



Dear colleagues,

Our partnership campaign, #BeAWinterFriend, continues to make an impact as the Speaker of the House of Commons has added his backing to beat loneliness and help those struggling with their mental health and wellbeing over the winter lockdown months.

Last week, the Medical Education Team at the Trust celebrated great practice at their annual Medical Educators Conference. The event, attended by over 100 senior medical educators, was a great way for our colleagues to join together to learn and share best practice.



Our Lancashire Recovery College is continuing to offer a variety of workshops to support people with their health and wellbeing. There are now over 1,000 people enrolled with Lancashire Recovery College, with over 400 people signing up for online courses.

Service User Experience at Board One of the key features of the Board meeting is hearing about the experiences of our service users and how we have developed positive changes as a result. Last week the husband of a service user shared a very moving story about his wife who has Alzheimer's.

The couple met at a rambling club in 2009 and quickly fell in love. He noticed she had small memory issues and over time this became worse; eventually she was diagnosed with Alzheimer's.

The service user's husband joined the Board meeting via video, along with Senior Nurse Claire Benson, and they outlined difficulties faced and improvements that had been made.

LSCft has listened to feedback from her husband and has since improved carer's support, built links with local carers organisations and delivered carers champion training.

It's really important that we continue to hear direct feedback from our service users so we can continue to improve and ensure we are delivering person-centered care.

I will continue to provide a snapshot weekly of the activity carried out by Lancashire and South Cumbria NHS Foundation Trust (LSCft) not just in response to the global coronavirus pandemic, but including important information, good practice, innovation and some good news too.

Please feel free to share this with any colleagues who might find it useful.

Caroline Donovan,
Chief Executive, Lancashire and South Cumbria NHS Foundation Trust

Weekly headlines

Encouraging People to Have Covid Vaccine

It's important for us to ensure that as many colleagues as possible have the Covid-19 vaccine so that they have the best protection from the virus.

In response to information that highlights that colleagues from Black, Asian and Minority Ethnic communities are less likely to have the vaccine, we held a round table discussion.



BAME colleagues from around the Trust had an open discussion about their own experiences and why people might be reluctant to have the vaccine.

Key reasons included people not knowing enough about the testing of the vaccine specifically among people from BAME communities, waiting to see side effects and not seeing the vaccine being promoted by people from their own communities enough.

They felt there was significant promotion taking place encouraging people to have the vaccine but what was missing was obvious opportunities for people to be able to openly talk about their concerns.

As a result of the round table, the Trust is encouraging managers to have open conversations with their teams so people can raise concerns and be signposted to expert advice and guidance. More promotion of the honest experiences of BAME colleagues regarding the Covid-19 vaccine is also taking place.

Some of the guidance we have signposted has included:

- Statement, webinars and myth busters produced by **The British Islamic Medical Association**;
- Explainer videos in multiple languages from **Public Health England**; and
- The Covid, Faith, and Public Health webinar organised by Lancashire Forum of Faiths in collaboration with the Lancashire Resilience Forum and Churches Together in Lancashire.

The Trust welcomes employee-led change and this is a great example about how discussion can quickly make a difference to how we approach something. People involved in the round

table have responded positively to how quickly we have put in place some of their recommendations and we hope it will ultimately lead to more people having the vaccination.

Electronic Patient Records



The Trust is continuing with its digital transformation programme, which is helping improve the patient-centred care we provide and make it easier for staff to access information. In November, a new system for recording care electronically was rolled out to all Mental Health services across the Trust.

RiO was already in place in some parts of the organisation and is used to log appointments, referrals and notes, replacing the need for paper records and enabling clinicians to quickly access the information needed.

More than 3,500 clinical staff transitioned from the Trust's legacy Electronic Patient Record (EPR) to RiO. The go live also included 399 colleagues from 13 external partner organisations who were trained and given access to the system.

We are now preparing for the next phase of this roll-out and South Cumbria will soon transfer to the Trust-wide version of RiO. This is due to go live by April 1. Our Health Informatics team are working closely with colleagues in South Cumbria to ensure there is a smooth transition.

Local Surveys to Discover Patient Care Experiences

Local Experience of Care surveys have been developed by clinical teams at the Trust as part of ongoing work to generate more feedback. Understanding people's experiences and how we can make them more positive in the future is a key part of how we are continuously improving.

We have developed five new experience survey questionnaires with staff and service users which are being cascaded to selected relevant services on a rota basis. These surveys link closely to the National Community Mental Health (CMH) Survey in an effort to establish changes and improvements prior to the release of the Annual National CMH Survey results.

These surveys have been developed within:

- Outpatients
- Inpatient Wards
- Inpatients Guild Lodge
- Home Treatment Teams
- Community Teams

The Trust's Experience and Engagement Team will work with staff and services to ensure a good uptake of the surveys, to understand individuals' experiences of care whilst they are in our services and support teams in developing their action plans, ensuring the quality improvements suggested are implemented.

Doctors for the Win

Last week the Medical Education Team at the Trust celebrated great practice at their annual Medical Educators Conference.

The event, attended by over 100 senior medical educators, is a great way for our colleagues to join together to learn and share best practice.

Guest speaker Ben Tipney, a former British rower and sports coach (pictured), and now founder of Med-Led, gave a presentation about how to maximise the potential of people.



Other speakers were Adrian James (President of the Royal College of Psychiatrists), Dr Gareth Thomas (Director of Medical Education), Dr Clare Oakley (Deputy Director of Medical Education), Dr Simon Belderbos (Undergraduate Lead) and our Medical Education Fellows.

The conference is also an opportunity to celebrate success which is done through the Gosall awards, named after their late colleague and friend, Dr Gurpal Gosall, who was Deputy Medical Director for the Trust and author of the acclaimed book Critical Appraisal.

The winners were

- **Medical Student of the Year** – Josef Van Den Bergh
- **Foundation Doctor of the Year** – Dr Ben Cross
- **Core Trainee Doctor of the Year** – Dr Thomas McConnell
- **Specialty and Associate Specialist Doctor of the Year** – Dr Jessal Chudasama
- **Specialty Trainee Doctor of the Year** – Dr Clare Smith
- **Clinical Supervisor of the Year** – Dr Chris Ubawuchi.
- **Highly commended** – Dr Chuks Oraegbunam, Dr Clare Oakley, Dr John Mulinga and Dr Iqbal Naeem

Gareth Thomas, Director of Medical Education, said: “Our Gosall Awards 2020 were a highlight of the Medical Educators’ Conference with some outstanding winners. I wanted to highlight our Supervisor of the Year Dr Chris Ubawuchi and the highly commended Supervisors - incredible work in really tough times.”

Ben Cross, who was named as Foundation Doctor of the Year, tweeted: “Honoured to be named as @WeAreLSCft Foundation Doctor of the Year 2020. Incredibly impressed by the devotion and patient-centred approach shown by my colleagues in the Trust during a difficult year for all - especially for some of our service users.”



Clare Smith, Psychiatry Trainee, who won the Specialty Trainee Doctor of the Year award also tweeted: “Thanks so much, I am honoured to have won, made all the hard work worthwhile!”

The Nation's Finest Dialectical Behaviour Therapists

The Dialectical Behaviour Therapy (DBT) Service within the Child and Adolescent Mental Health Services (CAMHS) welcomed four newly qualified therapists last week who have now completed their intensive training; Kirstie Gorman, Kaitlin Woods, Nicole Joel Craven and Tilly Wild.

The DBT trainees started their six-month training programme during the pandemic, which made it an even greater challenge. They were the first people in the country to be offered the DBT Intensive Training online and they qualified with flying colours.

Kirstie Gorman, Deputy Team Leader and Newly-Qualified DBT Therapist said: "The trainees have still not been able to meet each other face to face - the closest we have got is being in the car park waiting for Covid vaccinations at the same time!

"Despite this, we have been able to take up a DBT caseload and run online groups across the network for young people and their family. We have been able to combine this with our other CAMHS roles while completing our studies and the assignments set for us in the six months between training sessions. One of our pieces of work was used in the opening day of the training as an example of good practice.

"We are excited to start our new roles fully qualified and to increase the number of young people who can access this service."

Good news, good practice and transformation

#BeAWinterFriend Continues to Make an Impact

The Speaker of the House of Commons has added his backing to the Trust's ongoing partnership campaign to beat loneliness and help those struggling with their mental health and wellbeing over the winter lockdown months.

Chorley MP Sir Lindsay Hoyle alongside Preston North End and Blackpool Football Clubs and veterans organisations are now supporting the #BeAWinterFriend campaign, which encourages everyone to continue to look out for their families, friends and neighbours by staying in touch safely and virtually during the continuing Covid-19 pandemic.



Sir Lindsay Hoyle said he was "absolutely blown away" by the #BeAWinterFriend initiative: "We know what a difficult time it's been, but none more so than now, as we go into the wet, the cold and the dark of winter."

The #BeAWinterFriend initiative encourages us to check on our family, friends and neighbours regularly to see if they need anything over the next few months, as many are

struggling during this challenging year. #BeAWinterFriend aims to get people talking and offer a helping hand to combat mental health issues over the festive period.

It has been developed by Kevin O'Hara from the Trust's Partnership and Development Team and has been well received, with messages of support from many high profile community figures, including Preston North End and Blackpool Football Clubs.

(Photo of Sir Lindsay Hoyle courtesy of Roger Harris/ UK Parliament)

Events to mark LGBT+ History Month

The Trust has organised a series of activities to celebrate LGBT+ History Month.

Next Friday Richard Dunston Brady, University of Huddersfield researcher and speaker on LGBT+ equality in employment, will present about The Realities and Understanding of LGBTQ.

This will be followed by a cooking session by the Trust's Equality, Diversity and Inclusion Lead Pav Akhtar.

On Friday, February 19, LGBT+ Identities will be the subject of the event. Guest speakers will be Louise Ashworth, EDI Corporate Strategic Advisor and Project Worker at Barnardos and Chair of Barnardos Disability Network, who will speak about the complexities of identity as well as experiences of intersectionality, being disabled, LGBT+ and parent of a Black child; and also Stephanie Holmes, Founder and CEO of Chrysalis Transsexual Support Group and LSCFT Governor, who will share lived experience as a transsexual person and current issues for the trans community.

You can find out more about activities planned by the Trust for LGBT+ History Month by [clicking here.](#)



Recovery College soars past 1,000 enrolments

Lancashire Recovery College continues to offer a variety of workshops to support people with their health and wellbeing.

Through the pandemic it has adapted the way it operates to ensure it could continue to deliver its valuable service, including introducing online booking and advertising and collecting evaluations online.



There are now over 1,000 people enrolled with Lancashire Recovery College, with over 400 people signing up for online courses.

Courses are co-designed, alongside people with lived experience and professionals by experience. They cover a range of topics linked to the 5 ways to wellbeing, including

subjects such as arts & crafts, understanding mental health conditions, managing symptoms, relaxation and learning about addictions.

You can find out what is happening at the College in February [here](#)

