Inview
ISSUE 04/FEB 2012
Keeping our members up-to-date on key issues and developments

The engagement edition
SHAPING CNWL SERVICES IN RESPONSE TO USER FEEDBACK

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Central and North West London NHS Foundation Trust
Welcome to ‘Inview’, the newsletter for members of Central and North West London NHS Foundation Trust (CNWL). This ‘engagement’ edition aims to provide you with up-to-date information about the Trust and its services and to encourage active dialogue between members. This issue has a particular focus on our engagement work and includes feedback on the Trust’s actions in response to patient surveys, profiles on our Governors and an invite to a future networking event where you can hear all about the Trust’s work on dementia.

Win a 2012 CNWL desk calendar

The CNWL calendar for 2012 features the artwork of famous illustrator Quentin Blake, which he has created to brighten our wards and clinics. We have 100 calendars up for grabs. Please email communications.cnwl@nhs.net with your name and address. Calendars will be sent to the first 100 recipients.
Member events - World AIDS Day 2011

Jacent Tracey, staff member, attended our most recent members’ event and tells Inview magazine how it went.

On 1 December I attended my first members’ event in support of World AIDS Day. Each year the day is an opportunity for people worldwide to unite in the fight against HIV/AIDS. For 2011/2015, the theme for World AIDS Day is: ‘Getting to zero: Zero new HIV infections. Zero discrimination. Zero AIDS related deaths’ – which I think is an excellent goal.

“The members event focussed on HIV treatment and we heard from clinicians from CNWL’s Mortimer Market Centre who discussed the services and treatments available at their Bloomsbury HIV Clinic. We were also joined by representatives from the Bloomsbury Patient Network who talked about the support provided by their network. It was an inspiring evening and I’m really pleased I had a chance to go along.”

New diary date!
The next member event takes place on 4 April 2012 and focuses on the Trust’s work on dementia. Please see page 10 of this edition of Inview for further details.

Related information for members – turn to:

- Page 10 to read about our new HIV campaign
- Page 18 to nominate yourself as a CNWL governor
- Page 20 to find out about public meetings
‘Member Zone’ coming soon!

As previously reported, we’ve been busy developing a brand new website for CNWL, which will have a new directory of all our services and an information hub for service users, carers and partners.

The new website will be launched soon and will be complete with a new area of the site dedicated to members. The new ‘Member Zone’ will include exclusive content just for governors and members, such as invites to events, news and easy to understand reports on the Trust’s performance.

To keep this content and event invites exclusive to our membership you will be required to register for a login. To be kept informed about when the new website goes live, please email communications.cnwl@nhs.net to be added to our mailing list.

New ways of monitoring risks

In response to staff and service user feedback we are reviewing how clinical risks can be monitored. Staff say the current process is bureaucratic and service users say they do not feel actively involved in the assessment process.

We will be meeting with service user and carer groups over the next month to revise the current policy.

For more information or to get involved please contact marcus.maguire@nhs.net
Update on our Change Programme

We’re now approaching the end of the second year in our three year Change Programme – which will see our mental health and associated specialist services restructured into service lines. This means managing services by clinical type, rather than location, leading to improvement in quality by sharing best practice and improvements in efficiency by sharing resources.

By April 2012, all service lines will be live and operational. The first service line, Rehabilitation, went live in April 2011, and the Community Recovery service line will be the last in April 2012. Corporate services, such as HR, finance and IT have also developed plans to adapt to this new way of working.

Service lines will continue to work closely throughout the entire patient journey, and each borough still has a director lead to maintain local relationships.

For more information, please contact Project Manager Liz Hitchon on email liz.hitchon@nhs.net

Eating disorder clinic relaunched

In October our Eating Disorder Service, Vincent Square, moved to new premises at Nightingale Place in Kensington & Chelsea.

The new premises offer greatly improved facilities and were officially opened by Susan Ringwood, Chief Executive of national eating disorder charity Beat and TV presenter, Eamonn Holmes.
We are delighted to announce that the CNWL Recovery College has now opened its doors to service users, carers, family members and CNWL staff.

Recovery describes the personal journey people with mental health problems take to rebuild and live meaningful and satisfying lives. A key feature of recovery-focused mental health services is using an educational and coaching model, rather than a therapeutic model of services. The aim of the CNWL Recovery College is not to replace opportunities and resources already available in the local area, but to complement these.

The college has developed a curriculum of recovery courses which will run from January until the end of March 2012 as part of a pilot project. All of the courses have been co-produced with service users and a key feature in the delivery of the CNWL Recovery College is to ensure that all courses are co-delivered by a mental health practitioner and a service user trainer. This innovative approach ensures that the expertise of both mental health professionals and people with lived experience of mental health conditions is used to deliver the courses. A CNWL Recovery College interim prospectus has been published which provides further details of the courses on offer, including registration forms.
Robyn Doran, Director of Operations and Partnerships, remarked,

The CNWL Recovery College provides the Trust with the opportunity to realise the vision that a number of staff, service users and external stakeholders have shared for some time. We want to redesign services and put recovery at the heart of what we do: to give people hope and to challenge all of us to put services users at the centre of our work. This will be achieved by having service users and staff co-producing, delivering and attending the courses together, learning together and, where applicable, challenging outdated practice and thinking.

The hub of the Recovery College is located on the second floor of Trust HQ at Stephenson House and the first raft of courses will be delivered from here. The full range of courses will be available from April 2012. For a copy of the CNWL Recovery College prospectus please email recoverycollege.cnwl@nhs.net or call 020 3214 5686.
How are we doing?

We regularly ask service users for feedback to find out more about how we can improve the patient experience. We do this in a number of ways.

There is the annual national patient survey and which have joined together via post, regular face-to-face interviews with inpatients and quarterly telephone surveys with service users who have been discharged from hospital or seen in community services. In addition there are a number of local or specific feedback events in different services which help shape the way services develop. There is also a “mystery shopping” programme that takes place across the Trust to simulate the experiences of service users, experiences of service users, to see how we respond to general enquiries.
Last year a number of themes emerged relating to:

- The availability of information so service users can make informed choices about their care and treatment
- Having opportunities for meaningful involvement in developing individual care plans
- Knowing how to contact our services in an emergency

Over the past year we have worked hard to address these issues. We have made our printed information much clearer and our new website will host a hub of accessible information. To increase involvement we have improved care planning training for clinical staff and for emergency situations we have provided new crisis cards with clear instructions for all service users. All future surveys will continue to monitor these areas to measure how well that is being done.

The new national patient survey is due to be distributed to service users throughout February and March 2012. If you receive a copy please complete it so we can receive your valuable feedback. We always strive to improve our services and your feedback is vital in helping us do this.

If you haven’t received a crisis card and need one please email crisiscards.cnwl@nhs.net
HIV campaign update

The ‘Ditch that Niggling Feeling’ campaign was launched in November 2011 to promote the Rapid HIV testing service at Archway and Mortimer Market clinics. No appointment is necessary and it only takes 60 seconds to take the simple finger-prick test and receive results. Whilst life expectancy for those with HIV is now longer than ever, it’s vital that people are tested so that they can get the right treatment.

The campaign was launched to coincide with World Aids Day on 1 December, with the aim of capturing people who have thought about getting tested, but can’t find the time or think it’s too long a process. The campaign has been hugely successful in raising awareness of the Rapid HIV service – a second campaign is now being planned, to be launched over the next few weeks.

For more information visit: www.nhshivtest.me

 Invite to a members’ event: Understanding Dementia

Our next members’ event will be held on Wednesday 4 April 2012 in Hillingdon and the focus will be on Dementia: early signs, prevention and treatments.

Talking at the event will be Dr Pramod Prabhakaran, Consultant Psychiatrist for Bentley House older adult mental health services in Harrow.

All members are welcome to attend, whether you want to find out more about dementia, speak with the experts or network with other members and governors. If you plan to attend please RSVP to Christine Baldwinson, Trust Secretary on 020 3214 5776 or christine.baldwinson@nhs.net.

Event details:
Wednesday 4 April, 5pm-7pm
Council Chambers, Hillingdon Civic Centre High Street, Uxbridge, Middlesex UB8 1UW
New: Club Drug Clinic opens at CNWL

In October CNWL launched a pioneering new clinic aimed at helping people experiencing problems associated with ‘club drugs’ such as ketamine, mephedrone, GHB/GBL, crystal meth, ecstasy, and ‘legal highs’. The clinic was set up in response to the gap identified by the CNWL addictions service line, as current drug treatment services primarily focus on heroin, crack cocaine and alcohol.

Based at the Chelsea and Westminster Hospital and led by consultant psychiatrist, Dr Owen Bowden-Jones, the clinic was developed with the help of funding from CNWL’s innovation scheme. The clinic also benefits from close links with other services, including debt advice, family therapy, sexual health and employment services, and aims to become a leading centre for research on emerging drugs and the problems associated with excessive use.

As Dr Bowden-Jones remarked: “Patterns of drug use in the UK are changing and over the last two or three years we have continued to see an increase in the use of club drugs. There are new drugs emerging all the time, particularly a group of substances known as legal highs. Many people experiencing club drug problems do not see current treatment services as well equipped to help them. As a result they do not seek treatment.”

The clinic is accepting referrals nationally. For more information visit www.clubdrugclinic.com
NEW CONTRACT at HMP Wormwood Scrubs

In November 2011 CNWL was awarded a three year contract to provide specialist mental health and substance misuse services to prisoners at Her Majesty’s Prison (HMP) Wormwood Scrubs.

Claire Murdoch, CNWL Chief Executive, commented on the appointment by saying,

“We are delighted to have won a new contract enabling us to develop the services we provide HMP Wormwood Scrubs. This appointment is a reflection on the expertise and reputation that CNWL has built up over time, through our work in HMP Wormwood Scrubs and at other prisons such as Her Majesty’s Young Offenders Institution (HMYOI) Feltham and HMP & YOI Holloway.”

Service user art exhibited at Brent Museum

Service users from CNWL have worked with Brent Museum in an art project known as the Multi-Story Project.

During four workshops the group visited the museum to explore historical objects, guessing what they were used for and discussing how they made them feel. Through research and imagination, stories were created, inspired by the objects. The objects were then associated to personal experiences which individuals were free to relate to in any way they chose. Visual responses were also created using art media such as painting, photography, typography and drawing. The objects and artwork were then exhibited in the Community Gallery at the Brent Museum.
Service user art brightens up new HQ!

A stunning series of artworks by Brent based artist Bar Angello now adorn the walls of CNWL’s new HQ at Stephenson House.

Bar started to develop her drawing through attending art psychotherapy treatment at CNWL and last year she held her first solo exhibition ‘Lucid Dreaming’ at Willesden Community Library. A selection of her prints (artwork made outside of art therapy sessions) are now on display in the Executive Office, in a new gallery area designed to display service user art. Bar said: “Without this therapeutic avenue of expression, I may well have found myself in hospital again. Art therapy has been a way to define, explore and contain those areas that if left un-expressed lead to continual turmoil and inability to function. Art therapy has enabled me to re-define myself as a functioning individual who can make positive and creative contact within my community”.

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Hello Ketan. Congratulations on your new role.

How did it feel when you were first appointed as a governor last year?

It was a moment of great pride. I was nominated by the London Borough of Brent to be one of the governors at what I believe to be a highly successful NHS institution.

Can you describe your experience as a governor so far and some of the projects you have been involved in?
In the relatively short time that I have been a governor, I feel I have developed a good working relationship with my fellow governors, the Chair, Chief Executive and the Trust Board Secretary. I have been fortunate enough to have had the support of my colleagues during the past 12 months. I have had the opportunity to contribute to the work of the Appointments Committee in the appointments of four Non-Executive Directors for CNWL and to undertake the Chair’s annual review.

**What do you hope to achieve in your role as Lead Governor?**

Although I am a solicitor and arbitrator by profession, I am mindful that the NHS landscape is changing dramatically, and the role and responsibility of the governor will become increasingly vital and significant.

I therefore, welcome with enthusiasm and commitment the opportunity to take on this new challenging position as a Lead Governor. With the continued support of the colleagues, I hope to support the Trust in shaping the ‘wellbeing’ character and mission, and contributing to its corporate governance and strategic plans for a dynamic, modern institution at the forefront of innovation and excellence.

**What is the role of Lead Governor?**

In Ketan’s new role he will work with the Chair, Dame Ruth Runiciman, to shape the agenda of the Council of Members. He takes over this role from Kostas Agath, who we would like to thank for his hard work as Lead Governor over the past two years. As the new Lead Governor, Ketan will seek the views and feedback of governors to support the running of the governing body and further engagement with members.
Inview with a CNWL governor…

Peter Kemp is the elected CNWL governor for Hillingdon, working on behalf of the London Borough of Hillingdon.

Peter, an ex-RAF Squadron Leader and garage proprietor, has been a Hillingdon Councillor since May 2006. He is the disability champion for the Borough. He passionately believes in user involvement and works with health, Social Services and housing at local and national level, trying to make a difference in disabled people’s lives.

On speaking with Inview, Peter said:

I was particularly pleased when the London Borough of Hillingdon appointed me as the Borough’s appointee to CNWL. I have always been very interested in mental health issues. It used to be a taboo subject that no one wanted to talk about. I believe that is slowly changing and have long wanted to be a part of helping people to pull back the barriers and highlight the good work that has been done in this area.

I believe CNWL are integral in helping to achieve this and have much to be proud about the work they do. I see my role as a governor as bridging the gap between patient and the Trust in order to see patient views are always at the forefront of business - this is a very privileged position for me.

To discuss Peter’s role as a CNWL governor, please contact him via 01895 250316.
Improving fairness in court

Court can be an extremely scary and lonely experience. The complex processes can make it difficult to understand. If you have a learning disability then it’s a hundred times worse!

Offenders with learning disabilities are often easy prey. Easily manipulated into committing criminal offences, or being made the subject of ridicule, it is likely that such individuals will come into contact with the criminal justice system at some point in their lives.

The Kingswood Centre, CNWL’s learning disability service in Brent, has set up a new service to try to give offenders with learning disabilities a more positive experience of the criminal justice system.

A specialist learning disability court diversion practitioner has been appointed to screen and assess individuals for learning disabilities at Hammersmith Magistrate’s court. It has so far been extremely well received and a similar project is being developed in Brent.

‘Excellent’ Memory Service in Westminster

Westminster Memory Service has received an accreditation of excellent from the Memory Services National Accreditation Programme, hosted by the Royal College of Psychiatrists.

The programme assures staff, service users, carers, commissioners and regulators of the quality of the service being provided for people with memory problems and/or dementia.
Behind the badge

Continuing from our last edition, Inview has asked a member of staff to tell us in their own words what their role involves.

John Duguid,
CPA Compliance & Development Manager

CPA (the Care Programme Approach) is the framework for providing mental health services. It’s a valuable tool which helps staff, service users and carers work as one team to produce high quality assessments, care plans and support based on recovery and partnership. Over the years it’s become slightly bureaucratic.

My job is to try to streamline the process, making sure it supports working together and doesn’t create obstacles to it. This involves working jointly with staff, service users and carers across the Trust on a wide range of activities like redesigning forms and policies, training, monitoring CPA use and trying to understand and explain the changing environment we’re living in. I’m always happy to talk to anyone – I can be contacted at john.duguid@nhs.net
Would **YOU** like to become a **Governor**?

Some of our governors are coming to the end of their current terms and we will therefore be holding elections for new governors in the following constituencies:

- Service users
- Carers
- Public, London Borough of Hillingdon
- Public, Royal Borough of Kensington and Chelsea
- Public, London Borough of Westminster
- Public, other boroughs

Anyone who is a member of one of these constituencies is eligible to apply and the term for these posts is for three years from 1 May 2012

As a governor you have the opportunity to represent the views of your community. It is an important role: you are required to attend four Council of Members meetings a year and there are lots of opportunities to attend further meetings and get involved in the work of the Trust.

We will support you throughout your term as a governor and all newly appointed posts are given an induction period providing general information on the NHS, the key issues for the Trust and what is expected of you.

Anyone can become a Governor and you don’t need specific skills or particular experience – the only requirement is an interest in the Trust and a willingness to get involved.

**Please feel free to call the Trust Secretary for an informal chat on 020 3214 5776**

Further information on the application process through the Electoral Reform Services will be available on our website shortly.
The next Council of Members’ meeting will be held on Thursday 22 March 2012.

As always the meeting is open to the public and will run from 5pm-7pm. The meeting of the Council of Members – which includes 40 governors and the Chairman – will discuss the current position, the challenges and direction of CNWL over the next three months. The meeting will close with Q&As.

**Thursday 22 March 2012, 5pm-7pm**

Nye Bevan Boardroom
CNWL NHS Foundation Trust
Stephenson House
75 Hampstead Road
London
NW1 7QY

**Future dates for your diary:**

- **4 April, 5pm-7pm**
  Understanding dementia

- **21 June 2012**
  Council of Members

- **18 September 2012**
  Council of Members and Annual General Meeting

- **10 December 2012**
  Council of Members

As a member of the Trust, your views on how we're doing are really important to us. We are very aware that this is your magazine, and as such we would love to know what you think of it. Good, bad or ugly, we want to hear from you, so do send us your feedback, ideas for articles or even articles you have written, to communications. cnwl@nhs.net or by mail to Communications, CNWL HQ, Stephenson House, 75 Hampstead Road, London, NW1 2PL