

Instead of the ‘us and them’ viewpoint of the NHS and private providers, perhaps it’s better to think of a complex and organic ‘health economy’ – one which is constantly shifting and evolving. In this world, NHS Trusts themselves are competing against each other to provide services, and even more radically, private companies and NHS staff are working together to improve quality and safety – as well as saving money.

Hinchingbrooke Hospital in Cambridgeshire made the news last year when it was announced that a private management team would take over its running, following a series of failings both financially and clinically under NHS management.

Although the management team is from a private company (Circle Healthcare), the clinicians are the same NHS staff. Circle has been given 10 years to turn the fortunes and the quality of service around at Hinchingbrooke, and we can see this as an important experiment in a ‘third way’ of doing healthcare.

The strategy that Circle have adopted for improving care and balancing the books is centred around cutting out bureaucracy, flattening hierarchies and empowering front-line staff.
ICS SPECIALIST SERVICES

**Review of surgical services**

Detailed work has been ongoing to review the surgical services at Lymington New Forest Hospital, and to evaluate the options for the safe, cost-effective provision of these services in the future. The team in Basingstoke have had a tense couple of months as their partner company responsible for maintaining and repairing the 6000 client's wheelchairs ceased trading. Sally-Anne Tungate-Thorn and her colleagues sprang into action and developed a proposal to bring the service in house and executed this in just two weeks, maintaining continuity of care.

ICS NORTH EAST

**Roll out of RiO and Telehealth**

Staff have been busy with the roll out of RiO and also Telehealth. This has been a challenging time for the staff as it is a very different way of working. They are coping with the changes admirably due in part to the hard work, patience and support of the floor walkers for whom they are very grateful.

TQTWENTYONE

**Awards to say “thank you”**

Over 100 staff from TQTtwentyone attended their Annual Award ceremony last month. The ceremony was an opportunity to take time out of busy working lives to thank staff for all their hard work and achievements over the last year, with both the winner of 'team of the year' and ‘worker of the year’ being announced. Following the online presence of TQTtwentyone on Twitter this month, they have also joined Facebook promoting the service through social media. ‘Like’ them on Facebook, facebook.com/TQTtwentyone

The TQTtwentyone football tournament is being held on 18 September.

Visit www.tqttwentyone.org for more news!

ICS MID WEST

**Clinics launched**

Two health and wellbeing clinics have opened at the Pilands Community Centre and West End surgery to treat people with long term conditions in the community. The aim of the clinics is to help patients to manage their health and wellbeing.

The NHS Staff Survey is due to launch in the Autumn and this year, for the first time, the survey is being sent to all staff. Previously the survey has only been sent to a proportion of staff, and due to the number of returns, the sample size has not been sufficient to glean enough data to give true representations of staff opinion. That’s why it’s more important than ever this year that we receive as many responses as possible. Look out for more information in the next issue of the Journal.

ICS SOUTH EAST

**Awards recognise fantastic work**

The South East Community Diabetes Team was awarded first prize at The Care Integration Awards 2012, in the Diabetes Care category for their Super Six Model: Redefining integrated diabetes care across South East Hampshire. Nominations for the Best of Health Awards 2012 include:

- Dr Partha Kar, Consultant Diabetologist for ‘Hospital doctor of the year’
- Staff on the Sultan ward at Gosport War Memorial Hospital for ‘Hospital team of the year’
- Staff working in the Community Stroke Rehabilitation Team at the QA Hospital, Portsmouth, for ‘Community team of the year’

Congratulations to everyone who has been nominated and we wish you the best of luck! The team has also been nominated for an HSJ award which will be announced in September.

Welcome to Faye Presleton who has recently been appointed Area Manager for Fareham & Gosport.

ICS NORTH

**Partnership working for end of life care**

Congratulations to The Maples Community Care Team who won the Forgiving Relationships award at this year’s star awards.

Staff work in partnership with other health and social care professionals to examine every aspect of end of life care and work innovatively to put patients and service users at the centre of every thought and action. The planning and support for end of life patients is now provided by integrated care teams who are the main vehicle for patient co-ordination, information and support. Patients are encouraged to improve their own wellbeing by making important decisions, including where they want to die and what their resuscitation plans are.

OLDER PEOPLES MENTAL HEALTH

**Recovery comes first for OPMH**

OPMH is working on a major piece of work with the Health Innovation and Education Cluster Wesses to roll out the recovery model across all inpatient units. The programme, a huge success at the Becton Centre where it was trialled, has proven to help reduce falls and increase patient satisfaction. The project gives staff the tools to confidently make sure that every patient has active involvement and participation in their care, with their specific needs driving care pathways, not just their condition. Project lead, Matt Sholan, Area Manager in the North commented: “This is a great piece of work, and core to what OPMH services are about.”

CORPORATE SERVICES

**Staff survey launches in the Autumn**

The NHS Staff Survey is due to launch in the Autumn and this year, for the first time, the survey is being sent to all staff. Previously the survey has only been sent to a proportion of staff, and due to the number of returns, the sample size has not been sufficient to glean enough data to give true representations of staff opinion. That’s why it’s more important than ever this year that we receive as many responses as possible. Look out for more information in the next issue of the Journal.

ICS SOUTH WEST

**Welcome to Nina**

We’re delighted to welcome Nina Bensley to our team in the Southwest as the new Area Manager for the New Forest. Nina’s arrival coincides with Moraig Forrest-Chard’s move to a key role supporting Southern Health services at Southampton General Hospital, and working in partnership with the Southampton system in our attempts to integrate and modernise unscheduled care services. The last two months have also seen successful completion of the Intensive Support Plan for our community services in the Avon Valley, a superb team effort to secure service improvement.

CHILDERN’S SERVICES

**Breast feeding friendly stickers launch in Eastleigh**

The Breastfeeding team has been working in partnership with Eastleigh Borough Council to promote breastfeeding for mums in the town. Over 70 businesses in Eastleigh have started displaying a distinctive sticker in the window of their premises to tell mothers that they are welcome to breastfeed their child at that venue.

Congratulations to Fareham and Gosport Health Care Support Workers who won the public choice Star Award! Mrs Hinton nominated the team for recognising a serious condition that saved their daughter’s vision.

Congratulations to Lynn Timms, Baby Friendly Lead, who has been nominated for an ‘unsung hero’ award in this year’s Best of Health Awards 2012.

ADULT MENTAL HEALTH

**Positive CQC results - well done!**

The CQC published its report into the re-inspection of Elmleigh this week and we were pleased to hear that we have met all of the standards that were raised as issues last time it visited. We know that all of the staff there have gone to huge lengths to make sure that all of the areas of improvement identified last time have been addressed. This is in addition to staff at Antelope, who have also gone through a similar process and received a positive CQC re-inspection. We are very proud of every member of staff, so well done all!
A warm (if8 degrees kind of warm) welcome to issue three of the Journal. As we enter the ‘summer’ months the workplace seems quieter as people take holiday, ‘staycations’ and Olympic leave. So has Olympic fever hit you? Having had a very cynical outlook at the beginning and allowing my principles to override the ticket ballot I can honestly say the opening ceremony won me over and now I can often be found becoming an armchair expert on the rifle-shooting, diving and three day equestrian event. Happy to answer questions submitted on a postcard!

It hardly feels two minutes since we were pushing the last set of envelopes out the door, but it seems you have all been keeping up the hard work and giving us lots to talk and write about. The last month has definitely been dominated by celebration, with the Star Awards taking centre stage, but we’ve also had the learning disabilities glitter ball and several external awards to proudly truck under our belts, reminding us of the excellent service and care we’re giving. We’ve got a complete mix of topics in this month’s issue and lots to get you thinking about how we work, how we care, and how we can improve.

With all this talk of celebration though, let us not forget that the idea of the Journal is to look at the positive and numerator of what’s happening in our trust. We need your opinions and we need your concerns as well as all the good stuff. So maybe you can use these quieter days to put your thoughts on paper. It really doesn’t matter if you’ve never written more than a sentence before or if you’ve got something to say but the whole idea of putting your opinion in print daunting you. Pick up the phone and we can help! Nicola, Editor

Continued from the front page

model. Furthermore, many commentators have argued that a highly skilled and innovative management team could have been found from within the NHS workforce.

But what about the conflict between profit and patient care? Ali Parsa, Circle’s charismatic Chief Executive, has strong views on this point. In a recent interview for Newsnight, he said: “The job of a company is to serve its customers – in our case, our patients. If we do a phenomenal job of this, then we deserve a little surplus.” Mr Parsa is also keen to remind us that all NHS Foundation Trusts also make a profit: “They call it a surplus, we call it profit. The truth of the matter is: we all need to be sustainable.

NHS Trusts call it surplus, we call it profit. The truth is: we all need to be sustainable.

Ali Parsa, Chief Executive, Circle Healthcare

Commas need profit to be sustainable, in the same way that humans need air, water and food, but it can never be the meaning of life. This idea that profit is the only reason a company exists is Unilever or Procter and Gamble? Whatever happens, it will be crucial to retain the trust and respect that the public has for the NHS.

In many ways the lines are being blurred between private and public sector health providers. Southern Health itself is moving towards a more ‘customer focused’ way of doing business. We recently published our Customer Service Charter, and believe the whole experience our patients and service users have when they come through the NHS’s doors is as important as the clinical outcomes of their treatment. On top of this, we are focusing on giving more control over to clinicians and front-line staff, who are in the best position to understand the needs of their patients and service users.

Many of us feel a tangible pang of pride when we think about the values the NHS stands for. For some of us, they are the very reason we chose to become one of the NHS’s 14 million employees. So these values are lost, superseded by the need to make a profit, then it would indeed be a national tragedy. But at the same time, it might be possible – if we allow ourselves to think pragmatically – to envisage a Health Service operating in a dynamic and competitive health economy, which still fundamentally puts the patient, or the customer, at the very centre.

Do you think there is a place for private companies in our Health Service? Is it right to see our patients as customers? Is it possible to align profit and patient care? Do you see yourself as an employee of Southern Health, or the NHS, or both?

Write in and join the debate: communications@southernhealth.nhs.uk

Ridgeway Integration
Combining our corporate services: Staff consultation launched

As Southern Health and the Ridgeway Partnership move ever closer to the integration date of 1 November 2012, a consultation has been launched which aims to answer the question: How do we join our corporate services together?

As two organisations, Ridgeway and Southern Health have two HR teams, two finance teams, two communications teams, and so on. Proposals on how these teams might be merged are now being shared with staff from both organisations.

If you work in corporate services, this consultation is your chance to look at the proposed structures and to see how you will ‘fit in’ - so it’s very important that you get involved.

For more information, please talk to your manager or HR representative. You can also download resources (including the consultation document, job descriptions, and useful contacts) from the Integration webpages: www.southernhealth.nhs.uk/ridgeway

Do you have questions about the corporate services consultation or the Ridgeway integration?

Email ridgeway@ southernhealth.nhs.uk or call 023 8087 4392

Ways to get yourself published

FEATURE ARTICLES
A longer article about something which affects most people in the Trust. This could be an overview of something that is changing or happening, an in-depth look into a particular issue or a thought provoking piece to get people thinking about things differently.

OPINION PIECE
Is there something you’re really passionate about which you’d like to share? Do you hold a strong opinion which you think others would find interesting?

LETTERS
Your letters will be really valuable in helping us to work out what the important issues are to you. Your letter could be in response to something which has been in a previous issue, or maybe highlighting something in the wider health arena or further afield.

COMPLIMENT A COLLEAGUE
Praise isn’t given nearly as often as it should be. Whether it’s something small like they’ve fixed your chair or something big like changing the way the team works it’s great to share it with everyone else.

WORD ON THE STREET
Sometimes in the health profession it’s really easy to get carried away in clinical or ‘NHS speak’ and we forget who our audience are. Have you heard any unnecessary jargon recently? Share it with us.

Don’t Miss: Integrated care in action, page 6
Southern Health stars recognised in annual award ceremony

The Oscars, the Nobel Prizes, the BAFTAs... the Southern Health Star Awards 2012. It could be argued that it’s up there among the greatest recognitions of talent and commitment; that would be if the Oscars, Nobel Prizes and BAFTAs recognised the hard work and dedication of NHS staff!

Over the past 12 months we’ve been bringing you all the good news and achievements from around the Trust, and the Star Awards 2012 provides the setting to formally recognise and celebrate these.

There are arguments for and against holding formal recognition ceremonies within NHS trusts, and many arguments I’m sure you’re all familiar with, but as more and more Trusts within the UK recognise the importance of doing this, Southern Health and its former Trusts are veterans in comparison and the anticipation and excitement of the nominees and winners continues to grow each year.

PA, Wendy Edwards was nominated for the Chair and Chief Executive Award which recognises individuals who continually deliver above and beyond what is expected of them. Speaking on the night she said: “I feel really honoured. It has made me feel very different about my role. I’d just got back from holiday when I saw the email [to say she’d been nominated] so it made me happy to be back at work.”

Soaking up the atmosphere on the night our roving reporter captured just how much it means to colleagues to be nominated. The South West MSK (muscular skeletal) Outpatients Team were nominated for the Driving Innovation Award, which recognises teams that have used their imagination, remained open to new ideas and act quickly and responsively to transform the lives of our patients and service users. “It’s about time we were nominated! It feels great to be recognised for our achievement of becoming the first integrated MSK outpatient team to offer self-referral which has really taken off. It’s great.”

Winners of the Valuing Achievement Award, the Willow Ward Project Team were delighted to win. “It’s a massive achievement. It’s the only one [learning disabilities assessment and treatment unit for challenging behaviours] in the South of England so it’s been a fantastic project to be involved with. The team have really deserved this, we’re so proud.”

The evening was compered by Chair Simon Waugh and attended by the Executive Team. Director of Nursing and AHP, Jude Diggins spoke of her experiences. “Last year was the first year we had the mental health and integrated community services areas of the trust together after the merger and we weren’t really sure how it would work, but this year it feels normal and right that we are recognising colleagues alongside each other. The buzz and excitement of the event is overwhelming and it’s clear to see how much people appreciate it. It really does have an impact on morale and it’s so nice to be able to hear the positive ways in which our staff work so hard.”

With over 200 nominations this year it’s clear that our successes are reaching far and wide and we extend congratulations to every one of you. However we know that there are so many more of you out there achieving incredible results. Nominations for 2013 awards open in January so let’s get thinking about who we’ll nominate next year!”

And the winner is...

Valuing Achievement

Willow Ward Project Team
Nominated by John Stagg the team was selected for developing a new service at Willow Ward, Moorgreen Hospital. The team combined their unique skills to build a bespoke service for people with learning disabilities who have challenging needs. The service now incorporates a unique sensory integration suite which is the only one of its kind in the country.

Releasing Ambition

East and West Southampton Community Mental Health Teams – OPMH
Nominated by Kathy Jackson the team was selected for showing unending passion, motivation and enthusiasm during the past year. The teams have shown such commitment and tenacity to deliver a first class level of patient care.

It’s been a fantastic project to be involved with. The team have really deserved this; we’re so proud.

Staff from Willow Assessment and Treatment unit.
Corporate Support

Asset Management and Compliance Team
Nominated by Paul Johnson and Jeremy Smith the Asset Management and Compliance Team was nominated for implementing a new estate strategy which incorporates the Trust’s clinical strategies. The Team have also recently introduced the Department of Health’s Premises Assurance model which will generate a saving of around £300,000 for the Trust.

Forging Relationships

Maple Community Team
Nominated by Craig Rees, the Maple Community Team was selected for reducing administrative stakeholder barriers, enabling patients to remain living in their own communities. This approach has seen a reduction in waiting times for access to services and patients feel far more involved in the health decisions surrounding their care.

Public Choice Award

Fareham and Gosport Health Care Support Workers
Nominated by Mrs Hinton, the team was selected for recognising the seriousness of their daughter’s condition which could have cost her the sight in her left eye. With immediate care and treatment being given by the team her vision was saved and her family are truly grateful.

Chair and Chief Executive Award

Joan Brock, Modern Matron
Nominated by John Stagg and Dr Amanda Taylor, Joan was nominated for her contribution to nursing practice. She has developed and maintained high standards of practice in specialist mental health services and is described by colleagues as “an amazing individual”. Her dedication and ongoing support to patients and staff across the service is “remarkable”.

Driving Innovation

Paul Willis, Occupational Therapist
Nominated by Dr Andrew Livingstone, Paul was selected for setting up a mental health football team. Paul has invested a huge amount of personal time, effort and money and it has made a big difference to the physical and mental health of the people involved and the public who work with them.

Person and Patient Centred

Mental Health Pathway
Nominated by Claudia Camden-Smith the team go above and beyond the call of duty to put their patients at the heart of everything they do. Individualised care is given to all patients delivering outstanding care and empathy.
Integrating services, integrating care
Andover leads the way for truly integrated patient care

Penny Hamilton
Area Manager, Andover Community Services

When I started my role as Area Manager with the Community Care Teams based largely in Andover War Memorial Hospital, I felt passionately that it was important to meet anyone and everyone who contribute to the patient journey.

With a patient population of around 95,000 and staff based all over the area it was a challenging task, but integration was the Trust message so that was the goal.

Two years down the line this has paid huge dividends, and I can truly say that all the local teams are some way along the path to integration.

Integration is generally taken to mean the combining of parts so they work better as a whole. I started with the Virtual Ward – like a hospital ward with staffing, systems and daily routines except that people being cared for stay in their own homes.

Integration is the combining of parts to work better as a whole

To enhance the Virtual Ward the teams had already implemented a weekly Virtual Ward meeting. This needed expansion with representation from all local specialists and professionals involved in patient care to discuss an individual’s care and best treatment, challenges and next steps. Led by Consultant Geriatrician, James Croft-Baker colleagues attend from both the nursing and therapy sides of our service, a psychiatrist & nurse from Older People’s Mental Health, Trust specialist nurses and from external organisations Hampshire Adult Services for social care, Hospice Lead and Macmillan nurses. Referrals come to us from GPs, South Central Ambulance Service as well as those attending the weekly multidisciplinary meetings.

I’m really impressed with the holistic review of patients. Optimal care is possible because of the range of skills represented at the meetings. This also provides everyone present a great insight into the assessment and treatment by the other disciplines: a great learning opportunity.

As a result of the weekly meetings, community matrons and senior nursing staff meet regularly with the GPs to discuss mutual patients, share knowledge and ensure we are all aware of the most ill or vulnerable people in our area. Marie and Gay, our virtual ward administrators, work hard keeping the patient list current and liaise closely with both primary care and secondary care colleagues, particularly in Winchester, to note pending patient discharges to make it a seamless transfer.

The integrated group of Older People’s Mental Health, Hampshire Adult Services and ourselves won funding in a Department of Health competition which has been put towards input into the local nursing homes. It has focused on support in appropriately treating residents in their nursing homes and avoiding admission to hospital.

Last November a duty coordinator system was developed where every weekday morning, a nominated member of staff from each service is the duty person for that day. If a patient with complex needs is referred to our service the duty Community Care Team member calls on colleagues and they can either meet, go out on a joint visit to assess, or simply discuss the situation over the phone. We encouraged the provision of an Adult Services social worker and a computer joining us in our Single Point of Access office with the aim of helping to provide the support for a truly rapid response.

Working closely with colleagues outside our organisation has benefits all round. Sarah, Lead nurse for the Countess of Brecknock Hospice, is working with our teams to launch a small Hospice@Home pilot to support patients who wish to die in their own home. She has been doing all the hard work, and has not only our support, but that of local GP Aileen Houston, her managers from Hampshire Hospitals and Hospice trustees.

Across sectors, there have been several steps put in place to integrate with the voluntary sector. The League of Friends has organised volunteers who meet and greet patients. Age Concern has worked with Adi Phillips in launching a befriending scheme which encourages patients to get out and about, rather than attending their GP surgeries or the acute hospitals. Neighbourcare help by providing transport to our outpatient clinics, and the MS society, MNDA, Parkinson’s and Stroke associations work closely with our specialist rehabilitation team with regular meetings and support of patients. We are also working closely with staff at the local leisure centre where we run our pulmonary rehabilitation sessions which improves wellbeing and coping strategies for longer term conditions.

I very much hope our future lies in true integration. From our experience already we know it will work, for our services and staff but mainly to the care we are able to offer our patients.

NHS sickness rates

Sickness rates among NHS workers has dropped by just 0.04 per cent over the last 12 months despite efforts by trusts to reduce the number of days lost. In 2011-12 the NHS lost 15.56 million days due to sickness absence, 390,000 fewer days than in 2010-11. Gill Bellord, Director of Employment Relations at NHS Employers said: “The challenge now is to keep sickness levels coming down by continuing to provide the range of support necessary to improve staff’s physical and mental health and wellbeing.”

Are we doing enough as a trust to provide the support you need?

Staff recognition programme

A review is shortly to take place to coordinate the staff recognition programme including the Star Awards, internal formal recognition and external awards. How would you like your achievement recognised? Do we need more local recognition within services?

Get in touch and have your say!

Olympic Opening Ceremony

More than 300 hospital beds which were part of the £27m extravaganza are being donated to the Hospital Habis Burguia De Medenine and the Hospital de Taouine in Tunisia, where they will play a valuable role in treating patients.

Do you think this is a good use for the resource?

NHS trusts in administration

It had been well documented over the last month that South London Healthcare NHS Trust has been put into administration and a further 22 are considered as in serious financial difficulty.

Do you agree that an NHS trust should be put into administration?

Standardised bed charts ‘could prevent hundreds of hospital deaths’

The Royal College of Physicians last month published data that showed there were over 100 different types of hospital bed charts in use across the UK. Using a standard chart across all care providers including hospitals, care homes and ambulances, they think could prevent around 6000 deaths a year. The RCP are currently campaigning for the chart to be rolled out across all hospitals as a matter of urgency.

Do you think a standardised chart can help our trust?
Dignity in care: a personal view

Gina Matthews
Health Care Support Worker

I wonder what first springs to mind when you think of the word dignity? For me this word has taken on a very personal and profound significance, particularly over the past 18 months. I hope this article will help you to develop your understanding of dignity from both a patient’s and a professional point of view.

I was diagnosed with breast cancer in October 2010. Over the course of three operations, five courses of chemotherapy, fifteen treatments of radiotherapy and numerous unscheduled stays in hospital I lost my hair and part of my breast but at no stage did I lose my dignity. This is due in most part to the compassion, respect and professionalism I received from all those involved in my care at Southampton General Hospital and the district nurses.

The Nursing and Midwifery Council has the most accurate definition of the word dignity. It highlights the very personal values that lie at the heart of every human being, for example the need to feel valued, respected and human. I can give you many examples of where these core values came into effect over the course of my treatment. Here are just a few which I hope will encourage your understanding of the many areas within your practice where a patient’s dignity can be preserved and maintained.

Mr Royal gave the diagnosis. He delivered it in a very personal, dignified and compassionate manner. The nurse accompanying the consultant stayed a little longer and explained more about how things were going to progress. She did not overwhelm me with facts and treatment options but neither did she hide away from telling us the truth, that it was going to be a rough year. I remember at the time appreciating her honesty. It made me feel valued as a person and not patronised.

The following day I received a phone call from the same breast care nurse. She asked me how the family and I were. I received another phone call two days later asking how our weekend had gone. After explaining the situation to our boys, holding my mother and aunt while they cried and watching people around me break down it was overwhelming to hear the very personal and compassionate voice of a nurse who had spoken to many women and not just me. I felt both respected and comforted. To a great extent it gave me permission to cry.

In my experience as a nurse and as a patient, time is by far the most precious commodity. For a nurse it’s time with the patient, time for paper work and time for that elusive break. For a patient it is time to listen and be listened to, however there are moments when dignity does not require any words. I remember during one stays in hospital just how isolated and vulnerable I felt. One night I remember feeling as though the walls were closing in on me and I started to cry. After a while I became aware of someone holding my hand. I don’t know how long she had been sat there but when I stopped sobbing she simply asked if I wanted a cup of tea. She didn’t offer advice or ask if I wanted to talk, she valued me as an individual by giving me her time.

Please don’t misunderstand my journey through cancer. It was not always drenched in tears. There were times spent with nurses who really understood the balance between compassion, professionalism and humour.

There were times spent laughing about the fact my legs were not always drenched in tears. It’s the balance between compassion, professionalism and humour that by placing a patient’s dignity at the heart of our practice we can make a positive and significant difference to a patient’s experience of their respective disease.

Reply

Communications@southernhealth.nhs.uk

Last month, a member of staff wrote in about how frustrating the staff website was proving to be after frequently asking them to login.

We know the staff website is far from ideal at the moment. Lots of you have told us it’s difficult to navigate and find what you’re looking for.

The problem of being asked to login (when you’re actually already logged in), has occurred since the launch of the new public website. Unfortunately there are quite a few links in the staff site which link to the old public website. It’s these links which cause the error.

We’re trying to spot (and fix) as many of these links as possible. It’s usually quick and easy for us to do - the problem comes in finding where they all are. So if you come across a problem, please drop us a quick email to web.editor@southernhealth.nhs.uk or click the ‘comment’ button which you should find at the bottom of most pages.

We want the staff website to be your website - a place where you find the things you want to see, in the way you want to see them.

We’ve therefore been working on a project to redevelop the staff site to make it more user-friendly.

Before we started the project we asked lots of you what you thought of the current site, and what you’d like to see in future. All that feedback was invaluable - but we’d still love more.

So once the new site is launched – let us know what you think, hand in hand as they tie in very closely to your words, manner and tone of voice.

48,000 women and 300 men are diagnosed with breast cancer every year. Behind every statistic is a frightened and vulnerable human being and an equally disorientated family. Through my experience of cancer and having received such compassionate and professional care, I have learnt that placing a patient’s dignity at the heart of our practice we can make a positive and significant difference to a patient’s experience of their respective disease.

Fiona Harlow
Head of Web and Digital

Sudoku

<p>| | | | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>7</td>
<td>9</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>4</td>
<td></td>
<td></td>
<td>7</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td></td>
<td>5</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td>5</td>
<td>9</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>8</td>
<td>9</td>
<td>3</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7</td>
<td></td>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Last month’s solution

|4 1 8 6 7 2 5 9 3 |
|9 5 7 3 1 8 2 6 4 |
|6 3 2 5 4 9 7 1 8 |
|2 8 4 9 3 5 1 7 6 |
|1 6 9 8 2 7 4 3 5 |
|3 7 5 1 6 4 9 8 2 |
|5 2 1 7 8 3 6 4 9 |
|7 4 3 2 9 6 8 5 1 |
|8 9 6 4 5 1 3 2 7 |
Staff, services users, carers and glitter!

Rebecca Brown  
Business Development  
Project Officer

For the last two years, our learning disabilities service has run an annual conference for staff, service users, carers and stakeholders, and this year was to be no different.

As we are so proud of all of our service users and the staff that support them, we wanted to do something special to show our appreciation. We wanted to tell stories of some of our fantastic initiatives, and thank staff for their role in helping us to be such a superb service. We also wanted to look ahead to the future, which means our integration with the Ridgeway Partnership.

So the challenge had been set, we had just four months to plan our event. My project experience was about to be truly tested. Forming a small project team we started planning.

We found a graduate from Winchester University who could supply our circus theme for the evening, giving us stilts, a magician, fire poi and other entertainers.

Throughout the planning we were constantly managing time and budgets so it was great when we were able secure our ball sponsorship which was a massive relief!

After a few sleepless nights the day had finally arrived. Before we knew it we were getting into our glitter gear, welcoming guests. The nerves (and excitement) had well and truly kicked in. But when the DJ dropped his beat we finally relaxed and hit the dance floor, all the hard work had paid off. This was definitely a team effort and it certainly makes you realise how amazing and hard working our colleagues are, thank you to all!

“”

My daughter was made to feel like a princess, which did wonders for her confidence.

“”

Thank you for the opportunity for my son to experience this ‘proper grown-up event’. It’s something that he’ll remember for a long time.

Emily Read  
Work Experience,  
Communications

“What can I say? Wow!” This was the reaction of Nicky Adamson-Young’s, director of children’s services, when she walked into the school nursing conference. The event was a celebration of the hard work and achievements of the school nursing service. It was also the perfect opportunity to launch the new school nursing web pages, designed by the school nurses and the communications team to provide information and support to parents, teachers and children. The school nursing service joined by Sue Harriman, who congratulated them for all their hard work in these challenging times and described the new website as ‘innovative’. Wendy Nicholson from the Department of Health, talked about school nursing strategies and the Government’s new Child Development Programme. She described the day as “an inspiring event with evidence of such commitment, enthusiasm and innovation”.

In the afternoon members of staff facilitated a number of workshops to share their expertise with colleagues. These included, top tips for children’s sleep, domestic abuse, initiating difficult conversations with parents whose children are overweight or obese, smoking cessation, sexual health and relationships, sun safety, nutritional support, and year six to seven transition. School nurse assistant Paula O’Connor praised the workshops, “very informative and relevant to my role. I can take ideas away”.

The conference was a great occasion to bring the whole service together and look to the future.

School nurses on the web

The School Nursing Service has launched an innovative set of new web pages that provide information and advice on health issues for teachers and parents of school age children.

The aim of the website is to make the service more accessible without increasing the already demanding workload of school nurses. An easy to use website with useful information that supports the Healthy Child Programme and allows families to wish to find out more without talking face to face with someone.

This new tool means parents and young people can access trusted health advice and guidance at the click of a mouse. One teacher said “the website is the most useful piece of information I have seen all year!” It is also ideal for those looking for advice on sensitive matters such as sexual health who wish to find out more without talking face to face with someone.

Through this new smarter way of working, the service can be more effective and reach out further than ever before.

Thumbs up, school nursing

Emily Read  
Work Experience,  
Communications

“What can I say? Wow!” This was the reaction of Nicky Adamson-Young’s, director of children’s services, when she walked into the school nursing conference. The event was a celebration of the hard work and achievements of the school nursing service. It was also the perfect opportunity to launch the new school nursing web pages, designed by the school nurses and the communications team to provide information and support to parents, teachers and children. The school nursing service joined by Sue Harriman, who congratulated them for all their hard work in these challenging times and described the new website as ‘innovative’. Wendy Nicholson from the Department of Health, talked about school nursing strategies and the Government’s new Child Development Programme. She described the day as “an inspiring event with evidence of such commitment, enthusiasm and innovation”.

In the afternoon members of staff facilitated a number of workshops to share their expertise with colleagues. These included, top tips for children’s sleep, domestic abuse, initiating difficult conversations with parents whose children are overweight or obese, smoking cessation, sexual health and relationships, sun safety, nutritional support, and year six to seven transition. School nurse assistant Paula O’Connor praised the workshops, “very informative and relevant to my role. I can take ideas away”.

The conference was a great occasion to bring the whole service together and look to the future.