



# the insider

The staff magazine for Gloucestershire Care Services NHS Trust

**NHS**  
Gloucestershire  
Care Services  
NHS Trust

WINTER 2018/19



## Meet Cosmo

The patients' pet drops in  
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## Change will provide better care

Paul Roberts, Chief Executive

# Our combined expertise will help merger happen

It's hard to believe we've reached the end of 2018 – it feels like it was only a week ago that I was arriving in Gloucestershire with a spring in my step, optimism about the months ahead and a lengthy to-do list.

It goes with the job that the to-do list doesn't ever get any shorter! And I know that's a feeling shared widely across the Trust. Whether it's demand for our services, organisational change, financial constraints or a combination of all three, I know how hard you are all working to face up to the pressures of delivering a modern health service.

However, my optimism for what we can achieve remains as high as ever – in fact, having met so many of you and seen the quality of care you provide, it is probably higher than when I first joined.

We're fast reaching the point where the merger with 2gether gets real. A new Shadow Board is being appointed, teams are moving buildings and laying the groundwork to work closer together.

Change like this brings uncertainty and some unavoidable disruption. Thank you to everyone for working through these changes amicably and professionally.



What I'd like to reiterate again is the reason for these changes is to provide better care. Bringing together community health, mental health and learning disability services will allow us to take a holistic approach to our patients' needs, reduce inequality of outcomes, and be more effective at prevention.

This means I'm looking at 2019 as a fantastic opportunity. I don't have all the answers and I don't have a grand plan for the Trust and 2gether in my desk!

What I do have is a

fundamental belief that teamwork, multi disciplinary care and less siloed working will allow our clinicians to make a greater difference to the people of Gloucestershire.

That's what I'm working towards, but I need your help to make it happen. Our combined expertise is really impressive, so each of you now has to play your part over the next year – and beyond – to create integrated services and support they rely on. Thanks for everything you do and I look forward to a great 2019.



## The alpaca will see you now...



North Cotswolds, Cirencester and Tewkesbury community hospitals each received a visit from a very special guest in the run-up to Christmas.

Twelve-year-old alpaca Cosmo popped in to cheer up the patients, put a smile on the faces colleagues and spread a little festive cheer. Linda Edwards, Matron at Cirencester Hospital, said: "I have never had such a wonderful afternoon in the whole of my career."

Cosmo arrived with owner and trainer Ginnie Meakin, from Cotswold Vale Alpacas, near Evesham, because of his innate ability to cheer up people and make them smile.

# Peer vaccinators see flu jab uptake soar



**T**his year's flu campaign has seen clinics held across the Trust and our fantastic army of peer vaccinators reaching colleagues around the county

Thank you to everyone who has had their flu jab this year, helping to protect our patients and colleagues, flu vaccination uptake has reached 72.5 per cent. If you have not yet had your flu vaccination it's not too late!

Although the planned clinics are now finished, we do have a number of peer vaccinators who can give the flu jab. Please contact them directly or email [Laura.Bucknell@glos-care.nhs.uk](mailto:Laura.Bucknell@glos-care.nhs.uk) who will put you in touch with someone in your area.



- Flu is much worse than a heavy cold
- Flu symptoms come on suddenly
- You are likely to have to spend 2-3 days in bed and antibiotics will not make you better
- If you get complications you could become seriously unwell and have to go to hospital
- The most effective way to prevent flu is to get the seasonal flu vaccination

- You can pass on the flu virus without having any symptoms yourself
  - Older people, young children, pregnant women and people with long-term medical conditions are the most vulnerable
- If you have had your vaccination from your GP or pharmacy, or anywhere else outside of work, please email [Laura Bucknell](mailto:Laura.Bucknell@glos-care.nhs.uk).



**S**troud General Hospital's Cashes Green Ward has reopened having undergone four months of major refurbishment.

The ambitious renovation programme has seen the ward undergo a major upgrade, including the introduction of additional en-suite bedrooms and bays, a day room and state-of-the-art facilities.

The six-figure renovation programme, led by colleagues from Stroud General and Cirencester hospitals, was made possible thanks to the generous support of Stroud Hospitals League of Friends, who donated a staggering £351,000.

The 22-bed ward, which closed in July 2018 to allow the refurbishment to get under way, boasts six side rooms, each with their own shower facilities, and four en-suite four-bed bays.

Senior Sister Janette Thomas said: "The nursing staff and patients are absolutely thrilled with this fantastic new state-of-the-art ward. It is dementia friendly, with colour-co-ordinated décor designed to help patients find their way around the ward and identify which is their room

## State-of-the-art

or bay and where the bathrooms and facilities are.

"We now have a dedicated office, which we didn't have before, a day room, and the design and layout of the ward, which is mixed sex, offers greater flexibility to accommodate both male and female patients."

During its four-month closure, patients and staff were transferred to a temporary ward at Cirencester Hospital.

"We would like to thank the Cashes Green Ward staff for their positive approach to continuing to deliver care while relocated some distance away in Cirencester, the Cirencester staff for how welcoming they have been to colleagues, the Stroud housekeeping team for all their hard work to get the ward spick and span in time to reopen the ward and Estates colleagues for leading the delivery of this significant project," said Janette.

"But none of this would have been possible without the huge

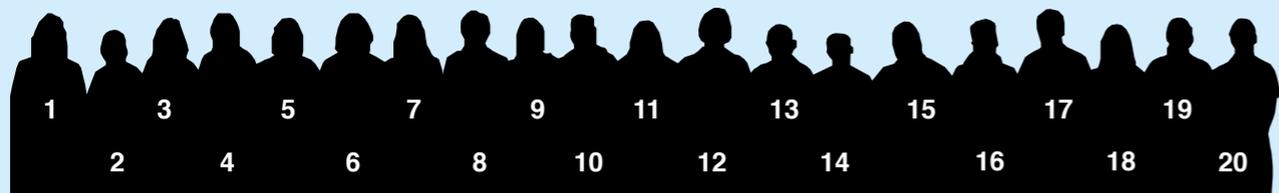
generosity of Stroud Hospitals League of Friends, who have been hugely supportive in our investment in the hospital, and instrumental in bringing this major renovation project to fruition."

Dr Roma Walker, Chair of Stroud Hospitals League of Friends, added: "The contribution of £351,000 by Stroud Hospitals League of Friends to Cashes Green Ward has lifted it from being a standard refurbishment to one that is state-of-the-art.

"In addition to other elements, the donation has funded en-suite facilities and specialist bathrooms which not only provide privacy, dignity and wellbeing for patients, but are also an important factor for infection control.

"We are grateful to all those who donate funds to us so that we can spend it wisely to enhance the two Stroud hospitals and other local healthcare facilities. So a massive thank you to the community of Stroud and surrounding area."

### WHO'S WHO



- 1 Gail Pasquall, 2 Tracy Smith, 3 Becky Niblett, 4 Tina Hemming, 5 Adele Dunne, 6 Nicky Hollands, 7 Debbie Hier, 8 Terri Selby, 9 Mel Padgett, 10 Karen Bronzkalik, 11 Keeley Fellows, 12 Jacqui Hagley, 13 Glenda Gill, 14 Lois Cracknell, 15 Gemma Doyle, 16 Emma Pawsey, 17 Karen Phillips, 18 Chrissie Horak, 19 Lisa Taleb, 20 Kath Hodges

# 2018

with the



Gloucestershire  
Care Services

NHS Trust



## January

We vaccinated a fantastic 72.5 per cent of patient facing colleagues against flu, exceeding the 70 per cent target set by NHS England and achieving a 25 per cent increase on last year's figure.

## February

Di Gould was elected president of the British Dental Association Community Dental Services Group, having worked in community dental services in the county for 35 years. Following an inspection by the Care Quality Commission in February, the Trust improved its overall rating to Good.

## March

The Trust won three out of a total eight Awards at the Health Education England's South West Star Awards. Sarah Morton was elected to the 12-strong council of the Chartered Society of Physiotherapists, following a vote of the 57,000 members.

## April

We welcomed Paul Roberts to the Trust, to take up his role as Joint CEO of GCS and 2gether. We were also delighted to welcome the Duchess of Cornwall to our Sexual Assault Referral Centre. HRH spent time with sexual assault survivors and met colleagues from the service.

## May

The annual Celebrating You Awards took place at Churchdown Community Centre. Colleagues from across the Trust came together to recognise and celebrate the achievements of individuals and teams over the past year.

## June

Health Care Assistants from our Forest Hospitals were awarded the Health Education England Care Certificate. National Volunteers' Week took place 1-7 June to thank our fabulous volunteers for the contribution they make to our patients, colleagues and services. A charity 'Brushathon' was held by dental colleagues as part of National Smile Month.



## July

Colleagues from across the Trust celebrated the NHS turning 70 on Thursday 5 July. A number of events were held at our community hospitals, which provided an opportunity for retired staff, volunteers, patients, carers and community groups to share their NHS stories and personal connections to their local hospital.

## August

The Citizen's Jury recommended Cinderford as the preferred location for the new Forest of Dean Hospital; this was subsequently agreed at the August Board meeting.

## September

Colleagues scooped a number of prizes at the NHS70 Awards held at Cheltenham Racecourse. The boards of both Gloucestershire Care Services and 2gether Trusts agreed and submitted a strategic business case for the proposed merger to NHS Improvement, marking the first formal step of the process.

## October

We welcomed Dr Henrietta Hughes, Freedom to Speak Up (FTSU) National Guardian for the NHS and trained 39 FTSU advocates during Freedom to Speak Up Month. We also marked the first Allied Health Professionals (AHP) Day, an opportunity to promote the services AHPs can provide and highlight the work AHPs do for service users.

## November

We were extremely proud of Sam Lonnen, Infection Prevention & Control Team Lead, and Annabel Spires, Staff Nurse at North Cotswolds Hospital, both runners-up at the Nursing Times Awards.

## December

GCS and 2gether launched a Christmas Advent calendar; colleagues' messages shared via social media illustrating how we are working together. Cosmo the alpaca visited patients and colleagues at a number of our community hospitals



**N**ovember was a busy month for the Trust's Community Partnership's Team (CPT), who have been working with the Social Inclusion team in 2gether Trust promoting the merger to local communities.

On Wednesday 7 November Rachel Merchant and Nicola Shilton went along to the 29th Regt RLC Health Fair at the Duke of Gloucester Barracks in South Cerney. The fair was run for the soldiers currently serving at the barracks, and information was passed for them to take home to their families.

After a conversation with the brigadier, it was identified that the existing families and the upcoming families from Germany would very much benefit from further information and plans are in place to work more closely together in the future.

On Friday 23 November Carers Glos, in partnership with Glos Carers Alliance, held an informal event celebrating Carers' Rights Day, providing attendees with the opportunity to speak one-to-one about caring circumstances and how other people have coped with a range of challenges, at Churchdown Community Centre.

Rachel and Nicola again, attended the event, along with colleagues from 2gether NHS Foundation Trust, to listen to carers' thoughts about the upcoming merger. One carer shared that she hoped the benefits of joining mental and physical health



## Spreading our message

services was 'to achieve continuity of care and more efficient sharing of information, resulting in earlier intervention', a vision that we can all agree is being strived for.

Representatives from Gloucestershire's community organisations and members of the Trust's CPT visited the House of Lords on Thursday 15 November.

The event, organised by Bren McInerney (@BrenJMcInerney) focused on connecting local community organisations with national leaders, including Baroness Dido Harding (Chair of NHS Improvement), Lord David Prior (Chair of NHS England) and leaders from the Care Quality Commission and Public Health England.

# Your adventure starts here

Place an order on your Car Benefit Scheme for a brand new, fully maintained and insured car in January or February to enter the prize draw that offers even more adventure!



**Win Premium Annual Merlin Passes\*** for up to 4 people (worth over £500) and enjoy entry into 32 attractions including Alton Towers Resort, SEA LIFE, LEGOLAND® Windsor Resort and the London Eye. 10 sets to be won!

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\*T&Cs apply - [tuskercars.com/info/merlin](http://tuskercars.com/info/merlin)

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# Celebrating our stars



The stars of Gloucestershire NHS came together for an evening of celebration in recognition of the dedication which drives the service.

The Gloucestershire NHS70 Awards was a night of inspiring stories that acknowledged the care and commitment provided by people working in and around the community, as well as in GP surgeries, care homes and hospitals across the county.

The September awards were hosted by Stroud GP and media medic, Dr Dawn Harper. Known for her work on Channel 4's Embarrassing Bodies and Born Naughty?, Dr Dawn said she was honoured to be part of both the evening and the NHS in Gloucestershire; repeatedly applauding the incredible people who go that extra mile every day.

And the winners...

**Exemplary Service to Health Improvement** was won by Clinical Systems and Change Manager, Kevin Gannaway-Pitts. In 2016, Kevin began Health and Hustle – an initiative which brings together people for various activities to encourage a happier and healthier working environment.

## More awards for top team

The Macmillan Next Steps Cancer Rehabilitation (MNSCR) Team is celebrating again after picking up yet another prestigious award.

The team scooped the **Clinical Services – Rehabilitation** prize at this year's LaingBuisson Awards, which took place at the Park Plaza Hotel in Westminster. The latest in a raft of awards scooped by the team this year, it recognises MNSCR's excellent work in helping those living with and after cancer to rebuild lives.

Launched in 2016, the multidisciplinary team of cancer and healthy lifestyle specialists delivers a broad range of community clinics and programmes, before and after cancer treatment, to improve the overall health and wellbeing of those affected by breast, prostate and colorectal cancer living in Gloucestershire. Now in their



13th year, the LaingBuisson Awards are the leading awards for celebrating excellence across both health and social care.

Judges had the onerous task of deciding which of the nominees were the most innovative, successful and inspiring in 28 different categories.

The **Clinical Services – Rehabilitation Award** recognises excellence in the provision of rehabilitation services – a category which saw the MNSCR team face tough adversaries.

The evening was spent recognising and celebrating the excellent work of many equally deserving projects, organisations

**The Excellence in Patient Empowerment Award** went to the amazing Macmillan Next Steps Rehabilitation Team, whose work has changed and improved countless lives of those living with and beyond cancer.

**The Exemplary Service in Community Services Award** went to our Homeless Healthcare Team, which provides a safe haven where homeless people can access high-quality healthcare without feeling judged or discriminated against.

The award for **Excellence in Care Support** went to Aoife Price, Health Visitor at the Vale Community Hospital, who takes great personal responsibility for her service users, scheduling extra appointments if necessary and helping patients with everything from housing to mental health and family issues.

Our colleagues in 2gether NHS Foundation Trust picked up a few awards too. The award for **Exemplary Service in Mental Health Services** went to the Healthcare Assistants of Abbey Ward at Wotton Lawn, while Non-Medical Consultant for Dementia and Lead for DoLs, Tina Kukstas, picked up the **Excellence in Innovation Award**.

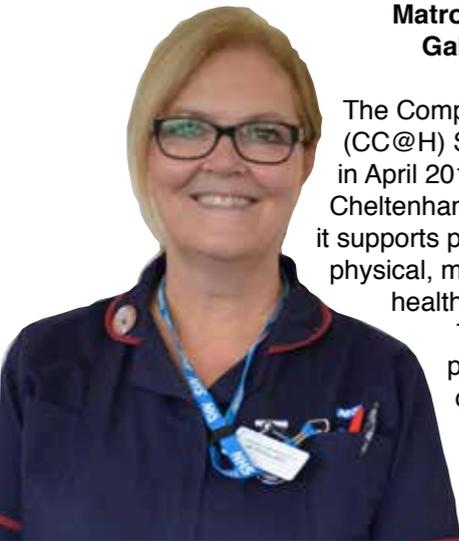
and professionals who dedicate their lives to delivering tremendous health and care.

This has been a bumper awards year for the MNSCR team, with the LaingBuisson Award taking the tally won to five.

The other four are:

**Global Lifestyle and Reconstruction Award:** Zenith Global Health, **Gloucestershire Excellence in Patient Empowerment:** NHS 70 Awards, **Best Proffered Research Poster,** National AHP Conference and Vicky Clements Award for Cancer Volunteering (individual award won by the team's Paul Ilott).

## Spotlight on the Complex Care at Home Team



**Matron Manager  
Gail Pasquall**

The Complex Care at Home (CC@H) Service started in April 2018. Covering Cheltenham and Gloucester, it supports people with their physical, mental and social health and wellbeing.

The number of people living to over 85 years, at home, has risen dramatically over the last 10 years or so.

Many elderly people are developing multiple long-term health conditions, such as dementia and diabetes, which lead to increasingly complex care needs.

A lot of these people are falling through holes in both the social and health system, as they don't meet the criteria for social or nursing care.

So they are becoming more dependent on relatives or spouses, who may themselves be older and becoming increasingly frail.

The CC@H Service was created from a need to provide a preventative, proactive, early intervention, aimed at improving resilience and delaying the onset of complications which may develop due to social isolation, poor health and lack of knowledge on self-management techniques.

The team provides a holistic approach, placing

the person at the centre of any decisions relating to their care. We use tools such as My Life, My Plan and Me at My Best, alongside Patient Activation Measures (PAM), to support the person in goal setting and their decision making.

The service provides 10-12 weeks of support by either a Matron, who could be a Registered Adult Nurse, Registered Mental Health Nurse, Physiotherapist or Wellbeing Coordinator, and one of our Adult Social Care colleagues.

The service vision is to provide a multi disciplinary approach to a person's care, removing the need to refer on to another service.

We have support from an Elderly Care Consultant who supports the team in de-prescribing, particularly in older, frail people with polypharmacy and multiple health needs.

## Working as a team

**Administrator Helen Hart**



I am one of two new full-time Administrators for the CC@H Service.

I joined the team in August 2018, having previously been a part-time administrator in a previous role within GCS.

The team I work with are a friendly and helpful bunch, and I am very pleased to be an integral part of this service.



**Community Mental Health Matron  
Kath Hodges**

I have been working as a Community Mental Health Matron with the CC@H Team since July 2018.

I am a Registered Mental Health Nurse (RMN) who qualified in 1991, and I have worked in a variety of mental health settings with extensive experience of multi-agency working, safeguarding families in Gloucestershire.

My role in the team is to assist in the provision of a holistic assessment of our referred patients' needs – ascertaining

## Close links

their mental health requirements alongside their comprehensive physical health assessments.

Working with adults over the age of 18, we see a diverse range of mental health and wellbeing issues – predominately anxiety/depression, dementia and personality disorder. I maintain close working links with our colleagues in 2gether Trust (2g); recently obtaining access to RiO, 2g's recording system.

**Wellbeing Coordinator  
Tracy Smith**



I joined the CC@H Team as a Wellbeing Coordinator in June 2018, having worked as a Healthcare

Assistant for

2gether Trust at Charlton Lane Hospital in Cheltenham for 24 years.

This role is new to Gloucestershire – and

## Trust's new role

new to me too. My main aim is to help build the confidence and resilience of the people I visit.

I help them build an achievable plan to enable them to maintain their wellbeing and a healthy lifestyle.

I really enjoy visiting and building therapeutic relationships with the people who use our services and get so much out of working with them in their own homes to help them reach their goals.



Noticeboard

Noticeboard



Diary Dates

- ▶ 1-31 January - Dry January
- ▶ 21-27 January - Cervical Cancer Prevention Week
- ▶ 4 February - World Cancer Day
- ▶ 7 February – Time to Talk Day
- ▶ 1-31 March –

- Ovarian Cancer Awareness Month
- ▶ 11-17 March - Nutrition and Hydration Week
- ▶ 13 March - No Smoking Day
- ▶ 20 March - World Oral Health Day



Your editorial team

If you would like to submit an article for *The Insider*, please contact the Communications Team on 0300 421 6935 or email [gcscomms@glos-care.co.uk](mailto:gcscomms@glos-care.co.uk)

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Members of the Community Diabetes Service team are jubilant after learning the service has been awarded a Diabetes Self-

Management Education (DSME) accreditation by the Quality Institute for Self-Management Education and Training (QISMET) – one of only 21 NHS trusts in the whole UK to have one.

QISMET provides certification of self-management education interventions against three best practice Quality Standards: QIS2015, DSME and SS2Q.

The lengthy and involved process to achieving the accreditation began in December 2017, when Gail Pasquall, Matron Manager of the Complex Care at Home team, put together the bid and report for QISMET, with “a considerable amount of help” from Emily Gabb, who provided “invaluable project support”.

Gail said: “The whole team are over the moon – this is absolutely fantastic news. Every single one of them has worked so hard to help secure this accreditation – I most certainly couldn’t have done it without their help and support. It was a concerted team effort and it’s so rewarding to see all that hard work pay off.”

In Spring 2017, the team were successful in securing a joint bid with NHS Gloucestershire CCG for more than £120,000 funding from NHS England’s Diabetes Transformation Fund.

A requirement of the funding was for the Trust

# Diabetes accreditation down to top teamwork

to apply for national accreditation to ensure its in-house structured programme meets the standards required by NICE.

Part of the initial bid was to improve the current Diabetes Structured Education offer throughout Gloucestershire, which saw the employment of diabetes educators Megan Davies and Rachel Griffith in November 2017.

The pair have helped develop the Structured Education Programme, which offers three programmes throughout the county: Diabetes and You (for people over 18 newly diagnosed with Type 2 Diabetes), Diabetes, Food and You (for people who are struggling with knowing the principles of a healthy diet) and Diabetes, Insulin and You (for people who are moving on to insulin therapy).

The programme offers support by providing community clinics throughout Gloucestershire, home visits to the housebound or nursing home patients and will see patients at their own surgeries when appropriate.

Plans for the future include the delivery of a

new programme specifically for people who have had diabetes for several years and need support in managing their condition. Also planned is the inclusion of an online learning platform for the people of Gloucestershire who are unable, or do not wish, to attend a group setting, enabling them to receive their diabetes education at their convenience.

Gail is currently on secondment and the team is being led by Sarah Scammell, who has been instrumental in supporting the team to push through the final requirements of QISMET.

Sarah said: “The Community Diabetes Service team are extremely proud that their education programme has been recognised by QISMET and has received the Diabetes Self-Management Education (DSME) accreditation.”

She added: “There are only 20 other NHS trusts with this stamp of approval. The team are very proud of the education they deliver throughout Gloucestershire and are extremely happy that their efforts have received recognition.”

## Noticeboard

Members of the Community Nursing Team at Cheltenham Independent Living Centre travelled to Sue Ryder Leckhampton Court Hospice recently, armed with a cheque for more than £430.

As part of the last year's NHS70 celebrations, the Integrated Community Team baked and sold cakes, held a charity Bake Off and ran a raffle - the proceeds of which raised an amazing £433.42 in aid of Leckhampton Court.

Members of the CIC Team, Kay Barnfield, Michelle Corcoran, Jon Allard and Sarah Parsons, presented the cheque to Hospice at Home Sister, Louise Lines.

Kelly Rumble, Community Fundraising Manager for Leckhampton Court, said: "A huge thank you to the team from the GCS Independent Living Centre for this fabulous donation."



Vale Hospital League of Friends is celebrating after receiving more than £1,500 from a transport auction house.

Danny Healey, General Manager at Manheim Gloucester, near Dursley,

presented a cheque for £1,560.62 to the Chair of Vale Hospital League of Friends, Jane Ball, and hospital staff.

"Vale Hospital League of Friends are very grateful to everybody at Manheim for this

very generous donation," said Jane. "This money will help us in our continued efforts to provide vital equipment for Vale Community Hospital and enhance the quality of patient care."

## Noticeboard

# Such generous people



Matron Linda Edwards, Staff Nurse Suzanne Smith, Chairman of Cirencester Hospital League of Friends, Sheila Rees, and Sister Janet Gale, with the new endoscopy equipment

**T**hanks to the generosity of Cirencester's League of Friends' (LOF) brand-new, state-of-the-art

endoscopy equipment has been installed at Cirencester Hospital.

Members of Cirencester LOF funded the new £80,000 endoscopy system, which is now in daily use at the hospital.

The Olympus 290 Elite video system, complete with monitor and screen is housed on a wheeled cart designed to stack a light source, camera, image capture devices and attachments for endoscopy procedures.

Sister Janet Gale said: "It is a much more up-to-date version of the system we had previously. The images are much clearer, which is the main reason why we had to replace the old unit.

"As well as improved imagery, the new endoscopy equipment

is wireless, meaning the various elements of the unit can talk to each other. Also, the number of trailing cables is dramatically reduced, making it easier and far more efficient to operate, plus it has a second monitor."

Having two monitors, rather than just the one, means the team can position one at either end of the patient, so they can see exactly what's going on.

"From the patients' point of view they love the second screen," said Janet. "When carrying out a colonoscopy, a patient is turned several times. Also, when it comes to procedures such as gastroscopies, when we had just the one screen a patient might not necessarily be lying facing the monitor. The second screen means they can see what's going on whichever side the unit is on."

The Endoscopy Department is

busier than ever, having recently taken on additional activity, meaning more patients can be seen locally.

"As well as carrying out clinical examinations of the upper gastric system, we offer a bowel screening service too," said Janet. "This is really convenient for local people."

Matron, Linda Edwards, said: "We are delighted with the new equipment and very grateful to the League of Friends for their very generous donation.

"We are a Joint Advisory Group (JAG) accredited endoscopy unit, which means we meet the national standard which guarantees the provision of exemplary care.

"So we're pleased that this new equipment will enable us to continue to provide the excellent endoscopy service."

## We're here for service users

Hazel Braund

For me, agreeing a secondment to work with 2gether and Gloucestershire Care Services is a very happy return to working in my local area. I have lived in Dursley for 22 years, but during that time, I have only worked in Gloucestershire for two years. The opportunity to lead the Better Care Together programme is both exciting and challenging and I am grateful for the welcome and support that I have received from friends and colleagues, old and new.

Reflecting on my first few weeks working with our Trusts, I can honestly say that I have never felt so welcome so early on in a role.

Despite the upheaval and uncertainties that organisational change always brings, added to the challenges that are a fact of life in delivering day-to-day care in the NHS, the colleagues and teams that I have met have remained focused on their prime concern: doing the best they possibly can for their service users. This isn't a surprise of course, this is why we are all here, but it is worth acknowledging.

The Better Care Together (BCT) programme is about our future. It's about creating our vision for services in the future and putting in place the tools that we need to deliver this vision. This includes the frameworks in the new Trust and the relationships with our partners, stakeholders and service users in the Gloucestershire and Herefordshire systems.

We've developed a number of Service User Stories with colleagues in GCS and 2gether (2g) that describe their experiences of how care can improve by working together. These stories include an "Even better if...." section that is

'I can honestly say that I have never felt so welcome so early on in a role'

informing our aspirations for the future. Some of these are about existing services where GCS and 2g have worked together from the beginning and are making a big difference for their service users, carers and families – for example Perinatal Mental Health. In other cases, the stories illustrate gaps in care with colleagues sharing their ideas for how we can fill those gaps and improve things in the future. For me, and for many of you, this is about the care that we, our

families, friends and communities will experience over the coming years.

During December, the Communications teams in GCS and 2g shared an advent calendar with daily messages from colleagues in both organisations illustrating how we are working together. The aim was to add a little light-hearted seasonal fun to your days, but also to share a taster of what is already going on.

Do you want to get involved? Drop me an email.



# Meet new team at the top

The Non-Executive Directors (NEDs) who will sit on the Shadow Board, and then the full Board of our new joint Trust following our forthcoming merger, have been announced.

A rigorous selection process concluded in early December, including a series of candidate discussion groups with patients, service users, carers, directors, clinical and non-clinical representatives from both Trusts.

This was followed by a formal panel interview with our Chair, Ingrid Barker, members of 2gether's Council of Governors, Gloucestershire Care Services representatives, an Expert by Experience and an independent assessor. The Council of Governors ratified the appointments.

The Non-Executive Directors appointed are:

**Maria Bond**

Location: Stroud Valleys  
Present organisation: 2gether NHS Foundation Trust  
Maria, who lives in Stroud, uses



both her personal and professional experience to support the work of the Trust. Maria was a NED for Gloucestershire Hospitals NHS Foundation Trust. Her professional experience comes from the construction and commercial development sector, where she has worked for many years as a chartered quantity surveyor. She is currently the Chair of the Delivery Committee at 2gether.

**Marcia Gallagher**

Location: Forest of Dean  
Present organisation: 2gether NHS Foundation Trust  
Marcia brings with her 40 years' NHS



service and her experience both as a qualified accountant and the holder of a number of senior functioning roles in the NHS. Marcia has worked

in both commissioner and provider organisations in Gloucestershire, Herefordshire and the West Midlands. More recently, she worked for NHS England before her retirement in January 2016. She has had both a professional and personal involvement with mental health services and is currently the Chair of the Audit Committee at 2gether.

**Sumita Hutchison**

Location: Bristol  
Present organisation: Bristol Community Health  
A NED on the Board of Bristol Community Health, Sumita is one of the



founding members of the Mayoral Bristol Commission for Race Equality. She is a member of the Women's Commission (Bristol). Describing the Trust as being "at an exciting point", she is enthused by the merger and potential it offers for delivering on innovation, reach and impact.

**Jan Marriott**

Location: Worcestershire  
Present organisation: Gloucestershire Care Services NHS Trust  
Jan is a qualified



registered nurse with many years' experience in community, mental health and learning disabilities. She has been a Director of Nursing and Vice Chair of the Community Hospitals Association. She also has significant experience in the independent sector. She is currently Chair of the Gloucestershire Mental Health and Learning Disabilities Partnership Boards, the Non-Executive Lead for Freedom to Speak Up and the Senior Independent Director for Gloucestershire Care Services, as well as being a member of the Resources Committee, Quality and Performance Committee, Remuneration and Terms of Service Committee and the Audit and Risk

Assurance Committee. She is also a key member of the Mortality Review Group and the Strategic Intent Leadership Group.

**Graham Russell**

Location: Stroud Valleys  
Present organisation: Gloucestershire Care Services NHS Trust.  
Graham has



been Chair of both Elim Housing Association and mental health charity Second Step. Prior to this he spent 10 years as an expert advisor to the Organisation for Economic Co-operation and Development (OECD), four years as Executive Director at the Commission for Rural Communities and a decade in a number of senior roles at Business in the Community, one of The Prince's Charities. Graham is currently the Chair of the Resources Committee within Gloucestershire Care Services NHS Trust.

**Duncan Sutherland**

Location: Herefordshire  
Present organisation: 2gether NHS Foundation Trust.  
Duncan has years of experience as



NED of a number of public companies, including British Waterways Board for eight years. He has been a NED for High Speed 2, in a role focusing on economic growth, regeneration and property. He is also a director of Sigma, a specialist regeneration company, working with local authorities. Duncan is Chair of the Charitable Funds Committee and the Mental Health Legislation Scrutiny Committee at 2gether.

**The Shadow Board will not be officially formed until Executive Director appointments are made, likely to be in late January-February 2019. The Shadow Board will then work alongside the existing Boards of both 2gether and GCS until the formal merger.**

## Freedom To Speak Up

Sonia Pearcey

# Who can you speak up to?

October was Freedom to Speak Up Month; a national campaign by the National Guardian's Office, which calls on NHS organisations to further raise awareness of speaking up.

It is important that colleagues are aware of their Freedom to Speak Up Guardian and how to speak up to them.

This was the first Speak Up Month with more than 100 events taking place across England to promote speaking up, and colleagues were able to keep up to date with activities via the Twitter hashtag #SpeakUpToMe

### During the month:

Dr Henrietta Hughes, National Guardian for the NHS, visited the Trust and met with members of the Board and colleagues



throughout the South West.

Sonia Pearcey (Freedom to Speak Up Guardian for the Trust) used social media to tweet information and highlight key national messages each day throughout October. These messages were shared through increased visibility and through updates to teams.

Some 39 of our new Freedom to Speak Up Advocates completed training and are now visible throughout the Trust. Look out for their new green lanyards.

The month culminated in an event at the House of Commons attended by Sonia and over 100 other guardians and stakeholders where Sir Robert Francis QC reflected on the positive impact that Guardians are having on staff and patient safety.

Where you want to raise a concern, Sonia will provide independent and confidential support and advice.

You can contact Sonia on 07964 250579 or email: [freedomtospeakup@glos-care.nhs.uk](mailto:freedomtospeakup@glos-care.nhs.uk)

## Thanks for support

Staff, volunteers and guests gathered at Cirencester Hospital to celebrate its 30th anniversary and the 70th birthday of the NHS with a ceremonial tree planting.

Matron Linda Edwards opened proceedings by thanking the Cirencester community as a whole for its continued support in helping the hospital not only to survive but to thrive over the past 30 years. She also thanked the Cirencester Hospital League of Friends for its ongoing generosity and support, which has seen the community hospital benefit from vital equipment and funding.

Linda concluded by thanking Cowley and Son Funeral Directors of Cirencester for its generous donation of a beautiful plinth, which is now home to the hospital's sundial in the courtyard. She also thanked the Cirencester Hospital League of Friends for their donation of a silver birch and commemorative plaques for the plinth.



# Writer's prize for race with a Finnish photo

**P**hysiotherapist Joanna Griffin won The Telegraph's weekly *Just Back* travel writing competition for her tale of a dip in Arctic waters.

As well as scooping a £250 cash prize, Joanna's article was published in the national newspaper's online edition.

Below is an extract from Jo's winning travel story *A Freezing Swim Across The 'World's Most Peaceful Border'*.

It is 11pm in Finnish Lapland and among the long grass and wildflowers beside the Torne river, a game of tug-of-war is taking place; Finns against Swedes.

The battle is short; the Finns are pulled to the ground within seconds and a small team from England steps up. No chance, I think, as they take their places opposite the victorious Swedes, but Marianne – the Swedish director of the evening's events – mentions recent events in football and this steels their resolve.

After a struggle, the English heave the Swedes to their defeat and a good-natured cheer fills the night air.

The Nordic sun dips further, the late evening shadows lengthen and the wild delphiniums glow 100 shades of blue in the fading light. Here, just north of the Arctic

Circle, the sun will only set for a short time and it won't get dark. In just over an hour, we'll plunge into the river and swim the 1.9 miles back to Sweden.

We're here for the Arctic Circle Swim from the Finnish village of Juoksenki to the Swedish village



of Juoksengi on the opposite bank. Once a single village, the two sides separated by the fast-flowing Torne were divided in 1809 when Finland was ceded by Sweden to Russia and the border was drawn down the centre of the river. In winter, the villages are joined by an ice road across the frozen water, but now it is a 40-minute drive via one of the bridges.

The race briefing begins and Marianne does a sterling job of conveying safety information in

two languages. "It has been a hot summer," she announces in slightly stilted English. "The water is 71F (22C): swimsuits are optional." The swimmers chuckle as someone taps her on the shoulder and tells her he thinks she might in fact mean "wetsuits".

The starting horn sounds and 100 swimmers begin their journey across the midnight river. At some point we cross "the world's most peaceful border" and it doesn't get more tranquil than this. I'm carried south on the warm current, and as I turn to breathe, I catch sight of the support boats silhouetted against the briefly setting sun.

Parts of the river are deep and dark without the rays of the

afternoon sun shafting below the surface. Others are shallow after the dry weather and my fingers occasionally catch the smooth stones on the riverbed. I spot the finish – *the mål* – at the southern end of Juoksengi and as I make my way out of the water, I'm rushed up to the clock on the riverbank for a photograph. It is 11.45pm.

Not only have we crossed the country border and the Arctic Circle, but we've also crossed the timezone, going back before we started. The sky is glowing orange; it won't be long until sunrise.



## Picking apples is core activity



Colleagues at Cirencester Hospital invited pupils from Chesterton Primary School along to its annual Apple Day on Thursday 18 October.

The Year 4 and Year 6 children enjoyed collecting and sorting the windfalls scattered throughout the orchard grounds, before peeling and slicing the good apples and putting them through the juicer to make fresh juice.

The children also got stuck into planting sapling trees and crocus bulbs, tackled a nature quiz and hunted for items that animals might need to hibernate.

Teacher Angela Maggs said: “The children were so excited this morning to come along to Apple Day. It’s really nice for them to get out of the classroom and have the opportunity to investigate nature.

“Apple Day really fits well with the curriculum too and links in with the children’s classroom activities. For instance, they will be using some of the materials they have collected for their art class.”

Matron Linda Edwards was on hand with some of her nursing team to help the children peel and chop the fruit. Speaking about Apple Day and the reason

why the hospital holds the annual event, Linda explained: “The hospital is the centre of the community really, because everybody has been in touch with the hospital.

“It’s particularly important for the children, because this might be their first experience of coming into the hospital’s grounds. To do something that’s a fun, active, outdoor activity is wonderful.

“We have a fabulous opportunity for the children here with our orchard. But also there’s too much fruit for us – we can’t pick it all. So why let the apples go to waste?”

## Festive fitness



### Ten reasons to be part of Health & Hustle

- Increase your activity at work and at home
- You can exercise before, during and after work
- You will feel better as you increase your activity
- You will look amazing – or more amazing!
- It doesn’t cost a lot of money
- You will become part of a community and meet new people
- It’s cheaper than joining the gym – and more fun!
- Everyone is welcome, no matter what their activity or level of fitness is
- Any aches soon pass, but the sense of achievement stays
- We set the challenges, but you set the rules

In 2016, Kevin Gannaway-Pitts, Clinical Systems and Change Manager, began Health and Hustle (H8H) an initiative which brings people together and gets them involved in various activities to encourage a happier and healthier working environment.

It started with a small number of colleagues joining together to get active, get motivated and start their journey.

Fast forward two years and it now has over 420 members from across NHS, social care, patient groups and NHS suppliers.

Over the last year H8H has been recognised for its commitment to

improving the health and wellbeing of colleagues, including winning the 2018 NHS70 Exemplary Service Improvement to Healthcare Award, being shortlisted as a runner up in the Health & Social Care Awards and nominated in the Academy of Fabulous Awards – a testament to the determination and hard work Kevin has continually given to the initiative.

Watch out for 2019 as Kevin and colleagues plan to expand the programme to ensure that everyone who takes part continues to benefit from a healthy lifestyle and can take part in fun activities and challenges.

Health & Hustle contacts [kevin.gannaway-pitts@glos-care.nhs.uk](mailto:kevin.gannaway-pitts@glos-care.nhs.uk) & [chantel.spence@glos-care.nhs.uk](mailto:chantel.spence@glos-care.nhs.uk)

## The Final Word

Health Care Assistant Emily Marshall talks about why she relishes her vital role at North Cotswolds Hospital

### How long have you been in the role?

I started at North Cotswolds Hospital on Monday 17 September 2018.

### What does your role involve?

I look after the personal care of patients, which includes washing and dressing and ensuring they are comfortable and helping out nurses with day-to-day tasks. If it's relatively quiet on the ward in the afternoon I like to make time to talk to patients.

### What inspired you to become a HCA?

I am hoping to study medicine in the future and wanted to gain valuable experience on a hospital ward. I've recently applied for the graduate entry medicine degree which could include a placement at a hospital in Warwick, Southampton, Newcastle or London.

### What do you enjoy most about your role?

It would have to be caring for people and making a difference to patients on the ward. I really do enjoy the role and coming to work each day, everyone has been so welcoming at the hospital.

### We asked colleagues to describe you in five words they said...

**Hard working**

**Confident**

**Bright**

**Cheerful**

**Capable**

That's very kind; the staff here are amazing! I've been lucky enough to work with lots of different clinical staff including, nurses, occupational therapists and physiotherapists.

### What's your favourite place to relax in Gloucestershire?

I would have to say Moran's

Coffee Shop on Bath Road in Cheltenham – they do the best cakes!

### What was the last book you read?

I've just finished *The Cuckoo Calling* which is published under JK Rowling's pseudonym Robert Galbraith.

### What's been your most memorable experience at NCH?

Probably my first day I was very

nervous but made to feel very welcome. I got to meet so many different clinical staff and shadow different departments. However, a lot of the time I was standing in a corner watching and feeling like a lemon!

### What are your hobbies?

I enjoy rowing at Gloucester Rowing Club and have also joined the ward's netball team; I play the position of goal defence and really enjoy it.



Caring

Open

Responsible

Effective