

June 2017

Q&A

with Nigel Sarsfield  
on Page 08.

# positive

about integrated healthcare



“Thank you for saving my life”

– Highlighting Nurse Heroes on  
Nurses’ Day see page 04

# Message from the Board

The cover story of this issue comes from Joy Biddell, who talks of her battle with mental illness and her belief that without the care of the nurses who looked after her, she wouldn't be alive now.

Last month, the annual Nurses' Day took place to celebrate and thank nurses for everything they do and the difference they make to people's lives. This is a great opportunity to say thank you to all nursing staff and recognise the contribution they make. However, we shouldn't only do this on one day each year, but be grateful to all our nurses every day for their efforts. I want to say a big thank you to all of the nurses working across the Trust – we really appreciate everything you do. But I also want to highlight all our staff



Dr Julie Attfield, Executive Director of Nursing

who care for our patients – in all roles – clinical and non-clinical. You really can and do make a difference to the people we are here to help. We know it is not easy and that these are tough times to be working in the NHS. This was especially true during the recent cyber attack when staff worked tirelessly to deliver our services without any systems. On behalf of all of the Board, a huge thank you to you all.

*Julie*

## Enhancing a 'Sense of Community' on the wards

**Staff and patients at Rampton Hospital are working hard on communal projects to see if it can improve their sense of community. A 'Sense of Community' is described as 'a sense of belonging, that individual members matter to a community and to each other, and that individual needs can be met through a shared community commitment' (McMillan and Chavis 1986).**

As part of commissioning for quality and innovation (CQUIN), 12 wards are taking part in the initiative which aims to enhance staff and patient wellbeing. Four are implementing a full project of their choice, four are doing a smaller project with input from the whole ward team and four are continuing with their existing activity timetable.

The initiative will enable people to demonstrate their creativity as well

as to have the opportunity to learn new skills by working together. Focus groups have been taking place on the wards and the projects – including redesigning gardens, refurbishing communal areas and working on a radio show – were due to begin in May.

Staff and patients are being asked to complete questionnaires before, during and after completing their projects to measure the impact of taking part. There will be an event day in October to celebrate all the hard work and success of the finished projects, showcasing their work.

**The Ruby Ward garden at Rampton Hospital - one of the spaces that will undergo transformation as part of the project.**



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# Safeguarding our lone workers

Many of our teams depend on the devices and monitoring provided by the Reliance Protect service to safeguard their lone workers.

Trent & Derwent Logistics provides us with a specialist transport service for patient-related and health service cargos, and as part of our lone worker risk assessment procedures, all the drivers need the ability to summon emergency assistance throughout the working day.

The team uses the Reliance Protect service which allows them to easily raise a red or amber alert and to activate audio calls to the dedicated 24/7 Reliance Monitoring Centre, where experts listen in. The team recently reviewed the service and how they could make best use of it and as a result, one new development is the ability for drivers to use the system to report regular status updates throughout the day.

Robert Matthews, Logistics Officer said:

*"The Reliance Protect service gave us the flexibility and functionality we needed to introduce new processes,*

*enhance the service and reinvigorate use by staff to ensure devices are used in a more intelligent way. As a result, it is easier to mitigate risk and meet our duty of care for employees while ensuring compliance with regulatory health and safety guidelines. Drivers have welcomed the changes, and they now have the added reassurance of emergency support during working hours.*

### More information for staff

To find out more about the work the Trust is doing to protect lone workers, see Trust Policy 16.04 Management of Staff Working Alone Policy and the associated Risk Assessment appendix form.

Local Security Management Specialists Chris Anthony, Mick Luke and Tim Wright can offer security advice and guidance. Their contact details and advice are on the Connect 'Local Security management' page. Tim Wright is the contact for discussing lone worker devices.

## Learn about aphasia

The Adult Speech and Language Therapy department, in collaboration with experts with aphasia from its Patient Advisory Panels, is holding two events during Aphasia Awareness month in June to highlight what aphasia is, and how we can help people who are affected.

Aphasia can be a devastating communication difficulty, affecting a third of all people after stroke.

The team will have stands in the main foyer at King's Mill Hospital

on Thursday 15 June from 12.00-2.00pm, and at the main entrance to Mansfield Community Hospital on Thursday 22 June from 10.00am-3.00pm.

There will be lots of information, interactive activities, people with aphasia and speech and language therapists on hand, and cake for people visiting the stands. More information about aphasia can also be found at [www.stroke.org.uk/what-stroke/aphasia-awareness](http://www.stroke.org.uk/what-stroke/aphasia-awareness).

## Moving towards a fully electronic patient record

The Electronic Patient Record (EPR) team in Local Partnerships is preparing to roll out a new Document Upload functionality for patient records which will benefit both patients and staff.

The new function will allow the vast majority of documents, which would previously have been stored in paper files, to be saved and viewed electronically. This means that staff with the appropriate permissions should be able to view patient records when needed, regardless of their location, ensuring they have access to the most up to date information when they see patients.

Jackie Kennedy, EPR Lead, said: "It has taken a long time, overcoming many hurdles, to get to this point but we are finally ready to move towards a full electronic patient record, which will bring many benefits to both patients and staff."

The new feature will allow:

- Letters to be created within the Trust's RiO system and uploaded directly into the patient's record
- Documents to be created electronically outside of RiO and uploaded
- Correspondence from other sources such as GP practices to be scanned in and uploaded.

The team is working towards the goal of becoming paperless by October 2017 and they plan to roll out the new feature to Child and Adolescent Mental Health Services in June, with other directorates following in a staged plan, aiming to complete all in Local Partnerships by May 2018.

Staff can find more information on the EPR page on Connect or can contact Jackie Kennedy, EPR Lead on ext 10644 or [jackie.kennedy@nottshc.nhs.uk](mailto:jackie.kennedy@nottshc.nhs.uk) or Kerry West, Deputy EPR Lead on ext 10593 or [kerry.west@nottshc.nhs.uk](mailto:kerry.west@nottshc.nhs.uk).



Joy (centre) with Matthew, Sarah, Alex and Linda

## Former patient thanks nurses who saved her life

The Royal College of Nursing's Nurses' Day was held last month to celebrate nursing staff and the difference they make to people's lives. Joy Biddell, a former patient of the Trust, who now works as a peer support worker, shared her story and the impact the nursing staff had on her life.

Joy said: "The first contact I had with mental health services was with Child and Adolescent Mental Health Services (CAMHS) during my teens, for Obsessive Compulsive Disorder (OCD). I had struggled with OCD for many years, but I didn't reach out for help until I was 16.

"After a few years in CAMHS and then a Cognitive Behavioural Therapy course run by Let's Talk Wellbeing, I finally managed to get a grip on the OCD and it hasn't been an issue since. That was an amazing feeling. It had been such a negative and powerful influence on my life for so long."

"Sadly though, in 2013 my mood dramatically dropped. I became suicidal and I was admitted onto a psychiatric ward to keep me safe. The next three years were very turbulent. I was in and out of crisis regularly, unable to stabilise my mood for long periods of time despite having therapy and medication.

"At the beginning of 2016 I hit a deep, dark period of depression. After a serious attempt on my life, I was sectioned under the Mental Health Act and admitted to Rowan 2 Ward at Highbury Hospital.

"I don't remember a lot about the early weeks of my admission - I was very poorly and, because of this, my memory has suffered. However, I do remember the amazing team that supported me through such a horrific time; a time that I had no hope of seeing the other side of.

"The whole team were fantastic but five nurses in particular played a huge part in my recovery and were incredible at helping me find the strength to carry on. They all helped me in different ways.

"I was becoming physically unwell because I wasn't looking after myself. Sarah spent a lot of time trying to get me to eat and drink. She was so

kind and caring and her attitude and approach was just what I needed at that time.

"Linda is another very kind and caring nurse. She is incredibly approachable and always makes time for her patients. I always felt comfortable going to Linda on the ward. Even when I was unable to speak properly because of the tears, she was kind and patient. That was really helpful to me.

"Alex had a huge impact on my recovery. She always validated my feelings and I knew she genuinely cared about my wellbeing. She spent a lot of time reminding me of my strengths. She talked to me about depression, how it can get better, and reminding me that I could have a fulfilling life despite having an illness. She held hope for me until I could hold it for myself.

"Alison and Matt spent a lot of time with me. They took me on walks and used CBT to look into some of my thoughts and emotions, to try and understand and gain control of my illness.

"Without the support of the whole team, and these five nurses in particular, I wouldn't still be alive. And I certainly wouldn't be enjoying my life."

"It has been a year since my last admission. I am now working for the Trust, as a peer support worker. I hope I'll be as helpful to my patients as the nurses on Rowan 2 were to me. I feel incredible. It is so amazing to give something back to the service that has helped me so much and in so many ways.

"Thank you to all the nurses involved in my care - you're all very special! Thank you for not giving up on me when I had completely given up on myself. You didn't just see me as a patient but you saw me as a person and encouraged me to carry on and aspire to be the person I wanted to be. You made me realise that, although I have a mental illness, it's not the whole part of me and I have so much to give and live for. Carry on being incredible!"

## Launch of Breathe Easy Gedling

A new Breathe Easy Group for Gedling has been launched in Arnold, Nottingham through a partnership of Nottingham North and East Clinical Commissioning Group (NNE CCG), the British Lung Foundation, service users and the local Respiratory Nursing Service within the Trust's Local Partnerships Division.

The group will support wellbeing and self-management of respiratory illness through sharing experiences with others and learning from experts. The Respiratory Nurses from the Adult Integrated Community teams in NNE will attend the meetings to support patients, answer health questions and signpost on to other local services.

More than 50 members of the group, their family and friends were joined at a special launch event at the local Scout hall by representatives from Local Partnerships, NNE CCG, Vernon Coaker MP, Councillors Michael Payne, Pauline Allen, Mayor Sandra Barnes and the local Respiratory Nurse specialists.

Dr Charlotte Bolton gave a presentation on the treatment of COPD including a passionate message for the visitors to take away,

highlighting the latest British Lung Foundation campaign 'Battle for Breath' supported by its recent report 'Estimating the Economic Burden of Respiratory illness' ([www.blf.org.uk/what-we-do/our-research/economic-burden](http://www.blf.org.uk/what-we-do/our-research/economic-burden))

Dr Bolton told the audience that over 12 million people have been diagnosed with a lung condition in the UK, costing £11 billion each year. She also said that mortality rates haven't improved over the last ten years and that the UK now ranks as having the fourth worst rates in Europe.

Thanks go to everyone who helped make the day happen including the local Scout troop who provided tea, coffee and cakes, and to Mayor Sandra Barnes who offered £200 to help the group.

### About Breathe Easy

Breathe Easy Gedling adds to the growing network of Breathe Easy Groups across Nottinghamshire, joining successful groups up and running in Hucknall, Bulwell, Edwalton, Eastwood, Mansfield and Ollerton. Anyone affected by any lung condition is welcome at the groups, including family members, friends and carers.

The Breathe Easy Gedling group meets at the Scout Hut, Calverton Road (next to Arnold Jeans), Arnold NG5 8FH from 1.00-3.00pm on the second Tuesday of the month, with free refreshments.

For more information please contact Jo Newton at the British Lung Foundation on **03000 030 555** or [helpline@blf.org.uk](mailto:helpline@blf.org.uk). You can also take the new breath test at [www.breathtest.blf.org.uk](http://www.breathtest.blf.org.uk)



At the launch event are, from left, Kate Dobbin, Mayor Sandra Barnes, Breathe Easy Gedling's chairman Joseph Warren, Althia Johnson and Tracy Smith

## Supporting individuals into employment

Individual Placement and Support (IPS) is a supported employment programme that's being delivered within the City Community Forensic Team and the County Personality Disorder Network.

Karan Sahota, IPS Employment Specialist explained: "Since IPS has been up and running, I have been supporting patients with their job searching, interview skills and disclosing their mental health and offending history, as well as providing benefits advice. All the patients are at different stages in their employment journey, but with the support of IPS they feel as if they are making progress in the right direction."

### Michelle's story

"I wanted to work in the construction industry as a labourer, and with the support from Karan I found a beginners' construction course.

"Six months later I have now completed an Access into Construction course, gained a health and safety qualification, and I have my CSCS card which means I can now work on a construction site as a qualified labourer.

"I have not worked for some years so I am currently volunteering at a furniture charity shop. This role is providing me with the opportunity to develop the skills that I will need when I am ready to seek paid work. I have also gained a second referee for job applications by volunteering.

"Before I start to look for work, I need to know how I stand financially. I have just moved into my own flat and Karan has helped me complete a Better off Calculation so that I understand how my benefits may be affected, as I am claiming employment and support allowance. I now know that I will not be worse off in paid employment so I feel more confident in seeking paid work."

To find out more about IPS, please contact Karan Sahota at Westminster House on 0115 9529400.

## New CARE in Bassetlaw

*The Trust is developing a new integrated model of care for primary mental and physical healthcare services in Bassetlaw. The new CARE (Community Access, Response and Emergency) team will bring together some of the existing mental and physical healthcare services in Bassetlaw to provide 24 hour integrated care for adults through a Single Point of Access. This will mean services are more joined up and patients will receive a more enhanced level of care.*

There will be three phases to the development. The first phase will focus on creating mental healthcare which is local, accessible and provides support to GPs. This will integrate pathways between the following two services based at Bassetlaw Hospital providing assessment within 4 to 24 hours, depending on need.

- Mental Health Liaison Team, which offers a service for patients aged 18 and over in a general hospital setting who either present to the Emergency Department, or are admitted to an inpatient ward and are experiencing mental health problems, and;
- Crisis Resolution Home Treatment, which offers assessments to people aged 18 and above at home and in the hospital outpatients service with significant mental illness who would otherwise be admitted to hospital. The team currently offers face to face contact from 7.30am to 8.30pm, seven days a week. Outside of these hours, telephone support is provided.

This new model will create an enhanced service based on: "Placed based principles of care focusing on organisations working together to govern common resources available for improving health care" (Placed Based System of Care, A way forward for the NHS in England, 12 November 2016). The service will be accessible 24 hours a day, 365 days a year, including self-referral. It will support patients and provides GP

access to specialist mental health advice at home, by telephone or by appointment at Bassetlaw Hospital. The new model will be in place in July 2017.

The second phase is to develop integrated care pathways between the following two services:

- Rapid Response, which supports adults with physical health needs who are unable to manage at home independently who may otherwise be admitted to hospital or short term care
- Intensive Recovery Intervention Service (IRIS), which provides specialist assessment, active therapy, treatment, and the opportunity for recovery, for older people with a mental health problem

This new model will provide a range of services that are flexible, patient focused and allow patients to flow easily through the system. The work on the new model is ongoing.

The final phase will look at improving access to mental health outpatient clinics for Mental Health Services for Older People and Adult Mental Health. This will be developed between May and September 2017.

**For more information contact Heather Towndrow, Integration Development Manager, on heather.towndrow@nottshc.nhs.uk or 01777 863319.**

## Fabulous fundraising on Seacole Ward

**The staff and patients on Seacole Ward, The Wells Road Centre, are going from strength to strength when it comes to fundraising.**

Last Christmas they held an event to raise money for Macmillan Cancer Support and spent a number of months preparing items to sell, including decorative photo frames, friendship bracelets, Christmas cards, decorative hot chocolate pouches, chocolate sleighs and a variety of baked breads and cakes.

Amie Briggs, Patient Activity Nurse said: "Following all our hard work, the lovely ladies of Seacole Ward raised a whopping total of £402.60. We also had the privilege of presenting our cheque in person to our local Macmillan fundraising agent, who spent time with us discussing the impact that such a donation could have on people's lives.

"This sum was a huge improvement on our efforts from the previous year and seems to have set the wheels in motion for another year of brilliant fundraising achievements. For Red Nose Day we again took to the oven to make a range of baked goods, raising another brilliant £125.27."



**Top: Presenting the cheque  
Above: The Comic Relief bakes**



## Community IV treatment is a lifeline for patients

The Trust's Intensive Home Support (IHS) service has been providing intensive IV therapy to patients at home since October 2016. Here is Derek's story.

Derek Grice, 67, from Mansfield, has bronchiectasis, a disease causing inflammation and chronic infections in the lungs. Treatment for his condition has meant many lengthy stays in hospital to provide intravenous (IV) antibiotics, a therapy which provides medication directly into the vein more quickly. However, since being offered IV therapy at home, Derek is now able to spend more quality time with his family and still receive the vital treatment he needs, whilst avoiding further admissions to hospital.

"I was only eight or nine when I developed bronchiectasis," explains Derek. "I had to cope with many things early on in life because of my condition, like missing school sports because I was in hospital, or because of infections. I've had it for so long that my family and I have learned to live with it, but it is very hard at times.

"I find it hard not being able to do things like other people such as going out, walking long distances and not being able to attend family gatherings in case I become unwell and have to go into hospital.

"I felt very depressed when I had to go into hospital to have my treatment. It meant being away from my family for several weeks at a time and I just wanted to get back home as soon as possible."

Derek was referred to Intensive Home Support (IHS) in October, which means he can now receive his IV care in his own home and no longer needs to stay in hospital for his treatment.

Advanced Nurse Practitioner Jackie Florence and the rest of the IHS team provide Derek's IV care. Jackie said: "Providing IV treatment in the community means patients with a more serious illness who would normally be admitted to hospital for a full course of IV treatment can now have their follow up treatment at home. We work closely with the hospital and can refer the patient back if we have concerns about their treatment."

Derek added: "It's been easier for me physically and I'm a lot happier mentally. Jackie and the care team have been fantastic, I can't praise them enough. My hospital visits were getting more frequent so to

## Anyone for table tennis?

A number of staff attended the unveiling of the new table tennis table in the Come Grow With Me @Highbury Garden at Highbury Hospital in April. The table joins another based in Millbrook Mental Health Unit; both are the result of a joint Sports Nottingham /Table Tennis England and Trust initiative supported by the staff health and wellbeing team. A staff/patient table tennis tournament took place at the Hospital last month and was enjoyed by all.



**Staff were ready for a game of table tennis when the table arrived at Highbury.**

have my treatment at home has made me very happy."

Intensive Home Support is by referral only and accessed through Call for Care, a system navigator for health and social care professionals run by the Trust for patients in Mansfield and Ashfield. It delivers enhanced and intensive short-term care to support patients, primarily to remain at home or in a convalescent bed. There are also other pathways in development, which will bring more patients home from hospital to have their treatment and prevent long hospital stays. For more information email Keely Sheldon, General Manager for Mansfield and Ashfield on keely.sheldon@nottshc.nhs.uk or Karen Sandy, Transformation Programme Manager – Mid Nottinghamshire and Bassetlaw on karen.sandy@nottshc.nhs.uk.

# Q&A

This month we speak to Senior IT Technical Support Officer

**Nigel Sarsfield**



**1. What is your job title and what does your role entail?**

I am a Senior IT Technical Support Officer. My role involves a variety of IT support related tasks, but I am mainly involved with repairing and maintaining IT equipment.

**2. How long have you been with Nottinghamshire Healthcare?**

Over 14 years.

**3. What do you see as your priorities for Nottinghamshire Healthcare?**

To provide the best support to our staff that I can to enable them to provide great care and support to our service users. With so much information now being accessed through electronic devices, it is important that staff are able to access this whenever they need it and in the easiest way possible.

**4. What is your employment background?**

Whilst at college I worked part time in retail stores as a customer assistant at Partners and later Matalan. I really enjoyed the customer service and interaction part of the job, but wanted to combine this with IT. After leaving college I started working in a customer service role at Mastercare, a call centre for Currys/PC World. I spent four years here working my way up through doing various support roles and finally leading a project to implement a new parts inventory system. I started working for the Trust in November 2002 as an IT Technical Support Officer. Technology has improved dramatically over the last 14 years and I have helped implement many changes as part of the Trust's rapid growth.

**5. What is the best piece of advice you have ever been given?**

Never be afraid to pursue your dreams and ambitions.

**6. What was the last album you bought?**

My iTunes account is full of albums. The last one I bought was the compilation album Now 95 which has a bit of everything on there from Little Mix, Zara Larsson, Clean Bandit, Sia to James Arthur.

**7. What is your greatest achievement?**

Being nominated for a Trust OSCARS award by other staff was a great achievement, even though I didn't win, as it showed my efforts were making a difference and being appreciated. One day I hope to win one.

**8. What makes you angry?**

Poor management of projects that waste money.

**9. What are you most passionate about?**

Providing a great service to everyone in the Trust. Outside of work I am passionate about conservation and the environment.

**10. What single thing would improve your working life at Nottinghamshire Healthcare?**

Personally for me a stand up desk to help with back pain combined with a treadmill to get fit. But improved network links at the Trust sites would greatly benefit our staff and allow us to provide better remote support. This would then cut down on travelling to sites and hopefully reduce travel costs.

**11. What is your favourite hobby?**

Walking combined with photography. I love getting out in

the fresh air and enjoying some scenery in the Peak District as well as the odd pint in the pub at the end of hard walk. I am part of a walking group and it's great to meet up with people and socialise.

**12. What keeps you awake at night?**

I usually enjoy a good night's sleep unless I am worrying or stressed about something as that keeps me awake.

**13. What is your favourite film?**

It would be very hard to choose as there are so many. I would have to choose Die Hard as my all-time favourite film. The Harry Potter Films and Frozen would be high up in the list.

**14. What is your idea of bliss?**

Snuggling up on the sofa and watching some great TV whilst enjoying some great food.

**15. What three words would you use to describe yourself?**

Caring, Dedicated, Passionate.

**16. What is your favourite holiday destination?**

Disney World in Florida as I am a big kid at heart and would love to go back.

**17. Who would you take to a desert island?**

My girlfriend.

**18. Where do you see yourself in 10 years' time?**

Hopefully still happy, but a further 10 years wiser!

**19. Do you have a 'claim to fame'?**

Many, most of which are on YouTube somewhere! A long time ago I went with a friend to see the British Touring Car Championship at Donington Park. We somehow blagged our way into one of the constructor's garages and then managed to get out onto the pit straight and meet some of the drivers and TV mechanic Ed China. It was only later we discovered our leap of faith had been filmed and shown in the background of the ITV Sport coverage behind the host Steve Rider.

**20. How would you like to be remembered?**

As someone who made a difference.

## JUST ASK, 'Could it be sepsis?' Who could you save?

'Could it be sepsis?' A simple question, but it could save someone's life. Sepsis is a life threatening condition that arises when the body's response to an infection injures its own tissues and organs. It can lead to shock, multiple organ failure and even death, especially if not recognised early and treated promptly.

According to The UK Sepsis Trust, every year in the UK there are 150,000 cases of sepsis, resulting in a staggering 44,000 deaths.

Earlier this year the son of one of our members of staff was very unwell after hurting his leg at work, which subsequently got infected. His mum worked for the Trust and had completed a sepsis awareness training course and recognised the signs. She didn't know at the time but this training meant she would ultimately save her son's life. Who could you save?

This month we will be running a Sepsis Awareness Campaign. Make sure you are aware of the symptoms to look out for. You could save your patient, your family or your friend. Keep an eye out on our Facebook and Twitter pages for more information on the campaign throughout the month.

[facebook.com/nottinghamshirehealthcare](https://www.facebook.com/nottinghamshirehealthcare)

[@nottshealthcare](https://twitter.com/nottshealthcare)

For more information on sepsis you can also visit [nhs.uk/sepsis](https://www.nhs.uk/sepsis) or [www.sepsistrust.org](https://www.sepsistrust.org).

**ANY CHILD WHO:**

- 1 Is breathing very fast
- 2 Has a 'fit' or convulsion
- 3 Looks mottled, bluish, or pale
- 4 Has a rash that does not fade when you press it
- 5 Is very lethargic or difficult to wake
- 6 Feels abnormally cold to touch

**ANY CHILD UNDER 5 WHO:**

- 1 Is not feeding
- 2 Is vomiting repeatedly
- 3 Hasn't had a wee or wet nappy for 12 hours

**MIGHT HAVE SEPSIS**  
If you're worried they're deteriorating call 111 or see your GP

**MIGHT HAVE SEPSIS**  
Call 999 and ask: could it be sepsis?  
The UK Sepsis Trust registered charity number (England & Wales) 115094

**JUST ASK**  
"COULD IT BE SEPSIS?"  
IT'S A SIMPLE QUESTION, BUT IT COULD SAVE A LIFE.

**SEPSIS IS A SERIOUS CONDITION THAT CAN INITIALLY LOOK LIKE FLU, GASTROENTERITIS OR A CHEST INFECTION.**

Seek medical help urgently if you develop any one of the following:

**S**LURRED SPEECH

**E**XTREME SHIVERING OR MUSCLE PAIN

**P**ASSING NO URINE (IN A DAY)

**S**EVERE BREATHLESSNESS

**"I FEEL LIKE I MIGHT DIE"**

**S**KIN MOTTLED OR DISCOLOURED

## 'Here and Now' – a summer art exhibition

The Institute of Mental Health has launched its ninth summer art exhibition staged in association with Nottingham City Arts.

Diana Ali, who recently appeared as a mentor on BBC One's 'The Big Painting Challenge' opened the exhibition, titled 'Here and Now', on Wednesday 17 May.

The exhibition showcases work by artists, individuals who have experienced mental health issues, carers, healthcare professionals and all those with an interest in considering mental health issues through the arts.

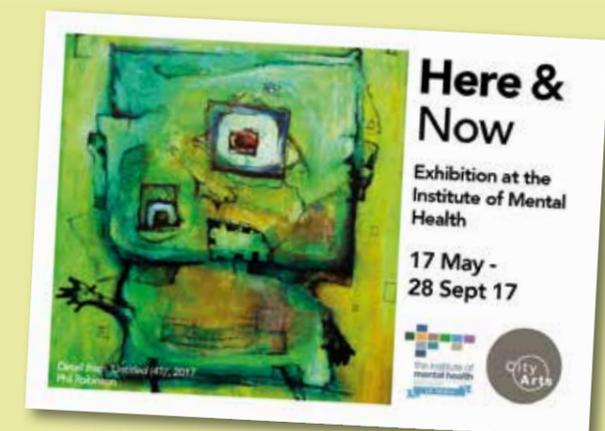
Kate Duncan, Creative Programmes Manager for City Arts, explained the background to the exhibition's theme: "Our reality is a succession of unique moments, each moment

impacting on our wellbeing. This annual Summer Exhibition is an opportunity for artists to express through art how they are experiencing and reacting to each of those moments."

Diana Ali said: "I was delighted to be asked to open this exhibition in my home town of Nottingham. Whatever our path has been and will be, whatever has happened and will happen, we have the freedom of expressing it through images as they shout louder than words. Art has the power of allowing us to share and communicate without the pressures of explaining and this is one of the many vehicles for mental wellbeing."

Exhibitions have been a key feature of the Institute of Mental Health since 2006. Art can be a therapeutic activity that helps people to tell their story and it can also educate and help to improve personal wellbeing.

'Here and Now' will run until Friday 29 September 2017 and entrance is free. It is open for viewings on weekdays from 10am to 4pm. More information can be found at [www.institutemh.org.uk](http://www.institutemh.org.uk).



## Patient Opinion becomes Care Opinion – Business as usual!

Over the past 12 years, Patient Opinion has been there for people to share their stories and for staff to learn how people feel about those experiences of health and social care.

Patient Opinion has recently changed its name to Care Opinion to reflect that it hears the experiences of people who would term themselves as patients and also those who don't. Those experiences may be about health or social care services. The idea of this rebrand is to reach more people across health and social care.

The Care Opinion website looks similar to the old site. If you follow an old Patient Opinion link you should still get to where you want to be. It might take a while, however to get used to saying Care Opinion instead of Patient Opinion.

Over 4020 stories about Trust services have been posted on this independent not for profit website and read 1115,396 times!

Jane Danforth, Involvement & Patient Experience Officer, said: "The Care

Opinion partnership is exciting and rewarding. We have changed the culture of the Trust in partnership together. When a service change is made it gives staff ownership as they are able to reply to their feedback online."

A great example of a simple change being made in just two days is highlighted here:

'I have searched online for ages and I cannot see where I am supposed to click to fill in a referral. I just feel worse than ever now.'

Peter Caunt, Let's Talk Wellbeing Service Director responded to the comment quickly, explaining the service had changed its answerphone message to include the address of the self-referral portal and email address, plus the patient replied and thanked Peter.

If you want to know more about Care Opinion or to use the site please contact:

Jane Danforth: Tel: **0115 9529430** Local Partnerships (mental healthcare services) and Forensic Services **Jane.Danforth@nottshc.nhs.uk**

Or Laura Spencer Tel: **01623 673769** Local Partnerships (community healthcare services) **Laura.Spencer@nottshc.nhs.uk**

The Care Opinion site can be reached at <https://www.careopinion.org.uk/> Alternatively go to the Trust's Your Feedback Matters website and follow the link to Care Opinion <http://feedback.nottinghamshirehealthcare.nhs.uk/leave-feedback>



## Urgent Medical Mental Health Line launched to improve access to mental health support

The Trust has recently launched an Urgent Medical Mental Health Line, the first of its kind in the Country. This is a new service for patients who visit their GP and require urgent mental health support. The service aims to support patients (aged 18-65) who do not require crisis support, but who are still acutely unwell and can't wait for a routine appointment, to get the help that they need quickly.

GPs are able to access the Urgent Medical Mental Health Line, Monday – Friday, 9.00am-5.00pm to speak directly to a Consultant Psychiatrist who will provide advice and guidance. If the issue cannot be dealt with on the phone and it is clinically urgent, the person can be seen by a clinician within three working days in a community setting.

The service has been developed in conjunction with the Clinical Commissioning Groups (CCGs) from across the South of the County.

Dr Chris Schofield, Lead Consultant Psychiatrist, who led the project on behalf of the Trust said:

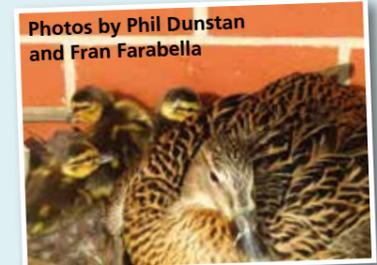
“ We believe this will provide a valuable service to patients and aims to ensure they get the help that they need quickly, in a community setting. Through this we will be able to provide safer, faster and better care for the patients we serve.

The service will start in the South of the County, rolling out across Nottingham City in September.

This is part of the Urgent and Emergency Care (UEC) Vanguard for Greater Nottingham. This Vanguard aims to create an urgent and emergency care system where A&E is no longer the first or 'default' choice for patients, by helping them access other more appropriate urgent mental and physical health services in the community.

Paul Smeeton, Executive Director for Local Partnerships said: "We are delighted to be able to launch this new service, offering further support to those who really need it.

“ GPs can already phone consultant physicians and surgeons but now they can phone a consultant psychiatrist. They will now be able to get timely advice in relation to mental health concerns and where necessary patients can be referred for an urgent assessment.



Photos by Phil Dunstan and Fran Farabella



### A 'quacking' update from Highbury!

Everyone was delighted when the 'Highbury Duck' returned to the hospital again in March this year, nesting outside the Willows and successfully hatching 13 ducklings.

According to the RSPB this is likely to be the same duck that came last year and the daughter of the one that nested at the front of outpatients in 2015.

Mum and her ducklings have now been returned safely to the River Leen, but not until after a near miss when one of them fell down a drain – and was thankfully spotted by a member of the Live team and rescued by Highbury Healthcare Estates team.

## Supporting the Stroke Association

Well done to Nottingham West General Manager Claire Towne and her son Josh, who have raised a wonderful £290 for the Stroke Association.

Claire said: "Our Community Stroke team has developed a deepening partnership with the Stroke Association through our new contract that began in April and I wanted to show our commitment through raising funds for the charity.

"Josh and I took part in a Stroke Association Resolution Run (5k for Josh and 10k for me) on an extremely windy day in March. It was a thoroughly enjoyable race and we were pleased to have raised so much funding."



Claire and Josh after their fundraising run



### How fundraising can make a difference

- **£50** could help the Stroke Association continue investing in research to prevent stroke and improve lives
- **£100** could fund lifesaving research grants
- **£250** could support the work of scientists prioritising stroke work
- **£500** could contribute to finding innovative new ways to prevent and treat strokes

The team also raised awareness with an information stand at the Stapleford Care Centre for Make May Purple month. Make May Purple is the Stroke Association's annual stroke awareness campaign, when friends, families and communities are invited to show their support for people who have been affected by stroke. Find out more at [www.stroke.org.uk/](http://www.stroke.org.uk/)

## Weaning workshops at Bingham Health Centre

Weaning workshops are being held at Bingham Health Centre on the last Friday of every month for babies between 4-6 months of age.

The sessions are held by the north cluster Healthy Family Team and led by Rosie Ross, Assistant Public Health Practitioner. They are aimed at parents who are thinking about introducing their baby to family foods, and the key messages are around safe weaning, enabling parents to feel competent and confident.

The workshop is well attended and the team receives regular positive feedback including: "A good informative session, helpful. A good introduction." and "Found this friendly workshop very useful and thorough."

The areas covered are:

- The importance of vitamin D
- Weaning a baby onto family foods
- Food hygiene advice
- Support with specific dietary requirements
- Portion control advice.

To book a place, call **01949 872 770**.



## Group recognised for antimicrobial resistance work

Congratulations to the members of the Nottinghamshire Antimicrobial Stewardship Committee, who have had their work shortlisted for an Antibiotic Guardian Award 2017 for Prescribing and Stewardship. The group, which includes pharmacy staff from the Trust and is chaired by Dr Vivienne Weston, Consultant Microbiologist NUH and Community Infection Control doctor, will find out if they have been successful later this month at the awards ceremony in London.

The group was formed in response to the UK Five Year Antimicrobial Resistance Strategy (2013-18). The overall aim of the Strategy is to slow the development and spread of antimicrobial resistance (AMR) by focusing activities around three aims:-

- Improve the knowledge and understanding of AMR
- Conserve and steward the effectiveness of existing treatments
- Stimulate the development of new antibiotics, diagnostics and novel therapies

The AMS group has prioritised working on: -

Awareness raising activity (enhancing public engagement) and antimicrobial resistance research (documentation of allergy status).

Matthew Elswood, Chief Pharmacist at the Trust and member of the group said: "We are delighted to have been recognised nationally for our work; particularly as the group doesn't have specific resource for this but is reliant on its member contributions."

Well done and good luck to the group!



## Get involved with *positive*

If you have any ideas or suggestions for the newsletter, please contact Suzanne Aitken in the **Trust Communications Team** on **0115 955 5403** or via email at **suzanne.aitken@nottshc.nhs.uk**.

We are always pleased to receive articles for possible publication, but ask that they do not exceed 300 words.

Wherever possible when naming individuals, please include details of their job titles/roles and the organisation they are from. If any individuals other than yourself are mentioned in what you write or featured in accompanying photographs, please make sure you check with them that they are happy to be potentially featured. It is your responsibility to ensure this consent is given. Please send photos as separate image files and not in Word documents.

Please note that the Communications Team has full editorial control and may have to edit articles appropriately. Therefore, if you want to see the final version please ensure you send your article in with plenty of time before the deadline and state clearly what you require.

If you would like copies of any past editions of Positive, or if you are having any 'distribution issues' with the newsletter – whether you're receiving too many copies, too few, or none at all – then please contact us.

**If you would like your story in the August issue of Positive, please contact us by 30 June 2017. However, due to space constraints we cannot guarantee the publication of all articles received by the deadline.**

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## Who we are...

You may have picked up this copy of the newsletter not knowing what Nottinghamshire Healthcare is. We provide integrated healthcare services including mental health, intellectual disability and community health services. We also manage medium secure units in Leicester and Rotherham, and the high secure Rampton Hospital near Retford and provide healthcare in prisons across the East Midlands and Yorkshire.

### Forensic Services and Local Partnerships

In this newsletter you will see references to Forensic Services and Local Partnerships. These refer to the Trust's two operational Divisions. This means, the way in which the services we provide are structured and managed in the Trust.

Briefly, Local Partnerships is the Division that provides physical healthcare and mental health, intellectual and

development disability and substance misuse services. These services are for people of all ages and are provided in the community, outpatient and inpatient settings.

The Forensic Services Division provides assessment and treatment to individuals with a mental disorder who have committed or are at serious risk of committing a criminal offence, and are likely to cause serious physical and/or psychological harm to themselves or others. These people are cared for in secure hospitals and in the community. The Division also includes our Offender Health teams which provide physical and mental healthcare in prisons.

To find out more, please visit the **Who We Are and What We Do** page of our website [www.nottinghamshirehealthcare.nhs.uk](http://www.nottinghamshirehealthcare.nhs.uk)