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Prefer to receive this by email?
See page 3
Firstly I would like to take this opportunity to thank all those who attended the Trust’s Annual General Meeting on Wednesday 10th October at Ashton Town Hall. Further details can be found on page 9.

We had a great time at our membership lifestyle market in Rochdale on Friday 19th October, at the Wheatsheaf Shopping Centre. Hundreds of shoppers attended the event and received health advice from a range of services, along with taster sessions promoting the benefits of regular exercise. The next members’ event will take place in January in Tameside.

As part of the new Health Chats programme, we are working with NHS Heywood, Middleton and Rochdale to encourage local residents and members to become health ambassadors and gain a recognised qualification in health improvement. I’d encourage anyone living or working in the Rochdale area to find out more about the programme. Further information is available on page 3.

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Rochdale lifestyle event

Hundreds of shoppers attended our latest event in Rochdale to get their free health checks. New liaison psychiatry services

New service to provide more support to patients presenting at A&E with mental health problems

Fancy a health chat?

Trust works with NHS Heywood Middleton and Rochdale to encourage Rochdale residents to become health ambassadors

Improving men’s mental health

Patient Advice and Liaison Service (PALS) offers free mental health training sessions to local businesses in an attempt to reach male workers

Pennine Care empowers nurses

Nurses’ forum is established to lead on improving nursing and care standards across the Trust

Celebrating success at this year’s AGM

Looking at our key achievements from this year and the challenges that face the Trust

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A simple guide on how to get help if you become unwell this winter

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Our guide to ensure this Christmas is a happy and healthy one

a day in the life

...of a district nursing sister and staff governor

Dawn Hobson from the Rochdale borough tells us what it’s like

Rochdale lifestyle event

Hundreds of shoppers attended our latest lifestyle market on 19th October, at the Wheatsheaf Shopping Centre.

Visitors were able to have a free health check including blood pressure testing, mental health advice, stop smoking support and advice on healthy eating.

A team of roller skaters provided entertainment, whilst promoting the benefits of regular exercise, along with hula hooping and Zumba. Local leisure Trust Link4Life operated a rowing machine.

Services were on hand to talk about money and debt issues, as well as housing and volunteering, and people could test their driving skills using a road safety simulator.

Partners from the fire service and police were present and the Mayor of Rochdale, Councillor James Gartside, also attended.

The Chairman, John Schofield, said: “The lifestyle market is a great opportunity for people to find out more about their health and lifestyle and which local services can provide support, with health, council, police and fire services all coming together. The event was a huge success with literally hundreds of people coming along and we were able to recruit 113 people to become new members of the Trust, which was fantastic.”

To find out more about the Trust by becoming a member visit www.penninecare.nhs.uk

Fancy a health chat?

As part of the new Health Chats programme, Pennine Care is working with NHS Heywood, Middleton and Rochdale to encourage Rochdale residents to become health ambassadors and gain a recognised qualification in health improvement.

Health Chats is part of a nationwide NHS initiative which urges people to talk more knowledgeably about a range of health issues including smoking, diet and fitness to support their friends, family and neighbours to improve their health and lifestyle.

Health trainers from Pennine Care will provide the training and education and will advise Health Chatters how to put their knowledge into action.

Angela Atkens, Health Trainer Service Manager, said: “The Health Chats programme is a great way for people to learn more about health, boost their qualifications and become an ambassador for health improvement in their local area.

The programme involves two half-day courses and completion of a multiple choice test at the end. During the course, health trainers will help trainees to understand the benefits of good health and wellbeing and how to advise people on what help they need and where to get support.”

Anyone wanting to book on the Health Chats programme will need to contact the Health Trainers Service on 0161 655 1739.

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Chairman

John Schofield

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Pennine Care NHS Foundation Trust is a provider of health services in Heywood, Middleton and Rochdale, Bury, Oldham, Stockport, Tameside and Glossop. Pennine Post is sent to all our Foundation Trust members.

Any comments ideas or suggestions? Please contact:
The Communications Department, on 0161 716 3152 or email: communications.penninecare@nhs.net

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Pennine Care empowers nurses

Pennine Care has established a nurses’ forum to lead on improving nursing and care standards across the Trust.

The Trust employs hundreds of nurses working in a range of community and mental health services, including district nursing, children’s nursing, health visiting, community psychiatric nursing and palliative care.

Led by nurses themselves, the forum is focused on developing consistent standards of high quality care, improving professional development and enforcing accountability. It will also look at establishing a network where nurses can share best practice, meet on a regular basis and celebrate excellence.

“At some point in our lives, every person will have contact with a nurse as a child, an adult, in old age or at the end of life,” said Michael McCourt, Director of Nursing and Operations (pictured below).

“People are now living longer, often with a number of health needs, which makes patient care more complex than ever. Whilst our nursing teams already do great work, we want to ensure we continually strive to drive up standards of nursing care and drive out variations.

“By bringing our community and mental health nurses together, we will be in a strong position to respond to the challenge of delivering care in a time of growing demands. We will also focus on delivering better nursing care in the community, so we can support people at home and prevent them from having to go to hospital for treatment.”

“We will be in a strong position to respond to the challenge of delivering care in a time of growing demands”.

Winter wellness

The NHS experiences greater demand for its services throughout the winter period, with people being more prone to illness and injury due to the cold weather. Make sure you keep warm and well this winter by following our simple guide.

Choose Well
If you do become unwell during the winter, it’s important to know which service can provide you with the care that best meets your needs. Each winter, tens of thousands of patients visit an Accident and Emergency department (A&E) but many of them could have been seen elsewhere.

The most common complaints over the winter are: coughs and colds, sore throats, flu, norovirus and general aches and pains. By choosing the right NHS service, you will be able to get the care you need, in the quickest time, when you become ill or injured.

Self Care
A range of common winter illnesses and injuries can be treated at home by having a well-stocked medicine cabinet and plenty of rest. Keep stocked-up on supplies of paracetamol or ibuprofen, anti-diarrhoea medication, rehydration treatment, indigestion remedy, plasters and a thermometer.

NHS Direct
You can check your symptoms and hundreds of conditions and treatments, as well as find telephone numbers and addresses for most NHS services online by visiting www.nhs.uk or calling NHS Direct on 0845 46 47 for health advice and information round the clock.

Pharmacy
Your local pharmacist can give you professional health and advice on common illnesses and the best medicines you need to treat them. Try your pharmacy first before making an appointment with your GP.

GP
If you have an illness or injury that just won’t go away, make an appointment to see your GP. They provide medical advice, examinations and prescriptions and can also refer you on to more specialist services for additional treatment or care.

Walk-in Centres
Walk-in Centres treat minor illnesses and injuries that do not need a visit to A&E. You do not need an appointment and will be seen by an experienced nurse. Check where your nearest Walk-in Centre is and its opening hours by visiting www.nhs.uk

A&E
A&E departments should only be used in a critical or life threatening situation. A&E provides immediate emergency care for people who show the symptoms of a serious illness or those who are seriously injured. Dialling 999 will result in a response vehicle being sent to your location and should only be called in an emergency.
Pennine Care has established new Liaison Psychiatry Services that will provide more support to patients presenting at A&E with mental health problems, those with alcohol misuse issues and people with dementia.

The service has been developed in partnership with commissioners as part of a £3m investment over the next two years. The main aims of the service are to provide timely mental health assessments to patients in A&E, reduce A&E attendances/re-attendances, provide effective interventions to people with alcohol misuse problems and provide expert clinical support and education to acute staff on caring for people with dementia.

It is based on the RAID (rapid assessment interface and discharge) model developed by City Hospital Birmingham, which has proven to reduce inpatient bed days, support timely discharges and reduce readmissions.

The Liaison Psychiatry Service is made up of three key elements – A&E liaison, alcohol liaison and older people’s liaison.

Employed by Pennine Care, practitioners work within neighbouring acute hospital sites – Fairfield General Hospital in Bury, the Royal Oldham Hospital, Stepping Hill Hospital in Stockport and Tameside General.

A&E liaison
Pennine Care already provides access and crisis teams which conduct mental health assessments of patients at A&E and coordinate packages of care. These teams will be strengthened by new additional A&E liaison practitioners, which will allow the teams to provide 24/7 cover to local A&E departments, conducting mental health assessments within two hours of a patient being admitted. The team will also ensure patients are safely discharged from A&E into suitable mental health services within four hours, as well as providing follow-up clinic appointments or home visits to patients who have self-harmed the next day.

Alcohol liaison
Dedicated alcohol liaison practitioners work within A&E departments and on hospital wards to assess people with alcohol misuse problems and provide effective interventions. This may include referring patients to alcohol services which can support individuals to manage and recover, helping to prevent a patient from being admitted to hospital and reducing the number of people who attend A&E as a result of alcohol misuse.

Older people’s liaison
Dedicated older people’s liaison practitioners work on hospital wards to provide mental health assessments of people with dementia and ensure their needs are being met. The practitioners will also provide hospital staff with expert clinical advice, training and support on how to care for dementia patients. They will develop staff’s knowledge and understanding of dementia and how to manage challenging behaviour, as well as how to identify and meet each patient’s specific care needs.

The Liaison Psychiatry Service is made up of three key elements – A&E liaison, alcohol liaison and older people’s liaison.

Key facts

- It is estimated that approximately 450 million people worldwide have a mental health problem.
- Current figures state that each year in Britain an estimated 1 in 4 adults will experience at least one diagnosable mental health problem, though only 230 of every 300 who need help will actually visit their GP.
- Women are more likely to have been treated for a mental health problem than men (29% compared to 17%). This could be because, when asked, women are more likely to report symptoms of common mental health problems.
- Men are more likely than women to have an alcohol or drug problem. 67% of British people who consume alcohol at ‘hazardous’ levels, and 80% of those dependent on alcohol are male. Almost three quarters of people are dependent on cannabis and 69% of those dependent on other illegal drugs are male.
- Depression affects 1 in 5 older people living in the community and 2 in 5 living in care homes.
- Dementia affects 5% of people over the age of 65 and 20% of those over 80.
Governor update: Service development

We continually review and develop our services to ensure that we provide the best possible care for our patients. We look at what we do and how we do it, to ensure our clinical services and practices are high quality and safe. We also look at our facilities and estates to make sure we deliver services in appropriate settings.

The Council of Governors help us to communicate any changes and developments to our services and ensure that we involve service users, patients and carers in the process. This section gives an update from the governors about some of our latest service developments.

What’s happening in community services?

The Trust is actively supporting the national health visiting ‘call to action’ programme that will see the recruitment of an additional 4,200 health visitors by 2015. We plan to recruit an additional 63 health visitors covering the boroughs of Bury, Oldham and Rochdale.

The recruitment programme has already started and we now have 13 new health visitors trained and in post, with a further 13 to be in place by August next year. The remaining posts will be in place by 2015.

What’s happening in mental health services?

We have now established new Liaison Psychiatry Services within the acute hospital, which aim to identify and work with patients of all ages, who have a psychical and mental health problem.

The service went live on 1st October – further information on the service can be found in our main feature on page 6.

The Trust is completing a refurbishment of its adult mental health wards in Stockport and Tameside. The new refurbishments will create single bedroom facilities, providing patients with increased privacy and dignity, more space and single sex accommodation.

The first of the completed refurbishments is at Stockport, with the relocation of Norbury Ward to a larger space on the Stepping Hill site.

Seeking your views

One of the roles and responsibilities of the Council of Governors is to engage and seek your opinions.

You can send your comments or questions by email, or alternatively, governors are willing to attend support groups within the Trust footprint to present on the role of the governor and listen to your views about Trust services.

If you are a member of a support group and feel you would benefit from a governor attending the group, please email details of the group, where the group meets, the frequency, a contact name and number to: governors.penninecare@nhs.net

Key challenges facing the Trust

• National changes and challenges facing the NHS such as Clinical Commissioning Groups, seeing GPs at board level commissioning the majority of NHS services.

• Like all NHS organisations, we are required to make considerable efficiencies.

• As an organisation that delivers care from more than 117 different locations, our priority is to build on our local services to ensure that as many patients as possible are cared for at home or in the community, instead of having to go to hospital for treatment. By providing more community-based care, we can improve patients’ experiences, work more efficiently and ensure hospital care is available to patients who need it most.

Celebrating success at this year’s annual meeting

This year’s Annual General Meeting took place on Wednesday 10th October at Ashton Town Hall. More than 100 guests, made up of local patients, Trust members and dignitaries attended to hear about the Trust’s achievements and challenges for the future.

Highlights from the year

• In April 2011, community services from the boroughs of Bury, Oldham and Rochdale transferred to Pennine Care, creating one of the North West’s largest providers of community and mental health services. We are also the leading provider of mental health services across Stockport, Tameside and Glossop.

• We launched a specialist mental health service for military veterans across the North West, a first for the UK, and opened the Woodland Retreat, an innovative outdoor tree house and nature area for young people with complex mental health problems, earning the Trust national recognition.

• In 2011/12, we spent £237m providing healthcare to local communities and invested £1.7m in improving buildings, estates and clinical environments.

• The Trust’s army of volunteers dedicated 28,000 hours of their time to supporting services, and frontline staff had 2.4m patient contacts across both community and mental health services.

The Chairman took the opportunity to recognise the Trust’s staff, members, governors, volunteers and key partners for their continued commitment.

We are working closely with our patients of old and new, and with GPs, hospitals and social care services, to ensure we continue to provide high quality care that meets patients’ needs and local expectations.

The Trust’s annual report and accounts were officially presented to the Council of Governors at the event. A copy can be viewed on the Trust website www.penninecare.nhs.uk alternatively if you would like to receive a paper copy of the mini annual report please email ftmembership.penninecare@nhs.net

Pictured above (from left to right): John Schofield, Trust Chairman; Councillor Joan Grimshaw, Mayor for Bury; Councillor Owen Chaderton, Mayor for Oldham; Councillor Brenda Warrington, Mayor for Tameside and Glossop and Geoff Lucas, Trust Governor.
Have a happy Christmas!

The festive season will soon be upon us and whilst it is the season of goodwill, there are some health and wellbeing issues to think about. Follow our guide to make sure this Christmas is a happy and healthy one.

Merry Christmas
Festive get-togethers with friends, family and colleagues mean many of us will be enjoying a drink or two. Research shows that alcohol consumption in Britain increases by 40% in December.

Excessive drinking can also be an addictive and costly habit, so follow these tips to keep your alcohol in check and help keep your heart healthy, while saving a few pounds in weight and your pocket this Christmas:

- Take little sips and drink slowly to savour the taste more - it’ll help you drink less too.
- Pace yourself when out with friends, alternating an alcoholic drink with a soft drink.
- Offer to drive, so you have a night off from alcohol.
- Keep a drink diary to record your unit intake – your consumption may surprise you.
- Take steps to control it and balance things out, if there’s a celebration planned choose grape and berry juices that provide many antioxidants and vitamins.
- Find other ways to relax that are not alcohol centred.
- If stress tends to make you drink more, find a healthier form of stress relief such as a long soak in the bath or an early night with a good book.
- Give yourself an alcohol cut-off time and enjoy a peaceful night’s sleep.

Drink driving
By drinking and driving, you risk your life and those of your passengers and others on the road.

Any amount of alcohol affects your ability to drive and you risk a fine of up to £5,000, a minimum 12-month driving ban and a criminal record.

Tolerance to alcohol depends on a combination of factors: age, gender, weight and stress and recent food consumption.

The best way to remain safe is not to drink and drive.

Remember
- Time is the only way to get alcohol out of your system.
- You could be over the legal limit many hours after your last drink, even if it’s the morning after.
- Alcohol affects everybody’s driving for the worse. It can make you feel overconfident, makes judging distance and speed harder and slows your reactions.
- A large proportion of drink drive crashes happen within three miles of the start of the journey.
- If you are planning to drink alcohol, decide in advance how you will get home.
- Never accept a lift from a driver you know has drunk alcohol.

Festive feelings
It may be the season of goodwill but more people are prone to depression over the Christmas period.

Official figures show that as many as one in four people will be affected by some form of mental health problem in their lives, which can increase over the holidays.

Worrying about spending or lack of funds, relationship or family problems, stress about returning to work and those on the road.

By drinking and driving, you risk your life and those of your passengers and others on the road.

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Typical symptoms include:
- low mood
- lack of motivation
- tearfulness
- feeling worried
- change in appetite or weight
- lack of energy
- disturbed sleep patterns
- avoiding social situations

If you are experiencing feelings of depression or anxiety, make sure you get help by booking an appointment to see your GP.

Treatment for depression involves either medication or talking treatments, or usually a combination of the two. The kind of treatment that your doctor recommends will be based on the type of depression you have.

Spend wisely
The average family spends more than £600 at Christmas which is a big bill to foot from December’s pay alone, meaning many people end up in debt.

Try to spread the cost of Christmas over a few months so it doesn’t end up coming out of the same wage. And if you really want to be ahead of the game for future festive seasons, it’s a good idea to think about bagging bargains in the January sales to put aside for Christmas gifts.

Small sacrifices can boost your Christmas funds. In the run up to the festive season, try making little changes such as walking instead of paying for transport or take lunch to work instead of buying a drink and a sandwich – as well as having some extra cash for Christmas, you can improve your health too.

Visit the money advice service’s website for top tips on budgeting over the festive season at: www.moneyadvice service.org.uk
What is a district nurse?
District nurses are community nurse specialists who provide holistic nursing care to patients in their own homes, clinics or in residential care settings. District nurses are the face of the NHS for many patients outside of hospital. We can be a key professional in providing practical support and a key confidante for both patients and their carers.

What do you do?
As a district nursing sister within Heywood, Middleton and Rochdale, I manage and lead an integrated team of community nurses. The team works together assessing people to see how to provide nursing care that allows people to remain in their own homes, maintain their independence, or have additional support after discharge from hospital.

What made you want to do it?
When I qualified as a nurse I began my career in A&E. After a few years I decided to change direction and pursue a career in community nursing. People become unwell in the community and I was intrigued to learn more. Community nursing is very challenging and I enjoy the diversity each day brings. I have a very good team around me and I would like to take this opportunity to thank them for all their support and hard work.

What is the most rewarding aspect of your job?
My job is very rewarding in many ways, however, I think walking out of a patient’s home knowing you have informed, improved and empowered them is very rewarding.

What’s the hardest thing?
Caring for patients in the last days of life can be very difficult, especially when you have gone through the journey from diagnosis to death. It’s heartbreaking at times.

How do you unwind after a tough day?
I enjoy spending time with my family more than anything. I also support Manchester City and go to most of their games.

What did you want to be when you were younger?
From a young age I always wanted to be a nurse. When I was very young I visited an elderly relative in hospital and would help the nurses on the ward. I would go up most days just to help out.

What does a staff governor do?
The main function of the Council of Governors is to work with the Board of Directors to ensure that the Trust delivers services that reflect the needs of the local community.

Governors are responsible for ensuring that they represent their particular constituency or organisation. As a staff governor for nursing I act as the focal point, through which members can voice their opinions, ideas or concerns. I am thoroughly looking forward to the rest of my time in post.