

# Oxleas Exchange

CONNECTING THE PEOPLE OF OXLEAS NHS FOUNDATION TRUST

## Welcome Greenwich Community Health Services

**I**n a development set to benefit the health of local people, Greenwich Community Health Services (GCHS) transferred to Oxleas on 1 April 2011.

GCHS offers a range of services such as community nursing, podiatry, specialist child healthcare, therapy services and specialist dental care. Around 750 staff have transferred to Oxleas, bringing total staff numbers to almost 3,500.

Bexley Community Health Services joined the trust in July 2010. This means that 33% of staff are now community health focused.

Oxleas' Chief Executive, Stephen Firth, said: "GCHS has an enviable reputation for high quality services. We welcome them to the trust and see this as an opportunity to further develop first class community services."

Director of Greenwich Community Health Services, Lesley Strong, expects the transfer will give GCHS the opportunity to improve services for patients: "The change of management will, in time, help to make services easier to use and improve the sharing of information between health professionals. It will bring real benefits to the people of Greenwich by simplifying referral processes, improving access to services, extending clinical expertise and streamlining information management. Patient care is, as always, our top priority. I want to assure you that services will not be disrupted and patients should expect to see the same member of staff at the usual place."



Children's Physiotherapist, Claire Higgins, and Kyra during a physiotherapy session at Goldie Leigh

## NHS top brass visit Memorial



NHS Medical Director, Sir Bruce Keogh, left, with Stephen Firth

**T**he guest list read like a Who's Who in the NHS when the National Quality Board (NQB) visited Oxleas in April.

The NQB is made up of senior figures from across UK health services. It was set up to champion quality and ensure that the same level of quality exists throughout the NHS.

The movers and shakers who make up the NQB, which is chaired by NHS Chief Executive David Nicholson, honoured Oxleas by a visit to the trust's Memorial Hospital site on Shooters Hill on Tuesday 5 April. Over 30 NQB members came to hear about best practice in the trust and to discuss how to share this and improve quality across the NHS.

Oxleas Chief Executive, Stephen Firth, told the board: "It is an honour that you have chosen to come to Oxleas to hear about improving quality in mental health services and a privilege to have the opportunity to showcase our work."

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# Welcome



**In a time of change our focus remains on patient care**

Stephen Firm, Chief Executive

Dave Mellish, Chair

After over a year of careful planning by Oxleas, Greenwich Community Health Services (GCHS) and NHS Greenwich, we are delighted that GCHS successfully transferred to Oxleas on 1 April (see page 1). Together with Bexley Community Health Services (BCHS), who joined the trust last year, they now represent a major element of the health services we offer. We would like to thank everyone who has worked so hard to ensure a smooth transition to Oxleas and look forward to working with you in the future to further improve healthcare services for local people. April 1 also saw the trust move from geographically based mental health directorates (Bexley, Bromley and Greenwich) to trust wide, functional directorates (see centre pages). We are now more able to pool our resources and share expertise across the three boroughs. In

addition to GCHS, which like BCHS forms its own directorate, we have created three entirely new directorates that will enable us to provide more integrated and focused services that improve patient care and efficiency. Older People Mental Health Services will bring a trust wide focus to older people's mental health issues. It will be able to develop integrated strategies for tackling the different sets of problems faced by this age group, for example physical health as well as mental health conditions. Adult Acute Mental Health Services and Adult Complex Needs and Recovery Mental Health Services will also enable us to concentrate our resources so that we can continue to improve the quality of the services we offer. The remaining directorates, Forensic and Prison Services and Child and Adolescent

Mental Health and Adult Learning Disability Services, remain unchanged as they already perform a trust wide role. It is always a pleasure when staff tell us that they enjoy working at Oxleas, but the results of the 2010 National NHS Staff Survey are a cause for celebration as they are our best ever (see below). When staff enjoy and are engaged in their work they can make a really positive contribution to the quality of services we offer and that means better patient care. Members and governors are the lifeblood of a foundation trust and with elections in July we encourage you to have your say by voting or standing as a governor. It is also really important that we have members representing community health services so if you use these services, or care for someone who does, please join us and get involved in how the trust develops (see page 8).

## Best ever staff survey results

Oxleas is the best capital based trust to work for of those that provide mental health and learning disability care - with the exception of north west London's Tavistock and Portman which is mainly a teaching trust - according to the 2010 National NHS Staff Survey carried out by the Care Quality Commission (CQC). A random selection of 800 Oxleas employees were asked to take part in the eighth NHS Staff Survey. It was the trust's best response rate ever, 61% of those asked completed the survey, representing 20% of the overall staff population. This year the sample included Bexley Community Health Services for the first time. The trust chalked up some impressive scores in the survey. Oxleas was in the top rank of trusts in 23 out of 39 areas covered in the survey including: commitment to work life balance; support from immediate line manager; percentage of staff that feel their role makes a difference and the opportunity to develop their potential. The results show that Oxleas staff feel strongly that they are able to contribute towards improvements at work and recommend the trust as a place to work or receive NHS treatment. It added that Oxleas employees look forward to going to work and are absorbed in their jobs.

With regard to staff engagement ie employees who are fully involved in, and enthusiastic about, their work, and act in a way that furthers the trust's interests - overall Oxleas scored far higher than the national average. It scored 3.94 out of a possible highest score of five - the national average was 3.64. Wendy Lyon, Chair of Staffside, said: "I would like to thank all those staff who returned their copy of the 2010 staff survey. The response was higher than ever before which is good news. I would like to reassure staff the data we get from these results is really useful for us as union stewards. We study the areas we need to do some work on as well as acknowledging areas of improvement. "We continue to work in partnership with the trust management to improve the working environment for staff." Simon Hart, Director of HR & Organisational Development, said: "I am delighted that the staff survey results continue to be positive despite the challenging times facing the wider NHS. I am very pleased that staff think that the trust has improved over the last year in a number of areas but there are always things that can be done better. We will work in partnership with staff and staffside colleagues over the next year to address

those issues that still remain a concern for staff and to seek the opinions of all staff throughout the forthcoming year." The results of the survey will also be used by the CQC as part of their monitoring of whether we are meeting essential standards of quality and safety.



Simon Hart

# News



## Strong woman at the helm of GCHS



Lesley Strong is the new Director of Greenwich Community Health Services (GCHS).

As Executive Managing Director of GCHS, Lesley helped guide it through the complicated process of linking up with Oxleas. A qualified district nurse and health visitor, she has experience of setting up and managing a wide range of community services. She spent 15 years in the NHS in Sussex, where she had the opportunity to work in a variety of roles including Director of Nursing and as Director of Operations. Married with two children aged 22 and 25, Lesley hails from Bromley and was educated at Bullers Wood School for Girls. She did her nursing training at Middlesex Hospital in London. Early in her career she moved to Africa to work in Zambia: "I wanted to do something different and an opportunity arose so I took it. I worked there for three years." Lesley is convinced that her new directorate can be beneficial to new and established Oxleas staff and, perhaps more importantly, to patients. She told Exchange: "In the future I would like to focus on the opportunities community health services can bring to Oxleas. I'd like to see us working far more efficiently with our partners, joining up mental health services and community health services. "Our three year plan puts patients at the centre of all that we do, but in the current financial situation we will have less money and will have to use it more efficiently." Passionately, Lesley went on: "I am committed to community health services and I'm proud of the contribution I have made



Visakha with Hervé's



Nicola and Charlie



Anita, left, and Eileen



Layla with nurse Angela

during my career. I have seen many developments and innovations that have improved care for patients. Developing 24 hour services through intermediate care is a good example. Another key area is care for patients who are at the end of their life. In the past patients would have had to go to a hospital or a hospice but now they can, if they choose, go home to die. As a clinician it is a real privilege to be in a position to help people like this. Another area where things have greatly improved is in the general health and protection of children. "In GCHS we have developed many services, for example for patients suffering from Chronic Obstructive Pulmonary Disease (COPD). We used to treat COPD patients Monday to Friday between nine and five. This of course is no good if you need help on a Saturday morning. In the past it would probably have meant a visit to A&E for sufferers. The service is now available well into the evenings and at weekends. "By providing services in different ways, by building integrated community teams across the 42 individual services, we can use their core skills in partnership with local authorities and social services to provide good quality services to patients when they want to use them. "We are looking forward to working with the other directorates and for clinical staff to come to us with ideas that might enhance care for patients." Finally Lesley said: "I am looking forward to the new challenges of helping Oxleas staff know what community health services are all about and to help shape Oxleas going forward in the future."

## Out and about in GCHS

When Exchange recently visited GCHS Kidbrooke Clinic we couldn't help but be impressed by the professionalism, enthusiasm and dedication of all the staff we met and the respect they enjoyed from grateful patients. A good example was Eileen from Plumstead. She said she was visiting the clinic because of bad pain in her feet when she walks. She said candidly: "Over the years I let myself go a little and things like my feet and teeth have suffered. The staff here are so supportive." Eileen was being treated by podiatrist, Anita Murray and student podiatrist Simone Paul. In another part of the clinic Hervé's, a 12-year-old boy from Charlton, was being treated by dentist Visakha Fernando and nurse Carolyn Skinner. Their colleague, dental nurse, Katie Day explained: "The dentist is applying fissure sealants to Hervé's permanent molar teeth to help prevent decay." Another part of the diverse healthcare on offer at Kidbrooke is the baby clinic. Here Health Visitor Philomena Mulcahy was looking after mum Nicola Belcher and seven week old infant Charlie. Mother and baby attended the clinic for a routine check - to make sure Charlie was feeding properly and gaining weight. And nursery nurse, Angela King, weighed tiny Layla Morley who at three weeks and one day recorded a healthy 10 pounds five ounces - or 4.68 kilograms. Mum Michelle Berry said: "The staff here are always good fun, helpful and enthusiastic."

# Changes to the way the trust is organised

## Estelle heads up new directorate for older people



On 1 April Estelle Frost took up her new job as Director, Older People Mental Health Services. This is a new role in a completely new directorate and is part of the trust's move from borough based to trust wide, functional directorates.

Estelle's background is in social work. She joined the trust in 2004 to manage the older adults Community Mental Health Team that she had helped to set up while on secondment from Greenwich Social Services. She lives in Blackheath with her husband; their two sons aged 18 and 21 have flown the nest, the younger for a cricket orientated gap year in Australia and the elder for university. She says that their timing is impeccable, as it allows her to concentrate on her new job: "It's daunting but very exciting. In the past, older people's services tended to be minority services because they were embedded in the old borough directorates where the main focus was on working age adults. Having an older adults directorate will allow us to forge links between existing older people's services and focus on issues like developing an integrated dementia strategy. It will also enable a wider support group to deliver the outcomes we are looking for such as providing high quality care. Across our three boroughs we have a range of excellent senior clinicians and managers and it will be great to bring them all together."

Estelle believes that this pooling of resources and expertise will deliver dividends for older people's services. "The aim is to improve patient care and efficiency and by looking at service delivery across the three boroughs we can identify areas of best practice and implement them across the whole directorate."

She says that it also makes sense to have a dedicated directorate for

older people as they have a different set of problems from working age adults. They are more likely to suffer from physical health conditions in addition to mental illness for example, and their carers are likely to be older and frailer. However Estelle stresses that access to services remains based on needs rather than age: "If a person of 65 is fit it makes sense for them to stay in working age adults services."

She also points out that the reality of the current economic climate means that the trust needs to find ways of delivering high quality services more efficiently. "We need to work more flexibly to find CREs (cash releasing efficiency savings) and an obvious place to start is by delivering a coordinated service right across the trust rather than replicating it three times."

Estelle emphasises that there will be no disruption to current services: "While Older People headquarters will be at the Bexleyheath Centre, the clinical and community teams will remain where they are and people who use these services will not notice any difference – they will receive the same services at the same locations as before."

## A duty to provide excellent services



Working alongside Estelle Frost in Older People Mental Health Services, Dr Adrian Treloar is the new directorate's Clinical Director.

The married, 51-year-old father of seven, Consultant Psycho Geriatrician from Orpington is looking forward to the new challenge. Educated locally at St. Mary's School in Sidcup, Adrian is on his second stint at the trust. He first joined for six months in 1991 but in 1995 returned to Oxleas and has been here ever since.

During that time Adrian has helped develop much better services for older people in Bexley, Greenwich and Bromley. He said: "Oxleas work developing memory clinics and our inpatient services are things the trust can be proud of."

Dr Treloar highlighted The Greenwich Advanced Dementia Service which attracts visits from clinicians from overseas, recently a party came from Japan. The dementia service looks after people in their homes during the final part of their lives. Adrian said: "Rather than dementia patients being in hospital or care homes they can be looked after in a much happier environment – their own homes."

In the future Adrian's main concern is the quality of the services the trust provides. He said: "We have a duty to continue to provide excellent services. Presently there are national concerns about the care of the elderly. It is a 'must do' for us to keep our quality

standards high. The new directorate structure will enable us to develop a consistent approach across the whole trust.

"It is a delight to work in a trust where we get high levels of appreciation for the care that we give to the elderly. And to build on this we want to further develop links with primary care groups. Already we have a joint project with Bexley Community Health Services to develop advanced dementia care in the patients' homes in the borough. This entails intensive support and home visits in times of crisis – enabling family to be with their loved ones.

"In the last 10 years we have seen the perception of the treatment of dementia change from a condition we could do little to treat to one that can be effectively treated. It really is good to work in a specialist field where you can make a real difference to people's lives. We can now demonstrate that people can live well with dementia."

## Bridging the gap between care and expectations

A man of great dignity, Dr Anthony Akenzua is the trust's Clinical Director of Adult Acute Mental Health Services – a new role embracing the intake and short term interventions teams across Greenwich, Bexley and Bromley. The 41-year-old Nigerian first joined the trust nine years ago in 2002 – and an awful lot has happened to the mild mannered Consultant Psychiatrist during that period.

First and foremost was the tragic death of his wife from cancer in 2009. Anthony said: "We first came to the UK because my wife got a scholarship to do a PhD in pharmaceutical chemistry, but she passed away in 2009 at the age of 34.

"The trust and many of its staff were very supportive of me especially when I lost my wife. That's something I'll never forget."

When Anthony first relocated from Nigeria he did additional training at three London hospitals – which continued what has basically been a lifetime, including childhood, with medicine bubbling away in the background.

Anthony continues: "As a younger man I came from a background where my dad was a medical doctor in Nigeria. Naturally I was influenced by my father's circle of colleagues and friends and inevitably I signed up to go to medical school – but without any real direction as to what branch of medicine I'd like to end up working in. "Later I was inspired by one of my lecturers – a professor of psychiatry at the University of Benin, in the Delta region of mid-west Nigeria and decided to pursue a career in that branch of medicine.

"As Clinical Director my responsibility will be for inpatients across the trust – a very wide remit. I want to bridge the gap between the quality of care we provide for our service users and the expectation of care they have of us. There is always room for improvement.

"People's expectations have changed over the years and it is necessary to keep on improving. We can always try to do things differently, to make sure service users enjoy their encounter with Oxleas as much as is possible. This is a challenge I look forward to being involved in.

"Just before I started working in mental health services we lived in a society that still treated the mentally ill in big-hostel like establishments. Nowadays care is delivered safely and comprehensively in the community. People can receive treatment while staying with the people they love.

"We try to get people back into the community less impaired, frequently using the skills of our home treatment teams."



## New directorates explained

From 1 April 2011, Oxleas directorates ceased to be geographically based and are now organised according to trust wide services. The changes, which are designed to improve patient care and efficiency, are management based and will not affect the services people receive. The new structure is shown below with the four new directorates listed first.

**Adult Acute Mental Health Services**  
 Director: Trevor Eldridge  
 Clinical Director: Dr Anthony Akenzua  
 Services:  
 ● Greenwich additions service  
 ● Greenwich Time to Talk  
 ● Liaison and intake teams  
 ● Short term intervention teams and assessment and shared care teams  
 ● Adult inpatient wards

**Adult Complex Needs and Recovery Mental Health Services**  
 Director: Iain Dimond  
 Clinical Director: Dr Jonathan West  
 Services:  
 ● Recovery teams  
 ● Early intervention services  
 ● Assertive outreach teams  
 ● Community rehabilitation services  
 ● Inpatient rehabilitation units  
 ● North House and Oakwood Drive  
 ● Horizon House  
 ● Crayford Centre

**Older People Mental Health Services**  
 Director: Estelle Frost  
 Clinical Director: Dr Adrian Treloar  
 Services:  
 These cover all Older People services, including:  
 ● Inpatient wards  
 ● Community teams  
 ● Day and memory services

**Greenwich Community Health Services**  
 Director: Lesley Strong, Clinical Director: Dr Graham O'Brien

**Bexley Community Health Services (no change)**  
 Director: Sian Thérèse, Lead Clinician: Charlene Francois

**Forensic and Prison (no change)**  
 Director: John Enser, Clinical Director: Dr Jackie Craissati

**Child and Adolescent Mental Health Services and Adult Learning Disability Services (no change)**  
 Director: Stephen Whitmore, Clinical Director: Dr Joanna Sales

Despite the present difficult economic climate high quality services at Oxleas are still the top priority for the trust – according to new Clinical Director, Dr Jonathan West.

Jonathan took up his post in the new Complex Needs and Recovery Mental Health Services directorate

patients and families further down the road and in the long term will save the overall health economy. "Getting involved early when young adults are starting to become unwell, when we can prevent them getting involved in risky behaviour, is so important. This message about early intervention is imperative to get across to schools, colleges and GPs. It cannot be stressed enough. We need to get in before the illness really takes hold and patients

## High quality remains top priority

on 1 April, following on from two years working as Clinical Director in the old Bexley directorate.

At 41 Jonathan has been with the trust for almost seven years and the NHS for 17. Originally from Nottinghamshire, Jonathan now lives with his partner Mark in Clapham and says he loves living in London: "I like nothing better than strolling through some of the London markets. One of my favourites is Columbia Road Flower Market in the East End on a Sunday morning."

Jonathan's main clinical role at present is with the Bexley Early Intervention (in psychosis) Team. He said: "Our role in an early intervention team is to catch patients as early as possible. This can prevent years of chaos and misery for

turn to substance misuse, drug dealing and crime. "Added to this is our work to destigmatise mental illness in society and to engage more fully with families and carers."

Jonathan also talked about his admiration for the staff that work in the recovery directorate. He said: "It really is a great part of the service to work in – colleagues have time to build relationships with patients as we work with them for longer periods. Within the directorate we have some experienced staff from all disciplines who enjoy their work and staff retention is high."

Moving away from the old geographical based management is also something Jonathan is in favour of: "We are now beginning to have meetings relevant to the whole trust. There is a definite feeling of Oxleas rather than Bexley, Bromley or Greenwich. These are exciting times and it's good to be involved."



Exchange stories

# Sun shines on charity trek

**G**lorious Spring sunshine greeted veteran walker Tony Russell when he stopped off at the Memorial Hospital, Shooters Hill, on his 900 mile 'What's it all about?' epic walk to raise the profile and funds for art in mental health.

Tony, who is walking to sites around the country that support mental health through the creative arts, was joined for four miles on 23 March by Oxleas Chief Executive Stephen Finn. Tony began his walk on 22 March at The Bethlem Hospital in Beckenham, Kent.

Tony, 56, is the founder of Breakthrough Art, which promotes positive mental health through the creative arts. He has suffered from stress, anxiety and depression for 18 years and believes that publicising the talents of people with mental health problems can help to restore their self-worth and confidence. He will be interviewing senior politicians, MPs and NHS trust chief executives along the way, as he seeks answers to 'What's it all about?'

The trust celebrated Tony's arrival with a superb evening meal prepared by Hazlewood service users on 23 March. Tony was full of praise for the meal and told Exchange he didn't expect to find better treatment on the whole of his trip. The service users responsible for the veritable banquet were: Emmanuel Impraim, Abdillahi Ali, Ben Ndegwa, Ian Soffield and Abdirisak Aden.

The next day there was a health and arts festival at Memorial before Tony set off on

the next leg of his walk. Surrounded by magnificent examples of artworks created by Oxleas' service users, Tony told his audience: "When I found myself admitted to a psychiatric unit 15 years ago my route to recovery was through taking up photography and campaigning on mental health issues. On this trip I will be talking to MPs and trying to make them understand that if you don't have good mental health you don't have anything. In times of economic crisis, demand for mental health services increases but funding for them decreases. Did you know that of all money donated to charities, less than 1% goes to mental health causes?"

Tony set off at midday for Springfield Hospital in Tooting (see picture, right). He was accompanied for part of the way by: Mr George Neeson, service user on Greenwood Clinic, Glen Charlesworth, Greenwood occupational therapist and Rhiannon Gleeson, Greenwood student nurse who walked 12 miles with Tony until they reached Balham tube station.

Tony said: "My route will

then take me north before finishing at St. Nicholas Hospital in Newcastle in May." You can support Tony by purchasing T-shirts for £10 each. Cheques should be made payable to Breakthrough and sent to 7, Eshton Court, Mapplewell, Barnsley, S75 5QG.

For more information visit [www.breakthroughmhart.com](http://www.breakthroughmhart.com) You can find a longer version of this article on the trust website [www.oxleas.nhs.uk](http://www.oxleas.nhs.uk)



# A big step up for Femi

**I**t's a big step up from Health Care Assistant (HCA) to qualified nurse – but that's exactly what Sidcup based Femi Adeparusi is doing.

Presently an HCA at Bexley Community Health Services' Step Up, Step Down Unit at Queen Mary's Hospital in Sidcup, Femi begins his nursing training in May.

Femi, who has been with BCHS for three years, used to work in the private sector at St. Luke's Healthcare in Abbey Wood, where he helped look after patients with mental health problems. He has been an HCA since 2007.

The Step Up, Step Down Unit provides nursed intermediate care in Bexley for residents aged 18 and over who are registered with a GP in the borough.

The unit is open 24 hours a day, seven days a week and provides care for up to 24 patients. It aims to get patients back on their feet whether they have come from home or hospital. The aim is to rehabilitate people so they will be able to return home.

A Nigerian by birth, Femi, who will be 37 in May, is a very bright chap. Back in his homeland he was a university tutor, teaching

philosophy, though he much prefers what he does now. Femi said: "I very much like working with people and that's exactly what I do at Step Up, Step Down."

"One of the things I like best is that we are able to get patients, many of them elderly, back to being independent individuals again. "Back in Nigeria my father owned a private hospital, so from an early age the medical



influences were always there. However, I originally wanted to study law, but drifted into philosophy and eventually became a lecturer in the subject at Ebonyi State University.

"I came to the UK in 2007, trained as an HCA and now want to go on to the next step. I start my training as a nurse on 9 May and should be qualified in three years time.

"I'd like to continue working for Oxleas. In my opinion it is a good place to be at the moment with a level of job security and a genuinely nice place to work."

Femi loves the open road and his passion for driving is apparent – he is proud of his Freelander 2 Land Rover. He is also keen on tennis and table tennis. He lives in Gravesend with his wife Mary and one-year-old baby daughter Sharron.

When he eventually does become a qualified nurse Femi has even further ambitions. He said: "My ultimate aim is to try and make the grade as a Nurse Practitioner, qualified to dispense medicines, but that's a long way off yet."

Exchange stories

# New boss for Therapists United

**G**reenwich Community Health Services brought with them around 500 therapists when they joined the trust. The man in charge of pulling them all together into a smooth working cohesive Therapists United unit is Michael Witney, the trust's new Director of Therapies. It is a role created to manage therapists working in any field - be it community health or mental health services.

Formerly Consultant Clinical Psychologist and Head of Greenwich Adult Mental Health Psychology Services, Michael, 50, joined the trust in November 2009. All told he has worked for the NHS for a decade, much of that time in Kent.

A South African by birth, Michael, who lives in Maidstone with his civil partner, and his pet Springer Spaniel, Tess, is very much looking forward to his new challenge. He said: "The Director of Therapies role is all embracing – there are numerous types of therapists throughout Oxleas. I want to break down boundaries and ensure the different disciplines get to know each other.

Michael, who has also worked as a psychologist in his native South Africa and in California in the United States, went on: "People can be reticent and nervous about bringing these diverse therapies together under one roof, but I believe if we work together in partnership to improve patient

care we can break down any boundaries that may exist."

During his working life in the NHS Michael has seen many changes. He said: "There have been some positive changes within the NHS. The patient's voice is much more listened to now. Patients have a much better experience in the modern NHS, with more choice and better access to services. It is good that patients have as much information as possible. There has been a vast improvement in the customer service aspect of healthcare."

Michael said he was looking forward to the new directorate format the trust adopted in April. He explained: "While we must be mindful not to lose any local focus, on a larger scale we can offer areas of excellence to a wider number of people. The availability of equitable services throughout the whole area that Oxleas covers means much less of a



postcode lottery for patients. "This is a unique opportunity to improve patient care across a large area. There is a social inclusion aspect to all this as well. In the past there may have been a certain stigma attached to being a patient at a mental healthcare trust. This will no longer be the case in the future."

# No roast swan, but Henri's spread is fit for a king

**W**hen the NHS National Quality Board (NQB) pays you a visit (see page 1) you want everything to be just so. The right amount of chairs is a must and then there's the audio visual equipment and the room itself. But arguably one of the most important things to get right is the catering. For if guests are not properly fed and watered, this is what they are likely to remember about the day.

No small task then for the Bracton Centre's Henri's Café when it was engaged to provide the food and drink for the NQB visit to the Memorial Hospital in April. In the event, Henri's rose magnificently to the challenge, pioneering a brand new menu that received lots of admiration and praise from NQB members.

It wasn't the extravagance of the food on offer that so impressed – there was no roast swan or foie gras in sight – but rather the infinite care and skill with which good simple food had been cooked and presented.

Henri's success is built upon a close working relationship between Bracton staff and service users – the latter gaining invaluable skills in food preparation and service.

Serving alongside Bracton staff was service user Aleks, who provided a dignified presence and looked every inch the catering

professional. Patsy Fung, Head OT at the Bracton, said: "Everyone at Henri's has worked so hard to make today a success. I'm proud of the effort our service users and staff make day in and day out to ensure that we provide a constant high level of service."

The high standard achieved by Henri's, which caters for meetings across the trust and feeds much of the Bracton Centre and Pinewood House on a daily basis, was recently recognised by a National Food Hygiene Rating Scheme (NFHRS) inspection. It received Level 5 – the highest food hygiene rating possible.



Professor Hillary Chapman and Sir Bruce Keogh enjoyed friendly service as well as the food



Patsy Fung chats to Giles Wilmore, Head of System Regulation at the Department of Health



It seemed almost a shame to touch the beautifully presented food

## Council of Governor Elections

Oxleas is looking for candidates to stand for election as governors in 14 vacancies during July.

The vacancies are:

- Public Bromley: 2
- Public Greenwich: 2
- Service user/carer: 5
- Staff: 5

Our governors perform a vital role in helping us to serve our local communities, so it is important that members take part in elections, either as candidates or voters.

You will be sent information on how to stand for election in May and your voting pack will be sent in June. Nominations for governors must be returned by 2

June and the closing date for the elections is 12 July.

Public Governor for Bexley, Stephen Brooks, says that members should consider standing for the Council of Governors (CoG): "The CoG is the route by which members' concerns and ideas are fed back to the professionals in Oxleas. I would encourage any members who have used trust services, or cared for people who have, to get involved and stand for election.

"It's really important that voices from the local community are heard within the trust and that our members have a say in how Oxleas develops in future."

### Volunteers wanted for Happy Soul Festival

Happy Soul Festival is a celebration of Black and Asian films and arts exploring wellbeing. This year Oxleas is sponsoring one of the festival dates and needs volunteers – both staff and service users – to help out on the day.

**When:** Tuesday 31 May 2011, doors open 1.30pm, starts 2.30pm  
**Where:** Charlton House, Charlton Road, SE7 8RE

If you are interested please email Janice Williamson at [janice.williamson@oxleas.nhs.uk](mailto:janice.williamson@oxleas.nhs.uk)  
 You are also welcome to just come along and enjoy the day but you will need to book. For more information about this exciting festival, please visit [www.happysoulfestival.co.uk](http://www.happysoulfestival.co.uk)



## Carers' Week 2011

The theme for Carers' Week 2011 is 'The true face of carers'. The annual event, that aims to raise awareness of carers among the general public and health professionals, will this year be seeking answers to questions like: "Is caring a perpetual struggle with no thanks and no recognition? Or a richly-rewarding experience that brings out the best in the human spirit?"

Oxleas will be supporting Carers' Week with a carers' event at the Ripley Arts Centre in Bromley on Thursday 16 June. Anyone who cares for someone who receives Oxleas' services or staff who work with carers are welcome to attend. There will be information stands manned by trust staff and partner organisations such as the Alzheimer's Society and Mencap. Speakers will include Iain Dimond, Director Complex Needs and

Recovery Mental Health Services, and there will be opportunities for carers to network and meet staff.

A stall promoting awareness of carers in the trust will feature at Oxleas' annual Nursing Conference on Friday 17 June at Charlton Athletic Football Club and the trust is supporting the Greenwich Carers' Centre's exhibition of carers' work at CJ's Café in Powis Street, Woolwich. The exhibition takes place during Carers' Week and carers are encouraged to write a short story, poem or letter, or alternatively create a piece of art which shows how they feel about their role as a carer.

If you would like to organise a trust event for Carers' Week, please contact Trust Carers' Lead Anna Chan on 01322 625040 or [anna.chan@oxleas.nhs.uk](mailto:anna.chan@oxleas.nhs.uk)

## Members needed from community health

Community Health Services are now a significant part of Oxleas' offering to our local communities (see page 1) so it is really important that we have members who represent them.

Joining the trust means that you can have a say in how your local services are delivered and developed in future. You can come along to trust meetings and get involved in elections by voting or nominating someone for election as governor. Once a member, you can also stand for governor yourself.

Membership is free and is a real opportunity to influence the development of Oxleas. As a foundation trust it is accountable to its members and governors – the latter of whom represent the interests of members to the trust and have the power to appoint (and remove) Board members.

Membership is free and open to anyone, aged 14 and over. Whatever your level of interest or however much you want to be involved, anyone who lives in Greenwich or Bexley is invited to become a member. Once registered, you will

receive as much information and can get involved as much as you want – it is entirely up to you.

You don't need any special skills or experience to become a member, you just need to be interested in the services we provide and the people we provide these to. Everyone has their own life experience and views of their local NHS and these are invaluable to us.

You can join by visiting our website [www.oxleas.nhs.uk](http://www.oxleas.nhs.uk), by calling Freephone 0800 389 6642 or by emailing: [foundation.trust@oxleas.nhs.uk](mailto:foundation.trust@oxleas.nhs.uk)



Barnard Health Centre, Sidcup

## Health festival returns to Charlton

For the third year running Oxleas is to host a health festival at the Valley, home of Charlton Athletic Football Club.

Since it began in 2009, the Oxleas Health Festival has proved tremendously popular, attracting more visitors each year, and is now a regular feature in the calendar.

This year highlights will include:

- Workshops in media, journalism and social networking;
- Photography exhibition;
- Free health checks and a mini-massage session;
- Market place with stalls run by lots of partner organizations;
- Mental health league football

- championship;
- Circus skills, films and animation; and
- Creative writing and poetry.

The action packed day runs from 9.30am to 3pm on Tuesday 24 May at: Charlton Athletic Football Club, Floyd Road, Charlton SE7.



Yoga at last year's festival

Please send us your letters and news stories. You can contact the Communications Team at: [exchange@oxleas.nhs.uk](mailto:exchange@oxleas.nhs.uk) or call 01322 625754 or write to us at Communications, Pinewood House, Pinewood Place, Dartford, Kent DA2 7WG.  
 If you prefer to receive Oxleas Exchange by email, please email us at: [exchange@oxleas.nhs.uk](mailto:exchange@oxleas.nhs.uk)