Integrated Care Communities mean more patients avoid hospital stays #noplaceikehome

NO PLACE LIKE HOME

#weinnovate
PROGRESS TOWARDS A NEW CANCER CENTRE

#weplanahead
FUTURE WORKFORCE FLOCK TO RECRUITMENT EVENT

#wecelebrate
STAFF RECOGNITION WINNERS ANNOUNCED

www.ncuh.nhs.uk

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I’d like to start this edition by thanking all of our staff who worked tirelessly throughout the winter period. We were faced with many additional winter pressures but the support and dedication received from staff across the county has been outstanding. We really saw the benefits of our new ways of working by providing more care in the community.

In the last Trust Talk we shared our plans to explore options to formally join our two organisations together, this has now progressed and is expected to take place in October this year. We will be talking to staff, partners and the community about this over the next few months. We have also developed a new set of joint values to guide how we work together. Our values apply to everyone from board to ward and will be built into everything we do.

In the last edition we mentioned the future provision of our mental health services and work has continued with plans to transfer the contract of services to other providers from October. Following this we will still be working very closely together as part of the whole health and care system. We’ve also held our first joint ‘wecelebrate’ staff recognition awards. They have been designed to celebrate our brilliant staff and promote recognition on a system-wide basis. We received some incredible nominations which I know made it a difficult task for our judging panel.

After six years as Chair of NCUH, we said a fond farewell to Gina Tiller who retired in March. Gina has overseen some major achievements including the opening of the new £90m West Cumberland Hospital in Whitehaven in 2015 and the Trust being taken out of Special Measures by the Care Quality Commission in March 2017, on behalf of the Trust I’d like to thank her for her hard work during her time here. Professor Robin Talbot has been appointed as the joint Chair for both Trusts following a comprehensive interview process.

I’m also pleased to share that Dr Vince Connolly, Ramona Duguid and Mandy Nagra have been appointed as system executive directors following an inclusive recruitment and selection process. Full details can be found on our website.

In this edition of Trust Talk you can read about tips to look after your back from our physios, what it’s like to be a volunteer at our Macmillan centre, spotting the signs of sepsis, plus much more!

As always, please share Trust Talk far and wide and get in touch if there’s something you’d like to see next time or if you have any ideas for our summer edition.
Sepsis – spot the signs

Sepsis is a life threatening emergency that is caused by the body’s response to an infection. If not recognised early and treated promptly, it can lead to shock, organ failure and death. For every hour that treatment is delayed the chance of death increases. Although sepsis is often referred to as either blood poisoning or septicaemia, these terms refer to the invasion of bacteria into the bloodstream. Sepsis can affect multiple organs or the entire body, even without blood poisoning or septicaemia. It can be caused by viral or fungal infections, although bacterial infections are by far the most common cause.

Sepsis survivor Joe Elliot from Cockermouth shares his story: “I was heading back from work on a Thursday night and felt like I was coming down with flu. By the time I got home I just felt awful. I had a sore hand and couldn’t bend my finger but thought nothing of it; it still felt like flu but I was feeling worse by the minute so phoned my eldest daughter Alison. I told her that I had flu and was going to bed but when I mentioned my hand she came straight over. Alison used to work in a pharmacy so knew something was up.

“When she arrived I could barely stand. She looked at my hand and washed it thoroughly. I had a tiny little cut on my finger and my arm was starting to go red. Alison phoned her sister Joanne and they took me to Workington Hospital.

“When we arrived I was in a bad way and couldn’t really walk or stand properly. I felt dreadful. The staff did some checks, took my temperature, which was over 40C, and said I needed to get straight to West Cumberland Hospital. I had to be more or less carried to the car and was rushed into A&E. The doctors did some tests and almost immediately gave me antibiotics. I had sepsis.

“I was sent in an ambulance to the Cumberland Infirmary as the doctors were very worried about my hand and that the infection was spreading up my arm. I was given eight or nine doses of antibiotics which got to work and I started to feel better surprisingly quickly. I have no doubt that if the doctors, nurses and ambulance staff hadn’t acted so fast I wouldn’t be here now. They saved my life. I was amazed that something as small as a nick on my finger could nearly cost me my life. I’ve cut my hands thousands of times, being a contractor, but this time I got sepsis and could have died. I am so glad I spoke to my daughters, if I’d have just gone to bed that night I wouldn’t be here now. I cannot thank all of the medical staff enough and will be forever in their debt. They are fantastic.”

Every year there are 150,000 cases of sepsis, resulting in 44,000 deaths which is more than deaths from bowel, prostate and breast cancer combined.

The signs and symptoms include:
- Slurred speech or confusion
- Extreme shivering or muscle pain
- Passing no urine (in a day)
- Severe breathlessness
- Skin mottled or discoloured

If in doubt, seek medical attention as soon as possible.
Integrated Care Communities in north Cumbria

The first phase of work to join up health and adult social care services in north Cumbria (Integrated Care Communities) helped more people to be treated closer to home and spend less time in hospital. It aimed to increase the capacity of community teams to keep more people at home and support people to leave hospital sooner. Around 190 people avoided a hospital stay thanks to the new ways of working in the first six months. The initial focus was on a specific group of patients who could previously have avoided a hospital stay, if more support had been available in the community. Between July and December 2018 there was a 4.8% reduction in the number of emergency hospital admissions for those patients supported by ICCs compared to the previous year and the average length of stay in hospital fell.

Dr Niall McGreevy, Workington GP and ICC GP Lead explained: “The progress we have made so far is really encouraging. There are lots of reasons why hospital is not always the right place, especially for older people. Long hospital stays can reduce people’s strength and independence, the unfamiliar environment can cause confusion and sleep deprivation and there is an increased risk of developing infections. If someone is medically well enough, home is usually the best place and the new ways of working are allowing us to treat more people out of hospital.”

The progress supports the NHS Long Term plan which was announced in January to ensure health services are fit for the future. It focuses on preventing ill health, improving services and joining up care to ensure people are treated in the best place for their needs.

Professor John Howarth, Deputy CEO for CPFT and NCUH, added: “The work we have done so far puts us in a strong position to deliver the government’s long term plan and transform the way health and care services are delivered. This is the start of an exciting journey and the results suggest we’re on the right track. It’s all down to the hard work, dedication and creative thinking of staff across the health and care system and those who use our services – so I’d like to thank everyone who has been involved so far as we continue to work together.”

The next phase of ICCs will focus on improving the health and wellbeing of people in north Cumbria. We will be identifying the health priorities for each ICC so that we can reduce health inequalities, promote independence and introduce social prescribing - connecting people to community groups and services for support.
Following a fall at home and admission into the Cumberland Infirmary in October 2018, Margaret Dalton has been determined to get her independence back. The 91 year old from Carlisle, who broke her hip in the fall, has been supported to do this thanks to a range of services working together.

Margaret explained: “All of the staff involved were wonderful from the ambulance staff, doctors and nurses in A&E, the surgeon and the ward staff. They were all so good with me and so kind.”

As Margaret explains it was her own determination and the support from therapy staff that meant she was able to go home within two weeks:

“Following surgery I was determined to get out of bed and at first I had to be moved using a wheelchair. A physiotherapist came to see me and we worked together to get me walking again using a zimmer frame. I started with short walks on the ward and then set myself a goal to walk further each day. I managed to do this and felt proud of myself. I then wanted to get better, so I practiced walking and doing tasks I would need to do at home.

“I wanted to get back home to do my own cooking and baking which I enjoy. I also like to keep busy and enjoy keeping my home tidy. The occupational therapists came and helped with equipment and adaptations in my home to keep me safe and to prevent further falls and they visited to make sure I was ok. The staff have all been wonderful; I wouldn’t have got on as well without them. They gave me advice and exercises which I am now doing and feeling good. I have managed to get to the corner shop with support but more than anything my aim is to get there and back on my own.”

All the staff who have helped Margaret have enjoyed supporting her to get her independence back. Susan Stothard, Therapy Assistant said: “It’s been a pleasure meeting and working with Margaret. I came in as stranger and left as if I have known her all of my life. It has been great to see the progression Margaret has made due to her determination to be independent.”

Amanda Stanley Assistant Practitioner said: “It has been fabulous working with Margaret. She is a very independent lady who works things out in her head, plans the task and then does it.”
Health system in north Cumbria

Our NHS has been through many changes and we are now building a more integrated health and care system to prepare us for the future. A system leadership executive structure has been agreed to take this forward which will enable us to work through changes in the way our NHS is currently organised. Alongside this we are developing more integrated ways of working to enable a greater emphasis on health improvement as well as ensuring we provide the right care, at the right time, in the right place. This means closer working with our Clinical Commissioning Group and our partners at Cumbria County Council.

We know strong primary care is vital to making our system work effectively, so our GP colleagues will also be represented. Visit: www.northcumbriahealthandcare.nhs.uk for more information.

Delivery of mental health services

We are currently undertaking a project to address the future of mental health, learning disability and CAMHS services in the county. In January 2018 NHS Morecambe Bay Clinical Commissioning Group and NHS North Cumbria Clinical Commissioning Group provided joint commissioning intentions for mental health, learning disabilities and CAMHS services. This is because we need the support from regional partners in order to sustain and improve the quality of these services for people living in Cumbria. We are currently working with our partners to transfer the contract for services in north Cumbria to Northumberland, Tyne & Wear NHS Foundation Trust and services in south Cumbria to Lancashire Care NHS Foundation Trust in October 2019. Stephen Eames, Chief Executive said: “It is a positive step for patients that mental health services will be aligned to the developing health and care systems that cover north and south Cumbria. All of the partners agree that ensuring mental health services are delivered locally into Cumbria. We can now start to plan the transfer with our staff in more detail.”

Long Term Plan for the NHS

In January, NHS England announced the ‘Long Term Plan’ for the NHS so that we have a service fit for the future. The NHS Long Term Plan was developed by frontline staff, patient groups, and national experts to be ambitious but realistic. The plan focuses on prevention, improving services for patients and the importance of integrating services to make them more effective and efficient. North Cumbria Health and Care System was named as one of 14 exemplar areas last year when we were identified as a developing Integrated Care System. Every area across England will now be asked to work towards this model of integrating health services across primary care, the community and hospital services.
Alfred Barrow Health Centre

Work is continuing to progress on the new Alfred Barrow Health Centre in Barrow and is due to complete shortly. It will be a modern facility housing GP surgeries and community health services. A number of CPFT services will be based there including; CAMHS, community paediatrics, children’s therapies, First Step and diabetic eye screening.

Same Day Health Centre at West Cumberland Hospital is now up and running

A new service for patients in Copeland is now available to offer more appointments for those who need to see a GP, a nurse or other primary care staff urgently. A physiotherapist is also part of the team and can see urgent patients who have muscular and joint pain. The service which launched in February saw around 100 patients in the first week and at least three hospital admissions were avoided because tests could be carried out quickly to rule out or confirm a condition.

The centre is based in the outpatients department of the West Cumberland Hospital. Appointments can only be accessed by booking through a Copeland GP Practice – it is not a walk in service.

West Cumberland Hospital redevelopment

Redevelopment work continues to progress at West Cumberland Hospital in Whitehaven as Cardiology and Vascular services have moved into their new home. The departments are now in the centre of the hospital, in one area, making it easier for patients to access services and in a much improved environment. The Trust is nearing the completion of ‘Phase 1b’ of the redevelopment with the Breast Screening service also due to move into its new home in the coming weeks. This follows Phase 1 of the redevelopment which was completed in October 2015 with the opening of the new £90m hospital. Patient Graham Robinson of Crosby, Maryport said: “The improvements are fantastic. Everything is better, the rooms, waiting areas, access, parking, it’s much brighter and what the hospital needed. The staff here are all pleasant and I wouldn’t want to go anywhere else.”

Cancer Centre at the Cumberland Infirmary

Work is ongoing to demolish the tower block building at the Cumberland Infirmary to make way for the new £35m cancer centre. The centre will offer services to patients across the north of the county including radiotherapy and chemotherapy. The demolition is set to be completed by the end of April 2019 with construction of the new centre starting in the summer. The centre is planned to open in summer 2021. Suzanne Stanley, radiotherapy services manager, adds: “The new building will be state of the art but will also feel far more homely. Going to hospital can cause anxiety and getting treatment for cancer can be scary. We hope this building will put people at ease by being in a relaxing and comfortable environment.”
We’ve now officially launched our brand new set of values shared across Cumbria Partnership NHS Foundation Trust, NHS North Cumbria Clinical Commissioning Group, and North Cumbria University Hospitals NHS Trust.

Created with our staff, the joint values are there to guide the way we work every day from board to ward, to ensure our services are the very best they can be for our patients, for our workforce and when working with our partners and the wider community.

It is important our values are inspirational, clear and relatable to everyone. With this in mind we’ve created a strong set of values that we can feel proud of, aspire to, stand by and take with us through all that we do.

Each value has a set of behaviours behind it which we are starting to build in to everything we do including appraisals, recruiting staff and our policies and procedures.

Watch the values video on our website to understand what the new values mean to staff and how we can demonstrate them everyday.

**KINDNESS**
We know that kindness and compassion cost nothing, yet accomplish a great deal
- Supportive and caring | Listens and consults
- Focuses on the positive | Champions equality and fairness

**RESPECT**
We are respectful to everyone and are open, honest and fair
- Respectful | Takes personal accountability
- Open and honest | Fair

**AMBITION**
We set ourselves ambitious goals to achieve the best for our patients, our teams, our organisation and our partners
- Promotes learning and personal growth | Constantly improves performance
- Encouraging | Courageous and resilient

**COLLABORATION**
We are always stronger and better working together with and for our patients
- Demonstrates trust in others | Develops self and others
- Enables great teamwork | Creates co-operation and enthusiasm
Hermann Jacobs volunteers for the Macmillan Centre at the Cumberland Infirmary, where he provides advice and support and is the friendly person to turn to for those that have been affected by cancer. Hermann is Venezuelan born but made the move to England to study for a biomedical science degree at the University of Cumbria. He speaks fluent Spanish, German and English and is a keen musician.

Hermann shares what it’s like to volunteer:

“It’s very rewarding, people come to you at a very vulnerable time in their lives and I’m here to offer the support and advice they need. Each person is different and I treat each person as an individual.

“Sometimes people just need someone to listen, to get everything off their chest and vent. That’s what we’re here for, we can then start to offer advice and help with their circumstances. It’s not just people who have cancer but their families and friends as well. I volunteer once a week but if people need me I will make myself available, I’m here to help. The Macmillan Centre is very flexible, being a fulltime student I need time for exams and they help me work around any other commitments I have. Once I have finished my degree I plan to study medicine, hopefully in the UK, and my experience here has been invaluable. You get to see the real person people behind every diagnosis not just the condition.

“When I become a doctor my time here will help me understand the person and give me much more empathy in delivering a diagnosis and listening to their concerns.

“I’d like to study towards being an oncologist (cancer specialist). My manager Hilary Kendal and Suzanne Stanley, head of radiotherapy, helped arrange for me to spend some time in the chemotherapy and radiotherapy departments with oncologist Dr Millar. It was an honour to be able to do that, and I don’t think I would have had the chance were it not for my volunteering here at Macmillan and for the Trust. I’d recommend volunteering to anyone.”

Hilary Kendal, Macmillan Cancer Information Service Manager, also added:

“We have a great team of volunteers in the Macmillan Centre, from a wide range of backgrounds, and we are able to provide the breadth of service that we deliver because of their commitment.

“It is fantastic to have Hermann here with us, he has been here for nearly a year and we’re working to try and keep him when he finishes his degree. I hope he goes on to become a doctor and returns to work here in Carlisle.”
This year we launched our brand new #wecelebrate staff recognition awards across CPFT, NCUH and NHS North Cumbria Clinical Commissioning Group (NCCCG), including Primary Care. The awards have been designed to celebrate and recognise our brilliant staff and promote recognition on a system-wide basis as we all continue to work more closely together. A small celebration took place in Penrith where the award winners were invited along to celebrate their achievements.

Outstanding Service Improvement: Maternity Information System Project Team
This was a project group who came together to look at ways to improve maternity services.

Outstanding Individual: Josephine Harbison, Team Leader, Older Adults Mental Health, South Lakes
Josephine has supported her team to become the best they can be by being highly motivated, driven and constantly looking at ways they can develop.

Chair’s Award: Speech after stroke team and volunteers
The volunteers provide an outstanding contribution to supporting stroke patients and give over 250 hours of their time each month to support people who have had a stroke.

Outstanding Leadership: Susan Blakemore, Chief Executive at Cumbria Health on Call.
Collected by Neil Margerison
Susan’s mantra is for the right patient to be seen by the right clinician at the right time and she strives for excellence in all that she, and the service, does.
Outstanding Team of the Year – Clinical: Emergency Department Nursing Team Cumberland Infirmary

They respond quickly and professionally to emergencies as they arrive, no matter how busy the departments is, they always demonstrate the ability to adapt to the situation.

Outstanding Team of the Year – Non Clinical: North Cumbria Clinical Commissioning Group Better Health at Work Team

The team identified three target areas for staff where they rolled out creative and innovative programmes to get staff involved including lunch time walks and mental health awareness sessions.

wecelebrate!

#staffrecognitionawards

Congratulations to all our winners and nominees!
Future workforce flock to recruitment event

In March more than 120 people attended our recruitment event which resulted in over 40 job offers to our services. We joined forces with North West Ambulance Service NHS Trust (NWAS) and the University of Cumbria and opened our doors to nurses, midwives, paramedics, and those considering the professions to explore their career options. Attendee Sophie Stanier, final year paramedic student at Staffordshire University, said: “I live and study in Stoke but I’d like to relocate to Cumbria. It is a beautiful place and I’d like to join NWAS because they work closely with the hospital. It’s an attractive role to work in both the community and the hospital to see things from both sides.”

Life changing support from the NHS to ‘step into work’

We’ve helped five more individuals who were unemployed to get the training and experience needed to get back into work. The six week Step into Work programme to recruit health care assistants included three weeks of training and three of placements where recruits were supported to prepare for the workplace and work towards their care certificate. They have now successfully applied for bank health care assistant positions and regularly work for the trust.

Eunice Njeri who completed the programme said: “When I came into the UK I struggled to get a job because I didn’t have any experience. I was very pleased to be accepted onto the programme. I did my placement with the Heart Centre and it was amazing, they made me feel really comfortable. I’m now working as a health care assistant. It is an opportunity of a lifetime. I have learned a lot and although I know there is still a lot to learn I am absolutely loving my new job. I feel more confident and want to become a nurse in the future.”

James Manser, Learning Facilitator at NCUH, added: “The programme is a great way of helping people to get back into work, realise their potential and build a career. It is helping us to grow our own workforce too.”

Workforce teams shortlisted for national awards

Work to recruit health professionals, save money and improve patient care and staff experience has been shortlisted for three national awards. The HPMA Excellence Awards celebrate outstanding work in healthcare human resource management.

- **Health Sector Jobs Best Recruitment Initiative:** joint recruitment work between NCUH, CPFT and NWAS.
- **Welsh Government award for working smarter:** work to reduce spend on agency workers.
- **Deputy HR Director of the year:** Suzanne Hamilton, Deputy Director of Workforce and Organisational Development at CPFT, is one of only three to be shortlisted nationally. Winners will be announced on 6th June.

View all our vacancies at [www.jobs.nhs.uk](http://www.jobs.nhs.uk)
Louise Buchanan.
Consultant Interventional Cardiologist at the Cumberland Infirmary

A day in the life of

Talk us through your job; is there a typical day? What do you do?

There are many facets to my role. Every day is different and it is the variety that keeps things interesting. I have regular commitments such as outpatient clinics, cath lab lists (angiograms and stent implantation), multi-disciplinary team meetings and working on the wards. I also perform primary percutaneous coronary intervention which involves stent implantation in patients who are having a heart attack, which we know saves lives. We are on call 24/7 responding to paramedics who take patients directly to the Heart Centre at the Cumberland Infirmary.

What do you enjoy most about your job?

I enjoy that you don’t always know what the day will bring within cardiology. It is nice to see patients get better after being extremely unwell and returning home independently. We also get to know patients in clinic who have more long-standing problems which we can help with. I am never bored - alongside my role as a cardiologist, I teach the next generation of doctors through my role as an Associate Foundation Tutor for year one and two junior doctors and more recently I became Clinical Director for Elderly Care. I am also currently co-chair of the European Association of Percutaneous Cardiovascular Intervention (EAPCI) Women Committee which is important to encourage more females to join this profession as we are in a significant minority of interventional cardiologists.

What inspired you to go down this career route?

From childhood I can’t ever remember wanting to do anything else other than medicine and was always interested in how things worked. I have had great role models along the way and had the opportunity to work with two very strong female cardiologists who encouraged me to keep going.

What’s the best thing about living and working in Cumbria?

I am originally from west Cumbria, leaving for university in Dundee, and have worked in other areas in Europe before coming back to Carlisle in 2013. I also did my work experience here in Carlisle many years ago. Living in Carlisle and being close to work provides me with a nice pace of life as I can be home from work in 10 minutes to walk the dog! The hospital is a good size, with a wide range of specialities and everyone is friendly. There are good opportunities for junior doctors to train, develop skills and progress their career.

Would you like to be featured here next time? E: communications.helpdesk@cumbria.nhs.uk
As spring approaches our enthusiasm to leap back into our gardens to start tidying and preparing for the year ahead can leave us with some unwanted twinges.

Laura Hocking, Physiotherapist, said:
“Back pain is one of the areas we are most aware of when it comes to muscular joint aches and pains with 95% of the population experiencing it at some point. The good news is that 98% of back pain needs no treatment and resolves with just some simple steps to help it on its way. Advice on back pain has changed over the years and there are a number of things that you can do to help when it occurs.”

Avoid bedrest, stay in work and gradually resume normal activities. Scientific studies now show that prolonged rest and avoidance of activity for people with low back pain actually leads to higher levels of pain, greater disability, poorer recovery and longer absence from work.

Use hot or cold compression packs for short-term relief – you can buy these from your local pharmacy, or a hot water bottle and a bag of frozen vegetables wrapped in a cloth will work just as well.

Exercise and activity reduce and prevent back pain; exercise is shown to be very helpful for tackling back pain and is also the most effective strategy to prevent future episodes.

Get good quality sleep; the importance of sleep in tackling back pain has become increasingly clear.

Laura adds: “Your back is stronger than you may think. Most people will experience back pain during their lifetime, it can be painful and worrying but it is very common and rarely dangerous. After experiencing back pain you should not fear bending or lifting; bending and lifting are often portrayed as causes of back pain and while an injury can occur if something is picked up in an awkward or unaccustomed way, it’s most likely to just be a sprain or strain.”

If you’re out in the garden follow these tips to ensure you get the most out of your time minus the unwanted side effects:

Vary your tasks and take breaks - it’s easy to get carried away wanting to get one particular job done before you move on to the next but spending a prolonged period of time on one activity can result in ending up with sore muscles the next day.

Be realistic - Rome wasn’t built in a day and a garden is always a work in progress.

Garden kneelers are a helpful invention, they can save untold stressed on your knees.

If you experience prolonged back pain you should speak to your GP or access your local Occupational Health Physiotherapist or MSK Physiotherapy Department.

The Chartered Society of Physiotherapy also provides information online:
www.csp.org.uk/publications/10-things-you-need-know-about-your-back
www.youtube.com/watch?v=24P7cTQjsVM
Cumbria’s sexual health teams pride themselves on being accessible, kind and respectful. Their patient feedback describes them as ‘wonderful’ and ‘non-judgemental’ and they are experts at making people feel at ease whilst talking about personal issues. Dr Matt Phillips gives an insight into their work:

What services do the sexual health teams offer?

We offer advice about contraception, HIV, Sexually Transmitted Infection testing, the hepatitis B vaccine, chlamydia screening, general sexual health advice and emergency sexual health support. We run drop in clinics and appointments across Cumbria and are open evenings too. Visit our website for further details: www.cumbriapartnership.nhs.uk/our-services/specialist-services/cumbria-sexual-health

What is your advice for anyone who is worried or embarrassed?

Many people are embarrassed about coming to see us but they needn’t be. We’ve heard it all before, nothing can shock us so there is really no need to worry and we definitely won’t judge you. If you suspect you have an STI don’t sit worrying about it – it’s important to focus on the peace of mind you will get at the end of the consultation. When you call you will speak to a qualified nurse and if you need to be seen the same day you will be. All STIs are treatable and the earlier they’re treated the better.

What would you expect from an appointment?

If you are coming for the first time you will be asked to give your details and we will have a chat about your general health and sex life so we can decide what the right tests are for you. You don’t always need an examination but if you do we might need to take some quick samples. Depending on what samples are taken you can have results within 15 minutes. Our health records are separate from anyone else’s. So no one else can access them, not even your own GP.

Can I bring somebody to the appointment?

Yes absolutely. We will ask them to leave the room for a few minutes to ensure privacy and that you have the chance to say everything you want to.

What about if you are underage?

Still come, we have an open door policy for under 16s so you can literally walk in and you will be seen on the same day. We do our very best to keep everything confidential but if we feel that you may be at risk of any kind of harm we have a duty to share this.

What research and prevention work are you doing in Cumbria?

Since November 2017 we have been part of a national trial preventing HIV in high risk groups. It involves the person taking a tablet that can stop you getting HIV. We now vaccinate gay and bisexual men against the HPV virus that’s associated with some cancers in men and women. We support a self-help group in Carlisle for those affected by herpes. The group meet to talk, share their experiences and expertise.
Helping us to work better with our community

We know that involving staff and patients when we develop and improve services makes those services better, and we want to make sure this is the approach we take across our health and care system. To help with this we have worked with some of the staff, patients, third sector groups and members of our community who have been collaborating with us on some service changes to find out how we can do it better and involve more people.

With the help of Healthwatch Cumbria, Cumbria Learning and Improvement Collaborative (CLIC) and our co-production team we have developed some helpful information and bite size training, along with some of the lessons we have learned to create our Co-production Toolkit. It is now becoming part of our CLIC training and is available freely online for people to find out more.

We know it can be intimidating for our teams to start to involve people from other organisations in change, and it can be scary for people to come into an NHS setting to share their feedback and ideas. We hope this will support everyone to think about who else should input into change and help them to make it a positive experience and avoid repeating some of the problems we have encountered over the last few years! This is free to access, based on our experience in Cumbria, and it is already being used by teams across our Integrated Care Communities as they look at tackling health inequalities. The toolkit can be accessed online at: www.northcumbriahealthandcare.nhs.uk/making-it-happen/co-production/co-production-tool-kit

Co-production opportunities

There are a number of ways for patients and members of the public to get involved in the NHS in Cumbria including joining one of our co-production groups where we work together to improve our NHS services. Find out more by visiting: www.northcumbriaccg.nhs.uk/get-involved/engagement/co-production-and-the-working-together-group

Working Together Steering Group: This group is open to everyone who cares about our services and wants to work constructively to develop them.

Children’s Working Group: In this working group we are looking at the development of Short Stay Paediatric Assessment Units at our hospitals and ensuring the voice of the patient and their family as well as front-line staff is clearly heard.

Recruitment and Retention Group:
In this working group we are looking at how to support recruitment.

Maternity Voices Partnership: The existing West Cumbria Maternity Voices Partnership is very active and their members are supporting work where service users’ views are vital.

New meeting dates and information relating to the meetings are regularly added and updated online. For more information visit: www.northcumbriaccg.nhs.uk/ournhs

NHS membership − your chance to be involved

Another way you can get involved and have your say is by becoming a member of our Trust. Currently this is just available at CPFT but will be extended across NCUH as we join together later this year. As a member you can have your say on the things that matter to you and you can help shape and influence our services. Becoming a member is free, you just need to be aged 14 or over and live in Cumbria. Take a look on our website for more information: www.cumbriapartnership.nhs.uk/the-trust/members
Recent figures for England show that around 22% of pregnant women are obese (which means having a Body Mass Index of 30 or above). Complications for women who are obese include higher risk of miscarriage, stillbirth, pre-eclampsia and gestational diabetes. Babies whose mothers are obese are more likely to be born prematurely and become obese and diabetic themselves later in life. We’ve spoken to two experts in this field to get more information, advice and top tips.

**Claire King**, Consultant in Public Health at Cumbria County Council, shares the following advice and tips: “It’s important to try and achieve a healthy weight, eat a healthy diet and be as active as possible before becoming pregnant. An online resource called Tommy’s has produced an excellent ‘Planning for Pregnancy’ digital tool, that takes women through a questionnaire and then uses their answers to provide tailored information on what they can do before pregnancy to have a healthy pregnancy and baby. It also provides supportive email follow-up with tips and advice.” Take a read: [www.tommys.org/pregnancy-information/planning-pregnancy/planning-for-pregnancy-tool](http://www.tommys.org/pregnancy-information/planning-pregnancy/planning-for-pregnancy-tool)

“It’s not just advice for potential mums either, as research now shows that the health of the father before pregnancy also impacts on a baby’s wellbeing. I recommend potential dads-to-be check out the ‘Live Well’ pages on the NHS website: [www.nhs.uk/live-well/](http://www.nhs.uk/live-well/) Ultimately, it’ll also be easier to make healthier choices if you’re encouraging each other!”

The Royal College of Obstetrics and Gynaecology recommend that for women who have not previously exercised routinely, 15 minutes of continuous exercise, three times per week, increasing gradually to 30 minute sessions every day, is recommended. Suitable exercises include swimming, walking and pregnancy yoga.

**Dr Laura Hipple**, Associate Specialist in Obstetrics and Gynaecology at NCUH said: “Here in Cumbria we are seeing a significant increase in the number of pregnant women being diagnosed with gestational diabetes, often linked to obesity. I see first-hand the worry and stress this can cause women and their families. We want to see all pregnant women being able to enjoy their pregnancies. I strongly recommend that anyone thinking of trying for a family, or women who are pregnant already, try to achieve a healthy weight by eating a healthy diet and being physically active.”

If you’re pregnant and would like more information, please speak to your midwife.
Mental Health support for staff

Mental health problems affect one in four of us, yet people are still afraid to talk about it. At CPFT and NCUH, we take the mental health of our staff seriously. We know how important it is to talk about issues affecting us. We want staff to feel able to talk more openly and provide support to help create a more positive culture as well as reducing stigma and encouraging people to seek help. Staff can visit our Mental Health Support Hub in the health and wellbeing section on our new staff website for self-help suggestions, details on support available and guidance for managers.

Mindfulness, resilience and self-help courses
We offer a number of in-house mindfulness, wellbeing and resilience courses for staff. Details are available on the staff website.

Employee Assistance Programme - Validium
Validium, provides entirely confidential help and support. It can be accessed 24 hours a day, 7 days a week, 365 days a year on 0800 358 4858. Professional counsellors are available to give help and advice.

Helplines and mental health apps
Research shows that, for some people, apps can be just as effective as face-to-face therapy for depression, anxiety and other mental health problems. Visit our mental health helplines and apps library on the staff website for more advice and information.

First Step offers free talking therapies for adults in Cumbria.
NHS staff can refer directly to First Step, as anyone else can. You don’t need to have seen a GP or Occupational Health before self-referring. If you want to self-refer to First Step, use the online self-referral form on in the Health and Wellbeing section of the staff website.

Mental Health First Aiders
We are developing a network of Mental Health First Aiders and training courses across NCUH and CPFT. Mental Health First Aiders are staff who have been trained to spot the warning signs of mental ill health and feel confident to guide someone to appropriate support.
If you would like to become a Mental Health First Aider for your team or department, let us know by emailing healthandwellbeing@ncuh.nhs.uk

Onsite staff Occupational Health Counsellor and Wellbeing Support Officer
The Occupational Health Department is able to offer support to those suffering from stress, anxiety, depression and other psychological illness via our onsite counsellor. It is not necessary to be off work in order to access this help. It can be accessed confidentially via management referral.
Gillian Henry, Staff Nurse on Rowanwood, made a life changing New Year’s resolution in January 2018 and has shared her story to inspire others to do the same. Gill made it her mission to complete the Run Every Day (RED) January Challenge - a community initiative that encourages everyone to support their mental health by doing something active every single day in January. She ran a mile each day and raised over £400 for mental health charity Mind and after seeing the improvements to her physical and mental health decided to keep going.

Gill battled through the weather, personal challenges and the days where she didn’t feel like running, especially after night shifts, and managed to run at least one mile every day in 2018. Gill said: “For anyone tempted to try running, I’d say try not to care about what anybody thinks. I used to think people would look at me and say “why is she running?” But nobody looks at you and thinks “oh my God, she’s too big to run”. People don’t really care. Also, it doesn’t matter if you’re really slow. When I started I walked most of it, but perseverance can make a huge difference. As long as you’re out there trying, that’s the main thing.

“This year I am continuing to run – to be honest I’m a little bit scared to stop as I feel like I might just lose all the hard work I’ve put in for my physical health as well as my mental health. I am beginning to increase my distance now and have also completed a couple of local Parkruns in Carlisle and Keswick.”

North West Regional Awards finalist

Zoe Potgieter, Head of Healthcare at HMP Haverigg, is the first healthcare manager to reach the finals for Her Majesty’s Prison and Probation Service (HMPPS) North West Awards.

The awards help recognise outstanding staff and make sure they are rewarded for their work.

Zoe was nominated for the Partnership award by prison governor Tony Corcoran: “Zoe has been instrumental in encouraging the positive relationship between HMP Haverigg and Cumbria Partnership NHS Foundation Trust. It has brought many mutual benefits to both organisations not least shared training initiatives. In all of my years governing this is by far the most dynamic and engaging healthcare team that I’ve had the pleasure to work with.”

Zoe said: “I’m delighted to have been nominated and to have reached the finals even if I didn’t win. It is a very competitive award and I didn’t expect to advance to the finals at all. It was a fabulous event, it showcased a lot of really good work being done in offender health.”
#NHS SOCIAL

#we work together | #we plan ahead
#we innovate | #we celebrate

New shared Values - Take a few minutes and watch our values video to see what our values mean to our staff #values #kindness #respect #ambition #collaboration

Eden and Keswick & Solway ICs’ new wellbeing service #health & wellbeing
And nursing & midwifery recruitment day #isthisyou

@CPFT NHS @NorthCumbria NHS

Staff at Costa at the Cumberland Infirmary #glimpse of brilliance

@CPNHSFT @NorthCumbria NHS

#isthisyou recruitment event for nurses, midwives & paramedics

@CPNHSFT @NorthCumbria NHS