

TRUSTtalk

Magazine for staff, members, volunteers and people who use our services



- The Passing of Queen Elizabeth II
- Stoptober
- Step to Wellness Northern Ireland
- Staff Awards 2022
- ELFT Charity
- Autumn 2022



We care. We respect. We are inclusive.

Chief Executive FOREWORD



Paul Calaminus

AS we move into Autumn, it is still not clear what the impact of the COVID-19 virus will be on us this winter. But what is clear is that we need to take steps to ensure that we stay fit and well to fight off all winter illnesses including flu. This includes having the Flu vaccine if you are eligible for it, and also the Autumn COVID-19 Booster vaccination if you are invited to have it.

You will see that we have an interview with our new Director of Patient Safety, Dr Deborah Dover. The Trust is going to be part of a new national system to learn from incidents called PSIRF - Patient Safety Incident Response Framework which will have a high level of patient and staff involvement.

The Trust has recently partnered with Care Opinion, an online platform that enables patients and carers to give feedback, tell their story and see other people's stories too. Staff can respond to the feedback received and demonstrate how the stories are leading to change. It is a valuable addition to the range of ways we receive feedback about our services.

The bulk of this issue of Trusttalk focuses on our recent Staff Awards Ceremony. This is always a warm and fun occasion in the Trust's

calendar attracting 800 staff. This year's was extra special as there was an impromptu marriage proposal from one of the winners on the stage! Fortunately, the answer was Yes. Congratulations to all the winners and to everyone nominated.

**Paul Calaminus
Chief Executive**

Trustalk is now available in a digital format meaning you can read it on your phone, a device or a computer. The digital version has longer more detailed versions of some of the articles plus some short films featuring people in this issue. It is also interactive as you can comment on the topics in this issue. Go and have a look:

CONTENTS

Tea at House of Commons	4
Passing of Her Majesty QE II	4
COVID Update	5
NI Update: Steps to Wellness	6
Asking for a Friend	6
Stoptober	7
Meet Dr Deborah Dover	8
Care Opinion	9
Staff Awards 2022	10 - 13
ELFT Charity	14
Newham Family Fun Day	14
Members	15
Flu Season is Here	16
Final Word	16



Tower Hamlets Nurse Wins RCN Rising Star Award



CONGRATULATIONS to Mary Okinoye, Practice Assessor Supervisor and Specialist Practice Teacher, in community nursing services who was awarded the RCN's Rising Star Award on 21 October.

The judges were impressed with her passion and commitment. They felt that her nomination encapsulated the RCN's theme this year of Anti-racism: justice and wellbeing. Mary, who leads a District Nursing team was nominated by Emma Robinson, SE Locality Lead in the borough.

Two Awards for City and Hackney Dementia Service



THE City and Hackney Dementia Service has been awarded Memory Services National Accreditation Programme (MSNAP) accreditation by the Royal College of Psychiatrists. The team also received the Sustainable Mental Health Service Commendation Award.

Bow Ward Win Nursing in Mental Health Award

STAFF from Bow Ward at the John Howard Centre could not believe their ears when they heard their name called as the winner of the Nursing Times Nursing in Mental Health Award.



The award ceremony took place on 26 October to recognise dedication and celebrate exceptional achievement. Bow Ward were singled out for their trauma informed care approach to looking after their female patients.

The audience heard that the judges regarded the service as a totally person-centred and nurse-led service. Aimed at reducing the high rates of trauma in both staff and patients in the adult mental health forensic ward, this service led to improved staff satisfaction, improved equity, and created a positive and warm environment for patients. The judges thought it was clear that staff members and service users were valued as unique human beings and felt it had achieved amazing outcomes for both groups.

Steve Ford, editor of Nursing Times, said:

"The Nursing Times Awards showcase the innovation and best practice of nurses and midwives across the UK, providing an opportunity to celebrate and share all that is good about the nursing profession."

"The quality of entries is consistently high each year and to be shortlisted, let alone win a category, is a great achievement that marks out individuals and teams as truly special and ground-breaking in their area of work."

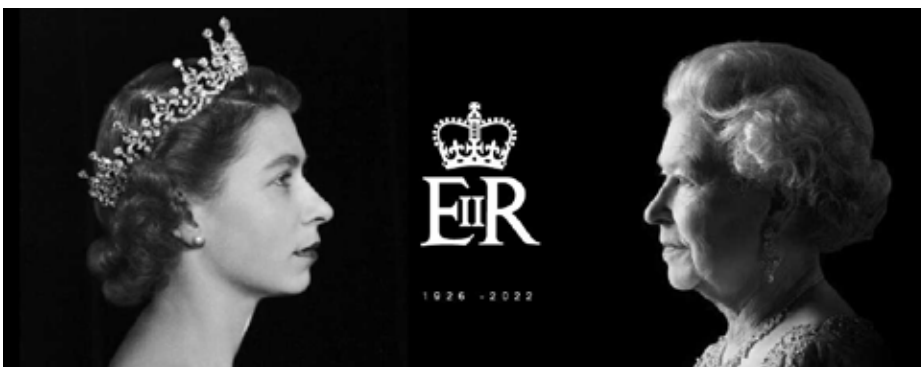
Nurses Take Tea at the House of Commons



FOUR ELFT nurses attended Afternoon Tea in the Cholmondeley Room and House of Lords Terrace in September. Tim Opoku, Juliana Dike, Ed Phillips and Eileen Bryant were suited and booted for the

event hosted by the Cavell Trust. The Cavell Trust is a charity which provides help to nurses, midwives and healthcare assistants, both working and retired, when they're suffering personal or financial hardship.

The Passing of Her Majesty Queen Elizabeth II



AS a Trust that provides mental health services, we were aware that news of the death of Queen Elizabeth would affect people in different ways. The passing of such a public figure especially one who has been present most of our lives, was likely to bring up a range of emotions. Such as feelings associated with previous losses and bereavements, a sense

of uncertainty at the ending of this era of monarchy, anger and resentment for some, and puzzlement for others who did not feel greatly affected personally.

Respect and Kindness

In our public and internal communications, we emphasised the importance of treating people respectfully and with kindness

regardless of their personal position. We are all different in the ways we process difficult feelings. Some will have felt the need to make contact with others to talk about what had happened. Others will have sought some quiet time to reflect on their feelings.

We reminded people that it is a normal response to feel sad and heavy-hearted at the loss of a public figure.

Our IAPT services can help if you need further support later down the line. You can find these on the ELFT website: www.elft.nhs.co.uk

- Newham Talking Therapies
- Richmond Wellbeing Services
- Tower Hamlets Talking Therapies
- Bedfordshire Wellbeing Services



COVID Update



Relocation of the East London Vaccination Centre



The Westfield Vaccination Centre has closed and now operates from Beaumont House at Mile End Hospital. The new location is on the national booking system. NHS England were keen to bring immunisation provision back into mainstream NHS services and sites. Polio vaccination is now available too so the facility will be known as The East London Vaccination Centre.

Commenting on the transition to a new site, the Vaccination Centre Programme Service Manager, Janette Clark, said: *"It's incredible to think that together the team have administered 246,800 COVID vaccines, have vaccinated 16,118 children and young people at the Westfield Centre and also visited approximately 40 secondary schools. It has been an absolute pleasure to work with so many hard working and dedicated colleagues and to be part of such a special team and service."*

COVID Vaccines and Booster

A seasonal booster is being offered to people over 50 and anyone who is immunosuppressed. Those eligible will be contacted by their GP or by the NHS to book an appointment or walk-in to a vaccination centre. First and second dose vaccines are also being offered to the 12-15 Year Cohort and the 5-11 Year Cohort.

Health and social care staff are also being offered the seasonal COVID booster vaccination.

Last Patient Immunised at Westfield



The star of the moment was Tower Hamlets resident David Donaghue who had no idea that he was to have the unique accolade of being the last person vaccinated at

Westfield when he turned up for his Autumn COVID booster vaccine. David was keen to have the booster and urged others to have it too!

He said, *"I must admit I had ignored the reminder messages I had received for a while. But I know a number of people who have suffered badly with COVID so I thought I should take whatever precautions I could. There has been a tragic cost with COVID. People who have died or been left with long term effects. I am a fit active person and I'm planning a trip to Ireland soon so I don't want to take any chances."*

COVID Testing and Monitoring

Everyone is poised to see what the COVID picture will be this winter. Weekly COVID testing of staff has been paused (unless staff are symptomatic.) NHS staff can still get testing kits free of charge. Testing of newly admitted patients/service users continues. Mask-wearing continues in all clinical areas.

Don't Lower Your Guard

Regular handwashing/sanitising and maintaining a 1-2 metre distance is advocated at all our sites. Washing your hands after using public transport, using lift buttons, handrails, cash points and all touch points that others use is also a key way to prevent the transmission of winter illnesses.

Stock up Your Medicines Cabinet

It is a good idea to stock up on items for your medicine cabinet at home so that you can treat symptoms, manage a high temperature, and stop minor respiratory illnesses becoming more serious. With A&E departments under continuous pressure, self-care has never been more important.

Newham Blood Test Services

The Newham interim blood testing service that was operating in Westfield has closed. It improved access to blood tests. Going forward, extra capacity will be introduced at the four blood test clinics in the borough.



Northern Ireland Update: Steps to Wellness

THE partnership between the Trust and Southern Health and Social Care Trust (SHSCT) in Northern Ireland is reaping rewards and the team are getting some great feedback from people who have used the service.

Effects of the COVID Pandemic

The Steps to Wellness service is based on the Improving Access to Talking Therapies (Talking Therapies) model in England. Health leads in Northern Ireland were looking for a way to provide mental health support to local people after the COVID pandemic. They had high numbers of people looking for support following lockdown, illness and loss, with many reporting low mood, anxiety, feelings of sadness, distress, and other difficult emotions. They identified the IAPT model and ELFT as having potential to address their needs.

Trying a New Approach

The Steps to Wellness approach is a new way to provide psychological help and many were initially unsure of the benefits of attending workshops over a one-to-one approach. But as the feedback below shows, it is effective and really equips people to manage and move forward: *"I have taken part in the Steps to Wellness programme over the past 10 weeks and have found it very beneficial. I suffer with severe Obsessive Compulsive Disorder (OCD) and although I am not 'cured' I have learned to think of my OCD in a different way. I have learned techniques to calm myself and manage my OCD better. My two therapists are lovely, very professional, knowledgeable, caring and supportive.*

It helped to talk to them and also to other members of the group knowing that they understood how I was behaving/feeling and sharing experiences. Knowing that other people were struggling the same way as me even though they were just 'normal' people."

The Southern Health and Social Care Trust (SHSCT) provides health and social care services across the five council areas of Armagh, Banbridge, Craigavon, Dungannon, and Newry and Mourne. Our partnership started in November 2021. In that time, ELFT have recruited three staff to manage the service and a practitioner to deliver clinical work. They have provided training to 10 SHSCT practitioners and team leads to be able to provide IAPT interventions and therapies. They have completed over 250 assessments. Where the service is not the right one, the team have sourced alternative services from the community and voluntary sector where appropriate. In the initial stages of the project, Steps to Wellness has been successful in reducing the waiting time of over 350 service users.

Asking for a Friend



WHERE I work, we have been speaking a lot about menopause and mental health. Particularly around hormonal changes and how they can affect women physically and mentally. Which has made me wonder, how do you know if you are experiencing mental health issues or the menopause, and where can I go to get help and advice?

There has, quite rightly been a lot more focus recently on the impact of the menopause. We are really only just beginning to understand the many symptoms that the menopause can cause and their similarity to mental health issues. Women can experience changes in their mood, in the way they cope and deal with the world, tiredness, inability to sleep, anxiety, depression, loss of ability to focus and concentrate, low energy levels, perhaps feeling overwhelmed by events that previously they took in their stride affecting personal and work relationships. Whilst some women sail through menopause, for others it can be a distressing experience.

For anyone experiencing such changes, the first step should be to see your GP. They can carry out a few tests to check oestrogen and progesterone levels, and other checks such as for anaemia. They can test urine for estradiol, follicle-stimulating hormone (FSH), and luteinizing hormone (LH) levels, also an indicator of menopause. If the results signal clearly that you have entered the menopause, your GP can discuss options to alleviate the effects. Most women feel an immediate impact when correctly treated for symptoms of menopause. Where the response is not so marked, the GP might look to other explanations for the symptoms and refer for further investigation. This could include a psychiatric assessment.





Become an NHS Reservist in North East London

WE are looking for individuals to join our paid North East London NHS Reservist team to complement the existing NHS workforce and be a part of delivering care to our patients in North East London.

A Reservist is someone who is passionate about patient care, working with diverse teams and who can help the NHS during peak times and emergencies. You may be a former healthcare professional, working in healthcare outside the NHS or currently working as part of a vaccination team or hub and keen to

continue supporting your local clinic or hospital. You may even have no healthcare experience but be keen to develop these skills.

You might be considering a career change and interested in a NHS career. Becoming a Reservist is a great way to experience the range of NHS career opportunities that suits your lifestyle and circumstances.

See our webpage for more information: <https://www.elft.nhs.uk/nel-reservist-scheme>

Stoptober

IMPROVED EXPERIENCE OF CARE



STAFF were out and about during October, the designated Smoking Cessation Awareness month, to talk to staff and service users about quitting smoking. Apart from the many health and social benefits of stopping smoking (reduced risk of cardiac and lung disease, reduce risk of blood circulation issues, improved taste, skin condition, and dental health), there is no getting away from how much it costs to smoke. With the cost of living crisis affecting us all, now more than ever, people are looking for help to give up.

If you want to stop smoking, several different treatments are available from shops, pharmacies and on prescription to help you beat your addiction and reduce withdrawal symptoms.

The best treatment for you will depend on your personal preference, your age, whether you're pregnant or breastfeeding and any medical conditions you have.



Speak to your GP or an NHS stop smoking adviser for advice.

Research has shown that all these methods can be effective. Importantly, evidence shows that they are most effective if used alongside support from an NHS stop smoking service.

<https://www.nhs.uk/better-health/quit-smoking/>



Meet Dr Deborah Dover, Director of Patient Safety



DR Deborah Dover has recently joined us as ELFT's Director of Patient Safety, a newly created role which is going to help us take a positive and whole population approach to safety with an emphasis on patient involvement, improving our systems, spreading good practice, supporting staff and learning from the whole range of care outcomes. Deborah is a mother of three, has a background as a Consultant Child and Adolescent Psychiatrist and a lifelong interest in safety and improvement.

How would you describe the Director of Safety role?

This is totally new role so I have a really nice opportunity to co-create it together with those we serve and the people who work in the organisation. It recognises the central importance of safety all we do at ELFT. I'm hoping it will help in bringing together all the fantastic patient safety work going on already in the trust and to take safer care even further.

Although it is Director of "Patient" Safety, I'm really keen to focus on both staff and patient safety as we know they are really connected and both hugely important.

What attracted you to the role here at ELFT?

Patient safety improvement has always been my passion. My most recent role was as a deputy medical director in another London health

trust, where I supported safety improvement in both community and mental health services. In that job I learnt masses about compassionate leadership and patient safety, but I felt ready for a new role that allows me to dedicate even more of my energy this work.

As well as my professional interest in this area, I also have a personal reason for being driven in this direction. In around 2013, my older brother developed a psychotic illness, linked to cannabis use, and my family were thrown into four long years of crises and then coping with his eventual death by suicide. I learnt what being on the receiving end of mental health services can be like, and some of the safety improvements we could make to the way we involve the expertise of patients and their families. Reflecting on the care he received has also helped me learn how we can do better in terms of prevention. On a more positive note, I've also known the huge gains from of safe, reliable care when my mother was treated for, and survived, life-threatening post-partum haemorrhage after I was born, meaning I am still benefitting from having her in my life even 45 years later. I'm a real fan of thinking about the years and quality of life that can be gained by providing safe care.

Why do you think NHS organisations need this type of role and leadership?

Healthcare is a complex ever-changing system and our people are experts at providing the kind of care that leads to safe outcomes in the vast majority of situations. However, things go wrong and harm does occur, usually due to the systems we rely on failing our staff and patients. It is easy for staff, families and patients to feel let down or blamed when this happens leaving a long-lasting impact on morale and well-being. There is a lot we can do to grow and share our learning and improving our culture, systems and processes to help protect patients from harm, and the secondary

impact on everyone involved.

ELFT has so much great work going on at a population health level, and also about improving equity. Our safety plan is going to help us apply all this to safety – to work towards safer lives for all, in an equitable way.

In what areas do you think we need to focus more?

I think one of the secrets to safer care is to learn more from what helps care to go right (alongside learning from what goes wrong).

Traditional methods that focus only on learning from where care goes wrong are like learning about successful marriages by just reviewing divorce cases. We also need to understand what safety means to different people and focus our efforts there - ask more about what matters to our patients, combine this with frontline expertise and evidence-based care, and use that knowledge to develop our approach.

What initial changes can staff and service users expect to see?

I hope staff and patients will start to feel and see the impact of this role fairly quickly. In the first year, I will be supporting our patient safety team introduce the new National Learning from Incidents framework, called PSIRF, which will replace the SI Framework, and also a new national incident reporting system, called LFPSE (learning from patient safety events).

PSIRF will help us shift to improving our systems and providing compassionate support for all affected. We will be establishing stronger partnerships with patients via a new patient safety patient reference group and new dedicated patient safety patient roles. If anyone is interested in being involved, email: elft.safetynetwork@nhs.net so we can keep you updated.

You can read the full interview with Dr Dover in the Autumn issue of Digital Trusttalk.





Partnership with Care Opinion Aims to Increase Feedback About Services



Photograph: Shannon Dunford from the Quality and Performance team in Bedfordshire Community Health Services

THE Trust is always keen to receive feedback about our services to ensure that we are providing treatment, care and support that are effective and help people. We are encouraging people to use the Care Opinion patient feedback platform to do this.

Similar to Trip Advisor or Trust Pilot platforms used in the hospitality industry, Care Opinion allows patients, service users, families and carers to comment or make observations for others to see. It enables people to commend good care, comment on ways to improve the patient journey and flag any issues. The Trust can then respond individually to the posted comments. It will enable us to review what is working well, where there could be improvements and respond to it.

Responding to Feedback

The Trust currently gathers such feedback in a range of ways - through service user surveys, compliments, complaints, the NHS Choices website, social media - to name but a few. It is anticipated that this partnership with Care Opinion will increase the feedback we get about our services. People can post anonymously if they prefer to or state their name so that they can be contacted for a fuller explanation or further involvement if they want this. People can still contact the Trust via existing channels if they prefer.

Sharon Eplett, Head of Quality & Performance in Bedfordshire Community Health Services, is excited about the potential of this feedback option. She said, "The use of Care Opinion will allow service users to share their

I had a wonderful nurse who treated me with the utmost respect. She was kind and caring. I didn't feel embarrassed or awkward because she put me at ease. She also gave me some exercises to do to help prevent further issues, which are working well so far. Thank you.

Bedfordshire Continence Service

experiences to improve them for everyone. It will also demonstrate that as an organisation we are transparent, accountable and want to understand how it feels to use our services."

Paul Binfield, Director of People Participation, urges people to share their experiences. He said, "Feedback on your experiences is vital. We need to understand the whole spectrum of experience and satisfaction in order to improve. Please share yours with us so we can learn."

Supporting Co-production

The feedback will help us to adapt and shape our services to improve them and enable true co-production. The platform is moderated and comments published. Care Opinion is an independent not-for-profit platform that is used widely by health and social care organisations across the UK. For more information, visit <https://www.elft.nhs.uk/service-users-and-carers/your-feedback-matters> or <https://www.careopinion.org/>

This is the best thing I ever did. I needed help as I was on breaking point and my abilities to cope were diminishing. This is a fantastic service which I think we all need. The resources and service they provide are just what you need to help you get through.

Newham Talking Therapies

I would give them a score of 12/10. Professional team with a wealth of knowledge. Excellent patient-nurse communication, they listen and are very supportive. I can't thank them enough for what they have done for me. Perfect!

Bedfordshire Neurological Services





STAFF AWARDS



Aimee Prowle (CHS - Bedford)
Chairs Award



Elinor Lobley (Newham CAMHS MHST)
Commissioners Award - Improving Population Health



Ben Taylor
(Tower Hamlets MH)
Chief Exec Award -
Employee of the Year



Luton Blended Team (Luton MH)
Commissioners Award - Improving Population Health

EXCEPTIONAL people who go above and beyond to support NHS colleagues and service users were celebrated at ELFT Staff Awards Ceremony on 20 October 2022. 800 staff attended the event. Staff in Bedfordshire took matters into their own hands and organised a coach to be sure they arrived in good time! As always, our staff pulled out all the stops wearing formal attire, national dress, or party wear.

Nineteen awards were presented to outstanding individuals and teams at The Troxy in East London. This was the first time staff from all corners of the Trust had come together since being awarded an 'Outstanding' rating by the CQC so there was much to celebrate.

Comperes on the night were Chief Nurse and Deputy Chief Executive for London, Lorraine Sunduza, and Chief People Office Tanya Carter. They danced onto the stage in stunning African dress and kept the audience entertained all night with their banter. They brought a cardboard

cut-out of ex Chief Medical Officer Dr Paul Gilulley onto the stage as they felt "something was missing!" (Paul was one of the comperes last year.)

In their welcome, they acknowledged the achievements of staff over the past 12 months: 14 external awards and recognition, 50 successfully completed apprenticeships and 66 teams that have achieved service user accreditation.

Proceedings opened with a performance by #ELFTin1Voice, a choir made up of ELFT staff, service users and Choir Tower Hamlets singing 'You've got a Friend' with images of staff from across the Trust projected above them.

A range of presenters from within and outside of the Trust presented the awards including The Rt Hon. Stephen Timms, MP for Newham North, Dr Navina Evans, CEO of Health Education England, (onetime ELFT CEO), Zina Etheridge, CEO of NEL ICA, Felicity Cox, CEO BLMK ICA, Marie Gabriel, Chair of NEL ICS (and previous ELFT Chair) to name a few.





AWARDS 2022



Lucy Beaumont-Payne and Phoebe Edwards
(CHS Bedford)
Star of the Future Award



The East London Rough Sleeping and Mental Health Programme (London)
Improving Service User Experience Award



Katherine Brittin (Corporate)
Dr Robert Dolan Leadership Award



The City of London Mental Health Street Triage team
operated by ELFT (London)
Improving Service User Experience Award

In his address, Chief Executive Paul Calaminus led a minute's silence to remember staff who have sadly died in the last 12 months. He said, "The ELFT Staff Awards 2022 are an opportunity for us to celebrate and recognise your achievements over the last year - probably the hardest year since the start of COVID. But you have shone, you care for each other, you have a huge impact and you make a difference to the quality of people's lives."

There were two stand-out moments on the night. The Tower Hamlets COVID Vaccination project received a Special Commendation. This was a group of staff and service users from learning disability and mental health teams. They undertook to be vaccination buddies/champions to support their peers in getting information about the COVID vaccine to make an informed decision, and support them with getting the jab if they wanted it. There were whoops of delight when the project team was invited onto the stage. Samantha Walker (Sam), Vaccination Champion for TH LD

services, gave a poignant speech saying, "We really enjoyed being part of this project."

Services should think about employing more people with a learning disability. We have a lot to offer!"

Mack Maclean was the winner of the 'Because of You' award was shocked to hear his name called at the winner. On the stage, when saying a few words of thanks, he found himself proposing to his partner of nine years, Pat, who fortunately said yes. The audience clapped and cheered. Talking about it afterwards, Mack said, "I took myself by surprise a bit too! I was not prepared for how receiving the award would feel. I was overwhelmed to be nominated, and even more so to win! It was just obvious to me what to do then." Mack and Pat hope to marry next year when they will have been together a full decade.

Congratulations to all the winners and everyone nominated.



Henna Beegun (London)
Improving Staff Experience Award



North Central and East London CAMHS Provider
Collaborative (Corporate)
Improving Value Award



Allison Jones collected the Improving Staff
Experience Award on behalf of Denise Locklin
(Luton & Bedfordshire)



CHN Reception Services (CHS Newham -
Collected by Helen Green)
Support Services Award



Sonny James, Property Officer (Corporate)
Support Services Award



The Tower Hamlets COVID Vaccination Project
Special Commendation



ELFT Testing Team and the Tower Hamlets Community Learning
Disability Service (Tower Hamlets MH)
Extra COVID Mile Award



Mack Mclean (CHS Bedford)
Because of You Award





IMPROVED STAFF EXPERIENCE



Galaxy Ward (Specialist Services)
Service User Award for a Special Person



Sarah Jane Conley (Luton MH)
Service User Award for a Special Person



Sarah Massey (Specialist Services)
Make a Difference Award





The ELFT Charity has a Logo!

As you will see, the ELFT Charity now has a vibrant and distinctive logo. Four designs were created and we ran a poll on our website, promoted on our social media platforms, asking people to vote for their preferred option. This was the winning design. The benefit of having a logo is that the ELFT Charity can be instantly recognisable and associated with the activities we support. It primarily supports projects that improve social networks, employment prospects and digital accessibility.

The ELFT Charity aims to support innovative projects that make a positive, lasting change and go above and beyond what the NHS would usually provide. See some of the stories below or check out the ELFT Charity webpage for more information: <https://www.elft.nhs.uk/news/staff-run-raise-money-elft-charity>

Staff Run to Raise Money for the ELFT Charity



Nine staff took part in the Big Half Marathon on Sunday 4 September to raise money for the ELFT Charity. Their weeks of practice paid off as all successfully finished the course in just over two hours - some even clocking a personal best time for the run.

The Big Half started at Tower Bridge and ended at The Cutty Sark in Greenwich, a distance of 13.1 miles. The race was an opportunity for the running crew to

showcase the new ELFT Charity logo on their running vests - its first outing!

Mohit Venkataram, Director of Commercial Development, followed their progress. He said, "Thank you to all the runners who set aside time, trained and came together to raise money for the ELFT Charity. This was an incredible achievement. The ELFT Charity will be able to put the money raised to good use to benefit service users and staff. Thank you."

Newham Family Fun Day

The ELFT Charity was able to support staff in the Specialist Children and Young Peoples Service (SCYPS) in Newham who held a Family Fun Day on 1 September in Stratford Park. Over 80 families known to the team attended. They were invited as a chance to reconnect with services, chat to specialist professionals, meet other parents, talk to representatives from local organisations and have some fun together.

A range of activities were on offer for children and parents to get involved with. A bubble machine proved very popular - with children trying to catch the bubbles or stamp in them! There was also face-painting, henna, musical instruments, drawing and painting, Lego, along with snacks and drinks. Bike Works were present offering accessible cycling opportunities for children with disabilities, or balance and co-ordination issues - and their parents. The London Fire Brigade brought a

Fire Engine for children to explore close-up. The Golf Trust and Autism Clinic London offered Pitch and Putt golf sessions, and The Newham Bookshop donated books for children to take away.

Florence said, "I am so delighted at how the day went. We have felt that since the pandemic, many families have not returned to their usual pattern of life. So we wanted to create an event that gave them access to key specialist staff to chat to informally about the needs of their child, and to organisations that could offer them additional support."

Jala added, "Often, when these children have contact with health services, they are often in waiting rooms, consultation rooms, having interventions, tests or monitoring. So we wanted to provide an



experience which was different and fun and that could involve their siblings too."

One parent said, "We were really happy to come along. We have been looking forward to it for days. It has been helpful to talk to people and see what support is available."

Florence added, "I want to thank all my colleagues who pitched in to make sure the day was the success that it was. And to the ELFT Charity who provided funding for us to give these families a special day out!"



MEMBERS



Welcome to our Membership page, our first update is HOT OFF THE PRESS.

Our Governor Elections 2022 voting closed on 29 September and we are delighted to announce that our new and re-elected Governors are:

Bedford Borough:

Cassandra Howes

Central Bedfordshire:

Liz Birch, Bob Cazley and Suzana Stefanic

Newham:

Bilal Ahmad, Peter Landman and Stella Oloyede

Staff:

Love-Jane Egbe and Kate Smith

Tower Hamlets:

Yesmin Begum and John Bennett

Congratulations to all and thank you to everyone who nominated

themselves this year - we simply could not run these elections without people having the courage to put their name in the ring. Many thanks also to those of you who took the time to vote.

We look forward to working with you and hopefully meeting you at our Council of Governors meeting in November.

Council of Governor Meetings 2022-2023

Our Council of Governor meetings are held 6 times a year and we are hoping that they will be held face to face again in the future. Council meetings are where our Governors undertake any statutory duties as well as the opportunity to seek assurance from our Executive and feed into the Trust plans. Members and the public are welcome to join these meetings. There is an opportunity for you to ask questions at the end of each meeting (or submit them up to two days' in advance).

For more information on our Council of Governor meetings please take a look at our website <https://www.elft.nhs.uk/get-involved/council-governors/council-governors-meetings> or call the Governors and Members office on 0800 032 7297.



10 November 2022

19 January 2023

9 March 2023

11 May 2023

13 July 2023

14 September 2023

9 November 2023

(virtual)

(virtual)

(face-to-face – venue to be advised)

(face-to-face – venue to be advised)

(face-to-face – venue to be advised)

(face-to-face – venue to be advised)

(face-to-face – venue to be advised)

You may recall that in the Summer update we advised that we are looking at how we can communicate better and more effectively with our members and the wider community. In the Trusttalk Winter update there will be a survey for you to complete. We want to ensure that our future plans for membership include as many voices as possible. In December we will also be offering you the opportunity to share your thoughts at our 'Big Conversations'. The dates will also be confirmed in the next issue so please look out for these.

If you would like to contact us or your Governors in the meantime you can call us 0800 032 7297 or email elft.membership@nhs.net.

Help us Save pennies

As you are no doubt aware costs for the NHS (and all of us) are increasing. We are trying to make sure that we make the best use of our money, so, if Trusttalk is posted to you please let us have your email address. You will still hear from us, but it will be by email. We would prefer to send you an email version of Trusttalk, not only will we save trees, we will save on postage costs! So please, if you have an email address - let us know, you can email us at: elft.membership@nhs.net please include your full name and address.

.....or if you no longer wish to hear from us (and that's ok), please let us know using the same email address or give us a call on 0800 032 7297.

Chair FINAL WORD

FLU SEASON IS HERE

Reduce the Spread of Infection
Use. Bin. Wash your Hands.



Flu cases in New Zealand were four times higher this winter than last year and Australia has had its worse flu season in five years.

The rates of flu on the Southern Hemisphere are often an indicator of the rates of influenza we can expect in the UK.

In the past two years, as a consequence of safety measures put in place for COVID-19, such as face masks-wearing, social distancing, and limited travel and gathering opportunities, cases of influenza have been significantly low. These interventions have helped partially suppressing both viruses, as well as other respiratory viruses. However, having been shielded for so long also means that our immune system hasn't had the opportunity to fight and defend our body from infections. For some, this may have resulted in a weakened immunity.

If you have been invited to have the flu jab, book an appointment now. The resurgence of flu activity, COVID-19 and other respiratory viruses, could add substantial pressure to the NHS this winter seasons.

As a public service provider, ELFT offers free jabs to all our staff to protect themselves, their families, and the patients they care for. We also encourage the public to get vaccinated, mainly for a direct protection against flu and ultimately to avoid transmission to others, particularly those who would be mostly affected by contracting flu, such as people aged 65 and over, pregnant women, children, and individuals with certain underlying medical conditions.

Having the flu vaccination is a simple act that could help save lives.



AFTER a glorious summer we enter into autumn, where the days are still surprisingly warm and sunny, with some worry about rising Covid cases and pressure on services. That said, there is so much to look forward to.

The work done at ELFT to look at waiting lists through an equalities lens is ground breaking. We are getting better and better data about whether there are categories of service users waiting longer than we might expect. There are examples where this had turned out to be the case- in Tower Hamlets waiting times for service users from an Asian or British Asian background can be longer than for others and in CAMHS Bedfordshire, females are waiting longer than males. This is helping our clinicians and provides us with a real opportunity to improve equality of access. The work is in the early stages, but the Board has strongly endorsed this approach and will ensure the Trust pays particular attention to those who are most vulnerable.

Collaboration with our neighbours at ELFT continues apace and to expand.

I attended an inspiring ELFT and NELFT service user designed and led Mental Health Summit in September. It was great to see the room packed out with service users sharing their experiences and updating their priorities and that those priorities will be for the whole of the North East London Integrated Care System. The ICS commitment was demonstrated by the attendance of the ICS Chair and CEO- Marie Gabriel and Zina Etheridge respectively. I look forward to hearing about next steps and sharing those with the board.

Collaboration on Mental Health and Community Health in both of our integrated care systems is shaping up nicely and in the coming months you should expect to hear more about how working with partners will lead to broader reach and better outcomes for the communities we serve.

I had the privilege of having both my Covid booster and flu jab last week and look forward to high take up of both across the Trust.

Congratulations to all the winners, and nominees, at our Staff Awards Ceremony!