

Shine

for members



Thumbs up say young people

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Latest news

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Special report

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Prefer to receive this newsletter by email?

Contact the Membership Team with your email address.

Email: membership@solent.nhs.uk Tel: 023 8060 8889



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Better health, local care





Message from

Dr Ros Tolcher, Chief Executive

Welcome to the latest issue of 'Shine', our members' newsletter. The year ahead will be a momentous one for Solent NHS Trust, as we move towards becoming a Foundation Trust.

As we start 2013 my priority remains, as always, to ensure that we provide safe, effective and timely services and that we do so in the most efficient way possible. This means that we will retain an unwavering focus on quality and place our service users at the centre of decision making. The Trust is at a critical and exciting stage in its evolution and is well placed to hit the next milestone on its journey to becoming a Foundation Trust. As I write this message to you, we are awaiting confirmation of dates for the next stage of our journey. All being well, the Trust will be referred to Monitor for formal assessment early in 2013. Monitor authorises and regulates NHS Foundation Trusts.

As a member of the Trust you have a valuable role to play in shaping our future. An important next step will be the appointment to our Council of Governors with elections for

both public and staff governors due to commence in Spring. Read more about this on page 3.

As part of our commitment to provide high quality health services, we have recently been nominated as the preferred bidder for an exciting dental contract. We have also been awarded a bursary for the development of educational programmes for GPs and Specialist Registrars around the integrated care of older people in Southampton City. More details about this and the latest news about our other services are included inside.

I would like to thank you for your continued support and I look forward to seeing you at our members' events throughout 2013.

Kind regards

Ros Tolcher

Dr Ros Tolcher - Chief Executive

Membership matters

The autumn was busy for the Membership Team with lots of great opportunities to go out and talk to people about the Trust and membership. We had a tremendous day at the Baby and Toddler Show in Southampton, talking to parents about our child and family services and how they can get involved. We also spent two days at South Downs College in Waterlooville for their health fair, as well as visiting Southampton Solent

University, Port Solent Christmas market, and Cascades and Marlands shopping centres.

We would like to extend a big welcome to our new members and those of you reading 'Shine'

for the first time.

Back issues are available on the membership section of our website

www.solent.nhs.uk/membership



We now have over 5,600 public members and over 50% of you receive 'Shine' and other communications from us by email. Email represents the quickest and most cost effective way to contact our members, as it avoids the cost of printing, envelopes and of course postage! If you have an email address that we could use to contact you, please let us know by emailing membership@solent.nhs.uk and help us in our drive to be as cost efficient as possible.

Your Solent NHS Trust needs you!

Thank you for being a member of Solent NHS Trust. We are delighted that you support us and our commitment to providing high quality community and mental health services throughout Portsmouth, Southampton and Hampshire. Members are fundamental to this process and we are looking for volunteers to support us in our drive to attract and recruit new members to the Trust.

If you think that this is something that you would be interested in, we would love to hear from you. We are looking for people who are outgoing and comfortable talking to members of the public in a variety of different settings, such as fairs, shopping centres and sporting events. No previous experience is necessary and we will provide training beforehand. At all times, you will be supervised by a Solent NHS Trust staff member, who will be there to support you.

Typically we attend several recruitment events each month, which can be during weekdays, evenings or at weekends, so if you are interested, there should be an opportunity to suit your availability. On average, our teams work for around four to five hours at a time. We recruit throughout the year across Portsmouth, Southampton and Hampshire and will be finalising the dates for the first part of 2013 shortly.

We also occasionally need help with members' events that we run, such as greeting people on arrival. We are looking for people who are friendly and approachable.

Interested?

Please contact either Elaine or Kirstie in the Membership Team for further details on 023 8060 8889 or email membership@solent.nhs.uk



Governor update

In mid-December we ran a day for prospective governors. Governors will be elected by our members to represent their views. Held at St James' Hospital in Portsmouth, the event provided an update on the Trust, our strategic objectives and how we are currently performing, as well as the latest information on our journey towards Foundation Trust status.



In addition, we were given an insight into two of our innovative services. Firstly, there was a fascinating presentation about our Homeless Healthcare Service. This service is based in Southampton and the dedicated staff there provide assistance to those who are unable to access healthcare through the usual channels due to lack of identification or a permanent address. The Homeless Healthcare Service is a great example of how Solent NHS Trust strives to provide equality of healthcare to everyone and to place service users at the heart of everything we do.

We then heard about a pilot project which is running in Portsmouth to improve the care for frail, older patients. This works through the use of virtual wards, which keep patients at home, but provide them with the support of a multi-disciplinary team. This approach ensures that complex medical and social needs are managed, whilst maintaining the individual's independence as much as possible, resulting in a better quality of life for the patient and their family.

The final presentation of the day was by Tom Morton, a former governor for Southern Health NHS Foundation Trust, who talked about the realities of the role and took questions on what it means to be a governor. 'Challenging, always interesting, rewarding, accountable, representational and fun' were the adjectives he used to describe being a governor. Tom's advice included the need to listen and be supportive, but also to be prepared to question and challenge. He advised against being interested in a single issue only, but rather to understand what the Trust does as a whole and how the Board of Directors works.

Finally, the day was rounded off by a Q&A session, allowing members to ask questions on a range of topics. We were delighted to see so many members, both public and staff, at the event and hope they have the information they need to go on and stand for governor.

If you were unable to attend the event and are still interested in the role of governor, it is not too late. The elections are likely to take place in early spring, so for further information please contact our Company Secretary, Rachel Cheal, on 023 8060 8814 or email Rachel.cheal@solent.nhs.uk

Annual General Meeting

Last September, we had our first Annual General Meeting (AGM) as an NHS Trust. The event was open to all staff, members, stakeholders and the general public and provided an opportunity for us to share our performance and achievements with the local community.

The evening began with a review of the previous 12 months by Dr Ros Tolcher, our Chief Executive. The highlights included that the Trust:

- provided care to more than 1.5 million people at home or in over 100 venues
- was rated 'green' for Department of Health targets for waiting times, infections and single sex accommodation
- was ranked second nationally amongst similar trusts for recruitment to research
- won new contracts worth more than £12 million
- was rated in the top 20% by community and mental health service users
- remained compliant with all 16 CQC essential standards for quality and safety
- recruited more than 5,000 public members.

In financial terms, our performance was in line with the plans which we had submitted for the year. The Trust:

- received an income of £194 million
- spent £192 million
- delivered a surplus of £1.9 million.

There was a presentation on the older person's care pathway in Southampton. The service aims to improve the quality of life for older people and to help them to remain independent for as long as possible. This is achieved through an individual case management plan for each person, excellent communication and coordination between teams, GPs and patients with the aim of reducing hospital admissions.

Finally, we heard from the Adult Mental Health Team on the subject of the acute care pathway. The team aims to provide intensive support in the environment that is best for the service user and their family. For many people that means in their own home, as an alternative to hospital admission. Being at home helps people retain important skills and relationships. When hospital admission is necessary, we ensure that a coordinated approach makes the admission no longer than it needs to be. As a result, we have the most 'out of hospital' model in England. No other trust spends a higher proportion of income on providing care at home for people with mental health problems.

The final part of the evening was a Q&A session, where the panel of our Directors and Non Executive Directors received a range of probing and interesting questions. We were delighted with the attendance at the meeting and the interest and participation shown by the audience. Our next AGM will be held later this year and we will announce the date during the summer.



Right place, right time

Solent NHS Trust is working in partnership with Portsmouth Hospitals NHS Trust and Southern Health NHS Foundation Trust to coordinate the care for patients attending the Queen Alexandra Hospital (QAH) Emergency Department, who do not require admittance to the hospital, but do need assistance with transport home and the coordination of any community services. Consequently it will help to prevent avoidable admissions to the acute hospital.

The Community Assessment Lounge (CAxL) was opened in December 2012 and is based at the QAH in Cosham. The service is open seven days a week, 10am – 10pm, and will work closely with the Community Emergency Department Team.

The overall aim is to help prevent avoidable acute admissions and to minimise the need for them. Led by clinicians, the service provides multidisciplinary assessments and discharge programmes for relevant patients. The CAxL will put in place the right support and measures to enable patients to be discharged back in to the community safely and in a timely way, rather than moving these patients from the Emergency Department into the main hospital.

The service has been commissioned to support patients over the age of 18 who meet the inclusion criteria. Patients need to be medically stable, with a specific nursing or therapeutic need that can be met in the community, or who need to access social care. The hope is also to reduce the amount of time people wait within the Emergency Department. Patients must be registered with a GP in Portsmouth City, Fareham, Gosport or South East Hampshire.

This is a new unit, so if you would like to see and learn more, please come and visit us in the Emergency Department at QAH.

For more information, please contact Cate Leighton on the contact details below:

catherine.leighton@solent.nhs.uk

CAxL Tel: 023 9228 6000 extension 3765 or 023 9228 6411

Prestigious award for Solent NHS Trust nurse

Solent NHS Trust nurse, Mia Wren, has been awarded the prestigious title of Queen's Nurse for her commitment to high standards of patient care, learning and leadership.

Mia Wren, Family Nurse Supervisor for the Family Nurse Partnership in Portsmouth, was presented with her badge and certificate at the Queen's Nursing Institute (QNI) Award Ceremony on 12 November 2012 at the Commonwealth Club, London. Mia was one of 62 nurses nationwide who were recognised for their efforts and awarded the title.

Mia said "I feel very honoured. I see it not as a means to an end, but as a platform to go forward in improving the care for some of our most vulnerable clients in the community."

The Family Nurse Partnership programme

aims to provide support to first time teenage mothers in the Portsmouth community throughout and after pregnancy. Participants in the programme are visited by a family nurse who provides information about pregnancy, giving birth and looking after babies and toddlers, visiting often until the child is two years old.

Mia received the award for demonstrating commitment to patient-centred values and continually improving practice through leadership. In her role as Family Nurse Supervisor, she led on the successful implementation of the Family Nurse Partnership programme.

Recognising Mia's contribution to nursing, QNI Director Crystal Oldman said, "Congratulations are due to Mia for her success. Community nurses operate in an ever more challenging world and our role is to support them as effectively as we can."

Anne Flemming, Service Manager, said "Mia can be very proud of her achievements. Her commitment to patient care is of the highest quality, and thoroughly deserves the recognition of the Queen's Nurse title for the leadership she demonstrated with the community based project, Family Nurse Partnership."





Improving community care

We recently submitted a proposal to Wessex Deanery around the development of educational programmes for GPs and Specialist Registrars that would support the integrated care of older people in Southampton City. The training programmes have been designed to support a trainee GP and Specialist Registrar to increase their knowledge and awareness of the needs of older people in the community, how to assess them in their own homes using a comprehensive geriatric assessment, create a prioritised problem list and long term management plan that covers all the patients' needs.

Integrated models of care based in the community are believed to be the best solution to the management of long term conditions, multiple conditions and frail older people. There are a rising number of unscheduled hospital admissions locally and nationally, particularly amongst older people. National and local audits have demonstrated that a significant number of those urgent care patients being admitted are inappropriate admissions. Evidence has shown that by day three of admission over 50% of patients could be managed in their own home.

On a local level, the projections for Southampton City show that the population aged over 65 is set to increase by 14% between 2010 and 2017. The challenges posed by long term conditions and frailty underline the importance of more collaborative working with key stakeholders within the local health economy. The solution lies in integrated community based care, to minimise crises through proactive planning and management of crises where appropriate without the need for hospital admission. Southampton City has an extensive community based service for older people led by consultant geriatricians with close alignment to primary care provided by Solent NHS Trust. Solent NHS Trust is the lead provider of community health care in the city of Southampton.

The original bid which we submitted was for two posts, one trainee GP and one Specialist Registrar, each for six months. However, the innovative proposal was seen so favourably that the Deanery has agreed to support the programme over a longer timeframe and provide five years' worth of funding for these posts, which will start in August 2013.

Solent NHS Trust is here to support you

After the over-indulgences of the festive season, many of us start the New Year with perfectly good intentions to cut back on drinking, smoking, eating and spending, whilst getting fit and looking after ourselves more. Solent NHS Trust has various services that can support your resolutions for the year ahead and help you to stick to them.

If 2013 is your year for getting fit and healthy, Southampton's Community Health Trainers are on hand to provide you with the support and guidance you may need to make your ambition a reality. It is a free and confidential service. Your Health Trainer can meet you on a one-to-one basis and work with you to identify the steps you could take to create a healthier lifestyle, such as healthy eating, getting more active, giving up smoking or cutting back on the amount of alcohol you drink. The Southampton Quitters and Pompey Quit services can also support you to give up smoking. They provide support to deal with cravings and help maintain motivation and prevent lapsing.

Glenn Turner, Head of Health Promotion at Solent NHS Trust, said "The New Year is a prime time to plan to make changes to improve health and kick the bad habits you may have succumbed to over the Christmas period. Solent NHS Trust has various support services available across Southampton, Portsmouth and areas of Hampshire. It's a good time to plan to take a healthy approach to life by actively exercising, maintaining a healthy weight and cutting back or stopping habits that we know to be bad for us. We're here to help you achieve your goals."

For further information about the services Solent NHS Trust offer, please contact:

- Health Promotion Service on 023 8071 3335
- Health Trainers on 023 8051 5222
- Southampton Quitters on 023 8051 5221 or www.southamptonquitters.nhs.uk
- Pompey Quit on 023 9236 9234 or text POMPEY to 88020



Young people's project

Did you know that our membership scheme is open to anyone over the age of 14? Since we provide many services within the child and family arena, it is crucial that the views of the younger members of our community are represented. With this in mind, we have been working closely with the Youth Parliament in Portsmouth.

The delegates from the Youth Parliament have been helping the Membership Team to design a new version of our membership leaflet, which is more appealing to the 14 – 21 age group than our standard leaflet. While we certainly have a youthful outlook on life, unfortunately the Membership Team doesn't fit into this age category, so we decided to ask some experts in that field – young people themselves! It was a delight to work with these young people, who brought a lot of passion and energy to the project. The group assisted us with the design of the leaflet, as well as the content and layout. We think the new version is really exciting and are looking forward to seeing the final printed leaflet very soon. We are also looking at other opportunities to work with young people in the area and will keep you updated in future editions of 'Shine'.

If you are interested in finding out more about the Youth Parliament, here Hayden Taylor, the Vice Chair, explains a little about the group:

"Portsmouth Youth Parliament is the south coast's most active local youth board that champions youth leadership and representation. Made up of elected representatives that act on behalf of a specific group/school or area in the city, the Youth Parliament works hard all year round to reach our aim of 'striving to improve the lives of young people' and to leave a positive legacy for the next generation. Since the launch just a few years ago, issues have been brought to the table by young people and then solved by active campaigning. As a



result, we've gained a massive reputation across the South East for standing up for the views of young people. We also send representatives to other boards/decision making groups to ensure young people really are heard, for example the Portsmouth Police Authority Advisory Group, The Children's Trust Board and Portsmouth City Council Leaders meetings.

"Not only does the Youth Parliament focus on its own issues, but also benefits other groups and services by advising how to make their communications attractive to young people. Our members have been working with Solent NHS Trust to ensure their literature is enticing and membership as exciting as possible. We hope that the Trust will now attract more young members and our partnership with them will go from strength to strength."

For more information about the Portsmouth Youth Parliament, please contact Katherine Jenkinson on Katherine.Jenkinson@portsmouthcc.gov.uk

Dental delight!

In November, the commissioning board for Southampton, Hampshire, Isle of Wight and Portsmouth (SHIP) approved the recommendation to award the Special and Occasional Care Dental Services contract to Solent NHS Trust. We are the preferred bidder and a contract will be awarded, subject to mobilisation and contract signature, which is great news for Solent NHS Trust. This contract will begin on 1 April 2013.

This service will provide dental care across Hampshire, Portsmouth and Southampton to patients with special needs, who have been referred with physical, sensory, intellectual, mental, medical, emotional or social problems that have prevented them from accessing care in the general dental services. This service will also cover Haslar IRC (Immigration Removal Centre), formerly Haslar Prison, and Winchester Prison.





Member get member

Please help us spread the word about membership and ask your family and friends to get involved

Ask your family and friends to become members today!

Please encourage people you know to become a member of Solent NHS Trust. They will get a copy of this quarterly newsletter and have an even bigger say about local health services. Members can attend events, take part in questionnaires and focus groups. Find more information online at www.solent.nhs.uk/membership or call **023 8060 8889**.

To sign up today, please complete the short form below and pop in an envelope back to us at:

Freepost RSRU-ARZH-ACBZ, Membership Team, Solent NHS Trust, Adelaide Health Centre, William Macleod Way, Southampton, SO16 4XE

Title: _____ *Full name: _____ *Address: _____

_____ *Postcode: _____

*Date of birth: _____ Telephone: _____ Email: _____

Ethnicity (please circle):

White British/ White Irish/ White Other/ White & Black Caribbean/ White & Black African/ White & Asian/ Mixed Other/ Chinese/ Indian/ Bangladeshi/ Pakistani/ Asian or Asian British Other/ Caribbean/ African/ Black or Black Other/ Any other ethnic group

Declaration

I can confirm that the information provided on this form is accurate, that I am at least 14 years old and that I have not been involved in the previous five years in an act of assault, violence or harassment against any Trust staff or registered volunteers of the Trust or been convicted of offences against children or vulnerable adults.

Signature: _____ Date: _____

Data protection and the Public Registers

The information on this form will be kept by Solent NHS Trust and only used in connection with membership and public involvement. This is in accordance with the Data Protection Act 1998.

Please tick this box if you do not want your name to be included on the public register of members * These fields are mandatory

Make a date to donate

People across Portsmouth are being urged to show some compassion by giving blood this winter.

While many people will be staying indoors and keeping warm, others will spend winter receiving cancer treatment or undergoing life-saving surgery and emergency care, so the NHS Blood and Transplant service (NHSBT) is calling on people in the Portsmouth area to make a date to donate now.

This winter also sees NHSBT aiming to recruit 100,000 new donors in 100 days to protect future blood stocks. Every year new donors are needed to replace existing donors who drop out of the system, but this year the need is more urgent after a dramatic decline in the number of younger donors signing up.

The NHSBT is particularly keen for younger people and those who haven't given blood before to get in touch.



Some future blood donor sessions are as follows:

15 February 2013

Clanfield Memorial Hall,
Clanfield

19 February 2013

Lee Community Association,
Lee on Solent

Visit www.blood.co.uk or ring 0300 123 2323 for further information and to book an appointment.



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