

Meet the stars in our  
VIP awards pull-out

Solent **NHS**  
NHS Trust

# Shine

Spring issue 2014

Magazine for staff and members

✓ **Your**  
Solent  
NHS Trust

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Better health, local care



# Welcome from Ros

## Welcome to our Spring edition of Shine

In this edition I am delighted to share with you the results of this year's Valued, Involved and Proud (VIP) awards. These are our way of celebrating the amazing work and outstanding contribution of so many of our staff. We have included a four page supplement with all the details of the event.



We also hosted another 'red carpet' event when HRH the Duchess of Cornwall visited The Treetops Centre in Cosham. Her Royal Highness admired the great work the team does to support victims of rape and sexual assault. You can read more about this on page 6.

As with so many of our services, the royal visit was an opportunity to showcase the quality care we provide and the professionalism of our staff. It's very fitting therefore for me to be able to announce that we are now an accredited Living Wage employer, committed to paying our staff more than the minimum wage.

2014 has been a very challenging year so far. I would particularly like to thank everyone for going the extra mile during the Care Quality Commission inspection. Following on from the inspection team's initial feedback, we are now awaiting a more formal outcome which will, I hope, allow us to move forward on the final part of our journey to become a Foundation Trust.

Finally, I would like to take the opportunity to say a fond farewell. I will be leaving the Trust in July to take up my new role as Chief Executive Officer (CEO) of Harrogate and District NHS Foundation Trust. I would like to thank each and every member of Solent NHS Trust staff for your hard work and continued support over the years. It has been an amazing journey so far and I feel privileged to have worked with such a professional and dedicated team. I would also like to thank our public members for your support during this time. While I am sad to say goodbye, I am confident I am leaving the Trust in a strong position and that the Board of Directors will continue to lead the Trust in the right direction. I wish you all continued success.

*Ros Tolcher.*

Dr Ros Tolcher  
Chief Executive

## Something to share?

Do you have a story which you would like us to include in Shine? Have you raised money for charity, won an award or have something you would like to share with our staff and public members?

If so, we would love to hear from you. Please contact the membership team on 023 8060 8889 or email [membership@solent.nhs.uk](mailto:membership@solent.nhs.uk). Don't forget that a picture tells a thousand words, so if you have any photos to support your article, please send these through to us!

The deadline for inclusion in the Summer issue is 4 July 2014.



**Prefer to receive this newsletter by email?**

Contact the membership team with your email address  
Email: [membership@solent.nhs.uk](mailto:membership@solent.nhs.uk)  
Tel: 023 8060 8889

# What's been happening?

We are pleased to announce that we became an accredited Living Wage employer at the beginning of April. This means that every member of staff in our organisation now earns the Living Wage, which is significantly higher than those on the minimum wage.



In March our Sexual Health Service provided a new way for people to access HIV testing, providing residents with their result in just 60 seconds. Rapid HIV testing is now offered at various community settings across Hampshire. Providing HIV testing away from clinical settings makes it easier for people to be tested and quickly access support and care if needed. For more information, visit [www.letstalkaboutit.nhs.uk](http://www.letstalkaboutit.nhs.uk).



Our new Bank Staffing Service (BSS) attended the Daily Echo jobs fair in March. More than 1,300 job searchers visited the Southampton event and many visited our BSS stand. Since its spring launch, the BSS has successfully recruited bank staff to provide valuable services when demand for temporary workers is high. The BSS are looking for people to join our bank of temporary staff. Contact [bss@solent.nhs.uk](mailto:bss@solent.nhs.uk) or call 023 8060 8809 for details.



On 1 May we launched our new Children's Therapy Services (Speech and Language Therapy, Physiotherapy and Occupational Therapy Services) to children and young people across Hampshire. We already provide this service in Southampton, Portsmouth and parts of South Hampshire. We would like to welcome staff from Hampshire Hospitals NHS Foundation Trust, Southern Health NHS Foundation Trust and Salisbury NHS Foundation Trust, who joined us on 1 May.

If you would like to find out more please contact Pippa Cook, Children's Therapy Service Manager on 0300 300 2019 or visit our website [www.solent.nhs.uk/childrenstherapies](http://www.solent.nhs.uk/childrenstherapies).



Over 3,639 patients using our services took part in research during 2012/13. To mark International Clinical Trials Day on 20 May, we attended special events in Portsmouth and Southampton to say thank you.

If you would like to become involved in our research or find out more visit our website [www.solent.nhs.uk/research](http://www.solent.nhs.uk/research). Alternatively contact our Patient and Public Involvement Facilitator Francesca Lambert@solent.nhs.uk or phone her on 023 8060 8842.

Congratulations to staff from our Hampshire Special and Occasional Dental Services who celebrated the service's first anniversary on 1 April. Staff from the service work with people who require a more specialised approach to their care and are unable to receive this in a general dental practice.



In the autumn issue of Shine, we announced the launch of the Solent Recovery College (SRC). In February, we were delighted to hold our first certificate ceremony for students. The college supports the recovery of people with mental health problems in Portsmouth and results so far are very encouraging. 94% of students feel that SRC has helped them make positive changes to their lives and more than half have gone on to attend other SRC courses. The course is run in partnership with Richmond Fellowship and Highbury College.

# The big interview



with Barbara Sharp Musculoskeletal (MSK) Service Manager

## What is your profession?

I qualified as a physiotherapist and started working for the NHS in 1983. I've also worked for the Ministry of Defence, independent organisations and I ran my own private practice before returning to the NHS in Southampton in 1996.

## What are your key responsibilities as MSK Service Manager?

To manage our services to ensure we provide all patients with a diagnosis and treatment, and improve their quality of life - all within the service's budget.

## What's the best thing about your job?

My staff: they are dedicated, enthusiastic and really keen to give patients individual high-quality care.

## What do you enjoy doing in your spare time?

I love swimming and go three times a week at 6.30am in the morning. My husband and I are National Trust (NT) members and enjoy visiting NT properties. We like walking and adore Cornwall. We are also involved with our local church and Totton Twinning - the town is twinned with Loire-Divatte in France and Amt Trittau in Germany.

## If you won the lottery, what would you spend it on?

I would probably move to Cornwall and buy an apartment in Italy. If it was lots of money I would also set up a chronic pain and spine unit. This would be to research, identify and manage injury-related pain.

## If you could take one thing with you to a desert island, what would it be and why?

My husband; for company and common sense!

## What was the first song you ever bought?

Sugar Sugar by the Archies. I remember calling our gerbils Honey and Sugar after the song!



## Is there anything else?

I couldn't do what I do without the support from the clinical leads who support me in this job. It's a team and not just me.

## Members can make a difference

We have been out and about promoting the Trust's services in Hampshire to get more people actively involved in our work. By feeding back and having a voice on our services, our members shape the future of healthcare locally.

This year we have visited Tesco superstore in Southampton and Southsea Library in Portsmouth to discuss our services with local people. We also visited Fareham College and Richard Taunton Sixth Form College, Southampton, to encourage young people to join our Trust. These college visits were also opportunities to discuss NHS careers and showcase our services. Donna Ravening, from the Integrated Learning Disabilities Team, impressed students with an interactive makaton demonstration at the Southampton college's diversity event. Makaton is a language programme using signs and symbols to help people to communicate.

*Thanks to everyone who has joined this year and those who allowed us to visit their premises to talk about the benefits of membership.*

Remember, if they haven't already, your family and friends can sign up online at [www.solent.nhs.uk/membership](http://www.solent.nhs.uk/membership) or by emailing [membership@solent.nhs.uk](mailto:membership@solent.nhs.uk).

# Focus on Musculoskeletal Services

Our Musculoskeletal (MSK) Service is provided by a multi-professional team who work to improve pain and disability for people with conditions related to their bones, muscles, joints and nerves. The team includes physiotherapists, occupational therapists, rheumatologists, GPs and clinical psychologists. When treating patients the team also consider the social and psychological issues associated with a condition, for example a person with sciatica or back pain may suffer from anxiety or insomnia.

#### Our MSK teams include:

- MSK physio
- Specialist Assessment Team (orthopaedic)
- Rheumatology
- Pain
- Chronic fatigue

The majority of these services are run in out-patient clinics. All patients have the opportunity to discuss their condition with a qualified professional and a treatment plan is devised accordingly. Depending on the team, this may be a series of individual appointments, group work or a home exercise plan; often a combination of all three.

#### Where do we run our MSK Services?

We provide services at various sites in Southampton, including the Adelaide Health Centre and Moorgreen Hospital, plus St James' Hospital, the Queen Alexandra Hospital and St Mary's Community Health Campus in Portsmouth.

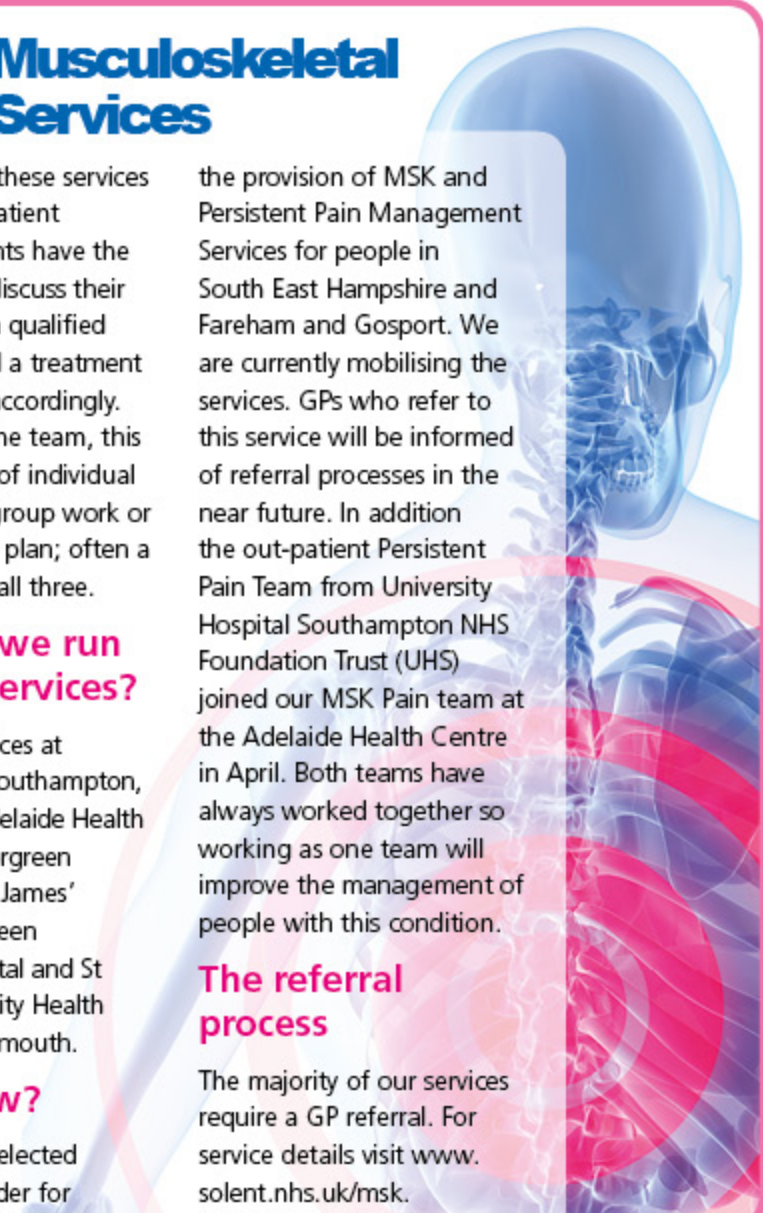
#### What's new?

We have been selected as preferred bidder for

the provision of MSK and Persistent Pain Management Services for people in South East Hampshire and Fareham and Gosport. We are currently mobilising the services. GPs who refer to this service will be informed of referral processes in the near future. In addition the out-patient Persistent Pain Team from University Hospital Southampton NHS Foundation Trust (UHS) joined our MSK Pain team at the Adelaide Health Centre in April. Both teams have always worked together so working as one team will improve the management of people with this condition.

#### The referral process

The majority of our services require a GP referral. For service details visit [www.solent.nhs.uk/msk](http://www.solent.nhs.uk/msk).



## Black and Minority Ethnic staff network

Did you know we are working jointly with the Portsmouth Hospitals NHS Trust (PHT) to support Black and Minority Ethnic (BME) staff at work?

The BME staff network aims to support minority ethnic workers by creating a positive, inclusive place to work. It provides a process to support, educate and develop the workplace for minority ethnic staff.

By promoting respect for all staff and an inclusive work environment, the network fosters good relations across the trusts.



For details email [mabel.fan@solent.nhs.uk](mailto:mabel.fan@solent.nhs.uk) at Solent NHS Trust and [Smarajit.Dutta@porthosp.nhs.uk](mailto:Smarajit.Dutta@porthosp.nhs.uk) at PHT.



# The Duchess of Cornwall visits Treetops



## About Treetops

Treetops is a Sexual Assault Referral Centre available to males and females who have been a victim of rape or serious sexual assault. It provides services for people living in Hampshire and the Isle of Wight.

Staff at Treetops, our Sexual Assault Referral Centre in Cosham, were delighted to welcome The Duchess of Cornwall to the centre as part of her recent visit to Portsmouth.

Charlotte Bemand, Operational Director for Sexual Health Services, welcomed The Duchess to the centre in February where she met our staff and representatives of partner organisations. She was then given a grand tour of the facility which works with victims of rape and sexual assault.

Following the tour, The Duchess was invited to speak to our staff to learn more about sexual violence and how they work together with partners to provide this important service. Solent staff she met included crisis workers, a young person's worker and a forensic physician.

Speaking after the visit, Charlotte said: "We were delighted to welcome The Duchess of Cornwall to Treetops. Her Royal Highness was keen to hear about how the centre works and talk with the staff about their experiences of providing services to rape victims. It was a pleasure to meet The Duchess and we were delighted to hear that she wants to raise awareness and help those affected by rape and sexual abuse."

Colleagues from the police and voluntary organisations including Hidden Violence and Young People Service, Abuse and Rape Counselling Service and Home Group also met The Duchess.



## The Treetops Centre provides:

- a supportive environment
- specially trained female doctors and project workers
- signposting to other services
- support to people to make an informed choice about whether or not they would like to report a rape or sexual assault to the police.

You can find out more about Treetops at [www.treetopscentre.co.uk](http://www.treetopscentre.co.uk).

Pictures: The News Portsmouth



# 3.03.2014

PLEDGE • SHARE • DO • INSPIRE

## Making a difference

In our last edition of Shine we featured staff who had pledged to do something different at work to improve the NHS as part of NHS Change Day. Many more of our staff pledged throughout March. Pledges included improving communication to staff, responding promptly to enquiries and listening to service-users to find out what really matters to them.

Chief Executive, Ros Tolcher pledged to shadow a member of staff once a month.

Shine caught up with Ros following the day she spent with Adult Speech and Language Therapy Team Lead for Portsmouth, Dr Clare Mander.

"Clare took me out on her visits to a number of vulnerable adults, who had either communication difficulties and/or swallowing problems. I was able to see first-hand how use of technology - in this case an iPad with a specialist app for adults with learning disabilities - had opened up communication for a gentleman who had lost the only person he could communicate with when his elderly mother died.

"We also visited a lady with both swallowing and accessible information needs, and a severely disabled young man with extreme communication

problems. Clare and her team were testing out whether an innovative movement sensor could be used to allow this young man to indicate his wishes through head movements. It was quite moving to see the potential opportunity, for someone with such profound disability, to gain a small amount of control in a difficult world.

"Shadowing front line staff is one of the best ways for me to keep a sense of perspective and stay tuned to what matters for service users and staff. As a doctor it is easy for me to slip back into clinician mode, and I really enjoy keeping in touch in this way. I have a few more sessions booked to enjoy before I move on to my new Trust in August and I have already made plans to start shadowing staff in Harrogate and North Yorkshire."

**"It was quite moving to see the potential opportunities for someone with such profound disability to gain a small amount of control in a difficult world."**



# Children's Easter party fun!

"Play really does help to improve health experiences for children and the support of charities like Starlight is invaluable to us."

It was smiles all round when children from our Children's Community Nursing Team (Complex Care) were treated to a spring party at the Ageas Bowl in Southampton.

The party in April offered young people with learning disabilities or chronic illnesses the chance to celebrate Easter by enjoying an afternoon of fun and watching the Hampshire versus Worcestershire cricket match.

Entertainment provided by national children's charity, Starlight included Timmy the Clown, Peppa Pig, the Easter Bunny and a Minion from the film 'Despicable Me'. There were also plenty of hands-on activities, including face-painting, soft play and art and crafts.

Lauren Woodley from the service said that children really benefit from these events: "It is great to be able to offer our children and young people some entertainment and activities which give them something to look forward to during their episode of care with us. We are very grateful to Starlight for providing this lovely Easter event. Play really does help to improve health experiences for children and the support of charities like Starlight is invaluable to us."

Starlight work throughout the year to ensure poorly children in hospitals don't miss out on having fun. They also entertained children from our service when they performed 'Sleeping Beauty' at our Christmas panto last December.

Neil Swan, Chief Executive of Starlight Children's Foundation, said, "All Starlight's activities are aimed at brightening the lives of very poorly children and our year-round programme of hospital entertainment is an important part of our work. We are delighted to be able to provide a party for the children who access the Complex Care Team - we hope it brought lots of smiles to them and their families this Easter."



For more information on the Starlight Children's Foundation, visit [www.starlight.org.uk](http://www.starlight.org.uk).



# Community bulletin

Staff from our Snowdon Neuro rehab unit raised £100 with their charity Easter raffle. Well done!



Well done to Hayley Stockford who successfully ran the Virgin 2014 London Marathon for charity in April.

Our Resuscitation Officer completed the 26.2 miles in 6 hours 44 minutes. So far Hayley has raised over £2,000 for Cardiac Risk in the Young (CRY). The charity raises awareness of conditions that can lead to sudden death in children and young people.

Visit <http://uk.virginmoneygiving.com/HayleyStockford> to make a donation.

Many of you will have known Maggie Pointing as a colleague or patient. Maggie, who was a much respected and loved member of staff, had been poorly for some time. She sadly passed away in hospital at the beginning of spring.

Maggie worked in the local NHS for many years. Her career included working as a nurse at Southampton General Hospital and in management positions for Southampton City Primary Care Trust and Solent NHS Trust. She was previously head of service for sexual health and also for unscheduled care before joining our Marketing Team. During April, we were delighted to be able to gather with Maggie's family including her son Tom, to share some of our memories of working with Maggie.

Maggie was a friend, confidant and voice of reason to many and will be sadly missed by all who knew her.



We also raised £220 for Southampton Hospital Charity

## breast cancer care

Two adventurous administrators are training for The Ben Nevis Challenge 2014 in September.

Jayne Williams, a personal assistant, and Jane Palmer, a bank receptionist, will be scaling Britain's highest mountain peak to fundraise for the charity Breast Cancer Care.

They are taking up this huge challenge because breast cancer affects so many people. Many of us know someone who has been affected by this disease. Contact Jayne. Williams@solent.nhs.uk if you would like to sponsor them.

## Free home safety visits for older people



The vast majority of fire fatalities in Hampshire involve people over the age of 65.

To improve home safety and reduce the risk of fire to our most vulnerable people, Hampshire Fire and Rescue Service (HFRS) has introduced its Home Safety Project.

Older people are most at risk of having a fire at home and the threat dramatically increases for those who live alone, smoke or have a physical and/or learning disability.

If you're aware of anyone who fits the above criteria refer them to HFRS for a free home safety visit.

Contact the HFRS Community Safety Team on 023 8062 6809 or email them at [community.firesafety@hantsfire.gov.uk](mailto:community.firesafety@hantsfire.gov.uk) for details.

## Solent supports fair pay

We have been an accredited Living Wage employer since the beginning of April. This means that every member of staff in our organisation now earns the Living Wage, which is significantly higher than those on the minimum wage.

The Living Wage is currently £7.65 per hour, or £14,958.53 per annum (for a full time employee). That's £1.14 more an hour than the £6.31 adults on the minimum wage get paid.

The Living Wage is an hourly rate which is set independently by the Centre for Research in Social Policy every November. It is based on the cost of living in the UK, and, unlike the minimum wage, is not legally enforceable.

However, at Solent we believe that every member of staff deserves a Living Wage. You can find out more about the Living Wage by visiting [www.livingwageorg.uk](http://www.livingwageorg.uk).



Ros Tolcher, CEO pledges her support for becoming an accredited Living Wage employer

## ICT upgrade

In the Autumn issue of Shine, we reported on the Information Communication Technology (ICT) project, which is currently underway in the Trust. Since then, a lot has been going on behind the scenes. We have launched a new help desk for our staff. This is providing a faster and more efficient service for colleagues across the organisation, delivering speedy ICT support 24 hours a day, seven days a week.

The next stage of the process is to move our ICT systems across to a new single, secure network managed by CGI, who has been appointed to provide our ICT solution. This will be a staged process throughout 2014. We are currently testing the process of moving staff over to the new network, which is known as migration, and will be migrating teams according to a managed

schedule to be agreed with services. New software and, in some instances new equipment, will be available. All our staff will move to the new network and those currently working with Windows XP and older versions of Microsoft Office will be upgraded to Windows 7 and Microsoft Office 2010.

**Michael Parr, Director of Finance, said**

**"This is a key programme for the Trust, which will provide our staff with faster networks, a secure data centre and a more reliable ICT support service. We are working with our services to ensure their clinical needs are taken into account during the migration process with the aim of having all staff on the new network by late 2014."**

Staff can keep up to date with the changes via the weekly Staff News emails and the intranet.

## Portsmouth supports breastfeeding

The Portsmouth Supports Breastfeeding Action Group held their annual action planning workshop in March.

Health professionals, volunteers, city council workers and parents from across Portsmouth came together to celebrate the successes of its members' work and discuss what they will do in the future to increase the number of mothers breastfeeding in the city.

Many members of the group agreed that breastfeeding is not as widely accepted as it should be owing to public misconceptions. They will now be focusing on working with fathers to find ways for them to support mothers with breastfeeding, as well as continuing to support mothers via social media.

We are about to launch a new health visiting and school nursing website to provide more information. See our Summer issue for details.



## At the Board

Each month we hold public Board meetings, which are open to anyone to attend and hear what we have been doing over the last month and what we are planning to do.

Date	Time	Venue
Monday 23 June 2014	10.30 start	Goddard Centre, St James' Hospital, Locksway Road, Portsmouth PO4 8LD
Monday 28 July 2014	10.30 start	Boardroom A and B, Adelaide Health Centre, William Macleod Way, Southampton SO16 4XE
Tuesday 26 August 2014	10.30 start	Goddard Centre, St James' Hospital, Locksway Road, Portsmouth PO4 8LD

# Falls prevention classes prevent 1,000 falls



Frank Lattimer said the classes had helped him get back on his feet after falling twice.

“Now I’ve got a lot more confidence. It’s got my balance back up and I’m walking with one crutch instead of two. Hopefully I’ll get rid of them altogether.”

David Brimicombe said the exercises are simple to practise at home. He said,

“They’ve really helped me improve my balance and especially with getting up and down the stairs.”

Patients attending our falls prevention exercise classes are enjoying the health benefits.

Thanks to the classes, the Falls Prevention Exercise Team in Portsmouth has prevented 1,000 falls by older people, helping them to stay well and out of hospital and keep their independence.

The team see older people who have fallen, who are at risk of falling, or who are afraid of falling. They provide activity classes and tailored programmes to help, and show people exercises to regain strength and balance. They also teach participants how to safely

get up from the floor if they do fall. At the end of the classes people are signposted to other activities within the city to maintain the strength and balance they have built up.

The team consists of three associate practitioners, who are physiotherapy support staff trained in specialist exercises, and a senior physiotherapist. Service users we spoke to were full of praise for them.

The team takes referrals from Portsmouth City GPs and other healthcare professionals working within the Trust. All patients must be registered with a Portsmouth GP.



## Coming up...

National Falls Awareness Week  
National Breastfeeding Week  
Carers Week

JUNE

2014

National Childhood Obesity Week  
International Day of Disability Awareness

JULY

2014

World Breastfeeding Week

AUGUST

2014

# Our Plan 2014-2016



## Our Plan

Our Plan includes four key objectives within the Solent Wheel. Within each objective we have set out our priorities. These priorities are supported by key actions to ensure that we are delivering as we should. The key actions are shown within our Summary Operating Plan which you can download from [www.solent.nhs.uk/ourdocuments](http://www.solent.nhs.uk/ourdocuments).

Each year we set out our priorities for the next two years so that we are clear about what we are trying to achieve, how we will get there, what we need to do and how we will measure success.



Our Plan, which is developed with staff, commissioners, partners in care and our members and governors, is set in the context of our long-term goals:

- to improve health outcomes and reduce health inequalities
- to work in partnership to provide joined-up care
- to make sure our services are sustainable

## Our opportunities and challenges

The next two years present us with both opportunities and challenges:

- We must continue to maintain focus on quality whilst facing substantial financial pressures.
- It will be more important than ever before to work closely with social services and GPs, so that our services users experience care that is organised around them and joined up.
- We will also need to ensure our staff have more time to care by improving the technology they use and by ensuring our buildings are fit-for-purpose.



## You said, we did!

Back in February we asked you to tell us what you thought of our priorities to help us shape our Plan. Find out how we used your feedback at [www.solent.nhs.uk/membership/yourviews](http://www.solent.nhs.uk/membership/yourviews).

## What happens next?

We are putting our Plan into action. Our services and corporate teams have developed plans aligned to each of the four objectives, and each member of staff will have objectives which link to these plans.

We monitor our plans throughout the year. Progress against our Plan is reviewed each quarter by our Trust Board. We will share updates with you about our progress throughout the year.

## Objective 1:

### We will place the people who use our services at the centre of decision-making.

The quality of your care is very important to us. We will make sure that all of our decisions are made with the needs of patients, carers and families in mind.

#### We will focus on:

- Ensuring that when you are in our care, your safety is our top priority
- Working to improve health outcomes for all our service users
- Listening to what you tell us about our services and acting swiftly on your feedback
- Making sure our services are easy to find and available when you need them most
- Working with all the other organisations involved in your care to make it more joined up



## Objective 3

### We will deliver quality, finance and contracts safely and confidently.

We will run our business properly to make sure that we deliver services which are safe, effective and financially stable.

#### We will focus on:

- Organising our services so that clinical staff have a greater say in how they are run
- Making sure that we have strong contracts in place with the organisations who buy our services
- Ensuring that the buildings we use are fit-for-purpose and your care is delivered in the most appropriate place
- Making our services more efficient in order to deliver high quality care that is value for money
- Continually measuring and monitoring the quality of the care you receive, and responding quickly if something goes wrong
- Ensuring that our Information Technology (IT) system works properly and we make the best use of new technology to improve your care
- Making sure that we use good project management to plan changes to our services

## Objective 2:

### We will value, reward and develop our staff.

We want the best staff to deliver your care. We will attract highly skilled people to work for us, by treating our staff well.

#### We will focus on:

- Making sure our staff are happy and healthy and enabled to deliver high quality services
- Developing a culture of performance excellence where staff can develop new ideas which improve your care
- Focusing on developing and retaining our staff to ensure sustainable quality service is delivered to service users
- Making sure that we have the right numbers of staff with the right skills working in the most efficient way



## Objective 4:

### We will enhance the Trust's commercial position and business resilience.

We will make sure that we are the first choice of provider for community and mental health services across Hampshire, working in partnership with other organisations involved in your care.

#### We will focus on:

- Making sure we have the right skills in place to respond to changes in the NHS market place
- Delivering current services to the best of our ability, and expanding our services where we are the best placed provider to do so
- Making sure we maintain good relationships with the commissioners who buy services for you, and other partners in the health system
- Joining up the care you receive from Solent NHS Trust with other organisations so that you get the best care and the best experience possible
- Making sure we participate in research so we can bring innovative new ideas into everyday care

# Get to know your governors



Governors are elected to represent you, our members.



They link our directors and membership and help us to communicate with and understand our members' views.



They also hold our executives to account and can help shape the future of the Trust.



Once we receive our Foundation Trust status our governors will be fully empowered to do their jobs.



They develop our membership plans and increase our membership base.



Remember they are here to listen and ensure your views are heard as the Trust moves forward.

The Council of Governors is made up of 25 governors.

Of these 14 are public governors from Hampshire, Southampton and Portsmouth, five are staff and six are appointed from partner organisations.

To help you find out more about the governors read our guide.

## Appointed governors



**David Williams, Portsmouth City Council**

- Chief Executive of Portsmouth City Council
- Chaired various committees including the Health and Wellbeing Board



**Councillor Dave Shields, Southampton City Council**

- Works proactively to improve people's health and wellbeing
- Cabinet member for health and social care



**Dr Elizabeth Fellows, Portsmouth City Clinical Commissioning Group**

- A GP partner at Milton Park Practice
- Interested in safeguarding, prescribing and practice development



**Dr Chris Stephens, University of Southampton**

- A GP partner
- Associate Dean for Education at the Faculty of Medicine



**Councillor Patricia Stallard, Hampshire County Council**

- Previously ran teacher training at the University of Portsmouth
- Has served as parish, district and county councillor



**Dr Elizabeth Palmer, Southampton City CCG**

- A GP at Portswold Solent Surgery
- Clinical lead for supporting families

## Hampshire public constituency



**Robert Blackman**

- A management consultant with previous governor experience
- Keen to improve mental health services



**Sharon Collins**

- Runs a management consultancy specialising in social housing
- Wants to improve our healthcare services



**Harry Hellier**

- Worked in the navy and IT Industries
- Has worked with vulnerable adults



**Pearl Elizabeth Dell May**

- Worked in the Medical Research Library
- Interested in general practice and member of a patient participation group



## Southampton public constituency



**Christine Cassell**

- A retired nurse
- Passionate about preserving the NHS



**Jon Clark**

- A civil engineer specialised in working with service-based organisations
- Passionate about high quality healthcare



**Clive Clifford**

- International business background
- Passionate about social welfare and the interests of children and young people



**Hope Jackman**

- Has direct experience of several local NHS trust facilities
- Her key interest is mental health



**David Lickman**

- A retired engineer who has worked in hospitals
- Active volunteer including coaching children's football

## Portsmouth public constituency



**David Stephen Butler**

- A former Baptist Minister with extensive public service as a councillor
- Passionate about equality and diversity issues



**Narcisse Kamga**

- Accountancy background specialising in the community/voluntary sector
- Worked with people from diverse ethnicities and with learning difficulties



**Michael North**

- A disabled Royal Navy veteran currently working as a business consultant
- The delivery of high quality local NHS care is a priority



**Paul Rolfe**

- A chartered IT professional /Head of college Technology and Innovation department
- Studying for an MBA at the University of Portsmouth



**Sharon Ward**

- A champion of disabled issues
- Passionate to ensure patient needs are met

## Staff governors



**Jenny Ford**

- 24 years' experience in the facilities department
- Branch secretary of Unison's Regional Health Committee



**Fran Williams**

- 32 years' nursing/ managerial experience in healthcare
- Believes quality should be at the heart of everything we do



**Teresa Freeman**

- A registered nurse with experience in healthcare
- Believes in putting patients at the centre of our work



**Sarah Osborne**

- A nurse who works in training and development
- Passionate about patient safety and clinical governance



**Lucy Foord**

- A community dental services manager
- Particularly interested in mental health services

To find out more about your governors visit [www.solent.nhs.uk/membership](http://www.solent.nhs.uk/membership) or ring the membership team on 023 8060 8889.

# Thanks a bunch

Why not thank a colleague who makes a difference to your team or service users with a bouquet of flowers?

If someone you work with goes above and beyond their job role and deserves special recognition then we want to hear from you.

Simply send your 'Thanks a Bunch' nomination to [communications@solent.nhs.uk](mailto:communications@solent.nhs.uk). Please tell us your name, their name, the service and a brief summary of why you are nominating them.

The following are the latest exceptional stars to win this award.



Carol Martin,  
Team Receptionist,  
Dental Team,  
Basingstoke

Fiona Kinnaird,  
Heart Failure Nurse  
Cardiac Services Team,  
Bitterne Health Centre



Connie Porter and Ashleigh  
McCaffrey, Central Office  
Receptionists, Adelaide  
Health Centre

All nominations are short-listed for final selection by Ros Tolcher, Chief Executive.

## Member get member

Please help us spread the word about membership and ask your family and friends to get involved

### Ask your family and friends to become members today!

Please encourage people you know to become a member of Solent NHS Trust. They will get a copy of this newsletter and have an even bigger say about local health services. Members can attend events, take part in questionnaires and focus groups.

Find more information online at [www.solent.nhs.uk/membership](http://www.solent.nhs.uk/membership) or call 023 8060 8889.

To sign up today, please complete the short form below and pop in an envelope back to us at:

Freepost RSRU-ARZH-ACBZ, Membership Team, Solent NHS Trust, Adelaide Health Centre, William Madeod Way, Southampton, SO16 4XE

\*Title: \_\_\_\_\_ \*Full name: \_\_\_\_\_ \*Address: \_\_\_\_\_

\_\_\_\_\_ \*Postcode: \_\_\_\_\_

\*Date of birth: \_\_\_\_\_ Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Ethnicity (please circle):

White British/ White Irish/ White Other/ White and Black Caribbean/ White and Black African/ White and Asian/ Mixed Other/ Chinese/ Indian/ Bangladeshi/ Pakistani/ Asian or Asian British Other/ Caribbean/ African/ Black or Black Other/ Any other ethnic group

*Declaration*

*I can confirm that the information provided on this form is accurate, that I am at least 14 years old and that I have not been involved in the previous five years in an act of assault, violence or harassment against any Trust staff or registered volunteers of the Trust or been convicted of offences against children or vulnerable adults.*

\*Signature: \_\_\_\_\_ \*Date: \_\_\_\_\_

#### Data protection and the Public Registers

The information on this form will be kept by Solent NHS Trust and only used in connection with membership and public involvement. This is in accordance with the Data Protection Act 1998.

Please tick this box if you do not want your name to be included on the public register of members \* These fields are mandatory



The graphic features the letters 'VIP' in a large, bold font, where each letter is filled with a pattern of yellow and white stars of varying sizes. Below the 'VIP' text, the year '2014' is written in a large, elegant, cursive script. The background is a dark purple with a subtle pattern of white stars and a bright, glowing trail of white stars that curves across the bottom of the graphic.

During March, we held our fourth VIP (Valued, Involved, and Proud) Awards ceremony to celebrate the outstanding achievements of staff and teams from across the Trust. Nomination winners came together at the Solent Hotel in Whiteley where they were thanked for all their hard work, and for going above and beyond.

A total of 18 awards, spanning 16 categories, were presented to the winners, and for the first year Chairman, Alistair Stokes presented the 'Chairman's Award' to Eastleigh Substance Misuse Recovery Service and Pam Campbell from the Homeless Healthcare Team. This is the chairman's choice which he chooses from all our VIP winners and faced with tough competition he decided to share it between two winners.

Ros Tolcher, Chief Executive said she was delighted to celebrate the successes of so many staff. Speaking at the ceremony Ros said, "The VIP Awards is a chance to say thank you for the hard work, dedication and selflessness that every individual shows. I am bursting with pride to be able to congratulate many hard working individuals, who have gone above and beyond to provide support for their patients, families and work colleagues, and services which have provided outstanding care for their service users."

The 16 award categories included the Putting the Patient First Award, the Exceptional Leadership Award, Apprentice of the Year and Team of the Year Awards. Alistair Stokes said he was impressed with the standard of this year's nominations, in particular the ones for the Team of the Year Award. "Team work is at the epitome of Solent's ethos", he said.

We received an incredible number of nominations across all the categories. Ros Tolcher said she was extremely proud. "All our hard work is uplifting for the soul and we should never stop caring. I am truly proud of the Trust and I know it will continue to get better."

A beautiful selection of tasty treats and refreshments were served at the end when all of those attending had a chance to mingle.



# ...and the winners were!

We would like to congratulate everyone who was nominated and of course the winners of this year's VIP 2014 Awards:

## Putting the Patient First Award

This award recognises the team or individual that places patients at the centre of their decision-making.

**Pam Campbell:**  
Homeless Healthcare Team



## Made a Difference Award

This award is all about using feedback from our service users and carers to make service improvements.

**Releasing Time to Care Team**



## Outstanding Innovation Award

This award recognises the team or individual who has implemented a new system of working or an idea into a service which has made a significant difference within the Trust.

**Toni King:**  
Specialist and Community Mental Health Services



## Solent Star Award

This award recognises the impact an individual has made during the first two years of working at Solent. They are someone who is growing rapidly within the organisation and has potential to continue to make an enormous contribution to Solent in achieving their objectives.

**Tracey Deadman: Research and Clinical Audit Team**



## Team of the Year Award

This award recognises the hard work and pressures that every team faces and how they overcome it by supporting and encouraging one another.

**Eastleigh Substance Misuse Recovery Service**



## Outstanding Volunteer Award

This award recognises a volunteer who makes an outstanding contribution to our services and patients and works on a voluntary basis, giving their time to others to support our services.

**Gary Bricknell:**  
The Orchards Day Treatment Centre



### Role Model Award

This is an award for an individual who is highly regarded as an excellent role model and/or mentor and someone who consistently lives the Solent Values.

**Sue Spraggs:**  
Community Neurological  
Rehabilitation Team



### Education and Excellence in Practice Award

This award recognises someone or a team who has demonstrated how the education they have participated in has impacted on improvements to patient care and how they cascade and share best practice and learning to impact on the practice of others.

**Associate Practitioners, Portsmouth**



### Exceptional Leadership Award

This award recognises an excellent manager in Solent. This individual has demonstrated exceptional leadership skills and shown that they value people as individuals and have inspired and motivated staff in their area of work to improve services for patients and colleagues.

**Simon Brook: Unscheduled Care Team**



### Outstanding Supervision of Students in Practice Award

This award recognises someone who has demonstrated outstanding clinical and supervision of practice skills, enabling the learner to have developed their role with knowledge, practical competence, and confidence and has acted as a role model to the trainee/student.

**Sally Pascal: Snowdon Neurological Rehab Unit**



### Apprentice of the Year Award

This award recognises an apprentice who has demonstrated an outstanding contribution to the team or service where they have worked and demonstrated enthusiasm and commitment to learning.

**Luxury Bell:**  
Performance Team



### Outstanding Contribution to Vocational Learning

This award recognises someone who has demonstrated their commitment and enthusiasm to education and learning and how this has impacted on improving their practice for service users and colleagues.

**Debbie Foxwell and Karen Hughes:**  
Solent Neurological Rehab Services



### Aspire Award in Leadership

This award recognises an employee who has attended one of Solent's core management development programmes in 2013 and has made an impact on Solent NHS Trust as a result of their learning and development.

**Kim Barnes: Child Health Team**



### Unsung Hero Award

This award recognises the contribution made behind the scenes by a support worker or other staff member, either clinical or non-clinical who consistently goes above and beyond to provide essential support to their team, service or individual.

**Susan Hayward: Snowdon Neurological Rehab Unit**



### Community Partnership Award

This award recognises the team or individual who has worked effectively with external stakeholders to drive the quality agenda and ensure continued excellence in patient care.

**Suzanne Hogg: Health and Social Care  
Portsmouth Rehab and Reablement Team**



### Chairman's Award

Alistair Stokes selected 2 winners from all our VIP 2014 winners.

**Pam Campbell: Homeless  
Healthcare Team  
Eastleigh Substance Misuse  
Recovery Service**



# Photos and reflections from the day

"It is a big achievement and definitely made the hard work over the year feel worth it. The Performance & Information Team were fantastic and supported me a lot throughout my apprenticeship, so I am very grateful to all of them."

Luxury Bell



"I wanted them to know they are valued for going above and beyond what you should expect of a team. They pulled together and supported each other through a lot of changes without ever showing any signs of giving up."

Jood Gibbins: Clinical Manager of Eastleigh Substance Misuse Recovery Service

"I felt inspired by the whole event on 10th March. It was amazing to hear the breadth of innovative work going on within Solent. It made me feel very humble to be a part of it and at the same time very proud as being recognised by the organisation one works for is an honour."

Pam Campbell