

TRUST Matters

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• Contact us at: membership@smhp.nhs.uk • online: www.smhp.nhs.uk/trustmatters

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Campaign is the business

The Trust's public benefit campaign Suffolk Business Minded is preparing for its second forum on February 24th. The forum, which will be at IP City Centre, allows businesses from around Suffolk to come together to improve the mental wellbeing of their staff. The focus of next month's forum will be occupational health. There will be presentations from expert speakers and a chance for attendees to discuss workplace stress, anxiety and other common mental health problems. In time for the forum, the Trust will also be printing a managers' desktop guide. This will act as a hands-on check book to mental wellbeing in the workplace. It will include information



Businesswoman Kate Patterson was delighted to receive the prize of an MP3 player and relaxation CD from voluntary services coordinator Mark Stewart which she won in a recent Suffolk Business Minded competition

and guidance about helping people to stay at work, employment law, how to spot signs of mental health issues and occupational health.

If you know of a business that might be interested in joining the forum then why not direct them to our campaign website www.ifyouknew.co.uk

Vouchers save money

Depending on circumstances, each parent could save up to £99 per month with Childcare Vouchers. These can be used as full or part payment for a range of childcare, or used as a way to save for expensive times of the year like summer holiday clubs. For details contact: Worklife Balance Support Team 01473 329836 or email worklifebalance.st@smhp.nhs.uk



Better deal for people with dementia

Older people going into hospital with physical conditions will also have their mental health taken into greater consideration, thanks to new teams being set up in Ipswich and Bury St Edmunds. The new complex care teams comprise specialist Trust staff. They will work alongside existing care teams, developing skills and understanding at Ipswich Hospital and at West Suffolk Hospital. The teams will support families and patients and provide earlier recognition of potential mental health problems. A recent report by the Alzheimer's Society – Counting the cost – highlighted the problems people with dementia encounter in hospital. Nationally, people with dementia often spend longer in hospital

than other people without the condition receiving the same treatment, while nursing staff are not always able to provide the specialist dementia care that they need.

Specialist mental health nurse Chris Lyon, who is heading up the Ipswich complex care team, said: "A more holistic approach to care will take into account the psychological and emotional needs of the patient and their carers and relatives. "We will be able to work with hospital staff to improve the quality of care. We will also have the time to sit down with patients and their families to discuss any diagnosis of dementia or delirium, and signpost them to agencies that can help." Lead specialist mental health nurse David

Jarrold, the lead for the West Suffolk team and the overall project lead, said: "Outcomes for these people are often very poor. Not all hospital staff have the training to fully meet their needs. It is distressing for staff, patients and families and we want to improve the way life-changing decisions are made, taking full consideration of the person's needs." In general, around 60 per cent of general hospital inpatients are older people, and of those 40 per cent may have an underlying dementia-like problem. The teams were set up thanks to the three trusts putting in a bid for Challenge Fund resources from NHS Suffolk and NHS East of England. The funding will run until March 2011.

Flexible staff must register with NHS Professionals



The way that flexible workers cover shifts within the Trust is changing. As of 22nd February 2010, all bank staff (clinical and admin/clerical, including those with a substantive post) will be transferred to NHS Professionals (NHSP), rather than being under the current bank arrangement.

All flexible workers should have received letters about this in the post, as well as email correspondence. The letters set out what they and NHSP need to do so that they can continue to work for the Trust after 22nd February.

All affected bank workers must attend a face-to-face identity (ID) verification meeting with an NHSP representative. This is a legal requirement for NHS Professionals to become the employer for the Trust's flexible workers.

There will be representatives at St Clement's in Ipswich, Lothingland at Oulton near Lowestoft, Wedgwood House

in Bury St Edmunds and Stourmead Close (near Haverhill) until 22nd January. NHSP will need to see a proof of identity, two separate proofs of address, bank or building society details, next of kin and NMC registration (where applicable).

All personal details are collected and stored in line with the Data Protection Act.

The timetable of ID verification days and details regarding what documents to take are on the intranet, in the letters sent to flexible staff and on posters around the Trust.

If you have any questions about the ID verification days contact NHSP on 01923 699912 www.nhsprofessionals.nhs.uk

Are we still recruiting to the bank?

No – but we would urge anyone who might have wanted to join the bank to instead join NHS Professionals. They can do this via www.jobs.nhs.uk even if they are existing staff who have a substantive post with us. That way, the Trust will still be able to book

them for shifts. Nobody should now be working as a new member of the nursing or admin bank – managers allocating shifts should first contact the central staff bank on 01473 329356 to make sure that the flexible worker is already registered.

The Employee Services Centre / HR department is unable to process assignment change forms which ask for staff to be placed in additional bank posts. If you have any queries, contact the HR change management team on 01473 329709 or 329311.

Our survey says: top marks for caterers

Near the end of last year a customer survey was conducted in the Terrace Restaurant at the St Clement's site in Ipswich.

Facilities officer Derek Agent said: "The idea of the survey was to gauge our customers' thoughts and try to implement their ideas to improve the service. We received a total of 63 returned surveys." Many of the results were really positive!

- 60% rated the value for money as very good or excellent
- Almost 90% rated the choice on the menu as good to excellent
- 70% rated the cooking as very good or excellent
- Almost 70% said the friendliness of the staff was excellent
- Almost 60% rated the availability of food after 1:30pm to be good to excellent
- Over 85% rated the cleanliness of the restaurant as excellent
- 100% rated the temperature of the food served as good to excellent
- 70% rated the complaints handling as good to excellent
- Over 70% rated the presentation of the food to be very good to excellent

And while he was pleased with the good scores, Derek also said he was looking to improve things further. Changes have



From left: catering team members Pat Golding, Gary Moore and Linda Seager

already been made or put in process in response to some of the comments received on the forms. The Terrace Restaurant is now:

- offering one free sachet of sauce with a meal purchase,
- working with the training department to try to work out a fast track system to avoid a delay in the restaurant,
- offering toast and cooked breakfasts,
- looking at different sorts of containers which are more environmentally friendly,
- asking staff to be more pro-active with regard to trying to anticipate when food is running out, and
- being extra vigilant in regard to portion control.

"We have obtained an additional till which will be installed at some point in the future," he said. "The only other comments were in regard to our prices. Vending machines may be cheaper elsewhere but we don't have the buying power that large companies do. We are obliged to show a surplus as we don't get any subsidies and cannot claim back VAT."

Three people who filled in the survey were given the chance to eat free in the restaurant for one week (a main meal plus dessert). The winners were Sam Morton (staff nurse, Easton Ward), Mick Cook (estates supervisor) and S McEvoy. Thank you to everyone that took part!

Lift off for a fantastic project!

December saw the official launch of productive wards, a project that will release time to care for healthcare workers.

You will remember from the last issue of Trust Matters that productive wards is a programme owned by frontline staff. It allows them to change the working practices of their wards or teams to release time to be spent on direct patient care.

The launch took place in the Board Room at Suffolk House (St Clements) and was attended by ward managers, directors and chief executive Mark Halladay. The project will last until May 2011 and is part of the Trust's ongoing dedication to improving quality of care and will cover locations in both Ipswich and Bury. There were three presentations on the day by executive lead Bob Bolas, project manager Sue Hudson, and ward manager Helen Jackson.

The programme itself covers four core



Ward manager Helen Jackson (right) explains patient information at a glance, part of Productive Wards

objectives: improve patient safety and reliability of care, improve staff wellbeing, improve patient experience and improve efficiency of care.

As part of the project a survey was conducted to find out how much time a Trust staff nurse spend on different activities throughout the day. Because of activities such as handovers, discussions and medicine management healthcare staff only spent 23% of their time on direct care, a percentage matching the time spent on administration. Feedback from staff on the initial stages of the project have been really positive with comments such as:

- "Ideas and processes are good, all the staff are enthusiastic"
- "Productive wards can help the team make the ward a more efficient, productive and patient focused environment"
- "[The project] sets out to deconstruct activities on the ward so ward environment can be rearranged to find time for direct patient care"

The first stage of the project includes tidying and organising the ward areas, creating at-a-glance patient information and creating ways to monitor how the ward is doing.

The new and improved MIS



An improved layout, a better presentation and a whole host of additional data will greet viewers of the Trust's updated management information system – MIS.

Over the last nine months, various teams have suggested improvements to the way that performance data can be displayed so that they can quickly and easily find out how they are performing.

Based on those suggestions, the Trust's information team, alongside Suffolk Support Services software development team and the mental health informatics modernisation teams, have reviewed and revamped the MIS and we are pleased to announce it is now live!

Collecting up-to-date patient data is absolutely essential for care provision and informs commissioners around our activity and performance. The Care Quality Commission and the Department of Health (DH) also use this information to judge the standards of our organisation.

The information in the new MIS is compiled from the same data sources that we use to generate reports to the DH and our commissioners. If the information is not captured, then there is no reportable evidence that the activity has taken place.

To help with this, the new MIS has a 'data completeness' section so you can see exactly where gaps exist in critical areas in the patient record held in ePEX. The data can be sorted by different headings to make it easier for you to focus on resolving these areas.

There is also a new 'breaches' section which highlights the key performance areas that the Trust has to achieve, for example 'referral to treatment'. It will reveal where the electronic clinical record is in breach of that indicator.

It is expected that service managers, team leaders and care coordinators will use MIS to make sure all the necessary data capture has been addressed.

All information within the MIS is reportable at Trust board, directorate, service line or team level and each report can be broken down to identify specific records. With the revised MIS, it is anticipated that a number of ePEX scans which teams currently use will become redundant and the MIS will become the primary information source.

Look out for more developments of the MIS, and an exciting announcement around a new suite of complementary tools that will be rolled out in the coming months.

The MIS is only accessible by SMHP staff, is live (based on data recorded in ePEX on the previous day), has an access audit log and is accessible via the Intranet home page or <http://softweb/mis>

If you have any issues or need support please contact the ServiceDesk. For development suggestions please email steve.deacon@smhp.nhs.uk

Centrepiece

Updates

The following policies and strategies have been approved and are now on www.smhp.nhs.uk for staff to access; we also have one policy that is now obsolete.

Strategies:

Dual diagnosis strategy

Clinical policies:

CL33 – Physical examination (pathway forms updated/NHS Number added)
CL41 – Action in the event of an expected or unexpected death (incorporating last offices)

Risk management policies:

RM09 – Fire policy
RM22 – Slips, trips and falls

Obsolete policies:

HR13 – Education and Training Policy. This policy is no longer applicable

National Institute for Clinical Excellence (NICE) guidelines

Clinical guidelines:

CG90 Depression in adults: full guidance
CG90 Depression: The treatment and management of depression in audits (update) (Oct 09)
CG91 Depression with a chronic physical health problem: NICE guideline - treatment and management (Oct 09)

Public health interventions

PH20 Promoting young people's social and emotional wellbeing in secondary education: guidance (Sept 09)
PH 22 Mental wellbeing: promoting mental wellbeing through productive and healthy working conditions; guidance for employers (Nov 09)

For more information on NICE guidelines go to the NICE website (www.nice.org.uk) or contact the Centre for Service Excellence

Myth: People don't have to take responsibility for their own health and safety...

The reality:

Employers have a duty to protect workers and the public from dangers caused by their work – and Health and Safety Executive is committed to making sure they do that. But health and safety isn't entirely someone else's responsibility.

We all have a duty to keep ourselves safe, by co-operating with safety measures and not putting ourselves or others in danger.

This is just common sense. It's important that we aren't put at risk by other people's actions, but if we ignore our own responsibilities, real risks can get missed. Playing the blame game doesn't keep people safe; it's better to rely on common sense and co-operation.

You can get more information on the work of the Health and Safety Executive at www.hse.gov.uk

Trust must prove that we're fit for healthcare

What is the Care Quality Commission? And why is the Trust placing such a great emphasis on it?

The Care Quality Commission – CQC – is the new independent regulator which oversees all health and social care providers in the country. That includes us!

Why do I need to know – is it important?

The CQC has the power to register and deregister services. In short, it has the power to shut us down if we cannot prove that we are fit to practice. We can only operate if the CQC says we can.

So what have we got to do?

We must show we are meeting essential standards as part of a new registration system which focusses on people rather than policies, on outcomes rather than systems. The CQC's 'outcomes' replace the old Standards for Better Health which led into the old-style Annual Health Checks.

How does this affect me?

Every member of staff in the Trust has a responsibility to provide good quality care to service users. By working together we can bring about improvements in practice and provide a better quality service.

There is a lot of good practice taking place around the Trust, but unless we can prove it to the CQC, it won't know about it. And we are only judged on what the CQC can see. It's not enough to just *know* we are doing a good job – we have to be able to *prove* this.

Although responsibility for collecting evidence may fall to one or more members



of your teams, it is important that everyone understands the importance of this task and how they fit into the process.

The CQC can come into the Trust unannounced at any time and we have to be prepared to show them the evidence that we are performing well against their outcome measures.

What is the Trust doing about this right now?

The Trust has set up a steering group – the Care Quality group – to oversee our initial and ongoing registration with the regulator.

For our initial registration, we have made a mid-term declaration on our performance against the old Standards for Better Health. The CQC will use these to assess our application in the new year. We will find out whether we have been successful in our initial registration at the end of March 2010.

Where can I find out more?

For more details see the Care Quality page on the intranet under About SMHP>Care Quality. If you want to know more, or want some support with meeting the new outcomes, contact project manager Peter Short at peter.short@smhp.nhs.uk or 01473 329788

Lisa Llewelyn
Head of the Centre for Service Excellence

Welcome to our new risk manager

Neil Paull joined the Trust on 1st December 2009 as our new risk manager and Local Security Management Specialist lead.

Based in the Centre for Service Excellence, headed up by Lisa Llewelyn, he will lead the risk management team and report on security issues to David Leckie, who is the Trust's lead director on security management.

Neil comes from a health and safety background, with 14 years in local government and eight years as the risk manager at Mid Essex Hospital Services NHS Trust.

Away from work, he has also completed his first season with 'the Vikings!' as a member of an Anglo-Saxon re-enactment group, working as a bone-worker, crafting animal bones into tools and handles for weapons and fighting when called upon!

The challenges ahead

Neil sees his biggest challenge as converting from the acute to mental health risks and identifying the safety and security of staff, service users and the public. His objectives include the implementation of an e-reporting system called DatixWeb, co-ordination of the Trust's involvement with the NHS Litigation Authority and supporting the management teams with their risk profiles in order to work with the executive team on the Trust risk register.

DatixWeb

Neil is impressed with the Trust's current level of incident reporting and believes that the e-based reporting system will give staff the feedback to learning from events they are craving. It will also mean that management teams will have access to 'live' data on the incident reporting for their area, which will help them identify specific risks.

NHS Litigation Authority

The NHSLA handles negligence claims and works to improve risk management practices in the NHS.

Neil recognises that service user care is the centre of our values, whilst we all have health and safety responsibilities and is keen to work with management teams to prepare for the evaluations the Trust is required to undertake. Neil believes he has already identified some strengths and weaknesses that he has fed back to the management teams and wants to promote and drive forward the work staff are doing to work towards level 2.

Risk management assessments

Whilst this is Neil's area of speciality, he sees that the staff have varying levels of understanding in identifying and undertaking risk assessments in their field of work.

His aim is to establish links to share learning through assessments and



Neil Paull

monitor the quality and timeliness of the action plans arising from known risks in the workplace. This will be undertaken through audits and key training sessions, in addition to one to one communication with teams.

Neil recognises that, with 57 sites and many proactive projects going on throughout the Trust, it will take him some time to make contact with everyone. However, if you have not yet met him but think he can assist you in your role, contact him at the Centre for Service Excellence, Suffolk House, St Clement's Hospital, Ipswich. His number is 01473 329604, fax 01473 329021 and email neil.paull@smhp.nhs.uk

Centre works in partnership with service lines

Improving partnership working was explored by mental health staff and Centre for Service Excellence staff when they met on 17th December 2009.

East Locality adult community service line manager Jane Lopez-Parker and community mental health team managers Peter Devlin, Dean Mcmath, Helen Whight and Nicky Allen were there, along with the head of the Centre for Service Excellence Lisa Llewelyn and her team members Janet Roper, Neil Paull and David Rollinson.

Together, they discussed how they

could work to improve the care and quality of services for service users.

Registration with the Care Quality Commission was a key topic on the agenda, along with policies, clinical audit, risk management, claims, complaints and the Mental Health Act.

The presentations and discussion that took place helped clarify each others' roles and identified the links that could be made to ease each others' work and avoid duplication.

The teams agreed to maintain regular

contact, using a variety of different communication methods (including conference calls, to reduce travel around the county) and meet again as needed to share best practice across the Trust's links.

If you would like the Centre for Service Excellence to meet with your service line, please contact Lisa via Pat Hayward on 01473 329799, fax 01473 329021 or pat.hayward@smhp.nhs.uk

*Lisa Llewelyn
Head of the
Centre for Service Excellence*

Suffolk Support Services update



Pictured: some of the Employee Services Centre team with head Mike Stephens sixth from left. (Snowy conditions meant the whole team were not available for the photo)

In the first of a series of articles highlighting the work of the Suffolk Support Services (SSS) arm of the Trust, interim managing director Pete Richardson introduces some new members of the Employee Services Centre.

During the final months of last year, Suffolk Support Services brought together a number of complementary services in order to evolve to meet the business needs of our clients and continue providing value for money.

The new Employee Services Centre comprises payroll and pensions, electronic staff record (ESR) system administration and data input, Work Life Balance services and fleet administration. Bringing these functions together provides a one stop shop approach for all employee-related salary and benefit services.

I asked Denise Hender, senior worklife balance advisor, how the move had benefited her team and users of the service.

She said: "Working within the Employee Services Centre enables us to offer a more joined up approach to staff benefits and pay. We can discuss issues, such as any national changes in benefits, with our colleagues and jointly solve problems and suggest solutions to staff."

Denise emphasised that the Work Life Balance team were not just there to provide advice for people with children, adding: "We support all staff on a range of issues such as flexible working, staff welfare, tax credits, benefits and carers allowances."

One-stop-shop for all your employee needs



Emma Young, ESR lead

Feedback from staff via the Work Life Balance team has helped launch the Trust's 'Bike to work' scheme. This gives staff the opportunity to buy a bicycle in return for a reduction in their salary over 12-month period.

On an individual level, I have found the Work Life Balance team particularly helpful and would have no hesitation in recommending their service to anyone within the Trust and the PCTs that we support.

For advice on finding the balance between work and other responsibilities /aspirations including childcare and child care vouchers, Denise and the other members of her team (Annette Jenner and Tracy Abbott) can be contacted on 01473 329836

As well as incorporating Work Life Balance, the new team is supported by ESR system administration.

Emma Young – our ESR lead – told me: "The move brings a more positive approach to service delivery for our clients and greater integration with payroll."

The final addition to the department comes in the shape of the lease car management team. Customers value the support given by the team, from the initial application to the receipt of the vehicle and handover of the keys. The team go out of their way to assist organisations who request their help.

Traditional payroll functions continue to be provided and Mike Stephens, the head of the new Employee Resources Centre, is rightly proud of our Quality Assurance systems.

He told me that: "These are tailored to client's requirements that provide peace of mind that payments are delivered in accordance with staff terms and conditions of employment and with accuracy levels in excess of 99.7%."

"Our approach is to focus on delivery and go the extra mile where necessary to pay people what they expect, when they expect it. When queries are raised, we respond to them the same day. Our flexibility means we have a happier workforce which, in turn, minimises the time senior management spend resolving day-to-day issues."

Role-play training concentrates on dignity in care

Staff at a Suffolk-based centre for people with learning disabilities have developed an innovative way of educating each other about dignity in care. They have been using role-play as a training tool to spark conversation about how the best ways of continuing to protect the rights of vulnerable adults. Nurse lead Sue Medley, who heads up the residential learning disability team based at Oulton, near Lowestoft, worked with colleagues identified as 'Safeguarding Champions' in developing the idea. "We wanted to improve quality across the

service and this peer training was thought to be a good training model," she said. "What we wanted people to really see was the knife-edge between poor practice and institutional abuse." The Safeguarding Champions act out made-up scenes for their colleagues which show poor practice in settings such as a café, a living room and a bathroom. Various hypothetical situations are explored, with observers asked to fill out a questionnaire and discuss what they had witnessed. Areas such as confidentiality, medication and restraint are discussed, along with

various aspects of physical and psychological abuse. Around 95% of the 150 staff based at Oulton have received Protection of Vulnerable Adult (POVA) training in this way. Peter Tempest, chair of Suffolk's adult safeguarding board said: "The board wishes to congratulate staff in the Trust for their commitment to developing innovative safeguarding training to make its customers safer. The staff's motivation and team building skills provide us all with a best practice model for future service development."

Developments in substance misuse services

by Jo Stevenson, consultant clinical psychologist and development adviser



The Trust's substance misuse service mission statement is:

"We aim to provide quality specialist services in partnership that respect individuals needs, promote recovery and social inclusion, whilst improving the mental well-being of the community."

However we want to go beyond this. We want to enhance our treatment effectiveness and are eager to explore new ideas and models. With a lot happening on the national and international scene regarding promoting effectiveness and outcomes for our clients this is an ideal time to do this.

In 2006, the National Treatment Agency launched the Treatment Effectiveness Initiative which focused on these concerns. Best practise reviews nationally and internationally highlighted the work at the Texas Christian University in North America (www.tcu.edu) who noted patterns of similarities that could be integrated into interventions. This work was adopted by the National Treatment Agency and piloted in Manchester and London, and in Birmingham.

The theory was not new. The interventions are based on cognitive approaches known as 'node-link mapping' and 'challenging thinking patterns'.

Node-link mapping is a technique for discussing issues with clients and visualising them in a series of 'maps' to develop awareness of the relationship between thoughts, feelings and behaviours. The regular use of mapping provides a model for systematic 'cause-and-effect' thinking and problem-solving, which clients can begin to adopt.

Changing thinking patterns involves a brief intervention to help a client and keyworker address thought-processes that can hamper behavioural change. This intervention is best delivered once a client has settled into regular contact and is more engaged in treatment.

New directions - the training

Our training, which took place in Sept/Oct last year, was provided by the national leads for Birmingham Treatment Effectiveness Initiative (BTEI) Dr Ed Day and Nick Shough. The trainers were not just introducing the tools but also talked about creating change in services for clients, staff and managers.

The feedback given about the training was extremely positive regarding the trainers, content and promotion of clinical excellence. Significant enthusiasm was expressed for the opportunity to reproduce the work with our clients.

Making our way – development work

The way forward for us in the future involves service development for at least the next year. Internally we have a range of structures to support this including clinical supervision groups, BTEI champions, a workforce, training and development group, governance reviews and follow-on training.

Externally we are also presenting our development work to the regional Drug and Alcohol Team (DAAT), the Joint Commissioning board, service user groups and multi-agency feedback review.

We are the first county in the Eastern region to be developing in this way and utilising these new methods. This has led us to be of interest to the regional National Treatment Agency who have expressed continuing support.

We also are developing research and clinical links with the University of Birmingham that has pioneered BTEI, and will subsequently be eligible for inclusion in international research.

Special thanks to Dr Karen Moreira for her promotion of good practise, all the SMS staff for their commitment to enhance treatment effectiveness, and the directors for their vision.

Book yourself on to a training course online

Staff are now able to book direct onto a training session via the online training diary on the intranet. Once your booking is authorised by your manager, you will receive a confirmation by email that you are booked onto the course and this will show on your training record within Staff Pathways.

Managers are also able to book online on behalf of their staff (see intranet for instructions on 'how to'). Please ensure you read the instructions correctly as you may inadvertently apply for sessions in your own name rather than your staff

member. Please pay strict attention to all messages relayed to you via the online booking system. These messages or 'warnings' relate to qualifying criteria and whether courses are appropriate to the applicant. Failure to comply with this guidance can result in applicants being refused access to a training session, which results in cancellation charges being levied.

Closing dates:

Online bookings only will be accepted up to 10am the day before the course.

Paper applications only will be two weeks prior to the course.

Cancellation charges:

To avoid cancellation charges being raised when your non-attendance on training is due to sickness absence, please call our reception (01473 329300) before 9am on the day of training to let us know. You should also inform your line manager so the sickness absence records can be updated.

education.development@smhp.nhs.uk

Making it count

Have you seen the finance department's email newsletter Make It Count? It keeps staff up to date with the latest service updates around the Trust. Look at the most recent edition on the intranet under Information and advice > newsletters > Make It Count to find out:

- Where the Ipswich CMHT, the IAPT service and the assertive outreach team will be moving
- When all the corporate and Suffolk Support Services will be vacating the St Clement's site
- Where residential LD clients will be moving during 2010

It is put together by Nick Gerrard, director of finance.

The NHS Constitution: what are your views?

The Department of Health is consulting on new rights to the NHS Constitution and would like to hear your views.

The new rights include:

- having treatment within a maximum of 18 weeks from GP referral
- to be seen by a cancer specialist within two weeks of a GP referral
- health checks for people aged 40-74 to assess risk for heart disease, stroke, diabetes and kidney disease.

To respond to this consultation please follow the link on the front page on the intranet or visit NHS East of England's



online consultation feedback page at http://www.eoe.nhs.uk/nhs_constitution/

You can also write to: NHS Constitution Team, Richmond House, 79 Whitehall, London, SW1A 2NS.

The consultation ends 5th February, 2010.

Getting to know you...

Trust Matters delves into the thoughts of a staff member in the first of a new series

Becky Button

What do you do?

Trainee clinical psychologist for the CMHT in Kesgrave.

What do you enjoy about working at the Trust?

Being part of a friendly and supportive team.

Where do you see yourself in 10 years?

Hmm – qualified hopefully!

And I guess the usual; married, children, happily ever after!

What do you do to relax?

Spending time with my family, shopping, cooking, drawing, watching TV/films, reading, walking my dog and riding my motorcycle!

What's your favourite food?

I generally like all food, but my favourite treat would be pick 'n' mix sweets!

What is your favourite book and/or film?

As a general rule I love chick flicks. My favourite author is Cecilia Ahern, and my favourite book of hers is 'Where Rainbows End' – proper lovey dovey happy ending stuff.

If you could have a super-power what would it be?

I'd love to stop time so I could catch up on things... namely sleep!



If you could learn a new skill what would you choose?

I would love to learn how to dance like they do on Strictly Come Dancing!

If you'd like to see yourself or a colleague in this section contact Helen Abbott (see below)

EDITORIAL: If you would like to contribute an article (and accompanying photo) for inclusion in the next Trust Matters please email it to helen.abbott@smhp.nhs.uk

If you want to discuss ideas about potential features or make a suggestion about improving the newsletter you can also email the above address or call Helen Abbott on 01473 329700.

The deadline for the March 2010 issue is February 18th.