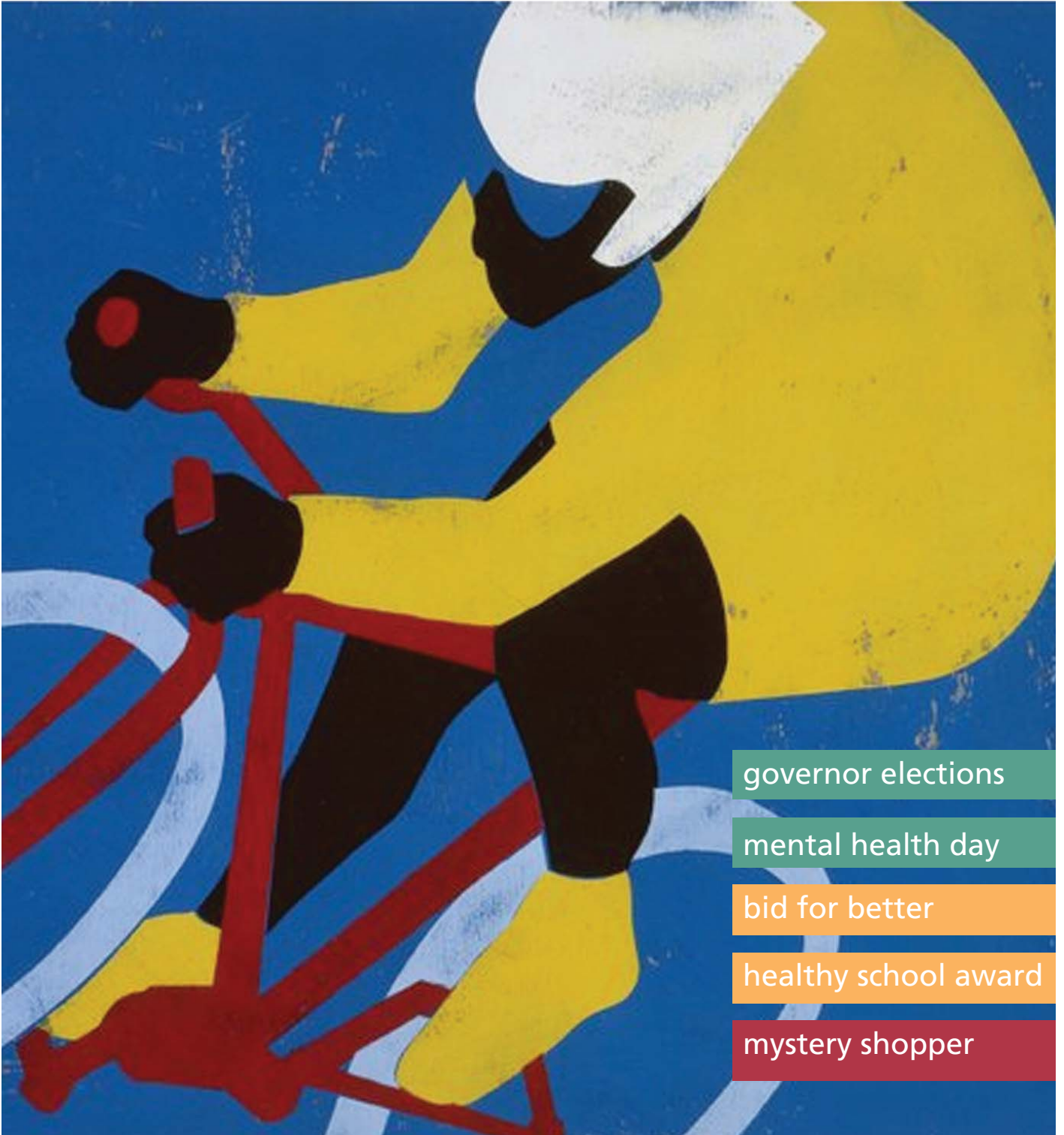




the summer newsletter 2012

for our members, our patients and the public



governor elections

mental health day

bid for better

healthy school award

mystery shopper

contents

welcome message from the trust chair page 3	governor elections page 4/5	why i became a governor, by john wilkes page 5	celebrating world mental health day page 6
bidding for better page 7	welcoming the westminster family service page 8	history project page 8	gloucester house wins healthy schools award page 9
mystery shopper's experience page 10/11	changing times at tavistock-haringey service page 11	tavistock and british red cross partnership page 12	national school tours page 12

To become a member

We have a new membership application form which asks members to highlight the area of our work they are interested in. We have done this to ensure that we can produce material and run events that are meaningful to our members.

If you are already a member you can contact the Trust Secretary at trustsecretary@tavi-port.nhs.uk to let us know your interests and we will update your records.

We are also keen to reduce printing costs and to save paper so please send us your email address to receive this newsletter electronically.

To sign up as a member, contact the Trust Secretary for an application form or complete our online form at: <http://www.tavistockandportman.nhs.uk/membershipform>

Dancer, by Paul Richards

We are proud to support local artists such as Paul Richards' whose painting (below) captures the energy and excitement of the Olympic spirit.

For more information about the artwork in this newsletter, please contact our art curator Karma Percy at kpercy@tavi-port.ac.uk



We know that there is a strong connection between exercise and good mental health and so in this issue we've chosen an Olympic themed cover picture 'Yellow Cyclist', which is reproduced here with the kind permission of the artist Andy Bridge and East End Prints. View a selection of prints for sale in our 5th floor café or explore the website at www.eastendprints.co.uk

message from angela greatley

Welcome to our summer 2012 newsletter. In this edition, we feature the upcoming Governor Elections, World Mental Health Day, our Bid for Better awards, and a warm welcome to our new Westminster Family Service. I hope you enjoy reading it.

The current economic climate creates difficulty for us all. The Health and Social Care Bill has finally been passed, and after a year in the Houses of Parliament and more than 1,000 amendments, we finally have the Health and Social Care Act 2012. This will mean some significant changes for the NHS as a whole, and a number of implications for us in particular, including enhanced responsibilities for governors. We are working with both our Board of Directors and Board of Governors to ensure that we are in line with the new legislation, and we'll keep you updated on all the changes, which will be presented at our AGM on 10th October. Please save the date in your diary and come and join us.

This year, the term of office for our Board of Governors comes to an end, and we will be holding elections for new governors over the summer (see pages 4/5). If you have an interest in

lifts and encourage people to climb the stairs – we climbed almost as high as Mount Sinai! Many of us took our own mugs to the café (including Matthew Patrick, Chief Executive, pictured below, left) instead of using disposable cups, and we had a visit from Dr Bike, **Angela Greatley, Trust Chair** who was holding cycling lessons and was also doing free repairs on bikes.



"We currently email our newsletter to around a quarter of our members and are keen to increase this number as much as possible."

To help us with our commitment to reducing our carbon footprint, please send us your email address so that we can email you our newsletter instead of printing and posting it. If you would like to help us in this commitment and receive future newsletters

by email, please contact the Trust Secretary at trustsecretary@tavi-port.nhs.uk. We are still able to send printed copies of the newsletter to those that would like one.

By the time you are reading this, the Olympics will be kicking off in a matter of weeks. It's a rare opportunity to have the games on our 'doorstep', and I know many of you will be looking forward to it. I hope you enjoy the summer of games.

The next issue of the newsletter will be out in December 2012.



Matthew Patrick, Chief Executive

what we do here and want to get involved, please nominate yourself for the elections.

As a Trust, we are acutely aware of our environment, and are striving to become a greener organisation. The 28th March, NHS Sustainability Day, saw us turn off one of our

For more information about any of the articles in this newsletter, please contact Joy Joses by email: jjoses@tavi-port.nhs.uk



become a governor?

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This summer we will be holding elections for our Board of Governors and we would like to invite all our members to stand. We have 11 seats for public members and three seats for members of staff.

Who can become a governor?

Anyone over 18 can be a governor. We want to make sure that our decision-making bodies represent the community we serve, and so we welcome patients, their families and carers, local residents, current and ex-students, or anyone who has an interest in what we do to apply. This is an opportunity to have your voice heard and to influence our work and make sure we provide the services our patients and community need.

As a governor, you will develop your skills in areas such as recruitment, performance evaluation and strategic planning, as well as learn to understand finance reports, help plan for the future, and learn how national policies affect patients and staff in the NHS. Becoming a governor is an ideal opportunity for people looking to gain experience in these areas.

“We want to make sure that our decision making bodies represent the community we serve, and so we welcome patients, their families and carers, local residents, current and ex-students”

What is the Board of Governors?

The Board of Governors is a collection of many different people - patients, carers, members of the public, students, staff, and people from partner organisations. Having a Board of Governors with a wide variety of people on it means that a wide variety of voices are heard and can influence the work we do.

The Board of Governors sits alongside the Board of Directors and is responsible for helping to shape the work of the Trust. It also makes sure that the Trust continues to work for the benefit of patients and students and that it provides excellent quality clinical and training services.

What do governors do?

Governors are responsible for helping to shape the Trust's strategic direction. They do this by contributing

to the development of our strategy, and influence how we ensure and measure quality.

Governors are responsible for sharing the views of members' to the Trust. They work with the Trust to develop ways by which members can make their voices heard.

Governors are responsible for a number of key appointments – including the Trust Chair, Non-Executive Directors (NEDs), the Chief Executive and the Auditors, and are also responsible for evaluating the performance of the Trust Chair and NEDs. They do this in partnership with the Trust, helping to develop procedures and involving themselves in the work.

Governors are responsible for holding the Board of Directors to account. They do this by receiving reports and contributing to discussions on finance and performance.

For more information on what governors do and to see a fuller description of their role, visit the Board of Governors page on our website: www.tavistockandportman.nhs.uk

What do we get from our governors?

They:

- act as ambassadors for our Trust, promoting our work and raising our profile.
- have diverse views, and represent the people we provide services to, which helps us make sure that we design our services in line with our community's needs.
- support the work we do, and who want to help make us a leader in mental health.

For more about the Board of Governors, email the Trust Secretary at trustsecretary@tavistockandportman.nhs.uk or visit www.tavistockandportman.nhs.uk/becomeagovernor

become a governor?

What do governors get in return?

You get the chance to:

- contribute to the management of vital mental health services at a time when they have never been more important.
- enhance your CV with Board experience, which can be put to use in other roles.
- learn about recruitment, including interview techniques.
- learn about performance evaluation techniques and programmes.
- learn how to understand finance reports.
- access a wide variety of training opportunities, provided by the Trust and by partner organisations.
- access a vast national conference programme.
- improve your knowledge of our services, of mental health, and of the role of the NHS.
- voice your opinions and concerns about mental health.

The Trust will provide you with an in-depth induction programme to make sure you are comfortable and fully

informed in your role.

What is the time commitment?

There are eight meetings spread across the year; four governor meetings, two joint-board meetings with the Board of Directors, the AGM, and a development afternoon. Governors can also join committees and small working groups, which typically meet between four and eight times a year.

“The Trust will provide you with an in-depth induction programme to make sure you are comfortable and fully informed in your role”

What now?

If you would like to become a governor, please email John.Box@electoralreform.co.uk or call 020 8829 8453 for a nomination form. If you would like to chat to the Trust Secretary or to an existing governor about what being a governor is like, please call 020 8938 2493 or email trustsecretary@tavi-port.nhs.uk

Key dates

Nominations: 2nd July – 30th July

Voting: 21st August – 14th September.

John Wilkes, a governor for almost six years, sheds light on what the role involves

Why I became a governor

By John Wilkes

I put myself forward to become a governor because I thought the Tavistock and Portman was an important beacon in the world of mental health. I saw being a governor as a way of supporting the Trust.

My experiences as a governor

It's been a fascinating 5½ years. I have learnt much about the challenges faced by those leading an NHS mental health trust, the need to think creatively about how to rise to these challenges and deliver excellent services. I have worked on panels recruiting, evaluating performance, and setting the pay of the Trust Chair and Non-Executive Directors. I helped to design the recruitment process for a new Trust Chair and then led that process. I was appointed as Deputy Chair of the Board of Governors, and in this role I have been able to seek governors' views on our meetings and agendas,



and have influenced changes in the way we tackle our business. I have also been working in a small group to think about how the Trust assesses the quality of the care it provides.

What I have gained from the experience

I have gained invaluable experience of how boards are led, how NHS organisations deliver their business, and how to contribute constructively to this. I have realised that the more you put into this role the more you will get out of it. The sub-committees are where much work is done in small groups. It is from such work that you get an insight into the challenges the Trust faces and the personal qualities, talents and experience that are needed to face these challenges.

It has been a privilege to work with such a dedicated group of people who are passionate about promoting emotional and mental well-being and delivering education and clinical services that support this.

For more about the Board of Governors, email the Trust Secretary at trustsecretary@tavi-port.nhs.uk or visit www.tavistockandportman.nhs.uk/becomeagovernor

putting mental health on the map

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Last year we celebrated World Mental Health Day. We collaborated with other mental health trusts and charities in the London area to reach out to the local community. Plans are already underway for this year's event on 10th October.

In 2011, volunteers and staff from all over the Borough of Camden came together to promote positive attitudes to mental health, and provide information to the general public about services in their area. The event, held in partnership with Voluntary Action Camden, and Camden and Islington NHS Foundation Trust, took place at the O2 centre on Finchley Road, in London.

This event has laid the groundwork for further collaborative events with other mental health organisations in the London area, and we hope to expand on this in the coming months, and increase our presence in the community. With this in mind, the Trust is currently working with other mental health trusts to coordinate events for World Mental Health Day 2012, and hopefully at other large-scale events this year to increase public awareness of mental health issues.

World Mental Health Day 2012

This year, World Mental Health Day will involve a public event coordinated by mental health trusts across London, and supported by Time to Change, an organisation that advocates an end to mental health discrimination and promote awareness of mental health issues. More information about our World Mental Health Day event on 10 October will be advertised around our sites, and we hope you can save the date to come along and support this campaign. Please also look out for information on our website.

To find out more about World Mental Health Day events in your area, email Keith Mahon: kmahon@tavi-port.nhs.uk



Funding boost for Big White Wall

UK servicemen and women, veterans and their families will get much-needed mental health support following an announcement by Minister for Health Simon Burns MP, of further funding by the Government for Big White Wall.

The minister made the announcement during a visit to the Trust in May. The funding will ensure veterans, serving personnel and their families have free unlimited

access to Big White Wall's online services, which include the ability to discuss issues anonymously in forums as well as with specially-trained counsellors who can offer immediate support.

Since the launch of Big White Wall in 2009, the service has supported 7,000 people across the country and has been commissioned to support thousands more by a range of healthcare and other organisations including Help for Heroes who provided a grant to co-fund the pilot scheme with the Department of Health and who have committed a further £300,000 to the initiative.

Visit the Big White Wall website: www.bigwhitewall.com, to find out more about the service.



bidding for better

For the second year running, the Trust ran Bid for Better, our scheme to fund activities and equipment to improve the patient experience, promote mental wellbeing and to make our services more accessible.

This year's scheme, which launched in early January, was again open to all members. We really appreciate every one of the twelve bids submitted. Each bid was carefully considered, and we divided the £1,000 fund among the chosen projects. We look forward to seeing the outcome of the awards.

How was the money was spent?

We awarded £250 to our **Westminster Family Service**. The money will help them to build a vegetable and flower garden. We hope the garden will promote and enhance emotional wellbeing for their families by providing opportunities for parents, children and young people to engage in an activity that can facilitate nurturing and growth, enhance self-esteem and a sense of achievement, develop resilience, and nurture relationships. The families who use the garden will be able to contribute their ideas about what should be grown, so that it becomes a garden inspired by and for the benefit of the families that use it.

We awarded £250 to fund a mural that will be painted on one of the walls in the children's waiting room on the **first floor of the Tavistock Centre**, to brighten up the room and make it a more welcoming place to be. The mural will be a colourful, fun scene with animals and people. We wanted to involve the families who use the waiting room in some way so we are running a survey asking what kinds of animals and colours they would like to see. Look out for the survey when you next visit the waiting room.

We have provided slippers for pupils at our **Gloucester House Day Unit**. Pupils take their shoes off in the building to help cultivate a sense of homeliness at the school. With plans to replace the school's carpets with lino flooring, the provision of slippers will help to keep this sense of homeliness, by keeping the pupils feet warm.

We donated £150 to the **Santé Project**, which campaigns and lobbies for the legal rights of refugees in the UK. Santé helps asylum seekers and refugees tackle the difficult tasks involved with seeking asylum, accessing services and integrating into community and society. Santé runs a befriending scheme for asylum seekers and refugees living in London, aged 17 or over, who have a mental health issue. "Befrienders" help people to link to services, rebuild confidence, overcome practical problems such as language barriers and to better understand UK culture. In the process, the befrienders gain valuable skills and knowledge, and an understanding of what it means to be an asylum seeker and refugee in London.

We awarded money to fund soft furnishings for **therapy rooms at the Tavistock Centre**, including cushions and throws. We hope this will have a positive impact on the therapy of our patients, making our therapy rooms a more welcoming place. Feedback from our patients has shown that this is a major concern of patients.

For further information please contact Susan Blackwell at sblackwell@tavi-port.nhs.uk or call 020 8938 2059.

welcome to westminster

We are pleased to welcome the Westminster Family Service who are providing family support to Westminster Children's Services over the next five years.

Westminster Family Services is a team of 18 staff comprising of social workers, family support workers and business support officers. The service provides the local authority with assessments for families both in and out of court proceedings, family support, and intervention, as well as a contact service. Currently the project holds 74 open cases and works with clients with varying difficulties.

The service offers a range of assessments and sees parents, infants, children and teenagers, across a wide demographic. Most significantly, we have assessed, intervened, guided, supported, advised and educated parents to keep their children safe



and will continue to do so. For some children this has resulted in them being separated from their parents and for others it's meant reunification.

2012 promises to be an exciting time for the service. The project is currently being reviewed to meet the specific objectives of the service level agreement however our doors are always open, and we look forward to meeting our colleagues within the Trust soon.

Sharon Griffiths
Acting Service Manager

The Tavistock History Project

Earlier this year, we unveiled a project that gave a comprehensive view of the Trust's notable achievements and developments to date. A visual presentation of the History Project, which was commissioned by our Chief Executive, was displayed on the fifth floor of the Tavistock Centre in February. The presentation showcased a timeline of events that have contributed to the on-going development of the Tavistock and Portman NHS Foundation Trust, from the early individual achievements of both the Tavistock and Portman Clinics, through to events leading to the Clinics joining the NHS, and right up to our most remarkable accomplishments in recent years.

Staff and members were invited to view the display and were encouraged to give feedback on the presentation and how they would like the project to develop in future.

If you are interested in getting involved, or would just like to know more, please contact Keith Mahon on 020 893 2081, or email kmahon@tavi-port.nhs.uk



Carl Gustav Jung, a former vice-president of the early Portman Clinic, in 1910

Care Quality Commission Visit

The CQC visited our services recently and were interested to hear about how we use patients' views in developing our services, as well as how they view their treatment.

They met several patients as part of their visit; some children from the Gloucester House Day Unit and they interviewed a parent of a child who attends our child and adolescent mental health services.

The early feedback has been that they appreciated meeting people who have used our services, and that there was good evidence that we are committed to getting feedback from service users about our services.

To write for our newsletter please contact the editorial team by email on JJoses@tavi-port.nhs.uk

gloucester house gets healthy schools award

Children and staff at Gloucester House, The Tavistock Children's Day Unit, were delighted to receive the Healthy Schools Award. The award recognises the effort they have put into making sure the school is a healthy environment for all.

Gloucester House, part of the Child and Family Department of the Tavistock Clinic, is a specialist unit that provides treatment and education for primary and early secondary-aged children.

Gloucester House is led by the director Kajetan Kasinski, who is a consultant psychiatrist, together with head teacher, Nell Nicholson supported by a team of teachers, teaching assistants, nurses and a clinical specialists.

The staff and children at Gloucester House are particularly proud of gaining the Healthy Schools Award. They were able to show evidence of achievements to meet the criteria of this national award.

To be judged healthy a school must demonstrate, among other criteria, that they are teaching the children how to have a healthier lifestyle and diet, give support for the pupil's emotional needs and provide food that is of DFE standards.

Julie O'Dwyer (Deputy Headteacher) said: "We are really proud of the children as they've put a lot of work into becoming healthier. They have made positive contributions and have linked with each other and the caterers in planning a healthier lunch menu and have reviewed the playtime games rota to encourage more physical exercise at playtimes. I'm confident that we can maintain our efforts and continue to have Healthy Schools Status."



Top image: Julie O'Dwyer with a healthy wall chart. Bottom left: A healthy breakfast prepared by the children. Bottom right: The Healthy Schools Award certificate.

Ofsted visits our services

Two of our services have undergone Ofsted inspections recently as part of a Local Authority inspection this term; our Camden Community Child and Adolescent Mental Health Services (Camden CAMHS)

and Young People's Drug and Alcohol Service in Barnet (Barnet YPDAS).

The inspections are very thorough and last up to two weeks, and although their main focus is the Local Authority services, the inspectors are interested in how well all services for

children work together and how well we safeguard the children we see across these services.

Early feedback from both inspections has been positive and we will continue to strive to work well together with our local authority colleagues.

To write for our newsletter please contact the editorial team by email on JJoses@tavi-port.nhs.uk

mystery shopping experience

We recently completed a mystery shopping project, to provide feedback from volunteers posing as patients of the Trust. Here, one of our shoppers tells us about their experiences, and we give a response.

Mystery shopper

"I was recently asked to attempt some 'mystery shopping' at the Tavistock and Portman NHS Foundation Trust for an independent and impartial view. My first task was to evaluate the customer service 'capability' of the reception and telephone service that the Tavistock Centre provides to patients, clients and customers.

I was visiting Keith Mahon, with whom I had an appointment and I found the reception area friendly enough. After being pointed in the direction of the waiting room, I sat down and looked at the magazines available while I waited. The magazines were mostly informative: those regarding membership of the Trust were prominently displayed. There was the general magazine for members but I noticed that one of them displayed a 2009 date which indicated it was not at all current. Prior to entering the waiting room, I used the facilities which I found clean and in order.

My second task was to call the Tavistock Centre on the phone, evaluate how quickly the phone was picked up and in what manner it was dealt with. My experience was that the phone was answered promptly and I was put through to the correct person.



A third task was to email a question, using anonymous emails, via the website and then wait to see how long my queries would take to be answered. Astonishingly to this today no-one from the appropriate department has responded to my query. This is a real failing and perhaps a protocol should be established to check and deal with queries regularly and ensure a log is created.

My question was one about training and education: how one would go about becoming a psychotherapist. The question was deliberately vague and slightly confused. But nevertheless no-one ever got back to me.

My fourth task was to evaluate the quite complex Tavistock website which, apart from the email option, I thought was excellent. In particular it contained a mass of resources which those interested in the field of psychotherapy and psychological well-being would be able to use productively. The site contained invaluable information for

both practitioners and patients, as well as for members of the interested public.

Finally I did become a member of the Tavistock but to this day have yet to receive any of the promised invitations to lectures or even information about scheduled events due to occur.

All in all the mystery shopping was a pleasant experience bar a few glaring omissions."

Our response

"We would like to thank our Mystery Shopper for taking the time to write such an open and valuable account of their experience. While it is great to hear that, on the whole, our shoppers enjoyed helping us with this project, we would like to respond to some of the shortcomings highlighted through the findings.

A common concern expressed by our shoppers who visited the Tavistock Centre was that some of the reading material in the waiting room was out of date. It is important that our waiting rooms are as tidy and organised as they can be and jointly the Communications and PPI (Patient and Public Involvement) teams are working together to ensure appropriate, interesting, and up to date information is easily accessible in

For more information about the mystery shoppers project or if you are interested in becoming a Mystery Shopper, contact Keith Mahon at kmahon@tavi-port.nhs.uk.



mystery shopper experience

our waiting rooms.

We would like to apologise for the absence of a response to a query regarding our educational programmes. The department responsible for managing the enquiries is now in the process of investigating this matter and will be in touch with our Mystery Shopper shortly to discuss the findings. We suspect the delay may in part be due to some internal IT changes as we move to only one point of access for education and training enquiries. This has now been changed to ensure that all initial contacts through the website are received at the following address: training@tavi-port.ac.uk. The Department of Education and Training does use a comprehensive system for logging enquiries. However, following this incident we will look into how this system worked in terms of this enquiry.

We are pleased to have recruited more members through doing this project. It is really good to know what, as a new member, you expect from us. Although we write to our members at fairly regular intervals, we do our best to limit the

number of correspondence that goes out to the most relevant and helpful information for people to feel connected to the Trust. We always ensure that our members are invited to events and talks, and are provided with important updates concerning the Trust and our services. We hope that, as a new member, you will hear from us soon. At the time of writing, there have not currently been any membership events available to attend, but we will be informing our members of upcoming events through our newsletters.

Once more, we would like to thank our Mystery Shopper for undertaking this project, and we are really pleased to be able to share some of the first-hand findings with our readers. The project has provided us with a unique perspective of those visiting the Trust, and all feedback goes towards improving the overall experience for our patients and shaping the future of our services."

We will be publishing the results of our Mystery Shopper project on the website this summer.

Tavistock-Haringey Service

The Tavistock-Haringey Service has been working with children and young people in care in Haringey since 2002. During that time, we have seen a lot of changes, as colleagues in Social Services have come and gone, but we still look quite similar to when we first began, and have crucially been able to provide a degree of stability to children and young people which we believe is an important aspect of feeling looked after in the care system.

In these difficult times, Haringey is looking to change what the service does so that all the children and young people in care receive a screening and assessment of their needs. If they need more help, we will be referring them on to community CAMHS services.

As the service is changing, we would like to celebrate the achievements that we have made working together with the children and young people, their

carers and social workers during this time. It is a complex area to work with young people who may be in very unstable situations, having left their birth families or have lived through some tough times. It can be difficult to trust adults, to feel alright about themselves or to feel that the future has anything good to offer.



By working closely with key adults and with children and young people, we have helped to maximise the care and empathy that they receive, as well as helping them directly feel more able to trust, to settle and to feel more positive about their lives.

If you would like to find out more about the Tavistock Haringey Service please email Wendy Lobatto at wlobatto@tavi-port.nhs.uk

in partnership for the vulnerable

The Tavistock & Portman NHS Trust and the British Red Cross London Refugee and International Tracing Service (LRITS) are working together to provide support to vulnerable refugees and asylum seekers who may have mental health needs.

Under the partnership, two therapists from the Trust are currently based in the LRITS office in Islington for a year, working with refugee service users who otherwise might not have access to mental health support. They are also offering consultation and advice to Red Cross staff and volunteers so that they can recognise signs of mental health issues while working with their clients.

Find out more about the partnership in the next issue of the newsletter.

Supporting young psychologists

Several months ago the Trust was approached by a company called National School Tours (NST), the UK's largest School Tour Operator, taking approximately 2,500 school groups around the world on tailor-made study trips.

NST has set up a new London based Psychology tour for GCSE and A Level students, in which they include the Trust as a place to visit and have a discussion based on the research and treatments and therapies and patient interaction that goes on here. The schools visit other venues during the day and their visit to the Trust last approximately two hours.

The tours help to 'bring the classroom to life'. By taking the students to visits, they are able to show them what they are studying rather than just reading about it. This has had a significant impact on improving interest in the topic, and has improved coursework and exam results. For A Level groups it has boosted interest in pursuing further education and careers in the subject. Psychology is now the largest A Level uptake after General Studies and this seems to be going upwards still.

Key clinical staff from the Trust are invited to come and speak to the group about our services and what we do. The talks are

"Key clinical staff from the Trust are invited to come and speak to the group about our services and what we do."

tailored to the key areas of interest that the particular group have. A range of clinicians, including Assistant, Trainee and Clinical Psychologists talk to students about their pathway into Clinical Psychology.

We are still in the early stages of visits, but they have been very well received. We have bookings as far ahead as July, which means by next summer we would have had more than 600 students visit the Trust. Some of the students have shown an interest in signing up to the Trust membership further enabling the Trust to connect with an age group that previously we have found difficult to engage with.



To find out more about the visits, contact Carlo Cavalli: ccavalli@tavi-port.nhs.uk