

Providing services across Bedfordshire,  
Cambridgeshire, Luton, Norfolk,  
Peterborough and Suffolk

# Keeping in Touch

Issue 23 - December 2017

## *“Hello my name is.....” Global Tour*



*Through adversity comes legacy - see page 3*

## *Also inside this edition:*



Page 4

Young people from  
Norfolk featured in  
radio DJ's health  
podcasts for teens

Page 9



Page 5

## Welcome to the latest edition of Keeping in Touch

As ever, this edition provides lots of examples of how we are redesigning services and providing high quality care in the heart of local communities across Bedfordshire, Cambridgeshire, Luton, Norfolk, Suffolk and Peterborough.

The examples of innovation and truly patient centred care we have shared in this newsletter exemplify how our dedicated staff across Bedfordshire, Cambridgeshire, Luton, Norfolk, Suffolk and Peterborough are redesigning services to meet the needs of local people.

I am incredibly proud of these achievements which have, at their heart, a commitment to ensuring the very best outcomes for those we serve.

I would like to thank everyone who has worked with us throughout 2017 to develop new ways of working that enable people to be cared for closer to home in the heart of their local communities.

My best wishes for a happy and peaceful Christmas and New Year and thank you to all our 'health care heroes' who are working over the holiday period.

Matthew Winn, Chief Executive  
Email: [matthew.winn@nhs.net](mailto:matthew.winn@nhs.net)



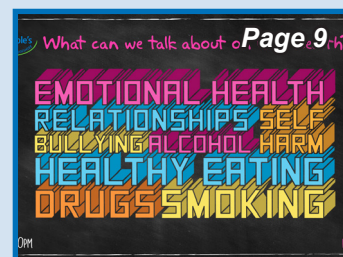
### To contact the Trust's local Patient Advice and Liaison Service:

Freephone: 0800 013 2511  
Email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net)

FREEPOST  
CCS LUT PATIENT EXPERIENCE

## INSIDE

3. Through adversity comes legacy
4. Health visitors' Baby Friendly Award success
4. Our stall at the L&D encouraged staff to ThinkPink'
4. Primary Care Home projects successfully completed
5. First TB Conference a success
5. Luton nurses help homeless people fight flu
- 6/7. Staff Excellence Awards 2017
8. ChatHealth launched in Cambridgeshire
8. School Imms – Promoting the health of our children and young people
9. Young people from Norfolk featured in radio DJ's health podcasts for teens
10. Introducing iCaSH Express Test
10. Kings Brook opening
10. Safetxt - iCaSH
10. National HIV Testing Week: 'Testing for HIV puts you in control'
11. Support to achieve success
11. Find us online.....
11. Breaking down barriers
12. My road to employment
12. Outpatient Services transfer to North West Anglia NHS Foundation Trust
12. Board dates for 2018



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# #hello my name is...

## Through adversity comes legacy

The #hellomynameis campaign was founded by Dr Kate Granger and her husband Chris Pointon following Kate's diagnosis at the age of just 29 with terminal cancer.

Since Kate's untimely death last year at the age of 34, Chris has been keeping the campaign alive and is currently on a global tour which has so far included Australia, New Zealand and Great Britain.

Chris explained: "As a doctor Kate was shocked during treatment to find that many staff looking after her did not introduce themselves before delivering care. For Kate, this simple introduction wasn't just about common courtesy but about making a human connection.

"#hellomynameis was born from Kate's passion to help health workers connect with their patients, instantly helping to build trust in difficult circumstances. The NHS is amazing and I am so proud that my late wife's legacy continues to change the shape of global healthcare."

Matthew Winn, Chief Executive, Cambridgeshire Community Services NHS Trust: "We're proud to support the #hellomynameis campaign and to host Chris' tour on 11 December welcoming staff from our regional services and



Chris Pointon and Kate Granger

partner organisations. Few people have had such a profound impact on me as Kate had when I met her two years ago. Whilst facing her own illness with such courage, she and Chris launched the #hellomynameis campaign which has now reached every continent across the globe. Kate truly was inspirational and her legacy continues with the slogan #hellomynameis now synonymous across the NHS and beyond for compassionate care."

Julia Sirett, Chief Nurse added: "It is extraordinary to think how many thousands of patients have benefitted from Chris and Kate's campaign, which has now had over 1.8 billion Twitter impressions. The #hellomynameis campaign is now embedded within our quality improvement programme and, as Chris said today, if each of us makes just a small difference, together we can achieve something phenomenal."



Proud to support: L-R Matthew Winn, Chief Executive, Cambridgeshire Community Services NHS Trust; Julia Sirett, Chief Nurse CCS NHS Trust; Chris Pointon #hellomynameis Co-Founder; Anita Pisani, Deputy Chief Executive, CCS NHS Trust

## Health visitors' Baby Friendly Award success

**Following a robust assessment, our health visitors in Luton have successfully retained their prestigious Baby Friendly Award for promoting and supporting breast feeding.**



The Baby Friendly Initiative, set up by Unicef and the World Health Organisation, is a global programme which provides a practical and effective way for health services to improve the care provided for all mothers and babies.

Tina Charlton, Head of Luton Children's and Young People's Services said: "This is a great achievement given the huge added pressures that our services are working under at the moment.

"I was particularly struck and pleased by the amazing feedback

that the mothers gave about the compassionate care they always received from the Health Visiting team. Congratulations and thanks to all of our teams."

Tina also gave a special thank you to Linda Masterson, Breastfeeding Co-ordinator saying: "Linda your enthusiasm passion and dedication to leading this has made a huge difference and the positive effect on the health of mothers and babies in Luton is immeasurable."

*Pictured during the 2015 award ceremony are Linda Masterson (right) with her granddaughter, Poppy Macleod and Sue Ashmore, Unicef's Baby Friendly Initiative Programme Director.*

## Our stall at the L&D encouraged staff to 'Think Pink'

**Our Luton Adult Services staff took their Think Pink Campaign to the Luton and Dunstable Hospital in November, to raise awareness of the excellent work that is taking place through the At Home First programme.**

They set up a stall packed with information and spoke to staff about the integrated work that our adult services are doing with their partners in health and social care to treat people in their own homes and avoid hospital admissions.

They explained how our patients at risk of avoidable hospital admission are identified. They encouraged staff to check whether patients in A&E or on the wards have a Care Plan in place and to look out for the pink wristbands, both of which mean our adult staff know about the patient and can support early discharge.

Feedback from the event was encouraging with staff saying: "Excellent service – will be in mind while signposting." "Good information." "Brilliant service – will make it easier."



## Primary Care Home projects successfully completed

**The Primary Care Home projects for the Polypharmacy and Diabetes pathways have been successfully completed.**

Our adult community services staff worked on the three month polypharmacy pilot with the Medics United GP Cluster, testing a pathway to improve the care for patients over the age of 75 taking more than 10 medications.

The pilot, introduced a comprehensive

medication review service led by a Clinical Pharmacist and involved the joint working of both organisations to focus on improving the quality of life for these patients.

Our adult services staff also worked with the Kingsway cluster of GPs in Luton to test a pathway for diabetic patients, particularly of South East Asian origin. The pilot project was designed to encourage these patients to attend structured education, make changes to their lifestyle based on what was

important and achievable to them, and improve clinical outcomes and quality of life.

Our three month project was seen as an opportunity to work together to create a plan of action to address this urgent public health issue and the fastest growing health challenge, not only in Luton but nationally.

Both reports can be found here: <http://www.cambscommunityservices.nhs.uk/primarycarehomeluton>



## First tuberculosis (TB) conference a success

**Our TB and Respiratory Services team worked with health and social care organisations across Luton to stage the borough's first TB Conference.**

The event, in partnership with Luton Clinical Commissioning Group, the Luton and Dunstable Hospital, Luton Borough Council and Public Health England, took place on 23 November at

Riverside Conference Centre and drew a maximum capacity crowd of 100 people.

It brought together experts in the field including our TB Clinical Nurse Specialist, Mike McMahon, to give GPs and those working in primary care information about the national NHS TB strategy and the extent of TB prevalence in Luton.



Mike said: "In Luton we have begun Latent TB intervention to reduce the prevalence of TB locally. In the last three or four years we have successfully reduced the incidence of TB by 10 per cent a year."

Picture left: (L-R) Representative from NOAH, Mike McMahon, Lisa Parrish, Katarzyna Muzycka and Neil Podbransky from CCS.

Picture above: Images from the conference



## Luton nurses help homeless people fight flu

**Our nurses, led by Community Matron Lisa Parrish helped homeless people in Luton to receive their flu vaccinations at the NOAH Welfare Shelter.**

They administered the vaccinations as part of the first flu prevention drop-in clinic to be held at the shelter, as part of an overall mini health assessment designed to provide homeless people with basic clinical services.

Our nurses worked closely with staff, including a GP, from Larkside Practice who already provide a weekly medical service as part of an agreement with Luton Clinical Commissioning Group.

The service users were also offered the chance to receive screening for TB from a mobile unit at the shelter and at ResoLUTION Drug and Alcohol Recovery Service.

Eighty people were screened and two cases of TB were discovered, one case of lung cancer and a few people were found to have respiratory problems.

Chris Morris, Head of Adult Services said: "This was a brilliant example of partnership working."

An ITV film crew attended one of the drop-in clinics to film Lisa and our staff giving vaccinations at the shelter and talked to service users.



Jermaine Parara being given his flu jab by Community Matron Lisa Parrish (Credit: ITV News Anglia)

## Staff Excellence Awards 2017

Healthcare staff showed that there is no 'I in team' at our excellence awards at Newmarket Racecourse in September, where teams from the Trust celebrated success, following nominations from their colleagues for their compassion, or innovation, or to simply say thank you.

Matthew Winn, Chief Executive at the Trust said: "These awards recognise our unsung heroes who make a real difference to people's lives. I would like to thank all of the staff across the Trust for providing high quality care, close to home often on a daily basis."

### Shine a Light Annual Award

#### Winner - Jan Wilkins, Family Support Practitioner

Jan was nominated by the father of one of her young patients who said without all of Jan's help the family would have fallen apart and said that Jan's support "will never be forgotten".

Runner up: 3 and a 1/2 year School Readiness Project Team, Norwich



### Kate Granger Person Centred Care Award

#### Winner - Alice Hill, Speech and Language Therapist, Hunts Children and Young People's Service.

Alice was nominated for stepping up to the role of Community Complex Needs co-ordinator in Huntingdon and boldly and innovatively modifying the service in a multitude of ways.

Runner up - Cancer and Palliative Care, and District Nursing Team, Luton



### Rising Star

#### Winner - Fiona Hammond, Deputy Sister Special Care Baby Unit (SCBU), Huntingdon Children and Young People's Service

Fiona is an exceptional nurse. She was appointed as our first Lead for the BadgerNet database input, a national framework for managing neonatal patient data which, amongst other things supports continuity of care when babies receive support from multiple units.

Runner up - Hazell Byatt, Minor Oral Surgery Administration Manager, Dental Healthcare Services



### Supporting our Services to Excel

#### Winner - Pina Hoque, Linkworker, Luton Children's Services

As a Bengali interpreter, Pina has offered excellent support for families managing a diagnosis of epilepsy. She has encouraged parents to access a South Asian parent group and an education session broadening understanding within the local South Asian community with what is sometimes a misunderstood condition.

Runner up - Tracey Sergent, Administrator to the Huntingdon Acute Services Senior Nursing Team





There were three team based awards for an initiative, service or development which demonstrated improvements to clinical or patient reported outcomes. The winners and runners up were:

### Ambulatory Services

#### Winner - Outreach Team iCaSH Peterborough

For their dedication to providing sexual health and contraception clinics in the community, including some of the most vulnerable in society who might not otherwise access traditional NHS services

**1st Runner Up** - DynamicHealth, Trust-wide team

**2nd Runner Up** - Dental Healthcare Services



### Cambridgeshire Children & Young People's Health services

#### Winner - Cambridgeshire Paediatric Speech and Language Therapy Team

For the fantastic work they undertook to transform service pathways to improve patient experience including through joint assessments and training sessions with other agencies to deliver joined up care.

**1st Runner Up** - Children's and Young People's Integrated Complex Physical Needs team (including Community Paediatrics and CYP Physiotherapy)  
**2nd Runner Up** - Specialist Nursing for CYP accessing schools



### Luton Children and Adults' Community Health Services

#### Winner - Special Needs School Nursing Service

For making fundamental changes within the service allowing them to support the education teams in schools, to support children with special needs, showing innovation and creativity.

**1st Runner Up** - Cavell Team, Luton Adult Services

**2nd Runner Up** - Family Nurse Partnership



### Chairman's Innovation Award

**Awarded to the:**

#### Norfolk Healthy Child Programme Service

for consistently achieving a level of innovation and redesign that is simply inspiring and are undoubtedly improving outcomes for children, young people and families.



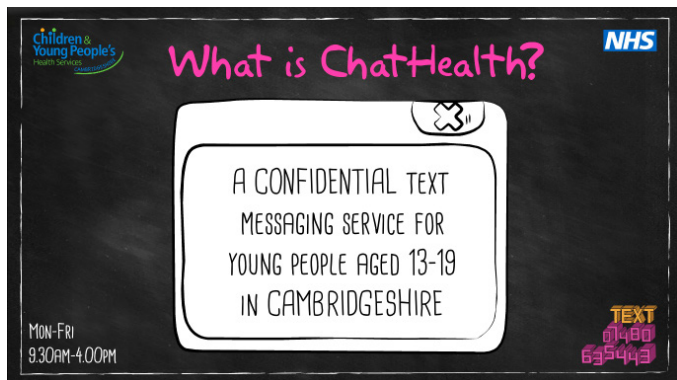
### Long Service Awards

We also celebrated and thanked 24 members of staff who have collectively achieved 535 years of committed service to the NHS.



## ChatHealth launched in Cambridgeshire

At the beginning of November our school nursing service implemented ChatHealth, a confidential text messaging service for young people aged 13-19. This new platform provides an alternative way for young people to engage with school nurses, on topics including relationship advice, healthy eating, smoking cessation, bullying and exam stress.



This digital technology will help the service be more responsive to the needs of young people living in Cambridgeshire.

Fleur Seekins, Clinical Lead for the 0-19 Pathway said: "We're very excited to be using ChatHealth as it has been a huge success for our colleagues in Norfolk.

"Using text messaging opens a new line of communication to our young people in Cambridgeshire, and it makes our school nurses more accessible than ever before.

"It's important to stress that ChatHealth does not replace interventions with our school nurses, it compliments them so we can target our resources to really make a difference for young people."

The team is already using the new technology and are already dealing with queries. A promotional launch is scheduled to begin in the New Year using posters, leaflets, wristbands and other promotional materials to advertise the text messaging service.

In the meantime to help explain the service, an animation has been created for sharing on social media and websites or via YouTube - search for ChatHealth Cambs, as well as slides for reception/waiting rooms TV screens.

These are all available to download from the Cambridgeshire CYP download portal: [bit.ly/cambscyp-portal](http://bit.ly/cambscyp-portal)



Please use and share the digital materials to help us spread the word on this accessible service for young people.

## School Imms – Promoting the health of our children and young people

**Our School Age Immunisation Service, which works across Cambridgeshire, Peterborough, Norfolk and Suffolk has launched a new collection of promotional materials to help educate service users/parents about immunisation and encourage uptake of vaccinations.**

Our team offers the nasal flu vaccine to all children from Reception to Year 4, HPV cervical prevention to young women in years 8 and 9, and Meningitis ACWY and the Teenage Booster to all young people in year 9. The team are keen to attend promotional events at schools so they can share materials and give face to face advice. Our promotional efforts have turned digital

with a dedicated Facebook page for the service (in the search bar type: "School Immunisation Service"). There is also a collection of area specific twitter accounts: @CambsImmsTeam, @SuffolkImmsTeam, @NorfolkImmsTeam which are being used to share immunisation reminders.

We visit all schools across the region, including state, independent and special schools, academies and pupil referral units. Community clinics and home visits are available for home educated young people.

If you any questions for our School Age Immunisation Service they can be contacted on: [ccs.school.imms@nhs.net](mailto:ccs.school.imms@nhs.net)



**Be healthy and wise: immunise!**



## Young people from Norfolk featured in radio DJ's health podcasts for teens

**Young people in Norfolk and NHS professionals from the Children and Young People's Health Services have been featured in a new series of podcasts hosted by BBC Radio One presenter and actor Cel Spellman.**

The series aims to get more young people in tune with their health and wellbeing by sharing a variety of candid discussion programmes.

Sexually transmitted infections, self-harming, depression, drugs and more are on the agenda, as Cel lifts the lid on teenage health issues. Young people from Norfolk speak honestly about their experiences of different health problems which they say can be embarrassing, uncomfortable and sometimes misunderstood.

There are ten shows and each focus on a different topic, the two particular episodes featuring NHS staff and young people from Norfolk are episode 3 "mental health - me and my emotions" and episode 4 "sexual health - are you ready?"

The team behind the 20 minute episodes hope that young people going through difficulties may find it easier to open up and talk if they can hear peers discussing the same troubles. Presenter Cel Spellman, who hosts the Sunday afternoon slot on BBC Radio One and stars in ITV drama Cold Feet stated:



"I feel pretty privileged to have heard such honest and touching personal stories, Young people today have to deal with all the classic teenage worries and troubles, but it doesn't end there. With social media, current affairs and online, this digital generation have much more to deal with. Sometimes these sort of problems can be misunderstood by our peers who say we've never had it so easy, so get on with it."

The podcasts are designed for people who like to listen through headphones whilst on the move, users can search "Health Uncovered" in any popular podcasting app, like iTunes, to download or stream the podcasts to mobile devices. Alternatively, users can also stream the podcasts directly from the Children and Young People's Health Services website using this link: <http://bit.ly/norfolk-healthuncovered>

Sian Larrington, Head of Service, Norfolk Children and Young People's Services has expressed her delight with the outcome; "I would like to thank the young people that were featured in the Norfolk episodes, their openness and first hand insight is what will make these podcasts successful.

"We are very proud to be part of this project and thrilled with the final product. Creating resources like this really highlights that our service is a service for young people.

"To communicate effectively with our young people in the Norfolk community, we have to speak their language and communicate using formats they find easy and accessible, this selection of podcasts does just that."



The commissioners of the service are also happy with the project. Dr Louise Smith, Director of Public Health in Norfolk, said: "It's important that we get people talking about issues such as STIs, depression and drugs at an early age to help de-stigmatise them. These podcasts will allow young people to hear from their peers, rather than being talked at, which will hopefully reassure them that they're not alone in facing these issues."

Scan this  
QR code to  
listen to the  
podcast.



## Introducing iCaSH Express Test

**Anyone aged over 16 who is living in Norfolk or Bedfordshire with no symptoms, can test for sexually transmitted infections (STI) without the need to visit a clinic.**

Express Test is a new online postal STI kit service developed by iCaSH Norfolk. Ellen Ballantyne, service manager for iCaSH Norfolk said: "iCaSH is always looking for innovative ways to meet the needs of patients. Express Test is free, quick and easy to use and has been available to residents in Norfolk since July and Bedfordshire since October this year."

Once registered online, service users receive a kit, discreetly wrapped in plain packaging, which contains individually packaged tests and instructions.

Service users can test for chlamydia, gonorrhoea, hepatitis B and C, HIV and syphilis. Service users with positive results are invited into clinic for their treatment. Negative results will be texted to the patient.

This postal testing offer was made possible with the help of Norfolk County Council Public Health and Health Service Laboratories. For more information and to register, please visit: [www.icash.nhs.uk/expresstest](http://www.icash.nhs.uk/expresstest)

Over 1500 self-testing kits have been ordered across Norfolk and Bedfordshire since July 2017

In September 2017, 72% of all Express Test kits ordered were returned complete to the lab

## Kings Brook opening

**Staff from iCaSH Bedfordshire threw open the doors in celebration as invitees gathered at the official opening at Kings Brook in Bedford.**

Representatives from the Bedford Blues community team were happy to help support the event and cut the ribbon. Ben Gulliver, Head of Blues Community Rugby said: "We're really pleased to support and be invited to open the iCaSH Bedfordshire hub in the town centre. As a club we are proud to be involved with any positive initiative supporting the community in which we live and work."

"As a Community Rugby department we work and deliver programmes across a very broad and diverse landscape, we would like to congratulate everyone involved in this NHS project, it's an impressive setup at Kings Brook, thank you for inviting us."

iCaSH Bedfordshire provides all aspects of sexual health, including contraception, STI testing & treatment, HIV treatment and care and psychosexual services. In addition to the hub in Bedford, which is open to all Bedfordshire residents, there are clinics across the county in Biggleswade, Dunstable, Houghton Regis and Leighton Buzzard with further provision being developed in the coming year. Visit [www.icash.nhs.uk](http://www.icash.nhs.uk) for more information.

## iCaSH embrace research

**iCaSH achieved our highest position in the recruiting table for the Safetxt research study in September 2017 – 2nd place out of over 40 national sites!**

Safetxt is an NIHR Portfolio study, sponsored by The London School of

Hygiene and Tropical Medicine. The study aims to reduce Sexually Transmitted Infection (STI) reinfection among young people by supporting them in adopting safer sex behaviours.

The iCaSH team in Norwich was the first to start recruiting. Those defined as eligible for this trial are: 16 - 24 year

olds who have a diagnosis or treatment for chlamydia, gonorrhoea or non-specific urethritis. The teams in Kings Lynn, Great Yarmouth, Lowestoft and Ipswich have joined the trial too.

The trial continues to recruit until March 2018 or until 5000 participants are recruited. Nationally the total is over 3000, with our contribution currently totalling 177.

## National HIV Testing Week: 'Testing for HIV puts you in control'

**iCaSH and Terrence Higgins Trust (THT) encouraged their communities to get tested during national HIV testing week.**

Despite recent data showing a drop in new and late HIV diagnoses, local councillors and senior Trust staff supported the campaign to raise awareness, and hopefully reduce that number further.

Matthew Winn, Chief Executive at the Trust said: "Looking after your sexual health is important because you can protect yourself and others against infection. We also need to normalise testing and break the stigma, and

that's why I chose to have the test."

National figures from HIV Prevention England show a 16% decline in new HIV diagnoses between 2015 and 2016 but building on this progress is vital in order to succeed in stopping HIV in the UK.

Huw Williams, Senior Youth Engagement Officer at THT Bedfordshire said: "Today, if you test positive, effective treatment means you can live as long as anyone else, and when the amount of the virus in your blood is reduced to undetectable levels, this means you cannot pass on HIV. Testing puts you in control and is nothing to be feared."





## Support to achieve success

**Representatives from Cambridge Rugby Club joined DynamicHealth and Evelyn Community Head Injury Service (ECHIS) staff for the official opening of new premises in Cambridge.**

The facilities at Brookfields Health Campus include:

- 19 treatment rooms and a state of the art rehabilitation gym for the musculoskeletal physiotherapy and specialist teams and
- Admin and group meeting spaces for the ECHIS team.

Before cutting the ribbon, Albert Portsmouth, Community Development Manager and 1XV Player, wished the team well with the innovative plans both teams have for the future. He said: "In Rugby a successful team is defined by its resilience, which includes the ability to prevent injury and to overcome physical or psychological challenges. This is similar in your daily work that helps so many people achieve the successes that they are striving for. Access to appropriate advice and treatment can help and empower people to manage or cope with their injury or condition to improve their quality of life."

DynamicHealth provides specialised services for people living with or experiencing problems from muscles, nerves and joints. These are known as musculoskeletal (MSK) problems and include symptoms such as pain, numbness, stiffness and weakness as a result of injury, strain, posture or following an operation

ECHIS offers assessments, individual and group sessions for both the person with the head injury and their families. Rehabilitation programmes are tailored to individual needs and goals.

## Find us online



**DynamicHealth**

**The DynamicHealth musculoskeletal**

**physiotherapy and specialist team launched a new website, which leads the way in sharing information on innovative and evidenced based models of care.**

Anyone interested in our service will benefit from this fantastic resource created by our staff, trained to provide expert professional advice and care to meet the needs of patients. The team has a proven track record of providing modern, high quality and responsive care, as evidenced by the Trust's good rating awarded by the Care Quality Commission.

Information on what services we offer, who is eligible and how to refer them to our services, is easily accessible.

You may even find information on services you didn't realise we provided such as occupational health and pelvic health physiotherapy. Patients will benefit from instant access to leaflets that they can print or look at online at home.

We are a frontrunner in supporting the national shift towards empowering patients to self-care and stay well. Our patients will find resources on our website or through our new Facebook page to enable them to manage their musculoskeletal conditions themselves (where it's clinically appropriate).

To find out more please visit:

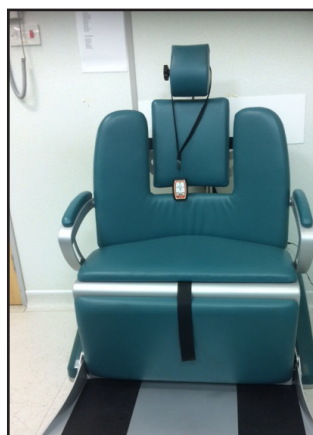
Website: [www.eoemskservice.nhs.uk](http://www.eoemskservice.nhs.uk)

Facebook: [www.facebook.com/DynamicHealthMSK](https://www.facebook.com/DynamicHealthMSK)

Twitter: [twitter.com/CCSMSK](https://twitter.com/CCSMSK)

## Breaking down barriers

**Bariatric patients have three clinics they can access in Cambridgeshire, when previously they would have had to travel out of area to receive dental care. Facilities have been in Peterborough since 2013 and we now have the same in Ely and Huntingdon clinics.**



Facilities include:

- toilet facilities
- wheel chair ramp
- wheel chair
- dental chair
- scales
- waiting room chair.

## New lead for Dental Services

**Julia Hallam-Seagrave has been appointed as Head of Dental Services and took up the role on 1 December 2017 after Maria Ross-Russell stepped down to take up another opportunity.**

Matthew Winn, Chief Executive said: "Maria Ross-Russell's exceptional expertise has been recognised and she has taken up the part time role of Interim Postgraduate Dental Dean for Dental Education in our Region. They are lucky to have someone of her knowledge and experience.

"The Trust will continue to benefit from Maria's clinical expertise as she'll carry on delivering dental care in our Ely locality."



Julia Hallam-Seagrave

## My road to employment

**A crash on a 'usual mid-week mountain bike ride' left Dr Alastair Durrant with more than a broken arm and a road back to employment that has lasted for nine years.**

In May 2008, after securing a new role as a senior safety manager at the Medical Research Council, Alastair joined a group of friends in Thetford Forest, speeding off along the familiar forest trails.

Alastair said: "I rode up a wooden ramp to a height of one metre and missed the exit ramp. I vividly remember 'thinking this is going to hurt' as I crashed in a cloud of pine needles and dust. My left arm was like a bag of broken biscuits."



*Actual photo of Alastair's accident taken by his friend on a head cam.*

A trip to A&E at Addenbrookes and an x-ray confirmed a fractured left wrist and elbow. Having adjusted to using only one hand and back in the normal routine, Alastair collapsed.

An MRI scan revealed that Alastair was experiencing an ischemic stroke because of the whiplash from his cycling accident, which had dissected both carotid arteries.

Alastair spent two months in the Addenbrooke's Neuro Critical Care Unit and three months on the Lewin Stroke Rehabilitation ward, before being discharged into the care of the community stroke team.

Two years after his stroke he was able to join the neuro-rehabilitation program at the Oliver Zangwill Centre (OZC), Princess of Wales Hospital, Ely.

Alastair said: "My initial attendance at OZC was solely dependent on a hospital transfer service. As time went by, I began to recognise my major deficiencies, so developed exercises to help. Attendance at a local art class enabled me to train my brain to concentrate for two hours on a watercolour; excellent for building mental stamina.

"One year later, with increased confidence and having built on various practical exercises, I was able to attend the OZC Christmas parties totally independently, involving trains, taxis, timetables and improved time perception (aided by Jessica Fish)."

Five years after Alastair's stroke, he was able to fine-tune his progress at Papworth Trust. He said: "Thanks to the expertise and encouragement of the Papworth staff I attended 40 interviews with prospective employers (actively applying the techniques of resilience and mindfulness self-taught at OZC.)."

"I started a new job as a Biology Safety Officer for a pharmaceutical research company, commuting 30 miles driving to work in my own car! I am enjoying the challenges of my new job. Even here I continue to use techniques I learned at OZC (e.g. psychology of predicting and noticing, knowing how to deal with issues should things not work (PNK) and awareness pyramid)."

## Outpatient Services transfer to North West Anglia NHS Foundation Trust

Outpatient services at Princess of Wales Hospital, Ely and Doddington Hospital, Doddington and Dermatology Services at City Care Centre, Peterborough transferred to North West Anglia Foundation Trust on 1 September 2017. Thank you to all the fabulous outpatient staff and our very best wishes for the future.

### Board dates for 2018

10 January	Tony Burgess Room, St Ives Corn Exchange, The Pavement, St Ives, Cambs, PE27 5AG
14 March	Training Rm, Suite 3, Cringleford Business Centre, Intwood Road, Cringleford, Norwich, NR4 6AU
9 May	Teal Meeting Room, The Poynt, 2-4 Poynters Road, Luton LU4 0LA
11 July	Training Rm, Suite 3, Cringleford Business Centre, Intwood Road, Cringleford, Norwich, NR4 6AU
12 September	Peacock House, Brookfields Hospital, Cambs (venue to be confirmed)
14 November	Teal Meeting Room, The Poynt, 2-4 Poynters Road, Luton LU4 0LA

All meetings will start at 12.30pm.

For further information please contact: Taff Gidi, Assistant Director of Corporate Governance

Tel: 01480 308219

Email: [Taff.gidi@nhs.net](mailto:Taff.gidi@nhs.net)

Website: [www.cambscommunityservices.nhs.uk](http://www.cambscommunityservices.nhs.uk)