



The Tavistock and Portman **NHS**  
NHS Foundation Trust

# members' newsletter Winter 2009



We've appointed a  
new Trust Chair

New governors -  
results of our recent elections

Money worries -  
what to do if you're in debt



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*Editor: Sally Hodges, PPI and Communications Lead  
Tavistock and Portman NHS Foundation Trust  
120 Belsize Lane, London NW3 5BA  
020 7435 7111  
[www.tavistockandportman.nhs.uk](http://www.tavistockandportman.nhs.uk)*

# Farewell and new beginnings New Trust Chair

Nicholas Selbie has decided to step down as our Trust Chair.

Nick saw us through our successful foundation trust application process, and led us through four exciting years of opportunities and challenges. We were sad to see Nick go, but we are enjoying working with our new Trust Chair, Angela Greatley, who took over in November.

Before joining us Angela was the CEO at the Sainsbury Centre for Mental Health. Whilst there she achieved a great deal. She oversaw a transformation in the way the Sainsbury Centre works, focusing all their efforts on the key issues of unemployment and criminal justice and made the centre a major force for change in these areas.

Angela has had an impressive career in mental health policy and research. She provides us with a Trust Chair who understands the challenges associated with developing and delivering excellence in mental health services, and also the unique contribution we make to mental health promotion. We are delighted Angela will be joining us.



"It has never been more important to provide good care for people with a range of mental health problems."  
Angela Greatley

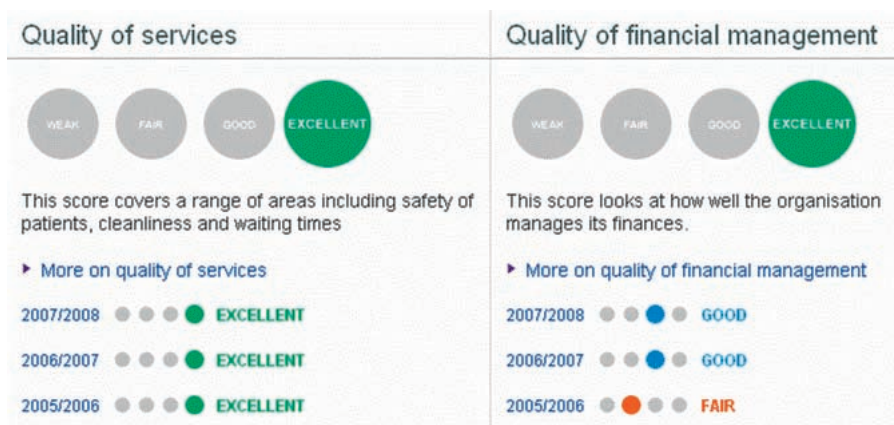
## what's new

### Double 'excellent' award in this year's annual health check

**NHS Chief Executive, David Nicholson, has publicly congratulated us on our outstanding performance.**

We were rated 'excellent' for our quality of services for the fourth year in a row. And for the first time we were awarded 'excellent' for our financial management. This gives us our first double 'excellent' result - the highest rating a trust can be awarded.

Our Chief Executive Matthew Patrick is delighted with the results, "this achievement highlights the commitment of



our dedicated team of staff and it is great that they have been recognised at such a high level."

Sally Hodges, the Trust's Communications and Patient

and Public Involvement Lead, added, "to do well, your trust must perform strongly across a wide range of standards that cover what really matters to patients and these results show that we put patients first."

## What are these performance checks?

### Who carries them out?

As the independent watchdog, the Care Quality Commission (CQC) is responsible for assessing and reporting on the performance of healthcare organisations every year.

### How do they work?

The Commission awards all trusts a rating of Excellent, Good, Fair or Weak in two categories:

1. For the quality of services
2. For how well the trust manages its financial resources.

### Why are they important?

The NHS climate is becoming more and more driven by patient choice, where patients can decide for themselves where to receive their healthcare. These ratings are very important as patients turn to simple indicators such as these to gain an understanding of the quality of particular services. At a glance patients can see how different trusts are performing.

For more information on our results visit the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)



# New governors

The terms of office for our Board of Governors came to an end in October this year. We held elections and a number of governors stood again, which we were really pleased about. This was coupled with a number of new people wanting to stand. We're delighted that we can now announce the results of these elections. As well as welcoming back some of our old governors (R) we have a number of new faces on the board. We are looking forward to working with the new board.

To find out more about the governors below you can read their nomination statements on our website at [www.tavistockandportman.nhs.uk/elections](http://www.tavistockandportman.nhs.uk/elections).

## Public governors

### Constituency

- |                           |   |
|---------------------------|---|
| Camden                    | <ul style="list-style-type: none"> <li>• Jennie Bird (R)</li> <li>• Mary Burd</li> <li>• Adam Elliot</li> </ul>   |
| Rest of London            | <ul style="list-style-type: none"> <li>• Robin Anderson (R)</li> <li>• Stephanie Cooper (R)</li> <li>• Sara Godfrey</li> <li>• Caroline Lindsey (R)</li> <li>• Carole Stone</li> <li>• John Wilkes (R)</li> </ul> |
| Rest of England and Wales | <ul style="list-style-type: none"> <li>• Chrissie Kimmons (R)</li> <li>• Jan McHugh</li> </ul>  |

## Staff governors

### Constituency

- |  |                  |
|--|------------------|
| Clinical, Academic, Senior   | Jonathan Bradley |
| Administrative & Technical   | Amanda Hawke (R) |
| Representatives of Recognised Staff Organisations and Trade Unions | Robin Bonner (R) |

## Appointed governors

- |                           |                     |
|---------------------------|---------------------|
| Primary Care Trusts       | John Carrier (R)    |
| Local Authorities         | Roger Freeman (R)   |
| Non-Statutory Sector      | Simone Hensby (R)   |
| University of East London | Steve Trevillion    |
| University of Essex       | Aulay Mackenzie (R) |
| Specialist Commissioning  | VACANT              |



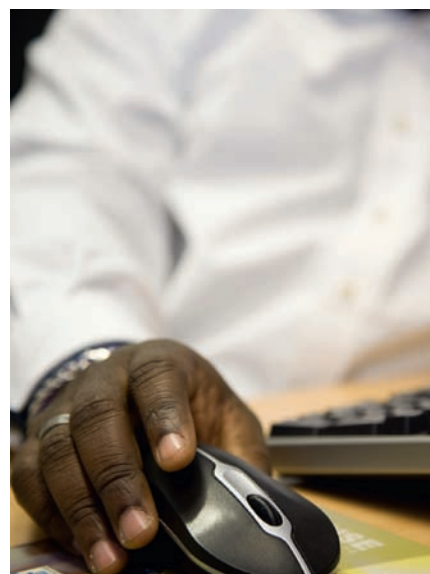
## New members-only area on our website

We have now launched our newly developed website. See the results for yourself at [www.tavistockandportman.nhs.uk](http://www.tavistockandportman.nhs.uk).

This site delivers a much improved section for members, with access to information about governors and a new sign-in area for members. This sign-in area is password protected and

offers a space for members to contact their governors and senior staff, and also to take part in discussion forums. This is a new way that we can collect feedback from our members and take up issues of their concern.

We are currently producing unique sign-in passwords for our members which will be sent to you shortly.



## New media event a success

In October we hosted our Annual General Meeting. Every year we focus on a different area of emotional health and this year we dedicated the event to the use of new media. The event gave us an opportunity to share information about how we are using new media in our work, and to gather feedback about what people thought about this. We offered people who came the chance to attend one of three sessions.

The first session was devoted to a new emotional health website we are creating for primary school children in Camden. The site is designed to be used with teachers in the schools and fits in with the curriculum currently being taught around emotional

health. People were very positive about the site. Feedback given included some concerns over teachers covering such complex topics with this age range without support for further work. The site has been designed with clinicians and teachers as well as children and we are adding content about where teachers can get extra help with this area as they also had concerns.

The second session was about using social networking sites to engage our members. The session involved a debate with governors, members and social media professionals around how these can be used. We talked about the new members' sign-in area on our website. We got very useful feedback, particularly the need

to gather more information from our members on their relationship to us and their interests so we can be more targeted in our communications.

The third session focused on delivering care online. Feedback from the session showed that people were positive about online developments, particularly as a way to signpost people to face to face care. Key feedback included, as a first step, the need to make sure we provide good and accurate information on these online spaces. This should be coupled with information about where people can turn next.

Thanks to everyone who participated.

# Money worries?

Have you ever experienced that feeling of dread in the pit of your stomach as you get your credit card statements or bills?

Being in debt can have a serious effect on your general well-being. Many of us may go through phases of doing everything we can to avoid looking at our bank balance to obsessively checking it every waking hour to make sure we're not overspending. And just when you think you're on top of things it can be so easy to slip backwards.

Even before the recession hit there were many people worrying about debt and their finances. But the added toll of the current recession means that many people have extra worries about job security. Growing rates of unemployment and bankruptcy show that it isn't necessarily just scare-mongering to sell newspapers.



The average household debt, not including mortgages, is almost £10,000. If you include mortgages it skyrockets to just short of £60,000. This, coupled with the ever increasing price of utilities and food means we can really feel the pressure every month. Some of us can feel overwhelmed and see no way out.

This constant worry can really take its toll on your emotional well-being, and your relationship with your partner and family. It is all too tempting to stick your head in the sand. But with Christmas coming up, worries are likely to resurface. The best way to feel better about your worries is to take control of your borrowing, spending and take advantage of the free advice that's out there.

## Organisations that offer free, specialist advice

**Citizens Advice Bureau** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**National Debtline** [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk) (0808 808 4000)

**Consumer Credit Counselling Service** [www.cccs.co.uk](http://www.cccs.co.uk) (0800 138 1111)

**Mortgage Rescue Scheme** - The Government has announced a new £200 million package of resources designed to prevent some of the most vulnerable families losing their homes and facing the trauma of repossession. More information is available on the Communities and Local Government website [www.communities.gov.uk/housing/buyingselling/mortgagerescuemeasures](http://www.communities.gov.uk/housing/buyingselling/mortgagerescuemeasures)

**Directgov** also have information on managing debt, mortgage arrears and payment difficulties [www.direct.gov.uk](http://www.direct.gov.uk)

## Do

- Admit you have a problem that you need some help with.
- Tell close friends and family.
- Approach organisations for advice and help. There are many organisations offering free help (see opposite) and you can also visit helpful websites such as [moneysavingsexpert.com](http://moneysavingsexpert.com), which has helpful tips about reducing your outgoings.
- Make a complete list of everything that you owe - many people don't actually know this.
- Make a monthly budget of all outgoings and all payment coming in. Work out what you have left over. Speak to all the people you owe money to - many of them will be helpful if you explain how much you can afford to pay - you may be able to set up payment plans that are realistic.
- Prioritise your bills. The first bills to be paid should be mortgage/rent. Next, prioritise utility bills and council tax, as well as car tax - you don't want things to be cut off and not paying taxes can result in fines and even criminal prosecution. Next, check which debts have the highest interest rates and pay these off. Credit cards and unauthorised overdrafts usually result in high pay-outs. If you owe to friends and family see if you can pay them in small instalments.
- Be smart and try to shop around for the best deal on your credit cards. Switch to 0% deals as much as you can. If you have a bad credit rating this can be difficult, visit [experian.co.uk](http://experian.co.uk) to check your credit rating.
- See your GP if you're suffering ongoing effects from the stress of debt. It can be common to show signs of emotional distress and your GP can refer you to a professional if you need help.

## Don't

- Bury your head in the sand - ignoring debts can result in mounting fines and possible court injunctions. There are lots of practical things you can do to improve your situation.
- Keep everything to yourself. If you're struggling in secret it can feel like a great relief to finally tell people.
- Feel embarrassed that you've got yourself in to debt. Credit companies make it very easy for you to do so and are often not responsible when it comes to lending money. It's easy to take advantage of deals in the moment and regret them later. It's also common to be managing fine only to be knocked sideways by unexpected costs such as home repairs or vet bills.
- Pay for debt advice - there are lots of organisations who offer specialist advice for free.
- Overspend. It may seem so obvious but it is often very easy to shop to feel better, particularly at this time of year when there can be a lot of pressure to provide the perfect Christmas. Just think about the fact that you and your family may feel the effects of overspending for years to come. Your family would rather see you happy and in control than get a load of presents, even if it doesn't seem like it. Don't put things on credit.
- Don't be swayed from your prioritisation plans by paying off bills for companies that send you threatening letters. They might look scary but stand your ground.
- Don't be tempted to take out one big loan to 'consolidate' your debts to make them more manageable.



# younger members

**Its not that I have anything against Mrs Hinding - even though she makes me do laps of the playground for chatting - its just that at 3pm on a Friday and in a very Calvin Harris way 'I'm ready for the weekend'.**

Just as I start to hum the lyrics to myself in an effort to make the minutes go by quicker, Chelsea Beeling from class F lets go of the rounder bat as she runs and it accidentally hits me in the shin. It well hurts and with a nod from my PE teacher I hobble to get some sort of treatment (probably leftover peas from lunchtime wrapped in a tea towel or something). Anyway I'm made to sit down and I can feel my weekend literally slipping away with each second - I'm never going to be able to change out of my PE kit before the bell goes now!

Gazing around for something to distract myself (in my state of shock I can't remember any more Calvin Lyrics), I sight the notice board. Green flyer about the environment, blah blah blah, blue one about first aid courses, blah blah blah, pink one about netball league, blah blah blah, purple one on mental health. Mental health?? Why would that be there? 1 in four people get it? That can't be right surely? It's quite a big figure but I doubt anyone under 40 gets it? Actually saying that, Stacey from Eastenders had mental health problems and she was young.

This purple poster had got me thinking. If so many

## time to change

**let's end mental health discrimination**

young people experience mental health problems then why isn't more said about it, and why is it sometimes made into a joke. You wouldn't joke if someone went to the Doctor for swine flu or cancer, so why do some people react in this way for mental health problems? They can make you just as unhappy and it can be just as life threatening, and cause physical symptoms (according to the poster). If I told Sarah from my form that I was going to reception for a bag of frozen peas she would find this ok, but if I said I was going because I felt sad or something she would think I was losing it?

Whilst thinking in my head that something needs to change, I simultaneously read the slogan 'time to change'. A campaign that seeks to change attitudes about mental health.

### What is Time to Change?

Time to Change is a campaign that aims to change the way people with mental health problems are seen by others. There is a lot of stigma and discrimination against people with mental health problems. Particularly amongst young people.

Mental health problems

among young people are still surrounded by ignorance, fear, and prejudice, despite the fact that around one in five children and young people will have a mental health problem in any given year.

This means they are likely to become isolated and can be less likely to seek help. It also has a negative impact on their physical health and can delay

treatment and recovery.

We can all quit being part of the problem and start being part of the solution. To find out more visit the Time to Change website at [www.timetochange.org](http://www.timetochange.org) or join the Facebook group at [www.facebook.com/timetochange](http://www.facebook.com/timetochange).