

# Connections

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Winter 2016, edition 3



## Delivering excellence – our award-winning staff - p13

- Meet our new Chair - p2
- Focusing on the physical: why it's so important to think about body and mind - p8
- We're proud to be going smokefree - p9
- The work of our physiotherapists - p10



# Welcome...

## ...to the winter 2015/16 issue of *Connections*

### Introducing our new Chairman, Richard Gregory

Richard has joined the Trust on an interim basis as Chairman. Richard is an experienced non-executive director, senior independent director and chairman with a successful record in both the private and public sectors. He is a member of the strategic advisory board for the NHS Leadership Academy and he trains board directors and governors for NHS Providers. From 2006 until March this year he was Chair of Chesterfield Royal Hospital NHS Foundation Trust.

On his appointment, Richard said: "I am looking forward very much to working with the board, governors and staff of Derbyshire Healthcare. It is a Trust whose services to the residents of Derbyshire I have admired and respected for many years and it is an honour to be asked to join the team."

Ifti Majid, Acting Chief Executive said: "I am delighted to welcome Richard to the Trust. Richard is a local man from the High Peak, and has a wealth of experience and expertise which we can benefit from."



**Richard Gregory, Interim Chairman:**  
"it is an honour to be asked to join the team"

### A message from our Involvement Manager

In this issue, we introduce our new Chairman, Richard Gregory (see above) as well as our most recently elected governors – a public governor elected by our members in Erewash South, and a staff governor elected by the Trust's employees (see page 4). The Trust is very pleased to welcome Amie and Joanne to our Council of Governors, to represent your views at the highest level of the Trust. We would like to encourage more of you to stand for election (see page 5).

Elsewhere in this issue, we talk about the efforts we are making to improve your experience as a member, with our new and improved 'membership area' of the website, make it easier for you to find all the information you need in one place (see page 6).

In October, we held our first ever Membership Week – which included a trip to Chesterfield Royal Hospital to sign up new members and a very successful 'human library' event at the University of Derby (see page 7).

To really understand the Trust's work, though, it's important to know about the challenges the Trust faces – in particular the financial challenges. We have always prided ourselves on our careful use of resources. To do this in the current climate, though, requires us to review the way we spend every single penny, to make sure we're getting value for money. That's why we need to hear from you, to understand if this magazine is of value – **see the survey on page 16**. Please join in the conversation!

*Jayne Davies*

## An action-packed annual meeting

### Stalls, food, poetry and presentations – our Annual Members Meeting had it all!

More than 100 people attended our Annual Members Meeting (AMM) on 23 September 2015 to learn what's been achieved, and what lies ahead, for Derbyshire Healthcare.

The AMM gave Trust members, governors, service receivers, carers and staff an opportunity to reflect on the performance of the organisation during 2014/15 and listen to the plans for the current year. The Trust's annual report and accounts for 2014/15 and annual review (a summary document of the annual report) were also launched and are now available to view on the Trust website.

The AMM, which followed the theme of 'valuing people and working with partners', began with teams from across the Trust showcasing their work at a marketplace.

Guests were then invited to attend a more formal session where a number of people using our services spoke about their experiences and an update on the Trust's performance was given. The Trust also presented its latest film which includes a number of people associated with the Trust speaking about what valuing people and working with partners means to them. This can be viewed on YouTube – search for 'Derbyshire Healthcare valuing people'.

Thanks to everyone who attended and took part.

If you would like to receive advance notice about the date of our 2016 Annual Members Meeting when it becomes available, please email [membership@derbyshcft.nhs.uk](mailto:membership@derbyshcft.nhs.uk)

At the AMM Christine Priestley, Occupational Therapy Technician, showcased the recipe book written by service receivers and staff. To win a copy of the book, see page 16.

If you would like this information in a different language or format please contact [communications@derbyshcft.nhs.uk](mailto:communications@derbyshcft.nhs.uk)

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# Representing you, Holding us to account

**Following elections last summer, Amie Elliott and Joanne Slinn were appointed to the Trust's Council of Governors. Their role: to represent the views of people in their constituencies and hold the Trust's non-executive directors to account.**

Here Amie and Joanne tell us more about themselves, and why they stood to be a governor:



**Amie Elliott: Erewash South public governor**

"I believe it's important that people who regularly use the NHS, whether as a patient or a carer, have a say in how it's run, as they bring with them their own unique experience and knowledge. These are key for identifying the areas where services can be improved, and for championing those that are particularly useful and effective.

"I work part time for a registered charity and a social care service provider in Erewash, so I have an insight into the issues that arise for both mentally and physically disabled people, and the impact the decisions made by the Trust can have.

"I have a strong community spirit and I sincerely believe in the further development of the Erewash area. For this we need continuously improving premium public health services."



**Joanne Slinn: staff governor - administration and allied support**

"I have worked for the Trust for 11 years in several administration roles. I have been in my current role for four years.

"I take ownership of challenges and work to a high standard. I am constantly striving to improve the service staff provide and ensure that we are using information that is as up-to-date as possible.

"I am passionate about staff engagement and will do my best to help staff 'find their voice'."

## Learn more about your governor

Governor profiles are available to view on the membership section of our website – google 'Derbyshire Healthcare governors' or visit [www.derbyshirehealthcareft.nhs.uk](http://www.derbyshirehealthcareft.nhs.uk) and click on 'membership' and then 'Council of Governors'.

Any member of the public wishing to contact the governor for their local constituency should email [governors@derbyshcft.nhs.uk](mailto:governors@derbyshcft.nhs.uk) or call **01332 623723**. For more information on membership of Derbyshire Healthcare NHS Foundation Trust or on becoming a governor, please visit [www.derbyshirehealthcareft.nhs.uk](http://www.derbyshirehealthcareft.nhs.uk).



# Want to make a difference to Derbyshire Healthcare?

## Then why not stand in our governor elections?

The nominations for elections, in the following public constituencies, will be open from 15 February:

- Amber Valley North
- Bolsover
- Chesterfield North
- Chesterfield South
- Derby City East (two vacant seats)
- Erewash North
- High Peak
- Surrounding Areas.

Being a governor can be a very rewarding experience! Governors have the opportunity to:

- Represent the views of their constituents and shape the way our services are delivered
- Hold the non-executive directors to account for the Trust's performance
- Attend events throughout the year which offer them the chance to engage with members of their constituency and members of staff
- Fulfil statutory responsibilities such as the appointment of non-executive directors and the Trust chairman.

Governors serve a term of three years and reasonable travel expenses are paid.

**What do we need from our governors?** Commitment, engagement, open and honest dialogue, feedback from your constituents, attendance at Council of Governor meetings, involvement in training, working groups and committees.

**What can governors expect from us?** Training, support, involvement in decision making, mentorship, paid expenses, open and honest dialogue.

If you are interested in becoming a governor for the Trust but would like more information, or to arrange a meeting with the chairman, please contact the membership team on **01332 623723** or email [membership@derbyshcft.nhs.uk](mailto:membership@derbyshcft.nhs.uk).

The Trust welcomes nominations from persons of any age (16 or over), race, colour, religious belief, ethnic or national origin, sexual orientation, gender, disability or marital status. Successful candidates will be required to take part in a Disclosure and Barring (DBS) check. As our governors are given access to patient areas, which sometimes means having contact with service users and vulnerable people in our care, we require these checks to ensure we are fulfilling our safeguarding responsibilities.

### 2016 meeting dates:

- **Tuesday 8 March**, 1pm – 4pm, Conference Rooms A&B at the Centre for Research & Development, Kingsway Site, Derby, DE22 3LZ
- **Tuesday 7 June**, 1pm – 4pm, Conference Rooms A&B at the Centre for Research & Development, Kingsway Site, Derby, DE22 3LZ
- **Tuesday 6 September**, venue to be confirmed
- **Tuesday 6 December**, 1pm – 4pm, Conference Rooms A&B at the Centre for Research & Development, Kingsway Site, Derby, DE22 3LZ.

## Come to a Council of Governors meeting

Every three months, the Trust's governors meet the Trust's directors to discuss issues and give feedback from their constituents. These meetings are open to the public – if you would like to attend and have any special requirements, please contact the membership team on **01332 623723** or email [membership@derbyshcft.nhs.uk](mailto:membership@derbyshcft.nhs.uk). We would love to see you there!





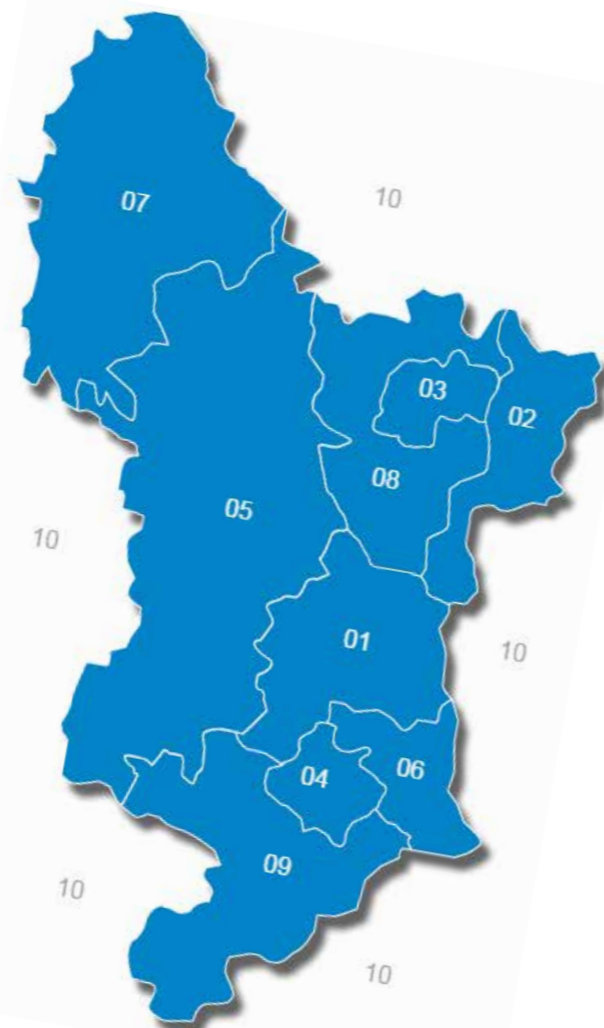
# New membership area on website

**Following feedback from our governors we have recently updated the membership area of the Trust website.**

The membership area now includes a unique 'constituency finder' allowing potential and existing members to determine which constituency they live in, using their postcode.

Just go to [www.derbyshirehealthcareft.nhs.uk](http://www.derbyshirehealthcareft.nhs.uk) and click on 'membership' at the top, then 'find your constituency'. We hope this will enable more members to reach their local governors and nominate themselves for vacant governor positions when they arise.

Also new to the site is the *Members' News* area. This page houses our monthly e-bulletin which is sent out to all members who have provided us with a valid email address.



**Amanda Solloway, MP for Derby North, speaks to our Early Intervention Service at the human library event for World Mental Health Day**

## Showing the human face of mental health

**In October the Trust hosted its first 'Membership Week' (5 – 9 October) to coincide with World Mental Health Day. The main event was a human library, an inclusive way to challenge mental health prejudice and stigma.**

The free event was held on Friday 9 October 2015, at the Atrium, University of Derby, and was enjoyed by more than 400 people. Over 20 organisations and charities hosted stalls in the atrium, explaining what they do and how they can help.

Human libraries challenge prejudice and discrimination through social contact. Just like in a real library, a visitor to a human library gets to choose from a range of stories – but rather than being on paper, the stories are the real-life stories of people, told by them in person. Visitors to the library are encouraged to engage with the stories by asking questions, in order to better understand them.

Among those telling their mental health stories at the human library was one of our governors and one of our members of staff, as well as people who have been supported by the charity Rethink.

**“ Stigma in mental health is still present and this event contributed to breaking down the vital barriers ”**

Derby City Council's mental health champion, Councillor Martin Repton, also attended.

“The human library event was a resounding success. Thanks to all the volunteers who were willing to share their stories as well as all the stall holders who were there to hand out information and chat to all the attendees. Stigma in mental health is still present and this event contributed to breaking down the vital barriers of the understanding and perception of those who are affected by mental health issues.”  
– Shirley Houston, Engagement Officer

Dr Paula Crick, a Trust governor and Dean of the University of Derby's College of Health and Social Care added: “It was good to see such excellent engagement with the Trust and with other organisations who are also committed to ensuring that the care of those with mental health issues has equity of esteem within health and social care.”

**Christine Williamson, Membership Champion, was joined by Councillor Martin Repton (second left) as she recruited new Trust members at the human library event.**







# Let's get physical

**Improving the physical healthcare of our service receivers is one of our quality priorities for 2015/16. Over the next four pages we explain why it's so important – and give examples of how we're doing it.**

We know that people who are in good physical shape feel better and live longer. NHS England has shown that people with poor physical health "are at higher risk of experiencing mental health problems, and people with poor mental health are more likely to have poor physical health."

We also know there are specific challenges in Derbyshire. Our learning disabilities team, for instance, has identified that three in every four people with a learning disability has a BMI (body mass index) over 30.

Here are just some of the ways that we're helping service receivers to 'focus on the physical'...

## More joined-up care

In our learning disabilities (LD) services, we have improved the way we work with GPs to make sure more service receivers have an annual health check. We have helped to create a cancer screening pathway, which has been used by GP practices in the Hardwick CCG area. And we have provided support to local opticians and dentists, to ensure improvements for patients with a learning disability.

In our mental health services, staff are increasingly using clinic appointments to not only assess

medication levels but also to observe physical factors like blood pressure, weight and blood count and to share this information with GPs.



**Staff receive certificates from staff governor April Saunders (far left) and Mark Todd, former Trust Chairman, after completing a Royal Society of Public Health (RSPH) training course**

## Physical health champions

We are working hard to improve the assessment and care planning around physical health problems and improve staff skills around health promotion. We have established a network of physical health champions within the Trust, who have been central to the delivery of a Royal Society of Public Health (RSPH) course to a number of staff within our learning disability and mental health services.

Meanwhile our occupational therapists, physiotherapists and hospital recreation staff continue to champion healthy living for all our service receivers – including healthy recipes (see page 16) and exercise.

# Proud to be smokefree

As a Trust, we are committed to helping people to reduce their nicotine dependency. On **9 March 2016** – national No Smoking Day – we plan to make the Trust a 'nicotine free' environment.

This means that staff, service receivers and visitors will not be allowed to smoke anywhere on our sites – including wards, grounds, vehicles and during home visits.

Smoking is the main cause of preventable illness and premature death. According to the Royal College of Psychiatrists, two out of every five cigarettes in England are smoked by people with mental health problems. Smoking cigarettes can also increase how quickly some anti-psychotic medicines are broken down by the body, meaning that people who smoke heavily may need more medication than those who do not.

By going smoke-free, we will be following the National Institute for Health and Care Excellence (NICE) guidance

which recommends that all hospital sites, including mental health hospitals, should be free from smoke.

Our staff will receive training before 9 March so they are equipped to offer smoking cessation advice and a full package of support, including nicotine replacement therapy to help manage cravings.

**If you want to change your smoking habits, quit permanently, or prepare to go smoke-free for a period of time, then call:**  
**Live Life Better Derbyshire - Tel: 0800 085 2299**  
**Live Well Derby - Tel: 01332 641254.**



## Trust's angling scheme goes nationwide

Our Angling 4 Health scheme enables people being supported by our mental health rehabilitation team to benefit from the therapeutic and social benefits of fishing – one of the most popular outdoor pastimes in the UK. Now, the scheme has been given financial backing by the Angling Trust to develop a training programme so that angling coaches nationwide can learn to offer similar opportunities to people with mental health problems in their area.

Nursing assistant Andy Holbrook (pictured), came up with the scheme, which was featured recently on BBC East Midlands Today. Andy has been supported by the Trust's Innovation Network, which provides funding to help staff launch new initiatives for patients and carers.

"Going fishing is more than just a therapeutic and calming experience," says Andy. "By being part of an angling club you become part of a community, and

'community building' is a key element in the recovery process when you've been having mental health problems. Our idea is to encourage people to continue fishing when they're feeling better and then volunteer to help and support others."







Members of our physiotherapy team who support adult and older adult mental health services: (left to right) Charlotte Middleton, Elaine Moore, Szymon Rozmuszcz, Lauren Fordham, Srikanth Kota, Sarah Watkins, Lijo Simon and Zoie Waddingham

# A flexible way of working

**The Trust's physiotherapists give unique care to every person they see, to help in the healing of both body and mind.**

Whichever service you're in contact with at Derbyshire Healthcare – whether it's our mental health services, learning disability services, children's services, eating disorders services or substance misuse services – we pride ourselves on providing the whole 'package' of care. That's why we have a wide range of support services available alongside our nursing teams.

In previous issues of *Connections* we've highlighted the work of our occupational therapists and speech and language therapists. Here, members of our physiotherapy team take a bow. We asked senior physiotherapist **Lauren Fordham** about how she and her colleagues work.

## Where is your team based?

We are based at the Ashbourne Centre on the Kingsway site in Derby, but travel all over the county. We have clinics at some of the inpatient and day hospitals but also work in local gyms, other hospitals and offer treatments at home.

## What does your team do?

Our team works with adults and older adults being supported by the Trust's mental health services. We work with people with complex needs where there are coinciding mental and physical health problems. They are likely to be people who are too mentally unwell to access and engage in mainstream physiotherapy services.

The Trust also has specialist advanced practitioner physiotherapists who support the Trust's children's services and learning disability services. We all work closely with fitness instructors within the occupational therapy departments, dietitians, the moving and handling specialist and the falls prevention lead.

**669**

The number of referrals Lauren and her six colleagues received from the Trust's mental health services last year

## How does your team help people?

We help people to restore movement and function when they have been affected by injury, illness or disability. We do this through movement and exercise, manual therapy, education and advice. We adopt a person-centred approach, encouraging the client to identify their own goals wherever possible. We then empower them to achieve those goals.

An example of this: I recently worked with someone who had a mental health diagnosis of bipolar affective disorder but was also in pain due to fibromyalgia. This person used exercise in a gym to manage their conditions but was self-critical and set themselves very high standards – which meant that going to the gym had become a negative experience, hindered by goal setting and the pressure they put on themselves to achieve certain targets. Part of their care plan involved identifying ways they could get more enjoyment from physical activity, so they could find a more positive place to manage both their physical and mental health problems.



**4,017**

The number of face-to-face contacts the team made last year

## What's the most challenging part of your work?

Sometimes there can be communication difficulties, especially with our older adult clients. We always want to help the person to move safely and without pain. Our aim is to help people wherever possible to manage or overcome their pain, prevent disease and remain independent for as long as possible.

## What's the one thing people don't realise about your role?

Probably the fact that we cover the whole county, following each client throughout their care. We offer consultations to staff members, so that we can review the client's care plans in the light of changing physical health needs as well as mental health needs.

## What's your top health tip for readers?

Quite simply, to stay active – not just to keep you physically well, but to keep you mentally well. As the saying goes, "what is good for our hearts is also good for our heads."

# Health from year zero

**Our health visitors are helping to advance the physical wellbeing of a future generation of Derby residents – by encouraging mums to breastfeed their babies.**

The health visiting team has been so successful in promoting and supporting breastfeeding in the city that it has gained accreditation from Unicef, securing full status through its 'Baby Friendly Initiative'. Specialist health visitor Helen Dean was recently followed for a day by ITV Central News as she trained health visitors and school nurses and ran a breastfeeding club at a local children's centre.

"Breastfeeding helps to protect babies against a wide range of serious illnesses, including gastroenteritis and respiratory infections in infancy as well as asthma, cardiovascular disease and diabetes in later life," says Sue Earnshaw, health visiting service manager.

"Just as importantly, it helps mothers build strong and loving relationships with their newborn. This accreditation should give local mothers confidence that our health visitor service provides the highest standards of care and will support them however they choose to feed their babies."



Our health visiting and school nursing teams are now on Facebook, offering health advice to families. Find them at **'Derby Children's Health'**





# Shape our strategy

**The Trust is in the early stages of developing a new strategy that outlines who we are, what we do, and how the organisation intends to move forward over the next few years.**

We are increasingly working with partners in health and social care to develop new models of joined up care, and it is important the Trust strategy reflects the current health and social care environment and associated challenges and priorities.

We are in the early stages of this process and would like to invite members to share their hopes and wishes for the new strategy.

If you would like to share your views, please contact Mark Powell, the Trust's Director of Business Development and Marketing via email, [mark.powell@derbyshcft.nhs.uk](mailto:mark.powell@derbyshcft.nhs.uk), or telephone on **01332 623700 ext 31209**.

We will continue to keep you updated as the strategy develops.

## Celebrate our staff who deliver excellence every day



If you experience great care or service from a Derbyshire Healthcare employee or volunteer, you don't have to wait until the 2016 Delivering Excellence awards to congratulate them. You can tell us about them through our new staff recognition scheme, the DEED scheme – Delivering Excellence Every Day.

Go to [www.derbyshirehealthcareft.nhs.uk/DEED](http://www.derbyshirehealthcareft.nhs.uk/DEED) and complete the short nomination form. The individual or team will be honoured in our weekly staff bulletin. They will also be in the running for a 'DEED colleague of the month' award.



# An exercise in excellence!

**2015's Delivering Excellence Awards showed that Trust staff and volunteers are continuing to go the extra mile for people who use our services.**

The annual Delivering Excellence Awards are our way of celebrating staff and volunteers who have performed to a consistently high level during the last year.

For 2015, the ceremony was brought in-house – to the Centre for Research & Development on the Kingsway site in Derby – and was split into two events, one for the individual award winners and one for the teams.

The individuals were chosen following nominations from members of the public, carers and colleagues.

The teams, meanwhile, were chosen after having been assessed during the year by a 'quality visit' panel made up of governors, directors, commissioners and partners.



**Team award winners**

### Effectiveness award

Joint winners – Finance department and I.M.&T & Records department for their excellent support to frontline teams.

### Patient experience award

Derby City Recovery Teams 1 and 2 for setting up extra groups to empower and enable individuals with a mental health condition, and their families, to manage their condition effectively.

### Patient safety award

Specialist Behaviour & ADHD Service for their waiting list management and exceptional leadership

### Team of the year award

Chesterfield Central Locality Pathfinder and Recovery Team for their Clozapine clinic and their work with Chesterfield Football Club (pictured above).





Liz Edward (centre) and Rachel Robinson (right) receiving their Unsung Hero awards and certificates from Derbyshire Healthcare's Acting Chief Executive Ifti Majid (left).

# Laura leads on compassionate care

The winner of the compassion in practice award, nominated exclusively by carers and members of the public, was Laura Boyle, a nursing assistant at our dementia unit in Derby, Cubley Court.

Laura was nominated by the Harrison family from Borrowash, whose mother has been at Cubley Court for just over a year. They nominated Laura for being "a great support to mum and a great asset to our family."

They went on to explain: "Mum has had difficulties with eating, from before she went into hospital, and this has been a great concern for the family as she has lost a lot of weight. Laura has made that extra effort to feed mum, to sit with her one-to-one and ensure she has eaten some food. She also takes time to sit with mum and look through her photo album, and ask her what the photos are."

"Laura makes that effort to communicate with her, and she's very good at reading mum's body language and

trying to pre-empt her needs. It is obvious she cares very much for the patients."

The Harrisons also praised Laura for being a "great support to the family as a whole. She always has time to talk about what mum has been like when she has been on shift. She is always smiling and bubbly. Nothing is too much trouble, no matter what the question or task."



Laura Boyle collects her Compassion in Practice award

## Our individual award winners:

**Efficiency award**  
Alison Reynolds, Clinical Team Manager – Derby City CAMHS

For improving the referral process through a 'single point of access'.

**Innovation award**  
Claire England, Lead Nurse - Crisis Team (North)

For implementing physical health screening for patients being treated at home following an initial crisis assessment.

**Inspirational leader award**  
Claire Biernacki, Service Manager – Derby City

For her "outstanding leadership" within the Trust's older adult mental health services.

**Rising star award**  
Louise Haywood, Lead Nurse - Learning Disabilities Assessment, Treatment & Support Service

For developing links with the county-wide dental service to ensure improvements for patients with a learning disability and working on national research.

**Stigma/social inclusion award**  
Jackie Fleeman, Lead Strategic Health Facilitator – Learning Disabilities

For her efforts to improve access to weight management services for people with learning disabilities.

**Unsung hero award**  
Liz Edward & Rachel Robinson, Cashier/Welfare Officers

For providing vital 'banking' services for patients in our care.

**Volunteer award**  
Kate Smith, Volunteer – Derbyshire Early Intervention Service

For leading an art therapy group as well as art workshops at the Hope & Resilience Hub at the Radbourne Unit, Derby.

**DEED of the year award**  
Craig Neesham, Community Psychiatric Nurse

Craig walked through the snow in Chesterfield in February 2015 to ensure a service receiver had the change in medication he needed.



Kate Smith, Volunteer of the Year, at the World Mental Health Day event (page 7)





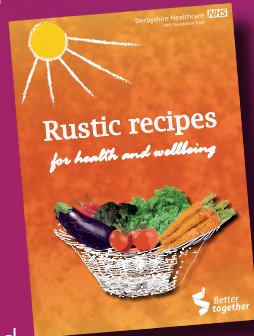
# Do you find this magazine useful?

## Tell us!

We need your views! Please complete the short survey below, circling the most appropriate answer. Or if you prefer you can email your answers to [membership@derbyshcft.nhs.uk](mailto:membership@derbyshcft.nhs.uk)

## Win a recipe book

As a thank you for completing the survey, we will enter all those who return their forms into a competition to win a healthy recipe book, Rustic Recipes, written by the Trust's service receivers.



The recipe book was launched at the Annual Members' Meeting with samples available to try at the event. The recipe book was developed by service receivers and staff from the Hartington Unit in Chesterfield and will go on sale in the coming months (all proceeds will go towards supporting service receivers on the unit). Look out for further information on our website. The winner will be picked at random. The last date for entries is 1 March 2016. Please return all completed surveys to:

Freepost RRGK-SRZC-JZAB  
Communications and Involvement Office  
1st Floor, Ashbourne Centre  
Kingsway Site  
Derby, DE22 3LZ

1. This edition of Connections magazine is 16 pages.  
Do you feel this is:

Too long      Too short      About right

2. We aim to issue your magazine three times a year.  
Do you feel this is:

Too often      Not often enough      About right

3. How would you like to receive the magazine in the future:

Via email      Through your local library/GP surgery  
Hard copy through the post

4. How would rate the content included in the magazine?

Excellent      Good      Fair      Poor

Very poor

5. If you have any ideas on how we can improve the magazine, or what you would like to see included or changed, please leave your comments below:



## Engage with us on email

We want to give all our members an insight into our services, but we need to watch every penny that we spend. If you receive a hard copy of this magazine, please let us know if it's important to you or not. Could we contact you in another way, like email? Call us on **01332 623723** or email [membership@derbyshcft.nhs.uk](mailto:membership@derbyshcft.nhs.uk).



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