

TRUST

Matters

Issue 45 • September 2009

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



Evelyn said: "I have really enjoyed working on this project so far. We want to help people in whatever way we can to ensure that this is a straightforward process."

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"The NHS Number – it's all about patient safety"

The Suffolk Support Services Mental Health Informatics Team is taking on a new project which will help improve patient safety.

The National Patient Safety Agency (NPSA) has issued a "Safer Practice Notice" to all NHS organisations in England and Wales which recommends the use of the NHS Number as the unique patient identifier.

Led by Evelyn Walters (pictured) the informatics team has commenced a Trust-wide NHS Number and Information Governance Project.

All staff are kindly asked to take these three initial steps:

1. **Raise your awareness** – Do you know what the NHS Number is? Find out now on: <http://www.connectingforhealth.nhs.uk/systemsandservices/nhsnumber>
2. **Review your local systems** – Do you hold patient identifiable

information on a spreadsheet, database, or any system that is not ePEX, ILLY, or PC-MIS? If you do, please contact the Mental Health Informatics Team on: 01473 329270

3. **Prepare** – implementation over the coming months will lead to all patient records and communication carrying the NHS Number! Make sure you are ready!

More advice will follow over the coming months.

The "Safer Practice Notice" was issued to support the Connecting for Health (CfH) NHS Number Programme. This is working towards a complete adoption of the NHS number to improve patient care across the NHS.

The key drivers for this programme are patient safety, patient choice, the NHS Operating Framework, financial implications (e.g. payment by results), security and confidentiality.

The NHS Number and Information Governance Project itself will look into:

- Base lining the current usage of the NHS Number within the Trust, by Staff, IT systems, on paper records and information flows.
- Creating a conformance plan for requirements set by NPSA
- Implementing change into the trust's ways of working, to comply with requirements set.

If you feel that you would like to get involved, have a positive contribution to make, or, would like to raise any concerns regarding complications you foresee, please contact, Project Manager, Evelyn Walters on: evelyn.walters@smhp.nhs.uk.



Breaking through Programme

Having attended the breaking through programme (BTP) Obinna Anyanwu and I (Ravi Seenan) felt privileged to represent Suffolk Mental Health NHS Partnership Trust. Obinna working as a Project Manager and myself working as a PMA Practice Educator are both representative of the Black and Minority Ethnic (BME) group in the Trust. According to Health service Journal (HSJ, 2008), NHS bodies are largely representative of the communities they serve but some are drastically failing to reflect local populations as very few staff from BME background are working at leadership level. Hence why this



NHS-wide programme was developed; to target people from BME background who have the potential to reach senior roles within their organisations.

The programme enabled participants in the course to examine personal characteristics which could either enhance or hinder the likelihood of progress. It looked at the organisation as a whole and how individuals can work closely with others to tackle this problem. It examined ways to improve identified personal and organisational weaknesses. It emphasised the need to focus on both their departmental and also wider organisational strategy. It also raises awareness of the direct impact this has on the improvement of patient care as a result of the deeper integration of BME staff. A strong emphasis was placed on

creating and tapping into networks to enhance your knowledge base and wider resource pool to benefit yourself and the organisation that you work for. Our assessment of this programme is that it confers real benefits for individuals and organisation and would recommend to others. Alongside this programme, Obinna and I also regularly attend the BME group meetings and will like to take the opportunity to thank Robert Nesbitt and Sujata Gathani for their part for setting up the group and also bringing the Breaking Through Programme to our attention. We also like to thank the Chief Executive, The Trust Board and our Line Managers for supporting our application to the programme.

Contributed by Ravi Seenan

Suffolk LGBT Survey 2009

There are approximately 35,000 Lesbian, Gay, Bisexual and Transgender (LGBT) people in Suffolk. Many LGBT people, their children, parents or family carers do not disclose their LGBT status when at work, in education, when using healthcare services or when receiving other goods and services. This can mean that sometimes they do not receive the right services or that services are not aware of how to best meet their specific needs. The Suffolk Gay and Lesbian Helpline has been funded by 16 statutory and voluntary Suffolk organisations to find out about the needs, views and experiences of LGBT people in Suffolk.

They need your views!

Please answer this questionnaire if you work, live or regularly visit Suffolk and you are LGBT or are a

parent, child or family carer of a LGBT person.

- To request a questionnaire (in English, another language or another format) or to arrange a meeting or an interpreter, please ring the Suffolk Gay and Lesbian Helpline on 07508416076 or email suffolklgbtsurvey@hotmail.co.uk
- Complete online or download this questionnaire from www.suffolklgbtsurvey.co.uk from 1st September 2009

Your answers will be completely confidential. Please complete and return this questionnaire by **16th October 2009**. Please also encourage your LGBT friends and family to complete this questionnaire

Did you know... that the Trust has its very own Lesbian, Gay and Bisexual Employee Network Group. If you would like to find out more or get involved please contact Robert Nesbitt (Director of Community Engagement) at: robert.nesbitt@smhp.nhs.uk.

You don't have to be out at work to get involved and if you prefer you can just receive information rather than coming to meetings. If you would prefer not to come to a meeting and want to talk to someone in confidence away from work the following network members are happy to be contacted:

*Neil Broadway - 01473 329392
Lois Peachey - 01473 219303
Robert Nesbitt - 01473 329477
Richard Harrison-Hodgson - 01638 564051*

Buckingham Palace Summer Garden Party



It was a Royal wash-out for Cliff and Teresa Cracknell

Hailstones the size of 20p pieces rained down as we fled for shelter

at the garden party. Three months rain in just 3 hours. My wife and I were amongst 5000 thousand other guests sheltering from the very unseasonable weather. Unfortunately we spent more time sheltering from the weather and were caught in the open when the heavens opened, like many others we took shelter under trees by the lake despite thunder and lightening flashing around us (not such a good idea). The Queen, Prince Philip and members of the Royal Party were

evacuated to the Palace whilst the rest of us mere mortals toughed it out.

This was a day to remember if only for all the wrong reasons, but such a privilege and honour to be asked to attend. Everyone had made such an effort - what a shame that many of us left the Palace totally soaked to the skin! Nice sandwiches, though! Perhaps Her Majesty will invite me again next year...

Contributed by Cliff Cracknell.

CAMPAIGN UPDATES

The very latest campaign news in every issue. Please contact us if you want to know more!

Suffolk Business Minded

How to avoid stress & benefit your business

More and more of Suffolk's employers are putting workplace well-being at the top of their agenda as the county's first 'Suffolk Business Minded' forum is to launch on 29th September.

A recent report shows that the Mindful Employer Charter is taking off in the county. The forum, which follows on from the successful launch of the campaign earlier this year is open to all local businesses and employers.

The forum will present employers with an opportunity to meet, network and share knowledge on best business practice around stress, anxiety, depression and mental health issues in the workplace. There will also be opportunities to talk with leading local experts in HR & Recruitment SOS HR, Occupational Health Gipping, employment law George & Co. and supported employment Workwise WorkLink, all of whom have been involved with the campaign from the start. The forum will meet quarterly and be led by the business needs of local

employers, with the first forum meeting being launched on **Tuesday, 29th September 2009** at the **IP City Centre**, Ipswich. Running from **6pm - 8pm**, it will establish the members' needs and use this to lay the foundations for the future direction of the forum.

There will also be a workshop to help employers identify development areas within their business around these issues, and assist them in establishing strategies to move forward.

We will also be hosting two guest speakers who will be talking about: The Mindful Employer charter and how it can help your business as well as Mental Health First Aid and its role in the workplace.

Guest speaker - **Lesley Bailey** (Development Manager, InterAct Ltd, MHFA national trainer) IAPT (Improving Access To Psychological Therapies) Find out how this service can help your employers stay in work whilst they get treatment they need for stress/anxiety related issues.

Guest speaker - **Hilary Edington**, consultant psychologist for IAPT Refreshments and a buffet will be provided, and there will be opportunities to network with other local like minded businesses. The forum is free to attend by local employers/business managers. There will however be a £20 charge should

delegates book and fail to turn up (exceptional circumstances will be taken into consideration), as there are limited numbers of places and we want to ensure spaces are not taken from those who can attend. Should you wish to book a place please go to www.ifyouknew.co.uk > **Suffolk Business Minded** and download a booking form and return to the email/address provided on the form.

Facts about mental health in the workplace

- 3 in 10 employees will experience mental health problems in any one year.
- 80 million work days are lost a year due to stress, depression and anxiety.
- It is estimated that about £9bn is lost a year through employers not addressing mental health issues at work.
- 80% of employers agree that more support is required to improve the way businesses deal with mental health in the workplace.

Reference

http://www.nhsemployers.org/HealthyWorkplaces/MHEmployment/Pages/MentalHealthFacts_FINAL.aspx

Suffolk Business Minded



The Trust's 'Respect for dementia' campaign was officially launched last month during a fantastic event at IP-City. The day was attended by around 100 people who enjoyed a range of presentations throughout the morning of July 7th.

The launch was opened by Trust CEO Mark Halladay and was followed by a keynote speech by Dr. Robert Butler, consultant psychiatrist for older peoples' mental health, on the past, present and future of dementia care.

The event also marked the unveiling of the campaign pack which includes two diaries based on the experiences of someone diagnosed with dementia and their carer.

Alun Hughes - from Suffolk User Forum (pictured) - and Crys Rapley read out excerpts from the diaries to highlight both the difficult times and the uplifting moments that come with dementia.

Gabriel Tamaya, campaign officer, said: "The diary readings were really well received, and the feedback has been very positive and encouraging. It is good to know that we are on the right track with



the campaign messages."

There were also a series of short presentations by Suffolk Family Carers, Age Concern and Alzheimer's Society who flagged up their work in increasing dementia awareness.

Gabriel added: "Working with these organisations on 'respect for dementia' has really emphasised the benefits of partnership working. "The campaign has involved not only them but those affected by the illness as well.

"We continually feed back and get ideas from these groups of people and it has been invaluable to the campaign."



Respect for dementia

You can now view the new campaign websites online at www.ifyouknew.co.uk If you would like any more information you can contact Gabriel Tamaya, campaign officer via email: gabriel.tamaya@smhp.nhs.uk, or telephone: (01473) 329 785



Centrepiece

Policies

Did you know?

Useful information and updates: Revised / Replacement policies

Policies:

- AF13 – Reservation of Power to Board & Delegation of Powers
- AF22 – Data Quality
- CL11 – Rapid Tranquillisation (Observation Forms have now been included at the end of the policy)
- CL13 – Clinical Coding
- CL18 – Patient Group Directions
- CL19 – 7 Day Follow-up
- CL33 – Physical Examination (Physical Examination Pathway form on page 7 has been updated)
- HR36 – Equality Opportunities & Diversity
- RM01 – Safeguarding Children (Appendix 1 – Contacts on page 14 have been updated)

Strategies:

- Records Management Strategy
- Patient & Public Involvement Strategy

Policies under Consultation:

Please note there are some policies currently under review; these policies can be accessed via the intranet – please click on the 'Find' drop down, followed by 'Find a Policy/Policies and Guidelines under Consultation' or click on the link below. These have been placed on the intranet to provide an opportunity for staff to view and comment on the policies being developed within the Trust.

NHS Evidence

Lord Darzi, said:

"All NHS Staff will have access to a new NHS Evidence service where they will be able to get, through a single web-based portal, authoritative clinical and non-clinical evidence and best practices."

What's happened?

In April 2009, an "NHS Evidence" portal was launched

What is NHS Evidence?

- A fast, comprehensive search function for clinical and non-clinical information
- Access to a resource collating information on new drugs to support commissioners and
- A new NHS Evidence portal homepage
- Opportunity to rate search results
- Links to resources previously part of the National Library for Health.

How will NHS Evidence help staff?

NHS Evidence aims to enable access to a comprehensive evidence base for everyone in health and social care who makes decisions about treatments or the use of resources. It will

- Provide comprehensive access to information in health and social care via a web-based portal
- Commission the development of evidence-based information from external agencies, in line with user needs and priorities
- Provide a central purchasing function to enable health professionals in the NHS to access journals and other relevant resources
- Provide a formal accreditation scheme for defined categories of information such as clinical guidelines
- Identify evidence reflecting best practice in particular topic areas to inform a range of user groups
- Engage with users and stakeholders to support the use of evidence in decision-making, and to provide feedback to develop the service

How can staff access this?

Click on the link below
<http://www.evidence.nhs.uk>

Staff survey and incident reporting

Our staff survey results have now been published and SMHPT rated very highly for Incident Reporting, so a **huge thank you** to staff for adopting a high level of safety awareness within the Trust. We did not rate so highly where feedback on specific incidents was concerned which we acknowledge. This specifically is one of the reasons we are introducing DATIXWeb incident reporting system. This is a web based electronic incident reporting system, which will render the paper RM1 and RM2 obsolete. We will be giving all incident reporters an opportunity on the new electronic form, to request feedback on the outcome of the incident they are reporting.

Watch this space for further details and dates as the project progresses. For further information on the DATIXWeb project, please contact Roseanne Taherinia, Datix System

Development Manager, by email or **01473329834**

So how can we improve?

Could you please ensure that you report near misses as well (especially where corrective action was taken to prevent serious injury or consequences)?

The Risk Management Team is experiencing particular difficulty in obtaining completed, timely RM2's where these have been requested. This makes it very difficult for incidents to be fully investigated and preventative measures put in place quickly to prevent recurrence. RM2s must be returned to, Centre for Service Excellence, within **48 hours for serious incidents and one week** for others.

If you are requested to complete an RM2 and need any assistance, please do not hesitate to contact the Risk Team (contact details on the intranet).

2008 Suicides

Clinical audit report

Background

The National Suicide Prevention Strategy for England was launched in 2002 with the aim of supporting the target to reduce the death rate from suicide and undetermined injury by at least a fifth by the year 2010. This standard is supported by Safety First, the most recent report of The National Confidential Inquiry into Suicide and Homicide by People with Mental Illness.

The Confidential Inquiry team put forward a large number of recommendations and the National Institute for Mental Health in England (NIMHE) produced an audit toolkit to assist mental health services in implementing these recommendations.'

The aims & objectives of the audit are:-

- To establish progress against the eight standards contained within the NIMHE Preventing Suicide Toolkit since the initial audit of suicides during 2004

- To undertake a retrospective audit on verdicts of Suicide and reported Serious Untoward Incidents involving the death of clients over the period of 1st January 2008 to 31st December 2008. This resulted in the retrospective examination of clinical files for clients.
- Identify good practice and identify lessons to learn for policy, training, education and practice.

Findings

The report is very comprehensive with several examples of good practice recognised. There is however room for improvement as

The Trust is only compliant with 17 out of the 30 criteria, which make up the 8 standards.

To report can be found at: [2008 Audit of Suicides](#)

An **Executive Summary** can be found at the beginning of the report with a **Summary of findings** at Appendix C and **Recommendations** at Appendix D.

Communication

This key audit is carried out annually within the Trust and needs to be extensively communicated to staff of all disciplines within the Trust. The prevention of suicides relies on all staff, whether clinical or otherwise, learning and working collaboratively to improve the care we provide to our service users. Previous suicide investigations have identified that certain staff, namely clinicians and doctors have not been made aware of the audit and available reports. The report can be found on the intranet which can be accessed through the link above.

Monitoring

Key people will be identified to take forward the actions. The implementation and completion of the recommended actions will be monitored by the Audit Committee

Myth:

People don't have to take any 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 HSE 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 - something we all use every day.



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 - better to rely on common sense and co-operation.





Green-fingered patients bring new life to historic garden.

Service users have been restoring a Victorian walled garden in Suffolk as part of a £6000 project to aid their recovery. Twenty service users have been digging, weeding and planting their way to mental wellbeing as they maintain the once neglected garden at a Stowmarket museum.

The project – called Living Valued Lives - involves a partnership between the Museum of East Anglian Life (MEAL) and the Trust. Patients help to maintain the acre of land in return for learning horticultural skills in a socially inclusive environment.

The project is coordinated by Julia Havers and Jim Kep, occupational therapists. Julia said: "For some of the service users this project can be more beneficial than medication or a stay in hospital.

"People with long term psychiatric problems often find themselves isolated. Living Valued Lives is socially inclusive so people improve their confidence and get a real sense of belonging."

Service users cleared the overgrown land and have planted flower filled

borders, made a herb garden and are growing a range of vegetables.

The project, which links into the museum's Work Based Skills Programme, also offers patients the chance to complete an NVQ. Three of the current group are undertaking NVQ's in horticulture.

Julia added: "The project gives them opportunities to achieve and shine as part of a group. It is a good stepping stone to getting back into working life or becoming more involved in the community again."

Paul Palmer, volunteer and training manager at MEAL, said: "In addition to gardening, patients can also gain experience in animal care, museum maintenance and costume needlework for historical re-enactments."

MEAL is a charity-based organisation and covers 75 acres of land. There are tours of the walled garden twice a week with hopes to open it up to the public in the future.

Paul added: "The museum has been granted a stage one pass from the heritage lottery fund and a grant from the Suffolk Environment Trust,

which will help fund the landscaping of the walled garden and open it to the public.

"Patients would tackle our cottage gardens while the workmen are there and then we would be delighted for them to maintain the walled area once more.

"There is no division or hierarchy - we act as one big team which means that volunteers mix with staff and the general public. Ideally once their treatment is over they will continue to volunteer with us and get involved in other ways."

Patients are referred to Living Valued Lives by their care professionals. Service users and family carers registered with Suffolk Respite also attend the group with a member of staff each week.

The project is currently funded until March 2010 but hopes to receive additional funding for a further year. Donations of plants or tools are welcome – please contact Julia or Jim on **01473 329391**.

Saving lives!

'In England only two to three people in every 100 survive a cardiac arrest compared to eight to nine in Scotland and 11 in the United States' (Saving Lives Our Healthier Nation. DOH 1999)

It is the aim of the Government to educate as many people as possible in Life Support and the use of defibrillators.

SMHP are doing their bit towards this goal, with almost eight hundred people to train in Basic Life Support fifty seven percent of those go on to Intermediate Life Support, which includes the use of Automated External Defibrillators, airway adjuncts, emergency oxygen therapy and suction. The training sessions also include the treatment for a choking adult and the recognition of and treatment for anaphylaxis.

These life skills need to be updated yearly because, luckily, they are not used often and we have to be aware of the old adage, use it or lose it. The algorithms of treatment need to be firmly embedded in the mind and the practical skills maintained so if a life threatening medical emergency should occur the staff can respond calmly and efficiently.

The importance of effective chest compressions and rescue breaths (When the mask arrives) cannot be stressed enough and the delivering a shock, if needed, within three minutes gives the patient the best

chance of survival. Knowing how to manage the situation so it runs smoothly must be a priority with any care giving staff.

These important skills may come in useful away from work as well; it may be a family member or friend who needs your help. Maybe it will be you needing theirs!

So come on everyone who is non compliant with their BLS/ILS training, get updated NOW.

Details of courses are on the on-line training diary on the intranet.

Contributed by Sheena Rawlings.

Raising money for charity at the Orwell Walk

Several staff from around the Trust donned their walking boots to take part in Ipswich Rotary Club's annual Orwell Walk at the end of June.

Rocket Team

Julie Smith, team secretary for the Intensive Support Team based in Walker Close, and her family took part in the walk.

Along with husband Stuart and son Harrison, Julie raised over £300 for the Rocket Team based at Kettering General Hospital, which cares for people with breathing difficulties. It was Harrison, her 11 year old son, who decided he wanted to help the charity, which supports his grandma who has emphysema and is on oxygen 24 hours a day.

Julie said: "We all completed the full 25 miles and Harrison was a star, he never complained once.

"Harrison and I walk everywhere and although he was tired afterwards neither of us had sore feet. We found great delight in showing off as Stuart had a huge blister and hobbled the last mile!

"I would like to thank all my colleagues at Walker Close who sponsored us.

"Harrison presented the cheque to the Rocket Team during the school holiday. They are planning to buy

new nebulisers, which help patients to breathe more easily, and machines which fit on patients' fingers and monitor vital signs".



The intrepid trio after the walk

Alzheimer's Society

Members of the Trust's Community Engagement Team joined forces to tackle the riverside walk as part of the Respect for Dementia campaign. Wearing their campaign t-shirts to support dementia awareness the team nominated the Alzheimer's Society as their designated charity (who are partners on the Trust campaign).

The group included public benefit officer Gabriel Tamaya with his wife Luitha and baby Forrest, equality and diversity manager Sujata Gathani,

and patient and public involvement manager Larry Nicholas.

Gabriel said: "It was a great day out for me and my family. We were proud to be wearing our Respect for Dementia t-shirts as we trekked along the banks of the River Orwell. "Sujata and Larry managed about 10 miles each while myself and Luitha managed about 7 – pretty good considering we were pushing a buggy the whole way! "Next year we are aiming for the full 25 miles!"

If you would like to donate money to the Alzheimers Society you can do so by visiting their webpage <http://alzheimers.org.uk>. To find out more about Respect for Dementia please see page 3.



It was a team effort for dementia awareness

Library and Knowledge Services for Suffolk Mental Health Partnership Trust.

The recent Darzi NHS review emphasised the importance of evidence based practice and stated that 'All NHS staff will have access to a new NHS Evidence service where they will be able to get, through a single web-based portal, authoritative clinical and non-clinical evidence and best practice. In addition, the strategy for NHS East of England Improving Lives Saving Lives states 'we are committed to delivering a better deal for people with mental health problems; for those who care for them; and for the wider circle of family, friends and community who come together with NHS and social care professionals to deliver care.'

As a result Mike Hurley, Assistant Director - Education & Workforce Development Department is leading a project to identify the best way to

provide a service to all staff, patients and carers.

A recent survey commissioned by the Trust identified that there is:

- a lack of knowledge about the services presently on offer
- low library usage indicating a need for improvement in telling people about what the service can do
- a need to include social care staff, carer and patient requirements in future planning of the service

Representatives from all the stakeholder groups have been invited to a series of meetings and the importance of identifying exactly what users require from the service has been underlined. The group has stressed the importance of partnership working between the NHS, the public library service and Suffolk County Council. Mike has asked Mrs Joan Hunter

previously manager of library and knowledge services in East of England SHA to take the project forward. She will be contacting as many of the services around the Trust as possible for their input and is contactable on her email joan.hunter@smhp.nhs.uk or telephone 07969362682.



New Trust user and carer reference group

The inaugural meeting of the above group occurred on the 22nd July at St Clements Hospital.

It was extremely well attend by local user and carer group representatives, directors and even Lord Newton, chairman of the Trust. Chairs of local user groups also attended.

At the meeting it was agreed that this group was required to ensure that the Trust:

1. Consult properly about changes we are thinking about making.
2. Ask people how our services could be improved.
3. Make Services better, based on what people tell us.
4. Advise the Trust on whether we are consulting properly about changes and plans.
5. Help us make sure that we are really involving service users and

family carers in the day-to-day running of services.

6. Helps us to make sure that we are asking service users and family carers about quality of our services – and making improvements.
7. Helps us to make sure that our services are reaching everyone who is entitled to use them (all the diverse communities in Suffolk and Thetford).
8. Support the Trust, and monitor us, as we implement the three year PPI strategy.

The success of the group would be monitored by:-

1. Ensuring Information is cascaded down across all Directorates.
2. Involvement – i.e. promotion at World Health Day. Share good work with other services and User Groups.

3. Evaluation and auditing the minutes to ensure actions are enforced and monitoring is taken place
4. Planning and decision making – Agreed that the minutes should be fed into the Trust Executive and Trust Board for awareness and to ensure the two-way communication is maintained.

Contributed by Larry Nicholas.



Protected time

Mistley, Playford and Parham wards are currently under-going a review of the care that is provided to inpatients from the point of admission to hospital through to discharge from inpatient services. In response to service user and carers' feedback and staff discussion it is our aim to build upon positive practice and improve the experiences of all individuals who contribute to and receive care from these services.

As part of this process it has been identified that it would be beneficial to all parties to introduce protected therapeutic engagement time on the

wards. The purpose of this is to enable all staff to engage with patients on a daily basis during a period of time that is free from interruption and distraction. It is felt that service users will benefit from time to more thoroughly assess their needs and contribute to plans to meet these needs. Staff will be able to establish a more therapeutic rapport with patients; and carers and families can feel more reassured that services are enabling an informed response to and assessment of factors relating to admissions.

It has been agreed that this time will

take place between 3 and 5 on weekday afternoons and 10 and 12 on weekend mornings. Ward staff appreciate support from community colleagues, advocacy services and visitors in enabling staff to use this time by limiting their contact with the ward during these periods, with exception to emergencies, admissions and pre-arranged meetings. This is due for review in 3 months time.

NHS247.com - The first online healthcare community for all NHS staff
NHS247.com offers services and content for all NHS staff. It hosts the popular 'NHS Staff Discounts' scheme as well as competitions with great prizes such as a luxury cruise, a brand new car and weekend breaks to high quality hotels for the winner of the 'Employee of the Month' and blogs. To take advantage of these exclusive offers, NHS employees need to register for free at www.nhs247.com

Childcare vouchers

- Each parent could SAVE up to £99* per month.
- Can be used as full or part payment for a wide range of childcare.
- Can be used as a way to save for expensive times of the year e.g. summer holiday clubs

For further information on how the scheme works contact:

The Worklife Balance Support Team
Tel: 01473 329836 and email:

worklifebalance.st@smhp.nhs.uk

* Savings vary in line with individual circumstances



WANT TO STOP SMOKING?

The Suffolk Stop Smoking Service holds a clinic every Monday evening from 5.30pm to 6.30pm, in the Rembrandt room at St Clements. If you wish to attend, please phone 0800 085 6037 for further details and to register

use the
NHS Number

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 November 2009 issue is October 17th.