Hello
My Name Is…

We’ve joined a massive social media movement launched by a terminally ill doctor from the north of England.

The ‘Hello my name is…’ campaign was spearheaded by Dr Kate Granger, a young hospital consultant from Yorkshire who works in elderly care, to improve the patient experience not only here in the UK, but across the world. Kate became frustrated with the number of staff who failed to introduce themselves to her when she was in hospital. Her campaign on social media platform Twitter is inspiring nurses, doctors, therapists, receptionists, porters, domestics and staff in all roles.

Dr Granger, 33, has terminal cancer, and has made it her mission in whatever time she has left to get as many members of NHS staff as possible pledging to introduce themselves to their patients.

This campaign is simple – reminding staff to go back to basics and introduce themselves to patients properly. Kate talks about this as “the first rung on the ladder to providing compassionate care” and sees it as the start of making a vital human connection, beginning a therapeutic relationship and building trust between patients and healthcare staff.

The campaign is being endorsed by an increasing number of well-known figures including David Cameron, Jeremy Hunt, the Countess of Wessex, Bob Geldof and Drew Barrymore.

Sally Morris, Chief Executive said “I am delighted to say that SEPT has signed up to this important but simple campaign. ‘Welcoming’ is one of the Trust’s values and an important part of our customer service strategy.”

Andy Brogan, Deputy Chief Executive & Executive Nurse, added “Sometimes the simplest things make the biggest difference to a patient. Simply starting a conversation with ‘Hello my name is…’ can help to reduce a patients anxiety and put them at ease.”

We have joined forces with more than 80 NHS organisations that have pledged to launch their own ‘Hello my name is…’ collectively during February. In our Trust alone we have around 7000 staff and serve a population of 2.5 million. That’s how many lives can be impacted by this as it spreads. The collective launch will boost the national campaign around compassionate care considerably, with 400,000+ staff potentially involved.

We are all connected by our commitment to engage and empower our staff to improve patient services through adoption of Listening into Action (LiA)*, and, as such, we are part of a formal network which enables this type of collective response.

You can support Dr Granger’s campaign on Twitter by sending her a message at @GrangerKate, including your name and the phrase #hellomynameis. To find about more about the campaign, visit www.hellomynameis.org.uk/home.
Welcome to the Spring Edition of SEPT News. I am sure you will all join with me in welcoming the winter goodbye – it did seem to last a very long time this year. This edition is jam-packed with news about our staff, patients, carers, members and governors.

One of our features this time is about our social media and we have included some of our recent tweets and Facebook postings. You can follow us on both of these social networks – www.facebook.com/SEPTNHS and our Twitter profile @SEPTNHS – we look forward to hearing from you.

We have also included the ‘You said – We did’ feedback that demonstrates that we are listening and acting on your feedback.

Thank you again to everyone who has contributed to this edition and to those who have given over their time to be interviewed and have their story told. I look forward to receiving your contributions to future issues and remember that stories can be about the work you do, a personal experience, or volunteering opportunities – and don’t forget the photos. Please send them to me by email to maxine.forest@sept.nhs.uk or by post to Communications, The Lodge, Runwell Chase, Wickford SS11 7XG.

Maxine Forest
Editor

Message from Sally Morris, Chief Executive

I am delighted to report that our Staff Recognition Scheme is proving to be a huge success with many staff being nominated each month. My Fellow Board Members and I have delighted to meet and present awards to the staff who have won the individual and team In Tune! Awards and not forgetting those staff who have been recognised for long service. Our photo gallery of award winners is on pages 12 - 13. Congratulations to each and every one of the staff for providing excellent care and services.

SEPT, like so many other NHS organisations across the country, is facing some unprecedented amounts of vacancies in all grades of nursing staff. You will see on the back of this edition a recruitment ad for nursing posts across Essex and Bedfordshire – for mental health and community nurses. If you are a nurse or you know a nurse who is looking to relocate, change employer or who has recently qualified, please contact us. We offer a generous employment package and we are a great organisation to work for.

This past year has been a challenge as we have been working toward the disaggregation of colleagues from Bedfordshire & Luton Mental Health Services. I would like to take this opportunity to say a big thank you to all the staff who transferred to the new provider, East London NHS Foundation Trust. Their unstinting support over the years to the patients, carers and services has been very much appreciated.

SEPT will continue to provide Bedfordshire’s community health services and specialist mental health and learning disabilities services across the county.

These changes to our service provision mean that we will be changing the number of governors who represent our members. Please see the article on page 20 for more details about what this will mean for the composition of our Council of Governors.

We are looking forward to a busy year ahead. At the end of June, we have our first comprehensive inspection by the Care Quality Commission (CQC). This is a golden opportunity to show how well we care for people and to continue learning how to improve. The CQC will be visiting all our services to check how safe, effective, caring, responsive and well-led, as well as talking with staff, patients, carers and local people about their experiences.

I look forward to meeting you at one of our upcoming Take it to the Top, Have Your Say, Council of Governor and Board of Director meetings. Details of all meetings are on the back page of SEPT News.

“We offer a generous employment package and we are a great organisation to work for”

For they are Jolly Good Fellows

Four SEPT health visitors have been made Fellows of the Institute of Health Visitors.

Jacky Syme, Practice Development Lead 0 – 19 Service, Mary Sawtell, Carolyn Ramsamy and Sue Clarke have all received the prestigious accolade.

Jacky was one of the first 29 health visitors in England to be recognised for her outstanding contribution to the profession and the first in Bedfordshire. The Institute of Health Visiting (IHV) will acknowledge 150 exceptional senior health visitors, spread across England, who have made a real difference to health outcomes for children and families. Over the coming year the Institute will award these health visitors with the prestigious title of ‘Fellow of the Institute of Health Visiting’ (FHv).

The intention is that this scheme will not only recognise professional achievement, but will also identify and deliver a country wide group of expert and confident health visitor leaders who can work with the institute and their employers to help strengthen local professional capacity.

Sally Morris Chief Executive commented:

“Jacky, Mary, Carolyn and Sue have demonstrated excellence in practice, are real leaders and champions of the health visiting profession and passionate about improving health outcomes for the children and families they work with. This is outstanding recognition at national level and we are very proud of them.”

Celebrating World Mental Health Day

We joined forces with partner organisations from around Bedfordshire to celebrate World Mental Health Day on 9 October 2014. The aim of the event was to combat stigma and discrimination against mental health, promote mental well-being across our communities and those we focused on arts, exercise and mental well-being.

You can watch the amazing flash mob who entertained the crowds dancing to Happy by Pharrell Williams on our YouTube channel: https://www.youtube.com/user/SEPTNHS

The Power of Art in Mental Health an exhibition of art related to Mental Health was a great success with a large number of visitors.

Richard Winter, SEPT’s Executive Director Integrated Services Bedfordshire said:

“These events hope to inform people of the benefits of art and creativity for positive mental health, to dispel myths about mental health problems and show the wealth of talent and potential of those who encounter mental health difficulty and stigma in the wider community and to misunderstanding.

With 1 in 4 people experiencing mental health problems at some time in their life, a better understanding amongst the general population is vital in helping people overcome these difficulties.”

Some of the art work exhibited at The Power of Art in Mental Health exhibition
The creative minds of artistic patients at Brockfield House hospital have been recognised by the Koestler Trust after five pieces of artwork won awards.

The Koestler Trust is the UK’s best-known prison arts charity, who have been awarding, exhibiting and selling artworks by offenders, detainees and secure patients for over 50 years.

The Koestler Awards programme aims to provide inmates with a positive goal they can work towards as well as new skills and an outlet for creative emotion. At this year’s awards ceremony they received a record-breaking 8,789 pieces of writing, music, film, fine art and design of entries.

From Brockfield House, one patient’s woodcraft piece, entitled ‘Pianist’, scooped a Gold award and other patients won two Highly Commended awards, and one Platinum award for ceramic and printmaking entries.

Sally Morris, Chief Executive said: “I was thrilled to attend the annual Koestler Awards. The Koestler Awards and London exhibition are very important events in the calendar for many patients within secure care. “I would like to congratulate all our patients who entered the awards and those patients who went on to win!”

From the submissions around 230 examples of visual art, audio, film and writing were displayed to the public until 30 November at London’s Royal Festival Hall.

Lions Club Donation Aids Patients’ Speech

The Lions Club of Leigh on Sea and Eastwood have donated £1,750 to local Talking Matters Groups to fund a specialist communications app and iPads for patients.

Our south east Essex Speech and Language Therapy team run three ‘Talking Matters’ groups which provide support for people suffering from communication difficulties following a Stroke.

Eric Hole from the Lions Club said: “After hearing how one of the ‘Talking Matters’ group members benefited from the use of an iPad to carry out everyday tasks, I wanted to do more for the group. I hope the donation makes a difference.”

Recovering from a stroke is not easy and the ‘Talking Matters’ group helps hundreds of sufferers across Essex.

Anna Smith Lead Speech and Language Therapist, SEPT South East Essex Community Services commented: “We are very grateful to the Lions Club for this donation which will enable us to buy more iPads and support more patients with limited speech.”

Blood Pressure Testing Success

BLOOD pressure was the topic of discussion for a special event at Saffron Walden Community Hospital.

Nurses from the outpatient department joined forces on 25 September to hold the ‘Know Your Blood Pressure’ event which measured residents’ Saffron Walden blood pressure free of charge.

Sister Stephanie Honour said: “Over 128 people attended the event and we referred several of these individuals to visit their GP.

‘If left untreated, high blood pressure increases your risk of a heart attack or stroke.

“On the day the team found the majority of the patients with really high blood pressure were white males aged between 55-64 years and white females aged 65-74 years”.

Approximately one third of people with high blood pressure do not know that they have it so events such as this are extremely worthwhile in raising awareness and help signposting people to the right information.

If you are concerned about your blood pressure please visit your GP.

“I would like to congratulate all our patients who entered the awards and those patients who went on to win” From the submissions around 230 examples of visual art, audio, film and writing were displayed to the public until 30 November at London’s Royal Festival Hall.

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**SEPT Hospitals Well PLACED In environment audit**

The cleanliness and patient environments at our hospitals and inpatient units are above the national average, according to an audit carried out by patients and staff.

SEPT has welcomed the positive results from the Patient Led Assessment Care Environment (PLACE) report. A key aspect of the PLACE report is the increased involvement of patient assessors – individuals who represent users of healthcare services rather than providers. The aim is to provide a snapshot of how the hospitals’ patient environment and non-clinical support services such as cleaning and catering impact on patient care.

This includes assessing the condition, appearance and maintenance of the premises, the extent to which the environment allows for privacy and dignity during care, and the quality and availability of staff. The PLACE audits are an important tool for the Trust. The overall experience of being a patient in our hospitals is made up of much more than the clinical and nursing care that is provided. The PLACE audit allows us to see where our strengths and weaknesses lie, so we can make the necessary improvements for our patients.

**Meet Dr Abu Abraham: Psychiatric Trainer of the Year**

Dr Abu Abraham, clinical nurse, was named Psychiatric Trainer of the Year 2014 by the Royal College of Psychiatrists.

The annual RCpsych Awards mark the highest level of achievement within psychiatry, and are designed to recognise and reward excellent practice in the field of mental health.

Abu was presented with his award by Professor Sir Peter Rubin, Chair of the RCpsych, at a prestigious ceremony held at the College on 6 November. Abu said: “I’m delighted and honoured to have received this award, and it would be wonderful to be recognised!”

Abu’s achievements include developing and managing the Essex MRC Psychosomatic, Clinical and Educational Supervisors Training, and workplace-based assessments training. Within the trust he created a task force to support foundation doctors, increased the opportunities for attachments and faster sessions in psychiatry, and is lead for the Eastern Deanery’s ‘five a year’ project to improve local recruitment.

Competition for the RCpsych Awards is extremely tough, and Abu’s work was recognised by the quality of the entries. The judges said: “Abu’s span of achievement is everywhere, from inspiring future doctors to contributing to the introduction of system-wide innovations to training. He gives his time freely to individual doctors and trainers, as well as devoicing ways to use new technologies to enhance learners’ experience. Truly an all-round inspirational trainer.”

**Success at East of England NHS Leadership Recognition Awards**

WE celebrated two members of staff success after they won awards at the East of England NHS Leadership Recognition Awards 2014.

Jacky Syme – Bedfordshire’s UNICEF Baby Friendly Consultant – was presented with the award for her Patient Safety poster.

Ann Nugent – Head of Clinical Quality and Non-medical Tutor won a Quality in Education and Training poster award for her Patient Safety poster.

Sally Morris, Chair Executive said: “We are justifiably proud that out of 450 nominations, SEPT staff have won two of these prestigious regional awards. Great leadership is integral to improving patient care, driving quality and直接 improves care for patients. We would like to thank Jacky and Ann for their continued passion and professionalism, and for the change and demonstrate qualities that derive to be recognised.”

**“This programme has been running in the United States for over 30 years and has a good rate of success, so we are pleased that we are now able to deliver it across Essex.”**

**“This is a shining example of how SEPT staff work together to create a system of best practice that will have the greatest impact on improving patient care.”**

**Family Nurse Partnership Delivering across Essex**

First time teenage parents across Essex can now benefit from support, advice and home visits to help ensure their babies get the best start in life.

The Family Nurse Partnership, a programme to provide on-going, intensive support to new teenage mothers and their children, which has been available in south east Essex for seven years launches last November across the whole of Essex.

SEPT Director of Children’s Services, Theresa Smith said: “This programme has been running in the United States for over 30 years and has a good rate of success, so we are pleased that we are now able to deliver it across Essex.

“It will be a great service that will be offered to those young people who are most vulnerable and in need of support during their pregnancy, we will work alongside the midwife and the GPs to ensure that they receive the best possible care in their homes.”

The aim of the programme is to help equip young mothers and fathers with the knowledge, confidence and skills to ensure that their babies get the best start in life, and to help the young parents with life beyond pregnancy.

Pregnant teens will receive weekly to fortnightly home visits by highly trained nurses, starting in the early stages of pregnancy and continuing until the child’s second birthday.

Nurses will support the expectant teenage mothers to develop their maternal skills during the pregnancy, developing the teens’ parenting knowledge and skills to help improve their child’s health and development, and improve the young parents’ economic self-sufficiency by helping them to achieve their aspirations, such as employment or returning to education.

Not only has the programme plenty of health benefits for both babies and young parents, it will also help tackle social mobility as the young mothers and fathers receive guidance on how they can return to education and get back on the career ladder after becoming a parent.

A mother in Southend daughter has recently turned two and has been supported by a Family nurse commented: “The nurse made us feel comfortable. We had been quite nervous about becoming parents because I was only 18. I knew some people might have put off, thinking it was about someone judging us, but it wasn’t like that. She reassured us we were doing everything right and it has given us confidence as ourselves.”

Pota Toner, Essex Area Team Director of Nursing and Quality said: “The Family Nurse Partnership programme has been invaluable in supporting young families in south east Essex and it’s great that SEPT can now begin to roll the service out more widely. This means many more vulnerable children across the county will get a better start in life.”

Councillor Dick Madden, Cabinet Member with responsibility for Children and Families said: “Rolling out the Family Nurse Partnership across the county is welcome news. We have seen positive outcomes from the programme in the South of the County – first time parents under the age of 20 have been supported to ensure their babies get the best start in life.”

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**MAP Team - Psychiatric Team of the Year 2014**

The Maintaining Adhesion Programme (MAP) Team, were named Working-age Adult Psychiatric Team of the Year 2014 by the Royal College of Psychiatrists.

The annual RCpsych Awards mark the highest level of achievement within psychiatry, and are designed to recognise and reward excellent practice. Nineteen members of the team were presented with their award by Dr Ian Balaskas, Elected Member of Royal College of Psychiatrists’ Council, at a prestigious ceremony held at the College on 6 November.

Sally Morris, Chair Executive said: “I am thrilled the MAP team have won this award. This is a shining example of how SEPT staff work together to create a system of best practice that will have the greatest impact on improving patient care.”

MAP addresses non-adherence to treatment by providing regular reviews of risk factors, rapid access to consultant psychiatrists, condition-specific psychoeducation and targeted activities to support improved self-management and early intervention to support patients, the Team has improved quality of care, created better outcomes and reduced use of resources.

Competition for the RCpsych Awards is extremely tough, and the judging panel were impressed by the quality of this year’s entries. The judges said: “For many years the problems of non-adherence with medical treatment have been recognised. While efforts have been made to address this in psychiatry, non-adherence still remains a major problem and has a major impact on patients.

“Through designing and delivering highly individualised packages of care including psycho-education, wellbeing activities and medication remembrance reminders, the Adherence Programme in The South Essex Partnership Foundation Trust has led to a significant improvement in adherence, a 40% reduction in bed usage, high patient satisfaction and significant cost savings.”

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### More Success for Food First Team

Our Bedfordshire Food First team won an award for their abstract on malnutrition entitled ‘Nutritional outcomes of care home residents 6 months after Food First advice’ at the British Dietetic Association Research Symposium on 4 December.

Cathy Forbes – Advanced Specialist Dietitian and Food First lead said: ‘We were pleased to have 1 separate abstracts accepted for verbal presentation at the symposium and thrilled that we were chosen as overall winner for our abstract on ‘Nutritional outcomes of care home residents 6 months after Food First advice’.”

All abstracts will be published in the journal of Human Nutrition and Diestics in March 2014.

Food First have had an award filled five years, and we've expanded our work to help children and families with Nutrition and Dietetics in March 2014.

### A STaR is Born

We are working alongside North Essex Partnership University NHS Foundation Trust (NEP) as Essex Health Partners in a ground breaking move to establish a single, new, specialist treatment and recovery service (STaRS) for people with a drug or alcohol dependence across the whole of Essex.

Essex STaRS is different from current specialist prescribing and shared care service and will be a collaborative, recovery-focused system designed to empower people to move from the illicit use of drugs and alcohol towards a life free from dependency and which is maintained voluntarily.

Essex STaRS main centre is in Chelmsford, but all clinical staff will be co-located at other partners’ premises, such as Choices, other local alcohol service providers, some GP’s practices and other community locations. The emphasis will be on better integration of services between STaRS and the rest of the Integrated Recovery Management System (IRMS) offering people an increased choice of pathways in their recovery. In conjunction with Choices there will be user-led recovery planning throughout treatment, including:

- Prevention of complications of substance misuse and reduction of harm
- Dependence and detoxification
- Equal access to physical health care
- Relapse prevention and maintenance of abstinence
- The co-location with Choices and other partners, joint working, shared assessments and a shared database will reduce risk for service users, their families and the wider community, and increase successful completion of treatment and reduce relapses.

Andrew Geldard, Chief Executive of NEP said: ‘We are combining the expertise of both Trusts to deliver Essex services for Essex people. The new Essex STaRS will be accessible to all the people of Essex, in locations they can get to easily, at times that are convenient and offering services that they can understand and engage with. We will provide services in rural as well as urban areas, home visits where necessary and weekday evenings. We will have a lead practitioner specialising in women’s care. Essex STaRS’ Alcohol Liaison Nurse Specialists (ALNS) will be qualified nurses and will continue to be based in Colchester, Chelmsford, Harlow and Basildon in acute hospital.

Sally Morris, Chief Executive of SEPT said: ‘As the current provider, we can offer continuity of personnel and relationships for existing service users transferring to the new system, and have an understanding of local need and resources, strong relationships with partner health and care organisations and smooth access to our own adult mental health and CAMHS services. Our focus will be on recovery, enabling people to reintegrate successfully into their communities, not just about tackling dependence on substances. Working closely with Choices and other partners, our shared recovery-focused culture will influence service users and their family and carers, by creating a viable partnership in their care’.  

NEP and SEPT joined together to bid for the contract for the service which is commissioned by Essex County Council.

Cllr Julian Druce, Essex County Council, Thurrock Council and Essex County Council. Together the team are able to provide a range of support services for vulnerable people (including children and young people with learning difficulties or learning difficulties, mental health problems, gender, age, alcohol) substance misuse, housing issues and financial issues attending the police station or magistrates court.

On January 4 2014 the Department of Health announced that an extra £25 million of funding would be provided for mental health nurses and other mental health professionals to work within police stations and courts so that people with vulnerabilities get the right treatment as quickly as possible with the aim to help reduce re-offending.

The Criminal Justice Liaison and Diversion service is provided by us and the Social Care Departments of Southend Borough Council, Thurrock Council and Essex County Council.

Services are now available within the Southend, Basildon and Thurrock police stations as well as the Southend and Basildon magistrates courts, where expert teams made up of nurses, doctors, therapists, social workers, support workers and administration staff are able to provide a comprehensive range of services that can help in many different ways.

The Criminal Justice Liaison and Diversion services are available to all vulnerable adults, young people and children over the age of ten years old who are in the criminal justice system and have been identified as having mental health problems, learning disabilities or difficulties, cognitive disorders, substance misuse and other vulnerabilities.

The specialist support is now in place 24 hours a day, 7 days a week. People that require the support of the team are either unable to ‘self refer’ or can ask for someone within the above mentioned police stations or magistrates courts to refer them.

Sometimes the support offered to individuals will be over the phone, but wherever possible someone from the Criminal Justice Liaison and Diversion team will be sent to meet with the individual at the police station or court. This enables team workers to discuss individual circumstances and refer people to the appropriate services available to help them.
Do you really care? Do you care for someone who has a mental or physical illness, or learning disability? Have you been frustrated by ‘the system’ when you have sought help for a loved one in distress? Did the GP tell you that your loved one was ‘too emotionally fragile’? Did you understand much of what was said in the hospital? Were you impressed by the care given? Were the pills the only tangible treatment on offer? Were you feeling, is that all there is?

Perhaps you have positive experiences in the care of the mentally or physically unwell? The nurse who walked the extra mile with you, the compassionate doctor whose empathy and communication skills filled you with confidence that your loved one was really being looked after – the social worker who telephoned and visited to see how you were getting on, the link worker who could trouble-shoot particular difficulties, the doctors who called you home to be with you. We hope that such experiences are the exception, but sometimes there is a bit of rationality that renders communication difficult. Good communication is vital for understanding, diagnosis and treatment.

In an ever-changing health service, it is easy to become disheartened and feel that you are banging your head against a brick wall. Nevertheless, we have, like a tough gang, pulled and nudged the SEPT tanker. We have spoken out and written. We have gone out to carers’ groups to listen and bring back their thoughts, opinions and concerns. We have influenced, but we could do better.

To enable us to improve, we need more carers to join the CAG, so come join us if you can. If you care for someone and feel that you could contribute, we would like to hear from you. In addition to carers of those with depression, schizophrenia and bipolar conditions, we would welcome young carers, those caring for people with drug & alcohol dependency, and those coping with dementia. The CAG is a friendly group, working with good professionals. We meet formally up to six times a year, usually at the Trust’s Head Office, the Lodge in Wickford, and SEPT meet their travelling expenses. Decisions taken at all meetings may involve other members, interviews, reports or campaigns, but nobody is required to do more than they feel they can do. We have representatives on other SEPT committees such as the Carers’ Steering Group and the Essex & Suffolk Integrated Services for Patients and Carers, both of which are predominantly formed of professionals and chaired by senior SEPT officers. If you are a carer you have expertise to be shared and valued.

If you feel that you would consider joining the CAG, then please contact either Fintan Smith (07508 356758) fintan.smith@sept.nhs.uk or Steve Rabbitts (07885 752849) stephen.rabbitts@sept.nhs.uk

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You Said… We Did…

If you visit our wards and clinics you might see a ‘You Said… We Did…’ poster. It’s there so that you can see what we are doing to change things. We’re aiming to improve the service you receive. We want to hear from you about your experiences of SEPT so that we can improve.

You can tell us what you think about your care. You can respond to the questions in our poster or you can complete the feedback form on our website to tell us how we can improve.

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You can tell us what you think about your care. You can respond to the questions in our poster or you can complete the feedback form on our website to tell us how we can improve.

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Congratulations to our star colleagues!

Colleagues across the Trust have been basking in glory of winning an award since the launch of the new Staff Recognition Scheme. Under the new scheme staff can apply or be nominated (by another colleague or patient) to win the following:

- i2i Award – which awards quality improvements, new service design, even a modest change to an existing form in order to help create better experiences for our patients and colleagues;
- In Tune Award – which congratulates colleagues and/or teams for excellent customer service;
- Long Service Award – to say thank you to those colleagues who have worked in the NHS for 30 years or more.

Sally Morris, Chief Executive said; “I am so proud of all the members of staff that have won an award and I have met in person at Board meetings to congratulate personally. I am thrilled that this scheme applauds those who continue to go the extra mile in their work, proving that not only are they an ambassador of SEPT, but of the NHS too. I look forward to saying congratulations and a big thank you to many more of you in the future.”

If you would like to nominate a member of staff visit http://www.sept.nhs.uk/get-involved/staff-recognition-scheme/ and download the application form.

“I am thrilled that this scheme applauds those who continue to go the extra mile in their work, proving that not only are they an ambassador of SEPT, but of the NHS too.”
Employee Experience

Pedometer Challenge

Every year the Employee Experience Team run the Pedometer Challenge with the hope that all staff members will be encouraged to think about how much activity they do. This year’s challenge saw some impressive teams and can even claim responsibility for a new relationship!

This year’s winners were:
Team Pure from Basildon Mental Health Unit

Team members included Jennifer Richards, Sonny Golding, Jayne Devon, Charlotte Brunning, Eddie Traynor, Michael Dennis, and Jane Seaborne.

Collectively they managed 558,830 steps which resulted in an average of 79,833 per team member.

The Team donated their Health & Wellbeing hamper to the Salvation Army Youth Club in Basildon (‘Fauners’).

We had some wonderful comments back from all that took part, people were using the stairs instead of lifts, walking to the next bus stop and a few of you even hit the treadmill in the gym. People enjoyed that they were given the reason to get up, get active and have said that they intend to continue.

The best story we heard back was from Ellen Foster from The Taylor Centre, Southend:
“THe son (21) took me to the first extra session as he wanted to join the gym. He had been a little lonely since his return from Uni this summer. He reversed into a car in the car park. A young lady came out and they had been dating steadily for the past two weeks.”

So with a degree of initial reluctance I joined one of 18 teams entering this year’s five day challenge… and I became a full member of Happy Feet! Not a great name but to be honest with my BMI the wrong side of 30 - I will be happy just to see my feet!

Now I would describe myself as the average bloke who has a busy life rather than active one so when I was told that the team expectation was to exceed last year’s record of 10,000 steps a day I saw no problem in achieving this simple goal. I had a practice day mid-week but was really shocked to discover I had moved more than 2800 steps in 24 hours. For anyone who has seen the intro to Channel 4’s ‘Gogglebox’ that makes me Neil!

So I set about my plan. I aimed to move about more at work and mix up my sedentary office based life style. I was also fortunate that my neighbour had recently retired and joined the Rambler’s so I arranged to attend a short walk of 7-8 miles with them on Sunday and we had a practical walk on Saturday. He had assured me that the average age of people attending Sunday’s walk would be between 55-70. I was therefore quite happy to join this leisurely stroll near Chartwell House in Kent, especially as it finished near a pub around lunchtime.

The practice walk on Saturday took us along the sea wall, from the church in Thorncoll which featured in the film 4 Weddings and a Funeral to Purfleet Station. The scenery and views were really spectacular and all available within 30 minutes of where I live.

By the end of the 5 day challenge I was quietly pleased with my personal performance. I was slightly ahead of the ‘Happy Feet’ step target and I had made some initial changes to my normal routine. More importantly I finally realised that I really need to do more exercise if I am to remain healthy.

My conclusion; we all have very busy lives in the NHS looking after people either directly or indirectly and it is also important that we also take time to care for ourselves as well. I guess that’s the point of the challenge! So well done everyone one who took the time to undertake the recent challenge - I hope you achieved your target and maybe our numbers will grow for the next event.

Finally, if like me, you feel your body is better suited for goggle boxing rather than kick boxing give it a go and try to become a bit more active. I promise - you may even enjoy it - I did.

Good Luck.

Nigel Leonard’s take on the Challenge

I was very fortunate to be able to close the non-medical prescribing conference and arrived in time to hear a motivational speaker refer to the grit ‘needed to achieve our personal and professional goals’. Shortly after this event Simon Stevens, CEO of NHS England gave a speech encouraging employers incentive staff to lose weight. So, with both things fresh in my mind was encouraged, or rather coerced, by the PAs at the Lodge to join this year’s pedometer challenge for the first time.

On Sunday we arrived at Westcliff at 915a.m. As expected there were around 25 people mostly of pensionable age, some of whom were approaching their mid-70s. One lady had a couple of those walking poles you occasionally see these enthusiasm use. This lady was complaining slightly about her knee before we set off to the first way point. So, until as I am, I was comfortable with the challenge that lay ahead.

Boy, was I wrong…. these people were like gazelles! Whilst I initially found that the pace was significantly higher than I expected, it was a great way to spend a Sunday morning and try something different to my usual routine. The added bonus was the scenery and views were really spectacular and all available within 30 minutes of where I live.

PFD Champions

Are you a SEPT PFD Champion?

If not, why not?
Sign up TODAY!

We are looking for SEPT staff, governors and members to sign up to our campaign to help promote a personal, fair and diverse NHS. We have partnered with NHS Employers for this campaign and they have lots of information on their website www.nhsemployers.org

The aim is to create a vibrant network of champions who are committed to taking action, however small, to create a personal, fair and diverse NHS. Your role as a Champion can be as big or as small as you would like to be. As a minimum we ask you wear your badge with pride and promote the campaign to your colleagues.

We are pleased to announce that more and more members of staff are choosing to sign up with us every day and we are always keen to hear from people who would like to take part.

Our current champions are doing fantastic work and we really appreciate all the help and support they give us. Without our champions we wouldn’t be able to offer support our staff and certify SEPT as a personal, fair and diverse place to work.

So WHAT ARE YOU WAITING FOR?
Get in touch for more information:
Charlotte.Mee@sept.nhs.uk
New Year, New You – Make a change challenge prize winner!

Lee Thompson

Keeping calm and leading a group of teenagers off a coach seconds before it was engulfed by fire has earned a SEPT employee a commendation for his "outstanding leadership." Lee Thompson, along with two other adults, helped the youngsters aged from 13 to 18 from the vehicle, which had already caught alight, to a place of safety away from the fireball.

"The driver had pulled on to the hard shoulder and we knew we had to get everyone off as quickly and calmly as possible," Lee explained.

"They all filed off the coach through the front door and we led them up the embankment and over the other side, so they could not see the coach. Within seconds of the last person stepping off the vehicle, it was entirely engulfed by flames. It was shocking how quickly it happened."

"Two of us stayed with the young people while the other alerted the emergency services, who were soon on the scene. When they put out the blaze all that was left was a metal shell."

Lee, who has been with SEPT for two years, and works as a housekeeper at Brockley House in Wickford, was travelling to Yorkshire with a group of Army Cadets in July when the incident occurred.

He has been an instructor with Essex cadets for 16 years and always goes with them on their annual summer camp, which this summer was taking place in Catterick.

"We stay in army barracks and the cadets take part in a range of military activities for 10 days," explained Lee, who has just taken over as lead instructor of the Brentwood branch of the army cadets.

"It was a very shocking thing to happen, and it was staggering how quickly the fire took hold. I still think of it today."
Award winning Liz Aldous

Talks about Open Arts in luton

A SEPT arts project which has helped more than 140 people has won an award.

The driving force behind Open Arts, Liz Aldous, also picked up a trophy at the ceremony held in the project’s home town of luton.

After receiving countless nominations, Open Arts won the town’s Community Project of the Year 2014 award at a glittering ceremony held in November.

Organisers told afterwards that we had a phenomenal amount of votes explained Liz who was nominated for lutonian of the Year and Outstanding Citizen at the same ceremony, and received the runner-up prize for both categories.

A student on the project collected the runner-up award in the Luton and Dunstable adult achiever of the year category, which is just one sign of the programme’s success, said Liz.

“The was a woman who would not even attend the sessions a day a week, let alone be among 400 people at an awards ceremony. She is an example of what Open Arts is all about.”

Started in Luton in September 2013 the Open Arts project was initially planned to be a series of 10 week arts courses. Those students who were really keen and dedicated were then offered a place in a studio where they could continue their art work.

Liz explained: “We offer every kind of art and craft imaginable: knitting, painting, drawing, textiles, dressmaking, pottery, mosaic, card-making to name just a few.

“IT is for the students to come along and talk what they would like to do. They lead the project.”

“We involve them in using their own skills and tell them which we may have lost the confidence or motivations to use in the recent past. For example I have one lady who is very skilled at crochet and she is showing others how to do it. The sessions are in the form of workshops rather than lessons, so the atmosphere is very relaxed, very creative.”

Sessions are run in non-NHS premises including churches, community centers, arts centres and shops. All students, who are aged from 18 to 100, are referred by a range of organisations or themselves.

The project looked set to end this summer but campaigning by both Liz and her students resulted in funding being gained for two more 10-week courses which will run up to the end of March 2015.

Liz is hopeful it will go on beyond this and maybe extend to include creative writing, music-making, photography and singing.”

She said “We feel it would be a travesty if the project ended. It helps people well and is a successful preventative measure. It is very economical in that respect. To pay to keep someone on the project is a lot cheaper than having to pay for medical care.

“The course is not just learning about art. If people are having a difficult time we are there to talk to them.”

“Some of our students have been in the mental health system for a long time yet have now been discharged, one has gone back to work and one to university.”

When the project began Liz worked with staff from Anglia Ruskin University on a research project to discover the real value of the course which was based on a larger successful one that was already up and running in Essex.

Liz said: “The research showed that the biggest positive outcome for students was reducing social isolation, then came improving mental well-being and then reducing in patient stays.

“There is no doubt Open Arts is of great benefit to all those who participate.”

Liz, who has a degree in 3D design and is an adult education teacher, advises her students.

I love doing this. It has been the highlight of my career. I don’t want it to end.”

The community’s support of the project can be seen by the amount of donations of materials Liz has been given. This includes fabric from a screen printing firm that was moving, materials from a hat factory, and a large amount of wool from a kind individual.

Liz said: “My house and garage are packed with materials. We are very grateful as it opens the students a chance to experiment with different forms.”

As well as the classes, Liz organises trips for her students to galleries and museums both locally and in London. She also encourages them to enter art competitions, and said she has been delighted at the success rate of her students in having their work accepted for exhibition.

“I love doing this. It has been the highlight of my career. I don’t want it to end.”

My Story

From the outside Sean appears to have it all...”

Sean’s therapist is teaching him cognitive behavioural therapy so he can change this thought patterns.

“It’s very black and white process. It is hard to change the way you have been thinking most of your life but he does explain it in a very simple to understand way.”

Sean admits it has taken a lot of resolve and determination to follow his therapist’s guidelines. He said: “The sessions are very probing. Most of it is about your childhood, digging back into your past and stirring memories you did not even know were there.

“I, it’s surprising, but my attitude is bringing it on. The hard part is the sessions where I am being instructed how to think, but the rest of the week I have to try to think in a way independently.”

From a personal perspective this is something I needed to tackle. I have gone to therapy to change the way I think. I see it as similar to someone having counselling to stop smoking or drinking – they need to break a long-standing habit.

“I am a very determined person so will make this work. I love my business; I run five times a week so am physically fit, but now need to become mentally fit.

“I think when you start this therapy there has to be a commitment from the patient that they really will try and change. Your therapist can guide you but you need to do all the hard work yourself. It is rewarding when it starts to work. Every week I learn something new.

“My therapist is an amazing guy. He does not take any notes while I am there but he will suddenly recall something that I mentioned at a previous session. I would definitely recommend therapy. It’s not the easy option but for me it’s far better than tablets which only paper over the cracks – this attempts to solve the problem for the long term.

Sean would urge anyone else in his situation to follow in his footsteps.

“If you have a problem and you ask for help that’s taking a big step. It isn’t easy. There is still a stigma surrounding mental health issues.”

“Surely we all get along a way to go. It is very disturbing someone who is very unwell and overweight to go on a 15-mile run. I can only make it five yards at the moment but in the future I will complete those 15 miles – and in a very good time”

01268 739128

www.therapyforyou.co.uk
Compliments

Each week we share compliments about our staff with our staff in our internal newsletter, Weekly Brief. We wanted to share some of the more memorable ones with you.

Community Diabetes - West Essex

I have been meaning for ages to write and say a big thank you to all the staff at the house and cheer me up. I was always known that Vicky will get me out the door to seeing Vicky, no matter how difficult my week has been. I will miss her. Every week I look forward to Christmas I will miss her. Every week I look forward to her understanding and thoughtfulness will never be forgotten.

Mayfield Unit, Thurrock Hospital

We would just like to thank you and your staff for the care given to patient during his time at Mayfield Unit. Patient spent eight years in the unit and over that time his condition continually changed and he faced many challenges. The staff were always there to guide and help him through the differing stages of his condition. Dealing with a loved one with dementia is a very difficult and upsetting situation to be in and we cannot thank you enough for the support you have shown to over the years. You and your team have made the whole experience that bit more bearable, your understanding and thoughtfulness will never be forgotten and your support has been greatly appreciated.

Poplar Ward, Rochford

I am writing to say thank you for your help and guidance when I was in in 2005 in the Poplar ward for 3 months and of course if you were there with me you would have experienced how much I hated every minute. However looking back with fresh eyes I see that you saved me with all the support staff and doctors. Thanks to you I was able to go back to work very soon and doing a similar job. This was imperative as it was part of my master's plan to get my A-levels and do on to do a degree in musical theatre. I am proud to announce that I achieved A, A, B in my AS's which was, RE, Drama and Dance also I was awarded a degree place at RITD dance college doing musical theatre (this is my top choice). I don't think this would have been possible if I didn't have the kick start that you gave me to get better I have so many memories from Poplar Ward that I will never forget but you gave me future and for that I will always be grateful. I hope you get time to read this letter.

Brookfield House (Rehab Community Team)

Thank you for everything you've done for my life and will miss you.

Often I struggle to communicate with people about how I feel and is it rare to find someone I can trust and open up to talk to, I found the staff and Vicky and after she leaves it will miss her very much. I would like to say, Vicky, no matter how difficult my week has been I always know that Vicky will get me out the house and cheer me up.

New Provider of Mental Health Services in Bedfordshire & Luton

East London NHS Foundation Trust (ELFT) is currently consulting with their Council of Governors about the best ways to include a Luton and Bedfordshire constituency in their membership and on the Council of Governors. In the meantime, they are accepting indications of interest from residents of Luton and Bedford who would like to represent a relevant constituency being created.

As a member of ELFT you will receive updates from the Trust, invitations to the Annual Members Meeting and other relevant events and also have the opportunity to stand to be a Governor.

If you are interested in becoming a member of ELFT, please call the ELFT Membership Office on 0800 032 7297 or email us via our website: email: member@elft.nhs.uk

Onyx Ward

I would like to pass on my thanks and compliments to Miriam Knowles from Onyx Ward who showed kindness to a patient who was admitted under section. The patient had been self-neglecting and within an hour of admission, was supported to wash and given new clothes to wear. Miriam established a rapport with the patient which enabled her to improve the personal care where others had previously been unable too. Well done Miriam.

If you work for the Trust and don’t receive Weekly Brief let the communications team know by:

email: communications@sept.nhs.uk
phone: 01268 739755

Changes to our Council of Governors

Due to the transfer of mental health services in Bedfordshire and Luton to other service providers with effect from 1 April 2015, the Trust’s constituency framework and composition of the Council was reviewed to take account of the changes to the Trust’s service provision. In addition, the review also took account of Monitor’s Code which aims to ensure that “the Council should not be so large as to be unwieldy. The Council should be of sufficient size for the requirements of its duties”.

As a number of Governors’ terms of office came to an end in September 2015, both the Board and Council agreed to implement the changes with effect from 1 October 2015. This will mean that elections will be coming up for a number of positions on the Council of Governors. When the dates are agreed, we will be in touch with members to seek nominations and to ask you to vote on the candidates selected.

If you would like to find out more about becoming a Governor, please contact the membership office by email: member@elft.nhs.uk

New Governing Body Members

Sudie Sudarsanam (re-elected)
Kresh Ramanah (re-elected)
Colin Harris
Brian Arney (re-elected)
Richard Amner
Josie Clark
Pam Hintz
Michael Edmonds
Dr Thilak Ratnayake
Fiore Sannio

Governor’s Corner

Our Mental Health Hero in his own words

Since 2005 I have been working as an “expert patient”. Each engagement requires I fill in a job sheet recording eg job number, work, date, location, employer, hours, expenses, fee etc to ensure I am complying with the law. I recently filled in a sheet for job number 905: 5th February 2015, Admiralty House, Whitstable, 7 hours. Her Majesty’s Government, Mental Health Heroes: Awards: What a day and night it was!

I met my old Community Psychiatric Nurse (CPN) Alison Basic on the train and off we went. Knowing that I was going to receive the award was a hard secret to keep but there was no longer any need! I panicked slightly on the train imaging I was expected to say some words on receipt of the award, mine being Mental Health Hero for the East of England. I went into my pocket to find a piece of paper to write on. But came a used Royal College of Psychiatrists compliments slip which just happened to be there!

At the awards ceremony I was told we were not expected to make any speeches. But we had a pre-meeting with the Deputy Prime Minister where I told him about all this, that I felt I could bring the complimentary of the Royal College whose slip said NO HEALTH WITHOUT MENTAL HEALTH and to take my nerves out of the equation read him what I had written on the back of the slip. I’d just like to thank the Deputy Prime Minister for launching these awards, to my former CPN Alison of SEPT over there for nominating me and the committee for choosing me. It has been a long and hard road along which friends have been lost. I accept the award for all service users in the East of England including these as they are all mental health heroes. I was delighted that the winner for the North West of the country was Bob Farman, an ex 22 SAS soldier who had set up a charity for persons with post-traumatic stress disorder. Taking 2 Minds, of which he had made me a patron. My diagnosis for 1994-2004 was paranoid schizophrenia and I nearly got killed 3 times. The only reason I wasn’t more times was that I defied myself I was a member of the special forces myself. It was pragmatic delusion which helped me make sense of how tough I found the lot of the psychiatric patient. In my role of governor for SEPT’s Bedford constituency I feel I have an occasion brought the reality of life as a service user to bear at board level and I am very grateful to my constituents for giving me that task and indeed to a system which enables it.

I am on the moon to have received a SEPT mug which said on one side “Clive you are...” and on the other “Our hero too!” Reminded the audience that what I had learnt was that every patient was an expert in their equation read him what I had written on the back of my award. I accept the award for all service users in the East of England including these as they are all mental health heroes.

Travis Clive

Welcome our new Governors

 Elections were held during September 2014 and the following Governors were elected/re-elected to the Council for a term of office of three years until September 2017:

**Constituency**
**Governor**
Public Governor South Essex

Roy Birch
David Watts
Tony Wright
Public Governor Southend

Shuree Harding (re-elected)

Public Governor West Essex

Brian Amey (re-elected)
Colin Harris
Krech Ramanah (re-elected)
Sudie Sudarsanam (re-elected)

Farewell and thank you

The following Governors stood down during the annual elections September 2014:

**Constituency**
**Governor**
Public Governor South Essex

Richard Amner
Josie Clark
Pam Hintz
Public Governor West Essex

Michael Edmonds
Staff Governor Medical Practitioner

Dr Thilak Ratnayake
Staff Governor Nurse (Mental Health Services)

Fiore Sannio
We have said a fond farewell to:

Nikki Richardson  Kay Richards  Julia Asher

Karen Hussey

Farewell to Dr Dawn Hillier

Hillier who left the Trust at the end of December

dedicated Non Executive Director, Dr Dawn

We said a fond farewell to our long serving,

Cynthia Fernandez  Teresa Kearney  Maggie Jacobs

Karen Hussey

Farewell to Dr Dawn Hillier

We said a fond farewell to our long serving, dedicated Non Executive Director, Dr Dawn Hillier who left the Trust at the end of December 2014 when her second term of office finished.
Upcoming Events

Have your say at the ‘South East Essex Mental Health Stakeholder Forum’
University of Essex, Southend Campus, Gateway Building, Elmer Approach, Southend, SS1 1LW
24 August 2015 - 14:00 - 16:00
23 November 2015 - 14:00 - 16:00
8 February 2016 - 14:00 - 16:00
9 May 2016 - 14:00 - 16:00

Have your say at the ‘South West Essex Mental Health Forum’
The Basildon Centre, St Martins Square, Basildon SS14 1DL
Wednesday 9 September - 18:00 – 20:00
Wednesday 2 December -14:00 – 16:00
Wednesday 9 March 2016 - 14:00 – 16:00

Board of Director Meetings
Wednesday, 24 June 2015
Park Inn by Radisson, High Road, North Stifford, Thurrock, Essex RM16 5UE
10:30
Wednesday, 29 July 2015
English Heritage, West Park, Silsoe, Bedfordshire MK45 4HR
10:30
Wednesday, 30 September 2015
Training Room 1, The Lodge, Runwell Chase, Wickford, Essex SS11 7XX
10:30
Wednesday, 28 October 2015
Training Room 1, The Lodge, Runwell Chase, Wickford, Essex SS11 7XX
10:30
Wednesday, 25 November 2015
The Bell Hotel, High Road, Epping, Essex CM16 4DG
10:30

Council of Governor Meetings
Tuesday, 11 August 2015
Stockwood Discovery Centre, London Road, Luton LU1 4LX
17.30
Thursday, 12 November 2015
Training Room 1, The Lodge, Runwell Chase, Wickford, Essex SS11 7XX
17.30

Take It To The Top
Thursday, 25 June 2015
Park Inn by Radisson, Thurrock, High Road, North Stifford, Thurrock, Essex RM16 5UE
19.00 – 21.00
Wednesday, 1 July 2015
Southend University Campus
Conference Room 1, 4th Floor, Gateway Building, 10 Elmer Approach, Southend, SS1 1LW
19.00 – 21.00
Tuesday, 7 July 2015
Epping Town Council
Large Conference Room, Epping Hall, St Johns Road, Epping, Essex, CM16 5JU
19.00 – 21.00
Thursday, 6 August 2015
University Campus Suffolk
W115 Classroom, Waterfront Building, Neptune Quay, Ipswich, Suffolk, IP4 1QJ
19.00 – 21.00
Wednesday, 2 September 2015
Priory Methodist Church
Small Hall, 63 Newnham Avenue, Bedford, MK41 9QJ
19.00 – 21.00

Are you a nurse that is looking to change employers, relocate or have recently qualified? Then why not come and work for us?
We are looking for nurses to work across all of our locations in Bedfordshire, Essex and Suffolk within a range of specialties, some including community health services, forensics, learning disability, integrated care and inpatients and can offer competitive relocation packages to applicants who would be looking to re-locate for the right position.

For more information on our opportunities or to arrange any informal visit please contact SEPT recruitment on 01375 364513 or visit www.jobs.nhs.uk quoting South Essex Partnership NHS Foundation Trust.

Need help out of hours?
If you, a family member or friend is experiencing an urgent mental health problem at night or at the weekend, please contact our 24 hour, seven day a week number 0300 1230808
Our contact centre will either connect you directly or advise you of the best person or organisation to contact.
Remember – in an emergency always dial 999 immediately.