

Shine

Magazine for staff and members | Autumn 2019

NHS

Solent
NHS Trust

A portrait of Pam Campbell, a woman with short, curly grey hair, smiling warmly. She is wearing a blue and white patterned sweater and a purple lanyard. The background is a blurred outdoor setting.

Pam Campbell - NHS Lifetime Achievement Award Winner

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Welcome

from Sue Harriman, Chief Executive



Reading through this edition of Shine reinforces what I already know, Solent is full of people who demonstrate incredible passion and who work together to make a difference for people in the communities we serve.

It's been an incredible six months for Solent NHS Trust. In February we received the outcome of our Care Quality Commission (CQC) inspection. The CQC rated us as 'Good' overall, and 'Outstanding' for caring. They highlighted so many examples where they saw people and teams demonstrating passion for their work, their colleagues and partners. You can read more about our inspection outcome on page 3.

I truly believe that Solent offers something special and we continue to invest in creating an environment in which people feel engaged in their work and motivated to deliver the very best care, embedding our HEART values throughout. For three years in a row, we have seen an improvement in our NHS Staff Survey results, and our 2018 results made us best in class for combined Community, Mental Health and Learning Disability trusts in the Listening into Action results published in the Health Service Journal (HSJ). On page 5 you will find a summary of our survey results.

I have been particularly proud of the wide range of awards that people in Solent have been nominated for, and sometimes, won! I had the honour of attending the 2019 NHS Parliamentary Awards in July. For the second year in a row, one of our Solent colleagues was named as the Lifetime Achievement Award winner. What an absolutely wonderful accolade to the work of Pam Campbell, a person who has dedicated her working career to helping some of the most vulnerable and marginalised people access much-needed healthcare services. We have also been celebrating people in Team Solent within the organisation. We held our first Solent Awards event in June, and as part of our Celebrating Nursing conference awarded Vanessa Bull, a learning disability nurse, our inaugural Nurse of the Year Award. This is incredibly fitting as 2019 celebrates 100 years of learning disability nursing.

Engaging with people in our diverse communities continues to be a key priority for Solent. On page 7, you can read Ella's story. Ella is a member of Young Shapers. The Young Shapers has helped us to see our services through the eyes of service users, and through the eyes of a young person. We are also continuing to work with the military and veterans' community. I am humbled by the lived experience of many of our veterans and am delighted to share with you our commitment to both them and their families, through the support of the Armed Forces Covenant.

Finally, I would like to welcome our new Chair, Catherine Mason, to Solent. Catherine brings with her a wealth of experience and skills which will help us as we continue to work to keep more people safe, well and independent at, or close to, home.

This really is a bumper edition of Shine which showcases the difference we make. I hope you enjoy the read!

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Board meetings in public

The Board is responsible for the key strategic decisions taken by the organisation and is made up of a mixture of executive directors and non-executive members.

Date: Monday 7 October 2019

Time: Starts at 09:30am

Venue: Haven Community Centre, Portsmouth

Date: Monday 2 December 2019

Time: Starts at 09:30am

Venue: Highpoint Venue, Southampton

Employees and people from the local community are welcome to attend. For more information, see www.solent.nhs.uk

"Outstanding" for caring

We have been rated as 'outstanding' in the Care Quality Commission's (CQC) caring domain and 'Good' for all other domains, following the CQC's inspection of many services and their review of the Trust's leadership. These results have given the Trust an overall rating of 'Good'.

Sue Harriman, Chief Executive, said: "The improvement in rating is a tribute to the work that everyone has put in, across the Trust. Every day I'm proud to see, and hear, examples of innovative and inspirational patient care, and I know these ratings are well deserved. We will continue to learn, improve and develop as we strive to be an 'outstanding' organisation."

The CQC repeatedly praised the Trust for the commitment it shows to patients, commenting that: "Staff were kind, caring and treated patients with dignity and respect," and that, "The Trust has a clear, ambitious vision to make a difference by keeping more people safe and well in the community, and takes a holistic approach to ensuring both physical and mental health are considered equally."

"Patients are involved in decisions about their care and treatment."

"Solent's people speak highly of their leaders."

"There is a culture of transparency."

Care Quality Commission



The CQC identified many areas of 'outstanding' practice, including:

- the vision and purpose, which was clearly stated and understood by staff
- the culture developing across the Trust in respect of Allied Health Professionals (AHPs)
- strong medical leadership for supervision and training, alongside a quality improvement culture in the Trust
- improvement in Information Governance compliance and awareness
- the way the Trust learns and improves when things don't go as planned and when there are positive outcomes for patients
- how the Trust actively engages in collaborative work with external partners
- the Trust's success in research (demonstrated through its position in the National Institute for Health Research's annual league tables)
- the higher than average take up for the National Child Monitoring Programme (97.1% compared to the national average of 90%)
- the way services seek the views of children and young people who use services to support the development and improvement to the services (see page 7)

The full report can be downloaded from the CQC website: www.cqc.org.uk/provider/R1C

Get in touch

Shine is produced by Solent NHS Trust

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Solent NHS Trust provides specialist community and mental health services.

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[Follow our Instagram page: @solentnhs_trust](https://www.instagram.com/solentnhs_trust) to follow our latest stories.

New Chair emphasises commitment to out of hospital services

We are delighted to welcome Catherine Mason as our new Chair. This independent Chair role is responsible for leading the Trust Board. The Board shapes the strategy, vision and purpose, holds the organisation to account for the delivery of strategy and ensures value for money. The Board is also responsible for assuring that risks are managed and mitigated effectively and has a collective responsibility for the Trust's performance.

Catherine, who lives locally, has joined the Trust at a key time for the NHS. As a recent non-executive director (NED) for University Hospital Southampton NHS Foundation Trust, Catherine's experience of oversight and scrutiny, combined with her time as Chief Operating Officer for Spire Healthcare, allows her to bring the insights from private and NHS healthcare into the Solent culture. Her time as Chief Executive for Allied Healthcare, the UK's largest provider of care at home, means she is passionate about the whole patient journey. In addition, her early work experience saw her volunteering to help people with both mental and physical impairments.

Talking about people's route into the health and care system, Catherine said: "Money is better spent keeping people safe and well in their own homes. I want people to receive great care at home, or as near as possible to it, as evidence shows this is the best way to improve patient health."

"Solent NHS Trust is the glue between acute hospitals, such as the Queen Alexandra Hospital and Southampton General, and the brilliant care delivered in care homes and by social care teams. Solent's approach of working in partnership with other organisations is breaking down the barriers between health and care, meaning that patients should be enjoying a more joined-up experience of care."

"Rather than people having to call on busy Emergency Departments, we want to focus on prevention of ill health and early intervention, all of which is better for patients and NHS pockets."

"I am really looking forward to working with everyone in the Trust, and with partners, to realise the vision of making a difference for the population we serve."



Sue Harriman, our Chief Executive, said: "We are delighted to welcome Catherine to the Trust. She brings a wealth of experience and knowledge and will play a vital role in helping us to continue to make a difference. Our joint aim is to work with others to help empower people to stay well and, where possible, be cared for at home, and in helping to shape the future of local care systems."

Catherine joined us on 1 April 2019, following the retirement of Dr Alistair Stokes on 31 March at the end of his tenure in the role.



'Best in class' for NHS Staff Survey results

Every year we encourage our colleagues to complete the annual NHS Staff Survey. We use the results to help us improve our working environment to help people be at their best which in turn helps to improve patient care.

The 2018 NHS Staff Survey saw our highest response rate in five years, with 59% of people responding to the survey, and the results improving for the third year in a row. Our 2018 results made us 'best in class' for combined Community, Mental Health and Learning Disability trusts in the Listening into Action results published in the Health Service Journal (HSJ).

The survey results are grouped into 10 key themes and Solent scored better than average, when compared with other combined community and mental health / learning disability Trusts, across all themes. We were also amongst the best performing Trusts for:

- Diversity and inclusion
- Quality of appraisals

- Safe environment (bullying and harassment and violence)
- Safety culture.

Sue Harriman commented: "I truly believe that Solent is a special place to work and our NHS Staff Survey results are testament to that. They tell us that feedback is making a positive difference and that we really are creating a great place to work."

"Our people said that they feel more valued and recognised for the work they do, and there is a significant increase in the number of our people who would recommend Solent as a place to work. We strive to be even better; doing more of what works and making changes in response to employee feedback."

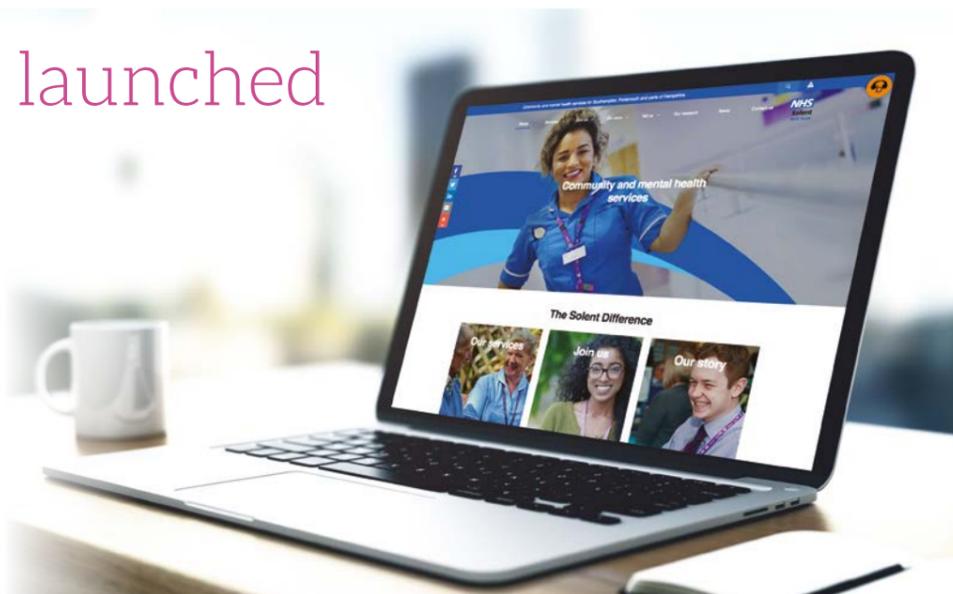
New website launched

We have revamped our website to make it more accessible, modern and user friendly.

The updated website has been designed with the user in mind and can be accessed easily on any device, in any language or speech/text format.

Features include a language translator, the ability to read the text on the site aloud, and also a button to change foreground colours, helping with sight problems.

The address hasn't changed; you can visit us at www.solent.nhs.uk





Apprenticeships in Solent

Solent NHS Trust is proud to be able to offer a wide range of apprenticeships in many different job roles and working environments.

Since the start of 2018, the Trust has enrolled 83 people as apprentices, including 10 nursing apprentices, a fast track management degree, financial accountant positions and a Facilities Management apprenticeship are just a few of the roles available.

Local colleges and universities, including Chichester College, University of Portsmouth, Eastleigh College, Fareham College and Southampton Solent University support our programmes.

Those apprentices who have achieved outstanding results are celebrated at the Apprenticeship Awards, with 50 apprentices nominated this year alone.

We held our second ever annual Apprenticeship Awards event in March 2019, as apprentices and their managers from across the Trust came together to celebrate and recognise everyone's hard work and dedication.

Congratulations goes to **Joanna Winska**, the overall winner of Solent Apprentice of the Year.

The Apprentice Receptionist was nominated by her peers for "always going above and beyond to support patients." Joanna, who is originally from Poland, was also praised for offering translation services and for going over and above to support her colleagues and the practice.



A huge well done to the Trust's two other winners Kassie-Jade Livingstone, who won Clinical Apprentice of the Year 2019 and Niamh Ryan, who scooped Peer Apprentice of the Year 2019.

For more information about apprenticeships at Solent or working for the Trust visit www.recruitment.solent.nhs.uk

Shaping Solent's Future

We are committed to involving people, from the full diversity of communities we serve, in the development of the Trust and our services. Our Young Shapers are a group of young people who work with our Children's services.

Their involvement in our services has been invaluable as we continue to embed our Community Engagement Strategy during 2019/20.

Here **Ella Riley** shares her story of what it is like to be part of Young Shapers.

Like many 16 year olds, Ella recently completed a long list of GCSE exams and is now taking time to add to her considerable volunteering experience.

Ella volunteers for Solent's Young Shapers, the local forum for young people from across Portsmouth and Southampton, where they can investigate and inform future NHS policies and provision in the two cities. The aim is to give young people a voice about their NHS services.

“ We have access to the Trust Board, meaning that we are listened to at the highest level. We review services and trial them, as though we were the patient. Our feedback has led to service improvements.

“This year our Young Shapers also sat on the judging panel for the Solent Awards, the Trust's highest accolade for staff, with the Young Shapers Award going to the Southampton Child Adolescence and Mental Health (CAMHS) team, for their dedicated youth service.

“Every member of staff I've dealt with understands how much a young person is affected by the service they receive. I would encourage young people to come forward and help design the services they receive; it's great to be listened to and know you can make a difference.

If you are interested in becoming a Young Shaper email stephanie.clark@solent.nhs.uk

If you live in Southampton or Portsmouth and would like advice about a child's health, you can get advice from a qualified nurse by texting Solent Pulse on 07491 163275.



Partnering with schools to keep children well

We have partnered with Southampton City Council's Public Health Service to deliver a new scheme, the Healthy High 5 Award, making it easier for schools to help students get fit, eat well and live balanced lives.

Mansbridge Primary School has been following the 'Daily Mile' for two years, encouraging pupils and their families to walk a mile a day. Head Teacher Mark Sheehan, said: "We're using the Healthy High 5 to get our children fit, and to keep them fit. It is simple, straightforward, inexpensive and works well with our daily school life. "Students and teachers have already seen the direct benefits of The Daily Mile that we have been doing in school for two years now. We've now added the additional four elements: keeping children hydrated, encouraging and providing for healthy eating in school and providing an opportunity for children to develop mindfulness skills."



Healthy High 5 is an easy-to-follow scheme for teachers and students, which focuses on:

- 1) Physical activity
- 2) Access to water
- 3) Healthy lunch, breakfast and after school clubs
- 4) Mindfulness minute
- 5) Nurturing nature

National Award for Good Grub Club

Solent's 0-19 Years Team deliver outstanding work to reduce health inequalities and food poverty for children.

The Healthy Settings project was set up, in collaboration with Radian Housing, to combat 'holiday hunger'. Children who would normally receive free school meals often face significantly long periods without a healthy meal during school holidays. Local children, who are Radian Housing residents, are invited to attend a weekly club where they learn to cook healthy meals, play active games and spend quality time with their siblings.

The Good Grub Club in Millbrook has won this year's Tpas Community Focused Service of the Year Award, which recognises the positive impact of this combined health and housing initiative.

To learn more about the Good Grub Club, watch a video featuring the team talking about the project <https://vimeo.com/353974832>





(Block B artist's impression)

New health campus coming to Portsmouth

For the people who use our services, it is really important that we provide welcoming and spacious environments, with up-to-date facilities. In 2017, Solent was awarded £10.3M to redevelop and refurbish our buildings at St. Mary's Community Health Campus, bringing even more services into the heart of the community. This significant investment will allow us to care for even more people, throughout more stages of their lives, in purpose-built, state of the art facilities.

Block B, the largest area to be redeveloped, is due to re-open in the late autumn and will be offering patients and visitors a contemporary space, designed to be accessible to all. There will be additional entrances, comfortable waiting areas and lift access throughout, making getting to where you need to be even quicker and easier.

A new Podiatry hub will enable clinicians to manage more patients with increased availability for appointments. The new Phlebotomy area will be more welcoming and the Pharmacy has been redeveloped to ensure a rapid service that is fit for the future, along with enhanced privacy for discretion when required.

We asked service users and our partners, Healthwatch, how they would like to see the site improved, and wayfinding

was a top priority for them. As a result, we will be investing in updated signage throughout the campus, making moving around the site much easier.

Block C, formerly known as the Ella Gordon Unit, is a single storey building on the St. Mary's site. This space has been redeveloped to provide facilities for Solent's Research and Improvement Team, Learning and Development Team and the Wessex Deanery, who provide clinical education to medical staff.

The Solent Estates Team has been responsible for delivering a unique building plan on a small 'footprint', which includes a conference facility for up to 60 people that will be available to hire privately. In addition, there is a bespoke IT suite for online learning, as well as specialist consultation spaces for patients who are taking part in one of the Trust's 50 ongoing research projects.

At the heart of the building is an inner courtyard for flexible use by building occupants.

We will carry on listening, so if you have any recommendations on how to improve your visit to our sites, please let us know by emailing estates@solent.nhs.uk



Growing our community research partnerships

Solent's Academy of Research & Improvement has been growing its research partnerships since 2014 to improve the health and wellbeing of our local communities.

Our partnerships involve working with schools, colleges, social services, Portsmouth University Dental Academy and other organisations to increase both access to, and understanding of, research.

A great example of the research partnership success is our work with care homes.

It has enabled us to work alongside care home providers to conduct research among residents, relatives and carers.

It also provides a voice for people living with dementia and their families, and for anyone living in our communities who may be disadvantaged due to poor health, age or ethnicity.

Over 30 care homes are now partnered with us and our research delivery team has conducted several studies relating to ageing and older persons' mental health.

The team has recently worked with Cardiff University on a genetics study examining the environmental, biological and genetic factors that influence the progression of Alzheimer's disease and other neurodegenerative disorders.

Other studies have included trialling interventions to prevent falls in care homes and improving social networks for people who are at risk of being lonely or isolated.

To find out more about research and opportunities to get involved, visit www.academy.solent.nhs.uk/research. See more about our community partnerships at www.academy.solent.nhs.uk/about-us/working-in-partnership

“ Research is not something, for us, that happens in universities and in labs. It's happening every day, in how we interact with our patients and how we improve their care. ”

Dr Sarah Williams, Associate Director for Research and Improvement



“Solent is once again the top performing Trust for research activity in Care Trusts (both for the volume of research and the number of people participating in studies)”

Source: National Institute for Health Research's annual league tables (2018/19).

A new research and education hub is being created as part of the £10.3m refurbishment of St Mary's Community Health Campus in Portsmouth. It will have its own clinical area that will enable patients involved in genetic and clinical studies to come into a designated area for appointments and for blood, saliva and other samples to be taken. There will also be a pharmacy that will enable the team to get involved in clinical trials for medicinal products.



The Solent Trust Board celebrate with winners

The Solent Awards

We take pride in placing great emphasis on celebrating the contribution of our colleagues. In June, we celebrated the commitment, enthusiasm and best practice of people who work at the heart of Solent, making a difference to the people we serve, at our inaugural Solent Awards and Recognition Ceremony.

The sponsored event saw over 180 people, including colleagues and volunteers, celebrate their own personal achievements, as well as recognising the achievements and great care provided by colleagues and teams. As well as the presentation of 12 awards across 10 categories, the commitment of long serving colleagues was celebrated, as well as the excellence of those who have been awarded for their work externally.

The ceremony was filled with pride, humility and passion. Speaking after the event, Sue Harriman, our Chief Executive, said: "The awards ceremony was a wonderful

celebration of the incredible work from the amazing teams who work in Solent NHS Trust in the past year. I'm so proud of our organisation and those who work across our services. We have so many unsung heroes who make it such a great place to work and be a part of.

"It is only right that we recognise these individuals, who are an embodiment of our Solent values, and thank them for all their professionalism, compassion and commitment. They all go above and beyond every day to make sure the care we give is the very best it can be and I am so proud that they are part of Team Solent."

The winners were...

Directors' Choice Award:

- ★ **Pam Bailey**, a Physiotherapist, who impressed the judges with her innovation and commitment to improving service delivery and patient satisfaction, and is highly regarded with the patients who use the service.
- ★ **Will Dunkason**, a Learning Disabilities Community Nurse, who was selected for his passion for improving the health and wellbeing of people with a learning disability.

Manager of the Year:

- ★ **Anthea Thorpe**, Community Diabetes and Phlebotomy Team Lead, who was recognised for her clear leadership and for her focus on quality and safety, including reducing waiting times for the diabetes service.

Colleague of the Year:

- ★ **Kerry Godden**, Healthcare Assistant, who was selected for her passion in helping hard to reach and vulnerable people. The judges were impressed about her going the 'extra mile' to help people and she was praised for the great rapport she has built with the people she works with.

Team of the Year:

- ★ **The Sexual Health Promotion Team** who were recognised for the high esteem that they hold within the local community, for the difference they make in keeping people safe and well, and for their collective professionalism and commitment.

Volunteer of the Year:

- ★ **Robert Page**, who has volunteered for the NHS as a meet and greet volunteer at Royal South Hants Hospital for 27 years. The panel agreed that Robert should be commended for his commitment, dedication and passion for his role.

A huge thank you to the event's sponsors: Clare's Office Supplies, Green Cloud, Ace Southern, Essity, Kier and Smart Solutions.

Academy of Research and Improvement Hero Award:

- ★ **Suzi Grieves**, Nurse Manager for Elderly Care Medicine, and **Anna Badley**, Staff Nurse for Research and Development, were selected for going "over and above" to work jointly to advocate and champion nursing research.

The Academy of Research and Improvement Team Award:

- ★ **The Musculoskeletal (MSK) Telephone Triage Team** were selected for the way in which they have embraced changes to telephone triaging and consultations, which has led to cost savings in primary care and fewer unnecessary visits to the GP for the patients.

Academy of Research and Improvement Award:

- ★ **Wendy Cole**, Physiotherapist within Child and Adolescent Psychiatry, impressed the panel with the way in which she has engaged with young people through coordinating various activities, from the young person forums to shaping and implementing ideas for improvement.

Chief Nurse Award:

- ★ **Deb Godfrey**, Staff Nurse for Learning Disabilities, was selected for her compassion and caring nature, and for everything she has done for learning disabilities and the people and families in the service.

The Young Shapers' Award:

- ★ **Southampton's Child and Adolescent Mental Health Service** were selected by a panel of young people for their commitment to ensuring that every service user experienced an extremely individualised care plan and received the highest possible standards of care.



#HeartOfSolent

Celebrating nursing in Solent

Nurses from across the Trust came together on International Nurses Day to celebrate nursing.

The conference, which focused around the theme 'Partnering with patients: shaping the nursing workforce in response to the changing nature of healthcare', included a keynote speech from the Nursing and Midwifery Council's Chief Executive Officer, Andrea Sutcliffe.

Conference delegates heard from two patients who shared their experiences of Solent's services, in positive and emotionally powerful presentations.

The day also included talks on record keeping and accountability, accessible information standards, and a keynote speech from Kieron Baily, Guest Experience Coach, about the importance of customer care. In celebration of 100 years of the learning disability nurse, Ian Chalcraft, Integrated Learning Disability Manager, and service user, Lee, launched the Learning Disability Strategy.

Jackie Ardley, our Chief Nurse, recognised the hard work that went into making the conference such a success, she said: "It was a wonderful event and a pleasure to be able to recognise everyone's hard work and dedication across the day."

"All our nurses have been pivotal in helping us achieve an 'outstanding' rating at providing caring services in our recent Care Quality Commission report. Together we can continue to learn and keep even more people safe and well at, or close to, home."

Solent's inaugural Nurse of the Year Award was also announced at the conference.



Jackie Ardley, Chief Nurse

Solent's Nurse of the Year

Vanessa Bull, a Learning Disability Nurse from the Jigsaw team based at Southampton Civic Offices, which supports disabled children and young people as well as their families, was revealed as the inaugural winner of Solent's Nurse of the Year Award.

Vanessa is described by her colleagues as someone who always goes the extra mile and is truly passionate about getting the best outcomes for the children that she works with.

A panel of patients, volunteers and colleagues reviewed a shortlist of 11 nurses, from over 180 nominations, and selected Vanessa for her high standards, the superb care she provides to patients and her humble and impressive attitude.

Jackie, our Chief Nurse said: "We are very fortunate to have some incredible people working within Solent. The panel read through many fantastic nominations and it was such a difficult decision to choose a winner."

"It was a great pleasure to congratulate the winner – Vanessa Bull – for her phenomenal work, particularly



Vanessa Bull and Sue Harriman, CEO

over the last 12 months. Vanessa clearly demonstrated the Solent values and shows outstanding innovation, compassion, as well as excellence."

The award was established to give patients and Solent colleagues the opportunity to recognise those who really make a difference to them and who live the Solent values. All nurses, both registered and non-registered, working in Solent services were eligible.

You can watch Vanessa's story at: <https://vimeo.com/335377166>

All the shortlisted nurses' stories can be viewed at: <https://vimeo.com/335338170>

Nursing Times Award winners

The Nursing Times Awards bring together nurses and organisations from across the profession to celebrate and honour exceptional achievement.

Two Solent nurses beat off stiff competition from thousands of entries across 23 categories to scoop the Nursing Times' Infection Prevention and Control Award and the Clinical Research Nursing Award.

Debbie Fudge, Tuberculosis Liaison Nurse, won the Infection Prevention and Control Award for her pioneering work in moving tuberculosis (TB) screening into GP surgeries, helping GPs to identify and screen people at risk of latent disease. In two years, the team screened 1,350 people with 202 of the people screened receiving a positive result and treatment that means they are unlikely to get the active disease. The screening should also help to reduce the rate of TB in Southampton.



Debbie Fudge (centre)

Sharon Simpson won the Clinical Research Nursing Award for the work she has done in introducing research in care homes.

Sue Harriman, Chief Executive, said: "We are incredibly proud of Debbie and Sharon and thrilled that they have been recognised and awarded for their dedication, passion and innovation. The awards are a real accolade and recognition of the commitment both Debbie and Sharon show to patient experience and outcomes. The awards, once again, recognise the leading role we play in community and mental health research and the innovation and passion we demonstrate in out of hospital services. A huge congratulations and a big thank you!"



Sharon Simpson

Prestigious Queen's Nurse (QN) title awarded to four Solent nurses



Suzi Graves and Tracey Tudball



Julie Southcott



Helen Ellerby

Four Solent Nurses have been recognised for their commitment to patients, having been awarded the title of Queen's Nurse.

The quartet honoured include Suzi Graves, Integrated Services Matron for Community Nursing Southampton, Tracey Tudball, Clinical Manager for the Lordshill

Community Nursing Team, Julie Southcott, Modern Matron for Community Nursing Portsmouth and Helen Ellerby, Specialist Nurse in Sexual Health in Winchester and Eastleigh.

The title is awarded by the Queen's Nursing Institute to nurses, health visitors and midwives working

in the community who want to demonstrate their commitment to patient-centred values and continually improving practice. Achieving the QN title enables nurses to join a growing network of like-minded nurses, marking the beginning of a process of learning and leadership.



100 years of learning disability nursing

2019 celebrates 100 years of learning disability nursing. To mark the centenary, we spoke to a service user and a learning disability nurse to hear their perspectives on the value of learning disability nursing.

Lee's story

We were delighted to welcome Lee Hutchinson to this year's nursing conference. He spoke with passion about the lived experience of people with learning disabilities. Lee's articulate and thought-provoking presentation left the audience extremely moved and determined to make changes in the way they interact with those in our learning disability communities.

Born in Portsmouth, Lee attended mainstream school, going on to complete courses at Southdowns College and to work in retail and manufacturing.

Over the years, Lee has lived in a range of supported environments, designed to encourage independent living. Talking about the need for a consistent support network, Lee said: "Being trained to cook and look after yourself is fine, but you still need someone you can trust and call on."

"I met, Nicky Roberts, my Settlement Officer and LD Nurse, in 2001. Nicky understands that change causes me anxiety and genuine distress. As a person with a learning disability, it isn't obvious to people that I may need help to understand."

Lee carries a card to tell people he needs support, but some still doubt it.

"I recently visited my local Emergency Department after fracturing my foot. I couldn't understand how the queuing system worked and the nurse's questions were a problem. Luckily Nicky came along to support me."

In 2015, Nicky asked Lee to become a volunteer, educating people about living with a learning disability. He said "Our volunteer team also presents at national conferences, such as the Allied Health Professionals' (AHP) conference. Having this platform helps people with learning disabilities educate those responsible for our care, which can only improve services."

Talking about presenting at Solent's Nursing Conference, he said: "The nurses were wonderful and listened beautifully. I got to cut the conference cake and it felt like I was getting married! It was great to be recognised for my contribution and to see so many people I've met over the years. My life has taken a different path to the one I had planned, but if it encourages others to think 'I can do that', then I'm pleased."



Lee Hutchinson

Enabling from the heart

Learning Disability Nurse, Julie Chapman, Clinical Leader for Health Facilitation answers our questions.

- Q. How long have you been a learning disability nurse?**
- A.** I qualified as a learning disability registered nurse in 1990, so I've been in post for 29 years!
- Q. What made you decide to become a learning disability nurse / How did you know that's what you wanted to do?**
- A.** I realised this was the career path I wanted to take after working in a home as a health care support worker, witnessing how learning disability nurses could make a real difference in people's lives.
- Q. How is learning disability nursing different from other types of nursing, such as hospital or community nursing?**
- A.** The main focus of the role is to support maintaining and improving physical and mental health. I enjoy working in partnership with service users, families, carers and other professionals to improve health by reducing inequalities and making reasonable adjustments.
- Q. What has been your greatest professional achievement / proudest moment?**
- A.** I am particularly proud of work in helping GP practices support their patients with a learning disability and our local hospital to improve the patient experience.
- Q. What is next for you?**
- A.** I have had two Solent Dragon's Den successes, implementing a health passport and sensory integration and am just applying for a third, so watch this space!



Julie Chapman

NHS Parliamentary Lifetime Achievement Award



Pam (centre) with colleagues Jill Young, Ann Spooner, her daughter Rebecca and Sue Harriman.



Pam Campbell was interviewed by Fred Dinenage and Sangeeta Bhabra on ITV News Meridian following her award.

Our Consultant Nurse for Homelessness and Health Inequalities Pam Campbell, was announced as the national winner of the Lifetime Achievement Award category at a prestigious event held in London in July.

This award seeks to honour those who have worked within a health or care setting for 40 years and have left it a better service for patients and/or a better place to work for those who will follow them.

Pam, who qualified as a Registered Nurse in 1979, was nominated for her extensive and groundbreaking work and research with homeless people and other vulnerable groups who find it difficult to receive healthcare, including victims of domestic violence or trafficking and refugees.

Her legacies include the Homeless Healthcare Team, which she helped set up 25 years ago, her leadership in the field of homelessness nationally and the support she has given to GPs, students and professionals from around the country.

Congratulating Pam on her award, Sue Harriman, our Chief Executive, said: "I know that everyone in Solent NHS Trust

is over the moon that Pam has been awarded this incredibly prestigious award and that her dedication has been recognised and celebrated today.

"We can't praise Pam enough; she is an incredible and selfless person who gives so much of herself to helping some of the most vulnerable people in Southampton. I am completely in awe of Pam, and the difference she makes, she is a real inspiration. A huge well done to Pam, and a big thank you for dedicating your working life to the service."

Royston Smith Conservative MP, who nominated Pam, said: "Through her work with the most vulnerable in society, she has helped countless numbers return to a stable healthy life, regardless of their mental or physical health when they first meet her. Southampton is truly grateful to this health champion and guardian."

Find out more about Solent's Homeless Healthcare Team at: www.solent.nhs.uk/our-services/services-listings/homeless-healthcare-team

The NHS Parliamentary Awards have been created to enable MPs to show their local NHS staff, volunteers and carers what they mean to them and the communities they serve each day. They celebrate people who have innovated, impressed and made a real difference to

how the NHS provides care for patients.

Last year was the first year of the awards and the Lifetime Achievement Award was won by Solent's Rose Bennett, a domestic assistant at St James' Hospital in Portsmouth.

This year over 250 MPs nominated individuals or organisations in 10 award categories.

Local MPs made four nominations, on behalf of Solent, for this year's NHS Parliamentary Awards.



The Portsmouth Military Wellbeing Alliance is the umbrella term for a collaboration between Solent and partner organisations*. The Alliance was awarded over £690,000 in March by the Armed Forces Covenant Fund, a government backed programme. This funding has enabled the Alliance to launch an exciting two-year programme of mental health support for veterans and their families.

Our offer to veterans includes:

- **Quick Reaction Force** – Veterans in crisis will be supported by first responders and volunteers, putting a protective arm around them, helping them to de-escalate and access further care from Positive Minds.
- **Positive Minds** – A range of support will be available, including 1:1 peer support, group work, life skills, psychological therapy and access to further mental health care. Military veterans with lived experience are part of the team of wellbeing advisors who can 'talk the same language'.
- **Solent Recovery College** – Hosted by the University of Portsmouth, veterans can study a varied curriculum, learning about their own mental health conditions and interventions, both medical and holistic.

*The Alliance partners are Solent NHS Trust, Solent Mind, The Society of St. James, Prince of Wales Royal Regiment Association, ExforcesNet, Portsmouth's Clinical Commissioning Group, The Royal Navy and Royal Marines Charity and the Portsmouth Veterans Outreach Service.



ExForcesNet
 • lifelong • mutual • support •

Solent NHS Trust has partnered with ExForcesNet in signing up to the Forces4Change Charter. The commitment includes providing assistance with recruitment and a focus on outreach work, such as the support for the Southampton Veteran's drop-in centre.

For more information about our work with the Veteran community, visit www.solent.nhs.uk/join-us/armed-forces-programme

Spotlight on St. Mary's League of Friends

Solent has over 150 volunteers, including a team of 90 League of Friends volunteers. Our volunteering workforce makes a positive difference to the care we provide to local people.

St. Mary's League of Friends was one of the first Leagues in the UK. It was formed in 1949 to support the original community hospital and this year celebrates its 70th birthday! Today, the League continues to support St. Mary's Community Health Campus patients, as well as those receiving care in the community throughout Portsmouth.

Volunteers provide 'meet and greet' services, conduct patient surveys and offer a highly valuable ward visitor role, spending time talking with inpatients.

The League raises money that goes towards improving the hospital and supporting Portsmouth community healthcare projects. They also run the main shop at St Mary's, as well as two cafes.

Alison Earle has been volunteering with St. Mary's League for 25 years, recruiting volunteers from all walks of life, including Portsmouth University and local colleges. Reflecting on changes in the NHS and volunteering, Alison said: "The NHS is changing and so are the needs of patients and visitors. We will continue to help fund the departments who require new technologies to improve patient care. Experience shows us that a League of Friends is only as good as its volunteers. Our volunteers believe in our cause and we believe in healthcare for Portsmouth's patients. We have a wonderful team, and our volunteers really get a lot out of the experience."

Chrissy Gregson, Volunteer and Patient Experience Manager, said: "The League works tirelessly behind the scenes to provide the 'extras' which help improve the patient journey. Alison is part of this and is highly respected within both the League and the Trust. We thank her and all our volunteers for their invaluable contribution to the NHS."



Alison Earle with David Frost and Angela Anderson

Donations

Over the past 12 months, the League has been extremely generous, donating £30,000 to Solent wards, with contributions including:

- A spy camera capsule, which enables the gastroenterology consultants to check for internal bleeding and the early signs of liver diseases
- Computer equipment for our dementia and dermatology wards
- Highly specialised leg ulcer treatments
- New washing machines to enable patients' clothes to be refreshed
- Chairs for visitors
- Monthly music entertainment for elderly and frail patients

For more information about volunteering with St. Mary's League of Friends, go to: www.lofstmarysportsmouth.org.uk

For information about other volunteering opportunities within Solent, please contact Christine Gregson, Volunteer and Patient Experience Manager on 07919 111535 or email: christine.gregson@solent.nhs.uk

Solent Physiotherapist invited to Parliament

A leading Portsmouth physiotherapist has been advising MPs about a chronic inflammatory arthritic condition, known as Axial Spondyloarthritis (axial SpA), which affects thousands of people across the country.

Claire Jeffries, Physiotherapy and Hydrotherapy Manager at Solent NHS Trust, was recently invited to parliament to be part of discussions within the All-Party Parliamentary Group (APPG) about the treatment of Axial SpA and current issues with disparity in service provision across the UK for the condition, including hydrotherapy.

The group was established with support from the National Ankylosing Spondylitis Society (NASS), to help raise awareness of axial SpA, which includes the condition Ankylosing Spondylitis (AS).

The progressive form of arthritis is believed to affect over 200,000 people in the UK; twice as many as the number of people living with Multiple Sclerosis or Parkinson's disease.

Talking about giving evidence to the committee, Claire said: "I was delighted to attend this meeting and applaud the important work the APPG



The Hydrotherapy Team

is taking forward to support all those affected by axial SpA. Continuing to provide a high quality, accessible service to all of our Axial SpA patients in the Portsmouth district has always been the focus of my work and having the opportunity to share this and support other services through the APPG forum gives me great pride. It is

ultimately all about the patient; this is what we trained for."

The hydrotherapy pool at the Queen Alexandra Hospital helps with the recovery of many patient groups including inpatients, helping them to return home, whilst also offering community rehabilitation outpatient sessions.



Claire Jeffries

Claire originally joined the Hydrotherapy team for a nine month secondment, but 19 years later she is still working with the team within the NHS.

“We work out of the Queen Alexandra Hospital. Inpatients are referred as the result of having complex neurological conditions, such as strokes or acquired brain injury as the result of road accidents. We also take referrals from the community and help people to return to fitness and mobility, which is essential for independent living.

“When the service is running at maximum capacity, the Hydrotherapy Team can see up to 50 patients a day. Sessions include group exercise for up to three people and individual physiotherapy lessons. Children requiring physiotherapy can also attend their own clinic.

“There is something incredibly humbling about empowering a patient and taking them on a journey of recovery. The pool is a living being and is part of this recovery. Most patients don't want to leave us, despite having recovered, often going on to use their local pools to continue the good work.”



Have you spotted our Rainbow Badges?

The badges are just one way to show that this is an open, non-judgemental and inclusive place for people that identify as LGBT+*

If you see someone wearing one you can **ask them about it.**

*Lesbian, gay bisexual, transgender and the + simply means that **we are inclusive of all identities**, regardless of how people define themselves.

The Rainbow Badge initiative originated at Evelina London Children's Hospital to make a positive difference by promoting a message of inclusion.