

# Partnership

Issue 53/Spring Summer 2018

## Matters

*HPFT provides support to people with mental and physical ill health and learning disabilities*



# Happy Birthday NHS

We look at mental health services then, now and in the future

## PRIDE AND PREJUDICE

Michelle and her transgender journey

## HEARTS AND MINDS

New Marlowes Health and Wellbeing Centre

## WE NEED YOU!

Become a governor  
Join our volunteers

Our  values

Welcoming Kind Positive Respectful Professional

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Our  values

Welcoming Kind Positive Respectful Professional





Tom Cahill receiving his  
HSJ Chief Executive of the Year Award

# Welcome

**THIS** is a great year for the Trust as we celebrate the NHS's 70th birthday, our workforce who have yet again ensured that we have performed well in the NHS National Staff Survey and the opening of the new Marlowes Health and Wellbeing Centre in Hemel Hempstead.

## **NHS 70 – celebrating seventy years of great care**

On 5 July and throughout 2018 the Trust along with other organisations will be celebrating 70 years since the foundation of our National Health Service. This is a great opportunity to say thank you to everyone who has contributed to our organisation: from volunteers to staff, members to governors, service users, families and friends, you have all played a part in shaping our services so that we can provide high quality care. It is also an opportunity to look at how far the Trust has come, in all its various guises, over the years as we have adapted, embraced and been at the forefront of change.

## **National Staff Survey: 77% of staff recommend HPFT as a place to work and receive treatment**

I was delighted with the results of the NHS National Staff Survey as yet again we have received high scores for staff motivation, training, learning and development opportunities. In addition to this 78% of staff were highly satisfied with the quality of work and care they are able to deliver.

The Board and I are particularly pleased as this past year has seen an even greater demand for our services. Yet not only have we maintained our excellent results but we have also seen improvements in several areas – making these the best survey results since 2011.



**I** am proud to be the leader of an organisation that puts service users first”

Tom Cahill

Towards the end of last year I was lucky enough to be awarded the HSJ's Chief Executive of the Year. It is a huge honour and one of the many things that made me proud that evening were the judge's words when they referenced 'a leader and an organisation that puts service users and their families at the very centre of his trust's work.' I truly believe that winning this award was not only in recognition of my contribution and leadership but a reflection of HPFT and our 3000 or so staff who deliver great care day in and day out.

## **The Marlowes Health and Wellbeing Centre - an exciting vision of the future**

We recently published our Physical Health Strategy, which recognises the important link between physical and mental health. A shining example of this is The Marlowes Health and Wellbeing Centre, our new facility in the centre of Hemel Hempstead, which offers a range of physical and mental health services provided by ourselves and Hertfordshire Community NHS Trust (HCT). As well as helping to reduce the stigma those with mental ill health face by providing both types of service in one facility, it is also providing mental health services at the heart of the community where they are most needed. It's a great start to the year and an exciting vision of the future.



# Celebrating 70 years of our NHS

**70**  
**YEARS**  
**OF THE NHS**  
**1948 - 2018**

On 5 July HPFT along with other organisations will be celebrating 70 years since the founding of Britain's National Health Service (NHS). The principles of the NHS remain the same that: good healthcare should be available to all, regardless of income. Since its inception in 1948 the NHS has seen

some tremendous changes and not least in the field of care for those with mental ill health, physical ill health and learning disabilities.

## The dawn of a new era for mental health services

At the time of the NHS's formation many of those deemed 'mentally unfit' were locked away in large Victorian institutions where life was strictly regimented and sedation was the norm. Staff had little training, worked long hours and often lived on site.

However, things were beginning to change: 1946 – 1949 saw the formation of the charity Mind which aims to help those with mental ill health, Mencap which supports children and adults with learning disabilities and the Mental Health Foundation which seeks to increase funding for research into mental health conditions.

Increasingly drug treatments were sought that helped service users to manage their symptoms so that they could lead healthy and fulfilled lives within their communities. There was also a growing trend towards talking therapies such as psychotherapy and counselling.

Perhaps the biggest driver of change was the Percy Commission which, argued that "Patients who are fit to live in the community... should not be in large mental institutions". It was the first step towards community care and before the end of the 20th century many of the old Victorian asylums including Cell Barnes, Hill End, Harperbury and Leavesden in Hertfordshire had closed.

## The era of community care

The introduction of community care was not seamless and the press railed against the mentally unwell being let loose on an unsuspecting public. However, overall it proved a positive change with reports of former patients locked up for minor conditions finally seeing the light of day.

Improved drug treatments, therapies and a growing army of support groups have also helped many manage their symptoms more effectively and receive the help they need



when and where they need it.

The care of those with dementia has changed with dementia friendly environments such as HPFT's Lambourn Grove and Logandene providing conditions to help reduce disorientation. They include sensory rooms, well signposted corridors and a garden with raised beds.

However, some people still need places for emergency, respite or more long term care. In 2014 HPFT opened Kingfisher Court, a new facility offering world class inpatient care. With its large courtyards, bright, airy rooms and separate bedrooms it is a world away from its Victorian counterparts. Patients participate in activities that will help them adapt to life in the outside world and recreation including arts and crafts which provide an outlet for creativity. They are treated as individuals and there is a belief that recovery is almost always possible.

Things have improved for staff as well. They now receive high quality and regular training and there are opportunities to progress their careers. They have greater responsibilities but more support and they no longer live on site.

A recent development has seen the gradual integration of mental and physical health. New centres in Letchworth and Hemel Hempstead provide services for those with both mental and physical ill health in locations that are close to town centres – a far cry from the early days of mental health care.





Artwork supplied by the HPFT Artwork collection

### The future of mental health services

Technology is already being used to provide mental health support and for data collection. Mobile devices are being used to find new ways to access help, monitor progress, and further understand overall mental wellbeing and this is set to increase. In the future these forms of technology may be able to avert a crisis simply by monitoring a user's behaviour.

Drugs will still have an important role to play but there is a move to better understand the physical aspects of the brain. The use of stem cells is already being used to increase understanding of conditions such as: bipolar disorder and schizophrenia with the hope they could provide a cure.

More holistic approaches to care are being trialed that take the view that that a person's mental wellbeing and social situation are interlinked. So for example, people struggling with housing, finances, isolation and unemployment are given the correct help with these issues and this in turn could have a positive effect on their mental health.

At HPFT we have already seen tremendous changes over the years. We are looking forward to the future and embracing all these new ideas in the hope that they will enable all our service users to lead healthy and happy lives.

We hope as well that the NHS will continue offering the highest possible care and the best treatments available for generations to come. Above all we would like to thank you for supporting the NHS.



**Celebrating 70 years of the NHS – 1948 to 2018**

**Discover NHS history and share memories:**  
[@NHSHistory\\_](#)  
[@NHSat70](#)  
[#NHS70](#)



## Let's celebrate

Throughout the coming months HPFT will be organising a number of events to celebrate the NHS's birthday. These include: NHS Big 7Tea (and cake) morning/afternoons, a summer concert, an NHS 70 themed AGM, an exhibition featuring contributions from staff, and a walk to celebrate Windrush\* To join the walk Email: [comms@hpft.nhs.uk](mailto:comms@hpft.nhs.uk)  
 For news of our events: [www.hpft.nhs.uk](http://www.hpft.nhs.uk)

\*In 1948 the SS Empire Windrush docked in Tilbury Essex. It carried passengers from the Caribbean who had been invited to come to Britain after World War Two, to assist with labour shortages. Many subsequently went on to work in the NHS.





## Just Talk about mental health



A new campaign has been launched to get children and young people in Hertfordshire to 'Just Talk' about their mental health.

Health, council and voluntary organisations across the county are working together to promote Just Talk, with schools holding special assemblies, Just Talk lessons and inviting guest speakers in to share the Just Talk message.

The campaign was officially launched on Monday 22 January. Young people were behind the Just Talk name and helped design the logo.

National mental health campaigners Jonny Benjamin and Neil Laybourn, known as the 'Strangers on the Bridge' after Neil stopped and talked to Jonny when he was on the brink of taking his own life, back Just Talk. Jonny has been explaining how important it is to #JustTalk in interviews he has done for ITV News and BBC radio, as well as in local newspapers.

“The first time that I talked was actually to Neil really, when I was on a bridge and I was suicidal. That was the first time that I opened up,” said Jonny. “I would encourage anyone that’s struggling to Just Talk and I really get behind this because talking has been the best thing that I’ve ever done, it’s been the most important thing that I’ve ever done and I wish that I’d talked earlier.”

Several Premier League footballers have been involved too, as local and national research and data backed the need for a focus on the emotional wellbeing and mental health of boys and young men, encouraging them to open up and get support with their mental health if needed.

### For more information

**Visit:** YouTube and search #JustTalk to see Jonny and Neil backing the campaign

**Go to:** [www.healthyyoungmindsinherts.org.uk/justtalk](http://www.healthyyoungmindsinherts.org.uk/justtalk)

**Join:** the conversation on social media using the hashtag #JustTalk

## New Leaf Wellbeing College goes from strength to strength



Now in its second successful academic year, New Leaf Wellbeing College continues to provide an educational approach to recovery with a full curriculum of free courses that focus on teaching

**theoretical knowledge with practical skills to promote self-management**

A joint initiative led by HPFT with day-to-day operations delivered by the Trust’s charity partner, Druglink, the college has attracted over 900 students since its inception last year. Feedback from the student population has been extremely positive; students have praised the relevance of the course content, reporting that they have been able to apply the practical knowledge gained into their everyday lives, seeing a marked improvement in their wellbeing as a result.

A number of students have joined the college’s ‘peer involvement pathway’, contributing to the running of the college in practical ways, from enrolling new students and helping them complete learning plans, to assisting with administration and co-producing courses. The college has also gained several new ‘peer tutors’ - students who have been inspired by their own experience to become involved with teaching courses alongside professional tutors.

With a range of excellent new courses on offer – including Mindfulness for Daily Living and Understanding Stress – the college is set for a busy summer across its 10 Hertfordshire campuses.



### Course bookings can be made:

**Online at:** [www.newleafcollege.co.uk](http://www.newleafcollege.co.uk)

**By calling:** 01442 864966

**Or emailing:** [students@newleafcollege.co.uk](mailto:students@newleafcollege.co.uk)



@newleafcollege



@newleafcollege



# “I now live a life I could never have dared to dream of”

## Service user Michelle Madison discusses her experiences as a transgender person

A former high flyer, Michelle now plays a vital role in raising awareness of transgender issues and helping HPFT to adapt its services accordingly. Whilst there is much to celebrate Michelle has faced some tough challenges such as acceptance by some of her family members.

Born in the 1970s, Michelle says “Society was very different then: in 1972 over 2000 people took part in the first UK Pride (LGBT event) - it now attracts in excess of 1 million. 1988 saw the introduction of Section 28 which outlawed the promotion of homosexuality and led to many LGBT groups closing down.”

## “The constant fear of discovery led to my first suicide attempt”

Michelle continues “I was seven years old when I realised I was different and that I was attracted to feminine things.” Information about transgendered people was scarce and often negative. “I grew up thinking I was a freak. As I grew older I threw myself into body building and took steroids to masculinise myself. I hoped I could ‘fix’ myself but at night I dreamed of being able to live as a female” she says.

Michelle married and had two children but her wife was unaware of Michelle’s secret. The constant fear of discovery led to Michelle’s first suicide attempt in 2010. When she was finally diagnosed with gender dysphoria\* Michelle says “I was relieved beyond belief; it no longer felt like a dirty secret or fetish.” Michelle was finally referred to a gender identity clinic but says “I wish that anyone suffering gender dysphoria is offered clinical intervention and prescribed HRT – which was a lifesaver – sooner than the 14 months I waited.”

## “Walking into a trans club dressed as Michelle I finally felt I belonged”

During this time Michelle had her first major outing as Michelle to a trans club in London. “Walking into the club all dressed up and seeing around 200 other trans girls was a monumental moment. I felt I belonged to a community” she says. Michelle finally told her wife who was initially supportive but eventually it led to a breakdown in the marriage and a very acrimonious split.

Michelle now began her transition full time but it wasn’t easy. “Without the support from my friends, family and allies I would never have made it”, she says. “The feminising hormones change so much more than just your physical appearance, they alter your emotions and thought processes and everything you thought you knew about transitioning no longer applies” she says. Following a “significant overdose” Michelle was placed on life support, later being sectioned and transferred to HPFT’s Swift Ward. “This was the only time I truly felt safe and I finally realised I needed help.”

## “Being on the Service User Council has given me a sense of purpose”

Michelle continues “I’m now in a much better place due to a combination of getting my medications right and the support of the mental health teams. Being invited to join the Service User Council and other opportunities to represent the trans community has given me a sense of purpose. Being able to be honest and open about my journey and for my experiences to be valued is such a great outcome. I now live a life I could never have dared dream of and I am finally on a path to recovery.”



## Where to get help

**NHS Transgender Health** <https://www.nhs.uk/Livewell/Transhealth/Pages/Transhealthhome.aspx>

Includes: case studies, support organisations and details of conditions such as gender dysphoria.

**Tranzwiki** <https://www.tranzwiki.net/>

A directory of the groups campaigning for, supporting or assisting trans and gender non-conforming individuals, including those who are non-binary and non-gender, as well as their families.

**Gender Identity Research and Education Society**  
[www.gires.org.uk](http://www.gires.org.uk)

Aims to improve the lives of trans and gender non-conforming, non-binary and non-gender people.

**Ted Talks** <https://www.ted.com/topics/transgender>  
Trans men and women talk about their experiences.

\* The condition of feeling one’s emotional and psychological identity as male or female to be opposite to one’s biological sex



# Dido Harding, NHS Improvement Chair, visits Kingsley Green

**In January the Trust was delighted to welcome Baroness Dido Harding, Chair of NHS Improvement, for a tour of some of our services on the Kingsley Green site**

Baroness Harding's first port of call was to the 136 suite, a purpose-built facility which allows vulnerable and often distressed people to be assessed in appropriate surroundings. This was followed by a visit to Swift Ward, our 18 bed Acute Assessment Unit (AAU).

A tour of Thumbswood, our state of the art mother and baby unit, offered the opportunity to chat to some of the mothers currently staying there. Baroness Harding also spoke to Suzanne Gray, Community Perinatal Team (CPT) Leader, about the new CPT and the brilliant work they are doing in the community.



Dido Harding with Chris Lawrence, Chair, Chris Munt, Expert by Experience, Tanya Barron, Non Executive Director and Jackie Newett, Service Line Lead

At Forest House Adolescent Unit, Baroness Harding met Lynsay Evans, Modern Matron. They discussed the Trust's excellent record of ensuring the children maintain their education whilst staying at the unit and she heard about the forthcoming plans to provide greater home support to those in adolescent care. Baroness Harding welcomed the opportunity to talk some of the young people about their experiences.

During the visit, the Baroness spoke very positively about the enthusiasm and professionalism of the staff she met and the warm welcome she received.



## Celebrations as HPFT receives high scores for motivation in NHS National Staff Survey

HPFT has yet again performed exceptionally well in the 2017 NHS National Staff Survey, with 77% of staff recommending it as a place to work and receive treatment. The Trust continues to receive great scores for staff motivation, quality of training and learning and development opportunities. HPFT staff scored higher than the national average in five key areas:

- Staff agree that they feel motivated in their jobs
- Staff agree that the Trust uses patient and service user feedback effectively

- Staff feel confident and secure in reporting unsafe clinical practice
- They would recommend the Trust as a place to work or receive treatment
- They feel that the Trust provides high quality appraisals, non-mandatory training, and learning and development

Tom Cahill said: "The Board and I are really pleased with this result, which is particularly impressive given that staff are working harder than ever to meet an increased demand for our services".



# A new mental and physical health centre comes to Hemel Hempstead

## The Marlowes Health and Wellbeing Centre provides the care you need where you need it

HPFT and Hertfordshire Community NHS Trust (HCT) have joined forces to provide a new state-of-the-art health and wellbeing facility in the heart of Hemel Hempstead. The Marlowes Health and Wellbeing Centre which opened in March 2018, is home to community mental health services for adults and children provided by HPFT, along with a range of physical health services provided by HCT.

**“We are very excited about this project, which will provide a great place to work and to receive care. It is a great space for us to support our service users and patients, to look after both their physical and mental health and wellbeing. We have listened to and involved our service users throughout the process”**

**Karen Taylor, Director of Integration and Partnerships at HPFT**

Marion Dunstone, Director of Operations at HCT, said: “Many of the services we are moving into The Marlowes Health and Wellbeing Centre already work together. Bringing them all under one roof will make that even easier in the coming years and will mean we can provide a more joined up approach to healthcare for local people. We are creating a modern environment that is welcoming for patients and service users and pleasant for our staff to work in.”

Services started moving into the newly refurbished facility during March, and a formal opening will take place in May.

Adult and children’s services are on separate floors and there is a dedicated entrance for those wishing to access children’s services. Some of the services offered include:

### Adults Services

- Audiology
- Adult community mental health
- Bowel and bladder clinic
- Diabetes service
- Early memory diagnosis and support services
- Eyecare
- Nutrition and dietetics
- Podiatry
- Specialist learning disability services
- Specialist mental health team for older people
- Speech and language therapy service

### Children’s Services

- Child and adolescent mental health services (CAMHS)
- Children’s therapy
- Community paediatrics
- Positive behaviour, autism, learning disability and mental health service (PALMS)
- Specialist community dental service

### For more information

**Tel: 01442 91356**

**Address: The Marlowes Health and Wellbeing Centre, 39-41 Marlowes, Hemel Hempstead, Hertfordshire HP1 1LD**

**Visit: [www.hpft.nhs.uk/services/the-marlowes-health-and-wellbeing-centre/](http://www.hpft.nhs.uk/services/the-marlowes-health-and-wellbeing-centre/)**



# The Nursing Associate programme is opening up so many doors” Ian Costello

## An exciting new course is giving Health Care Assistants a chance to flourish

Ian Costello has spent 15 years working as a Health Care Assistant (HCA) at Warren Court’s Forensic Unit. It is a role that he is passionate about and during his time there he has gained considerable experience and expertise. What he really needed now was an opportunity to capitalise on his skills so that he could flourish.

### “This course is upskilling knowledgeable staff”

When HPFT introduced the Nursing Associate Programme in 2017 Ian’s supervisor Lalaine, recognising his potential, encouraged him to apply for the course. Ian admits that it was tough. “I had to sit exams in both literacy and numeracy functional skills level 2 (equivalent to GCSE grade C and above) in order to qualify.” Over 200 people applied but just 55 were selected. One of those was Ian who also credits Jaya Hopkins, Head of Nursing, Learning Disabilities and Forensics, for going “out of her way to get me on this course.”

The Nursing Associate programme is a bridge between health care assistant and registered nurse. HCAs spend much of their time in direct contact with patients so they understand their needs intimately and are often the best placed to spot subtle changes in behaviour. Upskilling knowledgeable HCAs to become Nursing Associates capable of delivering direct care frees up nurses and acts as a complimentary role.

The course runs for two years during which time Trainee Nursing Associates (TNAs) are trained in all areas of nursing. Much of the course is split between distance and work based learning but students also spend one day a week at the University of Hertfordshire and go on regular placements. Ian says “We have a very supportive Practice Education Facilitator, Kirstin Paisley-Pearce. Kirstin visits us on our home wards and during placements, providing us and our mentors with support and coaching skills.”

One of Ian’s placements was to the North West CATT (Crisis Assessment and Treatment Team) and he was clearly very impressed with his experience. “The work they do supporting people in their homes is amazing. You can see the Trust’s values



Ian Costello

in everything they do.” Ian is now looking forward to his next placement and top of his list is A&E and ITU.

### “Revolutionising Compassionate Care – Leading by example from the ground up” TNA Mission Statement

Ian says that “the Nursing Associate Programme is helping to revolutionise compassionate care. Investing in our own staff and helping knowledgeable HCAs take the next step helps the Trust in its aim of going from good to great”.

### “I was an HCA and I’m going to be so much more”

Ian was elected to be both the Student Representative for HPFT as well as for the University of Hertfordshire. In addition to this he was invited to sit on the National Implementation Panel NMC (Nursing and Midwifery Council) HEE (Health Education England). Ian says “It’s opening up so many doors for me - I now have direct contact with the Chief Nursing Officer.”

Ian adds that working as an HCA “is all I’ve ever known and now I’ve discovered there are so many more elements to health, so many more things that help us treat a patient holistically.”

### “I feel excited about the future. I feel like a scratched record because I keep saying thank you to everyone for this opportunity”





Jon puts the bat in

# Batting for change

## HPFT Lead Governor, Jon Walmsley takes time out to volunteer in Rwanda

Towards the end of last year HPFT Lead Governor, Jon Walmsley, took a break from his Trust role, to spend three weeks volunteering in Rwanda for Cricket Without Boundaries (CWB). CWB is a UK charity that uses the medium of cricket to deliver health and social messages. Jon spoke to Partnership Matters about his experiences.

**“I love cricket so this was the ideal volunteering opportunity”**

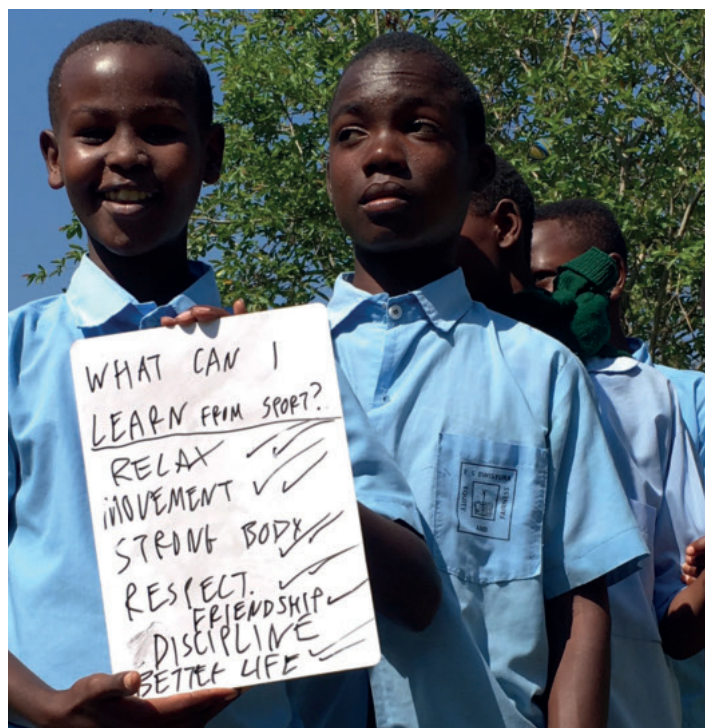
I am studying for an MSc in Health Policy and I have been a cricket lover since the age of eight so volunteering with CWB was an easy decision for me. However, before I could even think about boarding my flight (which I paid for myself along with food, drink, inoculations and visas etc) I was asked to raise £1000. The money is used to pay for the local coaches/ambassadors who live in the country and for follow-up visits to schools to reinforce the health and social messages. In fact, with a lot of help from friends and a charity cricket match we managed to raise over £6,000!

**“The challenge of HIV/AIDS”**

One of CWB's campaigns is about destigmatising HIV/AIDS and promoting better sexual health. This was the focus of the project in Rwanda. HIV/AIDS is still a significant issue in sub-Saharan Africa although effective drugs are readily available. The challenge is helping people to realise the importance of regular testing (especially when changing partners), and helping to empower them – particularly women – to say no to sex without condoms.

**“It was hard work but immensely rewarding”**

I joined a group of seven volunteers. We were up at dawn each day. Then we'd coach anywhere from 50 to 500 kids per school



and three or four schools a day, every day. It was hard work but immensely rewarding.

A typical session would start with an introduction emphasising the fun of cricket and that anyone can play together: boys with girls, HIV positive with healthy, street kids with school kids etc. Then we'd go on to the World Health Organisation (WHO) "ABC of HIV": Abstain, Be Faithful, Use Condoms. These messages would be reinforced during batting (be faithful to your partner), catching (abstain from dropping the ball), bowling and fielding drills.

The cherry on the cake was a visit to a school that had never even heard of cricket until CWB visited three years ago. Now they have a fully functioning team, nearly half of them women, and a couple of players on the fringe of the national side - and every one of them fully aware of the crucial health messages.

**“Their tragic history is acknowledged, but Rwandans have moved on”**

I loved my time in Rwanda meeting hundreds of kind, generous and positive people. It is hard to believe that this is the same country that during 1994 witnessed the massacre of an estimated 800,000 people. Whilst Rwandans do not forget their past - monuments in every city, town and village bear testimony to the almost a million slaughtered - they have put aside their differences and historical divisions no longer exist. It definitely seems to be working.

### Would you like to volunteer?

If you want to volunteer (no coaching experience is necessary - I had none) then please get in touch with me by emailing: [comms@hpft.nhs.uk](mailto:comms@hpft.nhs.uk)

# "This is a great time to join the Trust as a Governor"

**Chris Lawrence, HPFT's Chairman, explains why now is the time to play a greater role in the work of the Trust**

These are exciting times to be part of HPFT. In an ever changing environment the Trust is taking a leading role innovating and adapting our services to meet the increasing demands for high quality care. As the NHS marks its 70th Birthday on 5 July it's interesting to see how far we have come: from institutionalised care to increased support in the community and at home – exactly where our service users need it most. These days much of what we do is patient led rather than prescriptive. The launch of The Marlowes Health and Wellbeing Centre in May marks a new chapter in the provision of physical and mental healthcare by bringing both under one roof and at a location that is both central and accessible.

As a new governor you will be at the forefront of engaging with local communities and helping us to continue to provide innovative care to those we serve. We have a fantastic team of Governors who have helped us to achieve so much and you will be bringing your much needed ideas, expertise and experience to a board that is ready to both listen and to act upon your suggestions.

If you would like to know more about getting involved I invite you to read the following pages and get in touch to learn more about the great work our Governors do.



"I very much hope you will put your name forward to become a Governor and that, if you are successful, I will have the pleasure of welcoming you on to our Board of Governors"

## Annual General Meeting



Then...

**Find out how we have been transforming the lives of people with mental ill health and learning disabilities, discover our exciting plans for the future and join us in celebrating 70 years of the NHS**

**19 July 2018 from 5pm**

The Colonnades, Da Vinci Suite,  
Beaconsfield Road, Hatfield AL10 8YE

**If you would like to attend or if you require more information please contact:**

**Email: [comm@hpft.nhs.uk](mailto:comm@hpft.nhs.uk)**

**Tel: 01707 253903**

**70**  
**YEARS**  
**OF THE NHS**  
**1948 - 2018**



...and now





# Your experience can help us deliver better services

## We are electing four new public governors and you could be one of them

From former service users and industry experts to individuals who are dedicated to mental health services and those who just want to make a difference, our Governors are using their experiences to help us make a real difference to the way we deliver our services.

### Are you a member with a real passion for the work we do?

We are looking for four more governors to join our dynamic team and really get involved with how the Trust is run. Whilst experience and expertise are very welcome, we are also looking for enthusiastic and creative people with a real passion for the work we do.

### What do Governors do?

Governors help ensure that the Trust meets its objectives. They act in an advisory capacity to the Board of Directors on the direction of the Trust and help to ensure that it adheres to its vision and values. As a Governor you will also be consulted on plans for changes to the way local health services are delivered. You will play a vitally important role in forming a link to the communities that the Trust serves including service users and carers.

Governors are expected to attend four Council of Governor meetings per year which are based at our Head Office in Hatfield.

Governors can get involved in a variety of activities as well as having the opportunity to join one of four subcommittees covering:

- quality and effectiveness
- engagement
- performance and appointments
- remuneration

### This is an excellent opportunity to influence how your local mental health services are run

Our Governors are a diverse group with different experiences but they all play a very important role in ensuring that the Trust acts in a way which is consistent with our objectives and values. They also act as the Trust's ambassadors providing stakeholder, public or staff representation on the strategic direction of the Trust.

#### Council of Governors Election Deadlines 2018

Notice of Election/Nominations Open	End April 2018
Nominations deadline	End May 2018
Close of election	Early July 2018
Declaration of results	Early July 2018

#### Take the first step towards getting nominated today

If you would like more information about what is involved please get in touch and we will send out a nominations pack to you.

Tel: 01707 253903

Email: [comms@hpft.nhs.uk](mailto:comms@hpft.nhs.uk)

[www.hpft.nhs.uk](http://www.hpft.nhs.uk)

# As a Governor I enjoy giving young people a voice”



## Trust Governor, Emma Paisley believes more young people should get involved

I decided to become a Public Governor in 2015 when I became aware that young people's voices were not necessarily being represented within the Governors' meetings. I had already been part of the Child and Adolescent Mental Health Services (CAMHS) Young

People's Council and the idea that I could be involved in trust-wide decisions was something that excited me.

I have gained a lot of valuable experience being a governor. I have established good relationships with the Board which has given me the confidence to provide the young person's perspective on current affairs.

I have greatly enjoyed being involved in non-exec recruitment processes and interviews and gained a lot of valuable skills in HR. I have also taken part in site visits which provide an opportunity to find out more about services and gain feedback. I am part of a number of committees where we look at how to engage more members of public.

As a Governor you learn about the processes that senior staff go through to ensure the smooth running of the Trust. This is great if you have a passion for business or working for the NHS.

## You can have the opportunity to provide young people with a voice and be a part of influencing change”

Being a governor provides a range of valuable opportunities which can greatly improve a young person's confidence and knowledge of mental health services. It also counts as volunteering which can support activities such as the Duke of Edinburgh's Award and it could help with their career.

# How young people can get involved

**We welcome the input of young people in  
developing and improving our services**

## Join the Young People's Council

The Young People's Council is the perfect forum for younger people to have a voice and influence what we do. To become a member of the Young People's Council you must have experience of using Child and Adolescent Mental Health Services (CAMHS) and HPFT services.

## Become a member

If you are aged 14+ you can become a member. Members have an opportunity to have their say and to make a positive contribution to HPFT's services. They receive advance notice of events and public meetings, a free copy of our bi-annual member's magazine Partnership Matters and they can stand for election to the Council of Governors.

## Apply to become a Governor

We need more people aged 16+ to represent the views of young people by joining our Council of Governors. As a Governor you'll be encouraged to attend four meetings a year and you can join committees covering: quality and effectiveness, engagement, performance and appointments and remuneration.

## So what's stopping you?

For more information about how you can do something amazing go to the Get Involved pages of our website [www.hpft.nhs.uk](http://www.hpft.nhs.uk) Alternatively, contact Kelly Seaman, Young Person's Participation Lead.

Email: [Kelly.Seaman@hpft.nhs.uk](mailto:Kelly.Seaman@hpft.nhs.uk)  
Tel: 07766 608580





# Volunteering is rewarding, give it a try

**Clive Saunders, OBE, Volunteer Coordinator discusses the benefits**

Volunteering is important both to HPFT and to the volunteers themselves. The valuable contribution they make to the organisation has been emphasised by Tom Cahill who says that volunteers are "some of the unsung heroes of the Trust".

**What our volunteers say**

“Volunteering is ‘rewarding’. Knowing that you are making someone’s day a bit brighter is priceless” Steve

“Volunteering gives purpose, structure in one’s everyday life, opportunities to help others in similar situations and to share experiences that may help someone. I would recommend anyone to give it a try” Hollis

“To volunteer is to realise that no one has a ‘disability’, that we all have a ‘lesser ability’ and need assistance to do certain things” Michael

**Volunteers’ Week 1-7 June 2018**

We are looking forward to using Volunteers’ Week 2018 to celebrate and to promote volunteering at HPFT. Please contact the Volunteer Team if you have any suggestions or would like to get involved.

## Join our team of volunteers

You can volunteer to: help out in a busy office, become a meeter and greeter making service users and their families welcome, provide a friendly face and someone to chat to as a ward visitor or help out with activities such as sport, music, art, gardening or dog walking.

All we ask is that you make a commitment to do at least six months and a minimum of 2-3 hours per week.

If you are interested in becoming a volunteer for HPFT please contact The Volunteer Team:

Email: [volunteering@hpft.nhs.uk](mailto:volunteering@hpft.nhs.uk)

Tel: 01727 804418

Visit [www.hpft.nhs.uk/get-involved/become-a-volunteer/](http://www.hpft.nhs.uk/get-involved/become-a-volunteer/)

## ‘Things left unsaid’, a poem by Arti Kumar, wife and carer

PM/OUR POETRY

Arti’s husband, Dr Baldev Kumar, was a popular NHS dentist in St Albans for 50 years. He was diagnosed with vascular dementia about four years ago and Arti has been a sole carer for him since. Last year he had a stroke which brought them both into contact with HPFT’s services. Arti has written this moving poem about her experiences.

### Things left unsaid

**Arti Kumar**

The anguish of dementia as it takes its cruel way  
Is far more than words can ever say  
Between us, my Bal, I deny that dreaded ‘d’ word  
For it has the potential to destroy our personal world.

So things left unsaid swirl in smiles, gestures, eye contact  
Creating a gulf between emotions, reality and fact  
A semblance of normality wraps round our spheres of solitude  
As we move towards the unknown, still with hope and fortitude.



Artwork supplied by the HPFT Artwork collection

# About Us



## Our Mission

*We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well*

## Our Vision

*Delivering great care, achieving great outcomes – together*

## Our services

*We provide mental health and social care services – including adults of working age, older adults, children and adolescents and specialist learning disabilities services*

Our services cover Hertfordshire and some areas of Essex, Buckinghamshire and Norfolk

**Post:** Hertfordshire Partnership University NHS Foundation Trust,  
The Colonnades, Beaconsfield Road, Hatfield, Hertfordshire AL10 8YE

**Membership Office Email:** [foundation@hpft.nhs.uk](mailto:foundation@hpft.nhs.uk)

**Visit our website** [www.hpft.nhs.uk](http://www.hpft.nhs.uk)

 Follow us on Twitter @HPFT\_NHS

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*Our services cover Hertfordshire and some areas of Essex, Buckinghamshire and Norfolk*

Our  values

Welcoming Kind Positive Respectful Professional