

TRUST Matters

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

It's showtime for Suffolk's mental health consultation



Our public consultation had a great start in Ipswich last month, when a giant daffodil stiltwalker helped us encourage people to have their say about mental health services and join up to become a member of our new NHS Foundation Trust.

Although we have been running staff roadshows for some time now, the public part of our consultation started on July 6 and will run for three months. If granted, NHS Foundation Trust status will give local people a greater say over what services are run and where, so it's really important that as many people as possible say what they think.

Chief executive Mark Halladay said: "We want

to give everyone in Suffolk the chance to share their opinions about our plans, and have the opportunity to join us to help share the mental well-being of their families, their communities and their mental health services."

As well as our Ipswich launch event, we have also held public consultation events in Bury St Edmunds, Haverhill and Hadleigh. The Stowmarket event is due

to take place on August 11 and there are other meetings planned for the rest of the consultation period – for details see Page 2!

Mr Halladay added: "Good mental well-being is important to everyone. Suffolk is a great place in which to live and to work but we want to make it even better. We need people's views on our plans so that we can make this happen."

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Trust joins Respect Festival 2007 to 'Say no to prejudice!'

The Trust is having a stall at this year's Respect Festival which will be held on Saturday, September 8 from 12noon to 6pm at Suffolk New College. The main focus of this year's festival will be challenging all forms of prejudice and encouraging the reporting of hate crime.

Robert Nesbitt, director of community engagement, said: "As well as using this as an opportunity to tell people about our NHS Foundation Trust consultation and encourage membership, this will be a great showcase for all the good work that we do."

If you can help on the stall, or have materials you would like to distribute through it, contact Robert at robert.nesbitt@smhp.nhs.uk or 01473 329477.

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So far, we have had a mixed reaction about mental health from people, with some members of the public very willing to tell us their experiences and their hopes for mental wellbeing in the future, and others quite reluctant to take part in the consultation. We have experienced the stigma which mental health unfortunately attracts – but also been touched by people's personal stories about how they, or their friends and families, overcame mental ill health. We have found people who have had personal experiences of mental health services much more open than those who have not.

Their stories have underlined to us the importance of making sure we get things right. So far, we have had

views about a number of the services we provide and are pleased to report the positive feedback we have had about our members of staff.

As well as gathering opinions about our plans for mental health services, details of which can be seen in our consultation document at our easy-to-remember website address www.newmember.info, we have also been signing people up to become members of the new Trust. Staff members automatically become members, unless they choose not to be, but we would really appreciate your help in signing up people too. By joining us as members, they will be able to have a real influence over what we do in the future and even stand for election

to become a governor of the new Trust, with an even greater voice in how the Trust is run. The consultation document has all the details.

NHS Foundation Trusts are a new type of NHS Trust which are accountable to the populations they serve rather than to central Government. They still have to meet nationally-set standards but, because they are overseen by local people, who can join as members and stand as governors, they are free to develop services driven by local needs.

For more details, call the Trust's director of community engagement, Robert Nesbitt, on **01473 329477** or email him at robert.nesbitt@smhp.nhs.uk

Meeting timetable

Here is the timetable for the rest of the public meetings which are due to take place into our plans for NHS Foundation Trust status:

August 11
10am-1pm
United Reformed Church, Ipswich Street, Stowmarket

August 16
2pm-5pm
Town Hall, Market Hill, Sudbury

August 30
9.30am-12.30am
Trinity Methodist Church, Orwell Road, Felixstowe

September 4
9am-12pm
Palace House Mews, Palace Street, Newmarket

September 19
1pm-4pm
Resource Centre, Chapel Lane, Wickham Market

September 11
10am-1pm
The Guildhall, Market Place, Thetford

Workshops help to identify care gaps

A partnership approach to finding gaps in community mental health services in Newmarket and Mildenhall aims to make services easier to access and more in tune with people's needs.

The first two in a series of workshops, led by the Trust, have taken place with a variety of professionals involved in mental well-being, including local GPs, social services, Suffolk Primary Care Trust, Forest Health District Council, the mental health charity Mind, service users and carers.

Organiser Elaine Ellis, who works within the Newmarket community mental health team, said:

"It was acknowledged that it was through working together as partners that we would be able to examine the broader picture across the whole health system – from GPs to specialist mental health services – as well as all the other relevant services and agencies which relate to people with mental health needs in the area.

"Finding out what is out there, and a way to share this information, was high on the agenda. This will help identify where gaps are and allow all partners to consider changing the ways in which they work to meet local need better.

"People are starting to talk to each other more and realising we can all help each other. A lot of good is going to come out of this."

Those taking part were also encouraged to consider the individual steps a service user may take when trying to get help or to move between care providers, and how those 'pathways' could be made smoother.

The series of workshops was opened by Dr Siri Robling, a consultant psychiatrist who is based at The Wedgwood Unit, the Trust's inpatient facility on the West Suffolk Hospital site in Bury St Edmunds, and who is part of the Newmarket team.

They are a good illustration of the way the Trust will be working should it be successful in its bid for NHS Foundation Trust status.

Inpatient services	Workforce Development	Corporate services	Substance misuse
Community services	Specialist community services	CAMHS	Criminal justice

Electronic Staff Record [ESR]

An integrated computer-based human resources, training and payroll system known as the Electronic Staff Record is currently being rolled out to all 600+ NHS organisations in England and Wales. It will replace all NHS' current payroll and HR systems and will pay approximately 1.2 million employees from spring 2008, some 7% of the working population in England and Wales.

Our Trust is in wave 11, along with Suffolk PCT, Great Yarmouth and Waveney PCT and Ipswich Hospital. This means that, from February and after a period of extensive testing, all staff will be paid by ESR and the current system shut down.

The Trust will also be reviewing current HR processes to maximise the potential of ESR. Over the next eight months, the Trust will be preparing to transfer the personal and pay information of all employees to ESR. Test data extracts will happen during this period to ensure that every employee is paid correctly from next February. Both these extracts and the final transfer of data to ESR will be done in accordance with the Data

Protection Act [1998]. All data will transfer from the current HR and payroll system. For example, your home address, emergency contact information and professional registration, along with all the details we need to pay your wages.

Some members of staff may receive a letter or email asking them to confirm their personal details. If you receive a request for information please can you respond as soon as possible? It is very important that all the personal information we transfer across is accurate and over the next few months we will have an opportunity to add in missing information and update any data we believe may be out-of-date.

Payroll staff have developed a new travel and expenses claim form because they now need to collect more details on the cars being used. This new form needs to be ordered from suppliers, although it can be viewed on the payroll and pensions intranet site.

It is important to make sure all travel claims are made on this new form.

More details can be found on the intranet under Trustwide Services> ESR or use the following link: <http://nww.suffolk.nhs.uk/scripts/index.asp?pid=17192&andid=88123>

Audrey Fuggle
HR systems manager
01473 329706
audrey.fuggle@smhp.nhs.uk

OBC update

Our plans to relocate inpatient services to the Heath Road Hospital site in Ipswich will go before the Trust Board and the Suffolk PCT Board next month. The revised outline business case (OBC), now referred to as the 'Modernisation of Mental Health Inpatient Facilities in Suffolk', outlines six inpatient areas, four wards on Heath Road site, this being two new wards built alongside an existing unit housing two refurbished wards. There will be a new Low Secure Unit at St Clement's Hospital in Ipswich next to Chilton Houses, plus a refurbished ward in the Wedgwood Unit on the West Suffolk Hospital site in Bury St Edmunds.

The OBC already has the support of Suffolk's Health Overview and Scrutiny Committee.

Discussions are progressing with Ipswich Hospital NHS Trust to clarify site, service, operational and, of course, financial issues that need working through as a consequence of our inpatient services moving to the Heath Road site.

In the longer term, it is expected that there will be three health-related buildings remaining on the St Clement's site: Chilton Houses, the new Low Secure Unit and The Hollies building. There have also been some preliminary discussions regarding St Clement's with Ipswich Borough Council's planning department.

The next steps for the OBC will be to pursue Strategic Health Authority approval in November and then proceed with the Full Business Case (FBC) approval in July 2008. We'd expect a start to be made on the site from September 2008 and to open the first units from October 2010. We will keep you updated with our progress.

Robert Bolas
Deputy chief executive/
director of nursing
and director of
modernisation programme

Mental Health and Social Care Current Awareness Bulletin

The library at West Suffolk Hospital in Bury St Edmunds publishes a weekly current awareness bulletin for all Trust employees. The bulletin covers all aspects of mental health, including social care, and is already emailed out to a couple of hundred people in the county. It can be viewed online at: www.wsh.nhs.uk/library/mentalhealthbulletins

If anyone would like to receive the bulletin as an email attachment each week, please contact:

Mary Edmans ACLIP, Asst Librarian, Clinical Resource Centre and Library Education Centre, West Suffolk Hospital NHS Trust, Hardwick Lane, Bury St Edmunds, Suffolk

Centrepiece



Counter Fraud and Security Management Services

What is the CFSMS?

The NHS Counter Fraud and Security Management Service [CFSMS] is an independent division of the NHS Business Services Authority and has a responsibility for preventing, detecting and investigating fraud against the NHS. The division is also responsible for ensuring the security of staff and property throughout the NHS.

What is meant by 'security management'?

Security management extends beyond merely 'CCTV and security guards patrolling a site'. The remit of the Security Management Services [SMS] extends to the protection of all NHS resources – which includes staff, facilities, equipment and drugs.

It means protecting staff from violence and abuse, equipment from vandalism or theft, buildings from wilful damage and patients from the consequences of all security breaches.

Who runs/works for SMS?

The SMS is made up of a policy team and legal protection unit manned by trained legal staff and headed up by a barrister, training staff and others. To ensure that security management has a voice

at board level and is given the appropriate resources and attention, each NHS Trust was required to appoint Security Management Directors [SMDs]. David Leckie is the SMD for our Trust.

In addition, Accredited Local Security Management Specialists [LSMSs] are being recruited across the country to tackle security, Management issues. Elayne Jennings has taken up a secondment opportunity as risk manager and the role of LSMS forms part of this new appointment. Elayne will be commencing her accreditation training in early September.

What are the aims of the SMS?

The aims of the Security Management Service are:

- To implement a pro-security, anti-violence culture in the NHS
- To reduce the level of violence and abuse against staff to the minimum possible level
- To help safeguard NHS resources and property from damage and theft
- To protect the NHS so it can better protect the nation's health

What plans does the SMS have in place to improve security in the NHS?

The SMS is assessing the scale of the various issues relating to security management. Those issues include the levels of assaults on NHS staff.

They have developed a syllabus for conflict resolution training which is to be given to all NHS frontline staff.

A legal protection unit provides cost effective legal advice to the NHS in order to pursue action against those who assault NHS staff and in appropriate cases take direct action against alleged assailants/perpetrators.

For further information on the work of the CFSMS, click on the following link:

<http://www.cfsms.nhs.uk/sms/aboutsms.html>

You can view the latest SMS newsletter by clicking on the following link:

http://www.cfsms.nhs.uk/doc/secure/secure_8.pdf

Elayne Jennings
Risk manager for health, safety and security [LSMS]



We're pleased to introduce our new Local Counter Fraud Security Management Specialist (CFSMS) **Wendy Boother**. More about Wendy and her work in the next

edition of Trust Matters, but in the meantime, if you would like to contact her, she can be reached on **01473 329631** or email wendy.boother@smhp.nhs.uk

The work of the Mental Health Act Hospital Managers

For patients who are detained in hospital under the Mental Health Act [MHA] the work of the MHA hospital managers is crucially important. The managers comprise the non-executive directors of the Trust and a group of 16 specially-recruited, trained and experienced associate directors. These associates are all volunteers who carry out the role because of their personal interest in, and commitment to, the wellbeing of people with a mental disorder. The managers have three main functions within the Trust.

Their main role, arising directly from the MHA itself, is to hear appeals from detained patients against their continued detention. Receiving reports from the relevant health professionals, the managers consider all the evidence regarding the continued detention of a detained patient and have the power to discharge the patient under the MHA if they conclude that the patient no longer fulfils the statutory criteria for continued detention. Each year, around 125 such appeal hearings are arranged in the Trust. In 2005/6, eight of these resulted in discharge from detention. Patients can also be discharged from detention by the Mental Health Review Tribunal, but usually a managers' hearing can be arranged much more quickly than a tribunal and so provides the patient with a faster mechanism to challenge his/her detention.

As well as this statutory function, the managers also visit wards and other areas where patients may be detained. Each area gets a visit at least once a year. Using their independent eyes and ears and reviewing the facilities and talking to patients, visitors and staff, the managers compile a report on each visit which is shared with the staff. The issues raised on these visits are discussed with service directors on a quarterly basis and the findings contribute to the Trust's Annual Health Check process.

Finally, some of the managers have undergone additional training to enable them to review the statutory documentation relating to the detention of each patient, to ensure that it is all correctly completed and to monitor standards of completion of this crucial paperwork. Every set of section papers received by the Trust is monitored in this way.

The Trust and its patients have good reason to be grateful to this dedicated group of people who give up so much of their time for no financial reward, but who do so much to help protect the rights of people who are often at their most vulnerable.

David Rollinson
Complaints and legal services manager

A fond farewell to Val

Risk manager Val Dutton left the Trust on July 18 to take early retirement. Deputy chief executive and director of nursing Bob Bolas presented Val with some vouchers on behalf of her colleagues.

She is going to pursue her hobby of soft furnishing and upholstery and plans to put the gift to good use by using it to buy a sewing machine. Val's career in the local NHS has seen her working in different roles and locations, over many years.

We wish her well for the future.



Val Dutton

Did You Know?

useful information and updates

CONSENT

All staff are reminded of the need to follow the Trust's policy on consent to treatment. The necessary consent forms should be available on all wards and are available via NHS Supplies.

The forms can be viewed online at the following link: http://www.dh.gov.uk/en/Policyandguidance/Healthandsocialcaretopics/Consent/Consentgeneralinformation/DH_4015950

COMPLAINTS

Have you been involved in a complaint, have you helped to investigate a complaint, are you anxious to avoid being involved in a complaint? If so then you should read the Annual Complaints Report for 2006/7 available on the Trust's website. Click this link to have a look now: <http://www.smhp.nhs.uk/Portals/1/Reports/Annual%20Complaints%20Report%2006%2007.pdf>

The report also covers expressions of gratitude received by the Trust.

Key contacts

Lisa Llewelyn, head of the centre for service excellence
Tel: 01473 329 549

David Rollinson, complaints and legal services manager
Tel: 01473 329 607

Elayne Jennings, risk manager
Tel: 01473 329 604

Janet Roper, clinical audit and effectiveness advisor
Tel: 01473 329 412

Sara Fletcher, senior nurse infection control
Tel: 01473 770 127

Joanna Harris, senior nurse infection control
Tel: 01473 770 126



You've made the difference

The Trust recently received a letter from Dorothy Kennerley, the executive dean of Suffolk College and University Campus. In her letter, she expresses her gratitude to our staff's hard work in supporting the students of Suffolk College in their practice-based learning.

She praises our staff and managers for going 'the extra mile' in ensuring that the students' learning has been enhanced.

She particularly highlights the contribution from Mike Hurley and the Trust managers who have helped them move their workforce development ahead in line with service delivery changes.

Staff recognition awards scheme - nominations update!

We received more than 80 nominations for our first staff recognition awards. The judges' panel will be meeting over the next few weeks to narrow these down to just six winners. Everyone nominated will receive a nomination certificate, and the winners will receive their prizes at the Trust AGM in September.

Now it's even easier to seek help with your new ideas

NHS staff are being invited to apply for a slice of a £250,000 annual development fund to progress innovations which will benefit patients.

The fund, managed by Health Enterprise East [HEE] provides financial support for the inventors and their Trusts for new technologies, medical devices and certain types of service that need developing before commercialisation.

HEE is looking for innovations that address a clear unmet clinical need. The funding can go towards manufacturing, technical help, feasibility studies, obtaining regulatory advice or writing a business plan.

Ideas can only be developed if they are revealed for discussion and assessment – and that's where customer liaison executive Tracy Coultas comes in. Tracy has already visited the Trust to help encourage staff with any ideas to come forward. She is also keen to forge links with the research department to help make staff aware of the options they have when seeking help with developing their new ideas.

Tracy will be visiting Trusts in the region arranging presentations, organising drop-in advice sessions to advise staff on intellectual property issues, running Bright Idea competitions and running stands at lecture days



Tracy Coultas

and exhibitions. Look out for details of when Tracy and the HEE team will be visiting and when you will be able to find out more about NHS Innovations. Visit www.hee.org.uk for further details.

Tracy Coultas
Customer Liaison Executive
NHS Innovations East
Health Enterprise East Ltd
CTBI Building
Papworth Hospital
Papworth Everard
Cambridge,
CB23 8RE

Congratulations to intrepid footballers!

As you will have seen in the last edition of Trust Matters, staff and service users from around the Trust took part in the annual Suffolk football tournament on 6 June.

The cheering may now have died down, but we thought we'd extend the glory a little bit more by featuring a couple of pictures of the lads in Trust Matters. Well done teams!



The 86 Hospital Road, Bury, A Team



The 86 Hospital Road, Bury, B Team

New management appointments

Sandra Cowie, director of mental health and social care, is pleased to welcome the following managerial appointments to her directorate. She is very much looking forward to working with them.

Inpatient Team

Sue Howlett appointed into the substantive post of **Modern Matron** at **Wedgwood House**.

Manuel Regueira appointed as **Modern Matron**, **Crisis Resolution Home Treatment Team, West**

Specialist Rehabilitation and Recovery Service Team

Ian Meek - **team manager**, **Suffolk Early Intervention into Psychosis**

Julie Pearson - **team manager**, **West Suffolk Assertive Outreach**

Matthew Morris - **team manager**, **East Suffolk Assertive Outreach**

Community Team

Due to the reconfiguration of Community Teams the following appointments took effect from 2 July 2007:

Jane Lopez - **coastal locality manager**

Nicky Allen - **coastal team manager**

Patricia Izatt - **Ipswich locality manager**

Pauline Proctor - **Ipswich East team manager**

Nettie Burns - **central locality manager**

David Skrimshire - **central team manager**

Cliff Cracknell - **Sudbury and Haverhill locality manager**

Jill Newton-Livens - **Bury locality manager**

Liz Morrow - **Newmarket and Thetford locality manager**

Maria Rabey - **Newmarket and Thetford team manager**

The Ipswich West team manager, Bury team manager and Sudbury and Haverhill team manager are still to be appointed.

Forensic team

Peter Troy has moved from Highpoint/Edmunds Hill Prison inreach team to Hollesley Bay/Warren Hill Prison inreach team.

Sandra Cowie
Director of mental health
and social care

Drugs teams exceed their targets

The Suffolk Treatment and Referral Team [START], which helps prisoners to overcome their drug and alcohol addictions is seeing people more quickly than ever.

As well as providing prison inreach services, the team also helps people in police cells, those who have been in court and people who are on probation.

"The team members have surpassed themselves, said the Trust's Jon Cullum, who heads up START. "Our target was to see 14 new people a month yet we have been hitting the mid-30s. We are working closely with user groups so that we can focus much more on people's desired outcomes and work with them to achieve their goals. We want to make our service much more responsive and so we are constantly working to develop that.

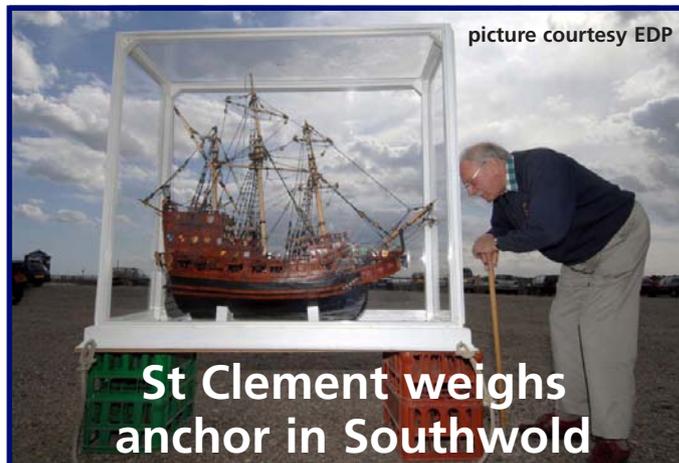
"I have worked in a number of teams but without doubt this is the most enthusiastic group I have worked with so far."

The news came days after it was revealed the Trust's East Suffolk community drugs team [CDT] was among the best in the country at keeping people in treatment for 12 weeks. Around 92% people referred to the service remain committed to their treatment after that time.

Improved information systems, increased access to clinics, a holistic approach to care, speedier assessments and a redesign of prescription clinics have all added to the CDT's success.

The team is judged, in part, on the national 12-week retention rate target – that is, the percentage of people who are still engaged in treatment after 12 weeks. At the end of last year, the service achieved a rate of around 60%. Six months later, the Ipswich-based team has achieved a 92% retention rate. In other words, nine out of every ten people who receive help from the team in battling a dependence on illicit drugs remain committed to their care programme.

CDT team leader Simon Anness said: "Research shows that if people can stay in structured treatment for 12 weeks, they are more than likely to sustain it for six to nine months and beyond. If we can get them past 12 weeks, then the likelihood of success improves dramatically."



St Clement weighs anchor in Southwold

A 6ft model ship built by people overcoming mental ill health has moved to a permanent home near the sea.

It took ten people two years to build the galleon St Clement, working from The Pines occupational therapy unit at St Clement's Hospital in Ipswich.

For them, the relocation of the ship from Ipswich Museum, where it has been on loan for four years, to a permanent home at the prestigious Alfred Corry Museum is an important affirmation of the quality of their work.

Former technical instructor Jim Kemp, who oversaw its construction, said: "The clients wanted it to go on display to show the world that they have the same gifts, skills and abilities as any other person. This is the ship that fights against stigma and mental illness! *"I can't say enough about the dedication of the clients – they are from a range of backgrounds, some have learning disabilities and some are highly skilled – but the great thing about the ship is that there was a job for everybody and everybody was involved. The less able helped with painting shields and flags, while others did the wood turning for the cannons and complex carvings."*

For one client, as well as being an impressive work of art, the ship represents a crucial turning point in his recovery.

"He said it changed his life," said Jim. "He hadn't spoken to anyone for months and was about to pack everything in but he got so involved in the boat and it gave him an interest. He ended up doing most of the complex work."

The 17th century-inspired ship was originally earmarked to sit in Suffolk Mental Health Partnership NHS Trust's millennium garden but it soon became apparent that the piece of art – made from a solid piece of oak from Rendlesham Forest – needed an indoor home. It was being gifted by the Trust to the Alfred Corry Museum, where it will be on display for years to come.

EDITORIAL If you have an article (and hopefully an accompanying picture/imagery) for inclusion in the next/future edition of Trust Matters, please email it to the editorial team at trustmatters@smhp.nhs.uk Telephone 01473 329148 for enquiries. The next deadline for proposed content is **17 September 2007**.