

# LGBT

## Lesbian, Gay, Bisexual, Transgender Tower Hamlets PCT LGBT Staff Support Network

Tower Hamlets PCT are establishing a lesbian, gay, bisexual and transgender staff support network in line with our commitment to valuing diversity at work.

Meetings will take place on a bi-monthly basis and over the coming year aim to provide visibility and networking opportunities. During this time we will also be identifying joint working opportunities with other health and social care LGBT staff support networks.

The meetings are open to all staff and independent contractors across the Trust.

For further information and details of the next meeting contact:

Julia Hookway  
Chair, Tower Hamlets LGBT Staff Support Network  
julia.hookway@thpct.nhs.uk 020 7456 6760

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June 2006

# network

News from the PCT and its partners

Issue 6 July/August 2006

## work-4-health



Above - Cinde Lee Lai-Si, top right - Ursula Bennett and bottom right - Dr Stephen Duckworth, who spoke at the event

Having a job helps you to stay healthy – and that's as important for people with a disability as it is for others. That was the message from the work-4-health conference at Canary Wharf sponsored by the PCT, Job Centre Plus and commercial sector health service provider Atos Origin, and organised by Disability Matters.

This pan-disability conference brought together key stakeholders to share ideas and experiences on removing barriers to the employment of people on Incapacity Benefit.

The conference helped key stakeholders understand proposals in the Government's Green Paper "A New Deal for Welfare: Empowering People to Work".

More on the event on page 2

### inside:

- **new heart failure nurses**
- **a second walk-in centre**
- **clinical assessment service opens**

## Contents:

News	1 - 7
Partners	8 - 9
Diversity	10 - 13
People	14 - 17
HR	17
Healthy Living	18
Practice	19 - 20
PEC	20 - 21
Research and Training	22 - 23

### Next issue - September

The deadline for this edition is 31 July.

For further information or to submit an article, please call or email Coral Maynard on:

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Tel: 020 8223 8932

## Meeting dates:

### Next Board Meeting:

14 September at 4-6pm (information on the venue can be found on the THPCT website) [www.thpct.nhs.uk](http://www.thpct.nhs.uk)

### PEC Meetings:

24 August from 2.15 – 5.30pm, Education Centre, Mile End Hospital  
28 September from 2.15 – 5.30pm, Education Centre, Mile End Hospital

### Primary Care Fora:

GP Forum – No meeting in August

Practice Nurse/Nurse Practitioner – Tuesday 25 July 2006

Practice Managers – No meeting in August

Small Practice Association – Friday, 28 July 2006

### THPCT Annual General Meeting

14 September 2006 – (information on the venue can be found on the THPCT website) [www.thpct.nhs.uk](http://www.thpct.nhs.uk)

## work-4-health



Keynote speaker Adam Sharples, (pictured) Director General of the Work, Welfare and Equity Group at the Department of Work and Pensions said: *“The starting point for the Green Paper is that over the past 20 years or so we have seen the labour market get steadily stronger. Unemployment is down from over three million to under a million. Employment has been rising and we now have nearly 75% of the working age population in work – the highest rate among the main industrial countries.*

*“But there are too many who have not shared in this economic success. In particular the number of ill and disabled people on incapacity benefits has risen steadily year by year to reach over 2.7 million.*

*“This matters most of all for the high proportion of these people who would like to work and who are being denied that opportunity. Eight out of ten people making a new claim for incapacity benefits say they expect to work given the right support.*

*“So the ambition set out in the Green Paper is to raise the employment rate to 80 per cent and to reduce the numbers on incapacity benefits by a million over a decade.*

*“That is a daunting challenge – to reverse a trend to rising numbers on incapacity benefit which has continued inexorably for three decades. The theme of the Green Paper is that we will only be successful if we can understand the*

*complex factors which push people onto benefit and then keep them there; and then tackle the problem from all sides:*

- helping people to stay in work if they become ill or disabled
- working with medical professionals to consider options other than signing people onto benefit
- addressing the adverse financial incentives faced by some people
- supporting employers
- and above all giving people on benefit the advice and support to get back into work

*“We want to work with doctors and other medical professionals to open up other options. One initiative that has already shown good results is offering employment advisers in GP surgeries,” he said.*

Ursula Bennett, Head of Dentistry at the PCT talked of her experience as a deaf person. *“Let’s come out of the closet and let’s talk about it (disability) and organisations need to be supportive, remove physical barriers. Be explicit about your willingness to recruit and retain and support disabled staff, because surely our vision for the future should be to get to the point where we don’t even see disability, where disability becomes ordinary.*

*“I think it is really important we don’t divide the world into disabled people and able-bodied people. Probably everybody in this room has some level of disability if you choose to call it disability. No-one’s body works perfectly... So I think it is about removing barriers that are in the way of people realising their full potential and has nothing to do with a medical condition.”*

Malcolm Ceeley of the organisation Instant Muscle said that half of the people on incapacity benefit visiting his organisation’s advice centres left with a job within a few weeks.

Cinde Lee Lai-Si talked about her experience as an incapacity benefit recipient who got back to work – and the problems she encountered. *“Disabled people are often more reliable because we treasure the chance to be able to work. If we have a headache we still go in”, she said.*

## Work on £12 million centre begins



Stephen O'Brien, chair of Tower Hamlets PCT (with spade) and staff of the Barkantine Practice.

Staff at the Barkantine GP practice joined builders Balfour Beatty and others in a ground-breaking ceremony to mark the start of work on a new £12 million health centre for the Isle of Dogs.

The traditional ceremony of turning the first turf on the building site was carried out by Stephen O'Brien, chair of Tower Hamlets Primary Care Trust, at 121 Westferry Road, London E14.

This marks the start of a 72 week project to build the four storey health centre.

Stephen O'Brien said: *“I am proud to be able to celebrate the start of work on what will be a landmark site - as a building and as a centre for the local community”.*

Stephen thanked Fred Quatromini, a local resident at the ceremony, for his campaigning work for health services on this site.

And he praised GP Dr Stuart Bingham *“I would like to thank Stuart Bingham for his vision and drive. Without that we would not be marking the start of work today. This is a wonderful project, a very bold imaginative design that will meet the needs of local people.”*

Also at the ceremony were other members of the Barkantine practice, and representatives of East London LIFTCo.

The new centre will serve the growing population of the Isle of Dogs, providing more GPs and a whole range of health services including a birthing centre, under one roof.

The Barkantine practice is currently at the temporary premises at 111-113 Mellish Street, E14.

## Canary Wharf opens



Jane Stannett, Karen Denton, Lord Warner, Alwen Williams and Andrew Ridley

Health Minister Lord Warner opened the Canary Wharf NHS Commuter Walk-in Centre at 30 Marsh Wall, London E14 9TP.

Services at the centre are for all NHS patients; it is not limited to commuters.

The centre offers fast and convenient access to experienced nurses and an on-site GP, to give advice and treatment for a wide range of minor injuries and illnesses. No appointment is necessary and the service is free.

The centre is open from 7am to 7pm during the week and has the capacity to treat 180 patients every day. Its telephone number is 020 7517 3300.

Health Minister, Lord Warner said: *“The public has told us that they want faster, more convenient NHS services.”*

In line with that aim, the number of GP practices in Tower Hamlets offering longer opening times will rise from the current 18 to 29 over the coming year.

Longer opening times in GP practices, more GPs coming to the borough, and the new walk-in centre will bring an annual 49,000 more primary care appointments to the borough.

The new Walk-in Centre is managed on behalf of the NHS by Atos Origin who also set up and manage a centre at Manchester Piccadilly station which opened in November 2005

## Wound centre wins award!



Fran Worboys holding award, Alison Hopkins left and Fiona Danks right with the members of the wound care team.

The East London Wound Healing Centre has won a national wound care award. They won the 2006 Wounds UK 'Innovations in Primary Wound Care' category for their multidisciplinary teamwork across the PCT with a focus on the tertiary referral clinic and in-patient wound care beds.

The award was presented at a ceremony held in the Manchester Imperial War Museum by Dr Keith Harding, Professor at the Wound Research Unit in Cardiff, and Natasha Kaplinsky a BBC presenter.

The East London Wound Healing Centre was created in 1994 and patients have now been referred from

64 Trusts to this complex service, age range of 14-99 years. Patients and carers satisfaction with the service is high, some quotes taken from the visitor's book: "After 8 years of suffering I wish I had come here 7 years ago", "this is the first time I have been able to discuss it" and "There's all round care from absolutely everyone, kind, helpful and giving extremely effective treatment... good to know what can be done... with security of after care support."

**Alison Hopkins**  
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## TAP: Activities for children's communication

### WWW.COMMTAP.ORG

The TAP website is a collaboration between the PCT Speech and Language Therapists and the member of the council's Language and Communication Team, designed to share ideas between all those working with children with communication difficulties.

Its open access and collaborative nature encourages the sharing and use of ideas across many services unconstrained by geographical location. To date there are 150 activities sheets that have been contributed by speech and language therapy and education staff.

The website was launched in March at the Oral Language and Inclusion Conference at the Docklands Museum Conference Centre.

For more information email: [speech-language.tower-hamlets@lgfl.net](mailto:speech-language.tower-hamlets@lgfl.net)

## Scarborough fair-shares

Tower Hamlets PCT staff side chair Ben Benkarmaz asked Health Secretary Patricia Hewitt to make sure east London gets its fair share of resources when he questioned her at a Amicus union national event in Scarborough.

Patricia Hewitt MP came to the union's national health sector conference where she explained and took questions on the policy behind current funding issues in the NHS.

This year Tower Hamlets PCT received an increase in its funding but it was £9.9 million less than expected because that amount was put into a London-wide reserve held by the strategic health authority. This is one of the measures being taken to ensure the NHS balances its books.

Ben asked the Health Secretary for her assurance that this money would be "returned" to Tower Hamlets in future.

Patrica Hewitt told the conference that everyone needed to chip in to the reserves. But she added that all the money would be returned to the trusts, with those in the poorest areas getting it back first.

Ben said: "We made it clear to Patricia Hewitt that we did not believe the most deprived areas should be put at a disadvantage. She seemed to listen and take what we said on board."



## BERNARD CLAIMS GOLD

Congratulations to Bernard Levy on attaining a gold medal, which was awarded by Diabetes UK in recognition of 20 years of insulin therapy.

Bernard was diagnosed at the age of eighteen months. Since diagnosis he has witnessed major improvements in his care and with support from the diabetes team he has remained focused on managing his diabetes, which has enabled him to hold down a very demanding full time job as a porter in the X-ray department at Whitechapel.

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## Health E1 Award



left to right Steven Letoi - MHN, Teresa Newham - SMU, Dr Peter Buchman, Amanda Troughton - PM, Barbara Rennells - NP, and Dr Matthew Burridge

Health E1, Homeless Medical Centre in Brick Lane were the London regional winners of the Home Office 'Tackling Drugs, Changing Lives' Award. The award is in its first year and has been established to reward workers and teams across the country who are taking direct positive action to tackle drugs and change the lives of service users and people in their local community.

The Drug Action Team nominated Health E1 for the award, describing this nurse-led service as dedicated to meeting the complex needs of homeless people. Of the clients registered, 53 per cent have a drug or alcohol dependency problem, so staff have developed a proactive multi-agency treatment programme to minimise the risk of chaotic clients 'falling out' of services. These include

a full-time substance misuse specialist nurse and a mental health specialist nurse along with nurse practitioners and GPs.

Six of the team went to a reception hosted by the broadcaster Dermot Murnaghan and were presented with their award by the Home Office Drugs Minister Vernon Coaker MP. They were congratulated by the Minister for their outstanding achievements and commitment to turning around the lives of drug misusers, their families and friends. He went on to say that the winners are a true example of people who go the extra mile every day of the week: either working in treatment centres, providing support for pregnant drug misusers, helping to educate young people about the dangers of drugs or supporting families of service users.

## Smoke free monitoring

The PCT launched its first Smoke Free Policy in June last year, making all PCT premises and their grounds smoke free, and now a policy covering staff visiting patients' homes has also been launched.

So that we can assess just how effective our Smoke Free Policy is, all Managers are asked to complete a Smoke Free Monitoring Form that will provide data on all breaches of the policy.

The Monitoring Form can be found on the intranet and, if you have a positive return to make, please submit it at the end of each month to Diana Hatfield, HR Manager.

Email: [diana.hatfield@thpct.nhs.uk](mailto:diana.hatfield@thpct.nhs.uk)

# Nurses' Day



International Nurses Day is an annual celebration of the invaluable contribution made by nurses around the world.

The event is held in May, to coincide with the birthday of Florence Nightingale.

Florence Nightingale is most famously known for her work during the Crimean war. At the same time a Jamaican nurse called Mary Seacole was also treating the injured during the Crimean war. Although unheard of at the time, Mary Seacole is famed for working on the frontline and on the battlefield.

To mark the day, nurses in the PCT hosted a fun and a musical afternoon. The event was facilitated by Lakka, a musician who used her skills, to inspire and encourage nurses to communicate in an innovative and creative way.

All nurses bring together a vast wealth of experience and professionalism that contributes a richness and diversity to patient care.

The ability of nurses to work together collaboratively allows for an exchange of ideas, experience and expertise that benefits patients and drives improvement in the quality of nursing. It is the common and uncommon qualities that all nursing professionals have that provide

opportunities in which we can all learn from each other. In an increasingly complex and fast changing world it is the diversity that nurses can offer that makes a real difference to patient care. Patients can only but benefit in an environment where nurses are competent, satisfied with and respected for the work that they do and the added value that they bring to their role.

The partnerships and strategic alliances that we all form in an effort to improve and strengthen the quality of care and the nursing profession has enabled our continued growth and development as a profession.

In a discussion with Monday Ugiagbe, Professional Practice Development Lead, one of the district nurses who attended the Nurses Day said:

*"The Nurses' Day celebration was an eye opener. To see the Director of Nursing and other members of staff singing away enthusiastically really challenged and motivated me. I really appreciate the vast quality we have as nurses and our ability to stand out and be counted. I hope we have more of this to send out the message that as nurses we are worth it!"*

**Zora Bampoe**  
Associate Director of Nursing and Therapies

## GSL LAUNCH

Staff who provide a range of essential services to PCT patients and staff now have a different employer – GSL integrated services.

The PCT conducted an extensive procurement process for its catering, cleaning, portering, linen room and housekeeping services.

David Butcher, Director of Capital Development, Estates and Facilities, said: "GSL have a history of delivering high quality support services in the NHS and we look forward to working in



Chris Elliott and Alwen Williams sign the contract marking a new era for support services

*partnership with them to enhance the quality of these critical support services."*

Staff employed by the previous contractor providing these services will stay working with the PCT, but are now employed by GSL.



Chris Elliott – Group Managing Director, GSL Integrated Services, Linda Phillips – Linen and Laundry Assistant, Lijana Baubliere – Restaurant Assistant, Abdelaziz Badaoui Postroom Supervisor, Linda Ofori-Amponsah – Ward Housekeeper, Vincent Moonsa Thielamay – Restaurant Chef

Chris Elliott, Group Managing Director, GSL Integrated Services said:

*"This is a challenging and exciting contract to win and we look forward to working in close partnership with Tower Hamlets PCT delivering services to a high standard to the*

*benefit of patients. We are delighted to welcome 220 people to work for GSL and we hope their transfer and the experience that they bring will quickly give GSL the opportunity to enhance and improve both the quality and efficiency of these critical support services".*

## Health and Science Pathway

The second round of student placements under the Health and Science Pathway East London (HASPEL) programme is now underway.

The programme aims to increase the number of younger local people moving into a NHS career. It provides placements in health care to support the educational curriculum of students undertaking BTEC Diplomas in Health and Social Care.

In May twenty Level-2 students (GCSE equivalent) were placed in the PCT and Barts and The London NHS Trust. Of the ten students placed with the PCT, eight were based in primary care settings at Pollard Row, Shah Jalal, Barkantine,

Bethnal Green, Leopold Street, at the Diabetes Centre, and one in Speech and Language Therapy Children's Services, at Globe school.

Eight Level-3 students (A Level equivalent) are continuing their second placement block until July, with all students choosing to remain with their current supervisor and placement. Over the next academic year these students will continue for another two blocks within a different service.

The placements so far have gone very well. One of the benefits of a vocational experience within the NHS, for further education students, is being able to see first-hand the varied professions and careers on offer.

Regna Begum, a student who wanted to be a social worker before starting

placement, said after her first week at Globe school, "Speech and language therapy is something I will consider as a future career, because I found it very interesting." Regna's placement supervisor, Libby Gilliver, Principal Speech and Language Therapist, said, "Working with young people with this kind of attitude means we will get good recruits in a few years time. It's been really good, really positive."

Twenty-two staff members attended two NHS supervisors and mentor training days in April and May, bringing the total to thirty-one trained supervisors and mentors across both Trusts. Planning is underway for placements for the next academic year. Alan Flynn, the Student Placement Co-ordinator, will spend the summer months promoting the project around the Trusts and at local education events.



Supervisors and students from left to right: Evelyn Tuffour, Jane Cowie, Grace Ticao and Sharmin Begum.

If you are interested in being a mentor, taking part in school activities or supporting a future placement, please contact Alan on: 020 8223 8650 or 07950 789 199, or email: alan.flynn@thpct.nhs.uk

# eSAP

eSAP is a new electronic solution developed to support the Single Assessment Process (SAP), which enables both health and social care practitioners to share assessments and personalised care plans with each other.

The new system has been deployed to staff in care settings across Tower Hamlets.

Four partner organisations involved in the project are the London Borough of Tower Hamlets, Tower Hamlets Primary Care Trust, Barts and The London NHS Trust and East London and The City Mental Health NHS Trust. The commitment of all four partners to work jointly at all levels of their organisations ensures the success and progress of the project.

The SAP project is already well established in Tower Hamlets as a system of using one common assessment tool and sharing assessment information in order to improve the experiences of the services that older people receive in Tower Hamlets. SAP has now been

embedded for well over a year across several pilot sites.

A key benefit of SAP is that it builds on best practice to ensure that the individual is placed at the heart of their assessment and care planning. But eSAP goes further than that, by allowing all the practitioners involved in the care of the person, a view of each others' involvement using a single integrated health and social care plan.

A key feature of the eSAP system is 'In-Tray'. This is an internal messaging system that gives authorised eSAP users the ability to send and receive assessment information and referrals to each other. Using In-Tray will radically improve the security of confidential information because access to eSAP is so tightly controlled. It will avoid having to depend on fax, which is a lot less easy to govern.

In the future, as it is rolled out to more teams and services, it is envisaged that eSAP will be a key tool in supporting Care Co-ordination, identifying people with long term conditions, assisting in discharge planning as well as being used as an important referral tool. [sonia.beatty@towerhamlets.gov.uk](mailto:sonia.beatty@towerhamlets.gov.uk)

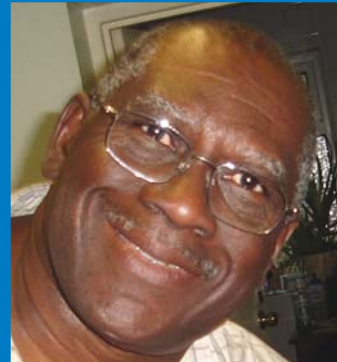
## Take a walk through your green city

Local people are being encouraged to rediscover the green spaces, parks, playgrounds and areas of historical interest in Tower Hamlets with a new series of walking tours in the borough.

The Council's Environment and Culture Directorate has been working with the Partnership to map out a pleasant and accessible walk for each LAP to increase awareness and use by residents of the open and green spaces where they live and encourage them to visit other parts of the borough.

Every week a different walk is being featured on the council website – [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk) - as well as in East End Life, giving details, maps and points of interest. An experienced walk leader is leading an organised walk in each area for those who enjoy strolling in the company of others.

## Harry Cumberbatch receives MBE



Harry Cumberbatch, Development and Support Worker for the Tower Hamlets African and Caribbean Mental Health Organisation, was made a MBE for services to the organisation he has actively been involved with for the past decade.

Harry, who stepped down from his day-to-day responsibilities in June said *"the award is not only an honour for me but will also give recognition for the positive work in promoting the health and well-being of African and Caribbean users of mental health services in Tower Hamlets"*.

## Spring into Summer

People living in Limehouse, East India and Lansbury, Local Area Partnership, (LAP) 7, had the opportunity to come and find out how their families can boost their health. Activities included individual health checks, drugs awareness and quitting smoking, free dental and eye tests and information on healthy eating and exercise. This was jointly organised by Local Area Partnership (LAP) 7 and Langdon Park Community Team at Langdon Park's School's 40th anniversary fayre on 8 July.

## Community Health Visit to Hangzhou, China

Last year a party of doctors from Hangzhou visited London to learn about primary health care services. In April, a multidisciplinary 10 strong party from the Centre for Health Sciences Queen Mary University of London and the Public Health and Primary Care Unit, City University were invited to visit community health colleagues in the city of Hangzhou in southwest China. The aim of this return visit was for the party from the UK to learn about the challenges facing community health services in China, to jointly run a 2-day conference and to learn something about the culture and history of China.

Community health services in China are poorly developed and the city of Hangzhou is piloting community-based services. The Chinese doctors who attended the conference were fascinated to learn about the gatekeeper role in UK general practice, the working of the QoF and the guidelines work of the Clinical Effectiveness Group. Nurses attended some separate sessions at the conference were interested to learn about the nurse role in tracking down infectious diseases in the community following the SARS outbreak. The people we met were very interested to learn from our experiences of primary and community health care in the UK and about the education of GPs and nurses.



Queen Mary and City universities delegates with Chinese community services colleagues

Over the coming year a number of projects with colleagues from China are planned including a visit to the Clinical Effectiveness Group to work with Keith Prescott and Jo Law on the translation of clinical guidelines and work with Sue Richards, City University on developing the MSc curriculum for educating community nurses in Hangzhou. We hope that some doctors and nurses from Hangzhou will be able to visit the universities and the local health area over the coming months to see for themselves

the types of services available to the people in east London.

Nicci Iacovou  
Centre for Health Sciences,  
Institute of Health Sciences  
Education

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## Lapping up healthy living!

More than 100 people knew what was good for them and flocked to a Partnership event on the Isle of Dogs to find out how they and their families can get healthy and stay healthy.

Visitors to the event organised by LAP 8, (Millwall, Blackwall and Cubitt Town wards), part of the Tower Hamlets Partnership, were able to take health checks and find out about local services aimed at supporting a healthier lifestyle.

Free cholesterol-testing proved highly popular at the event at St John's Community Centre, Glengall Road, as did dental checks, and free fruit juices given out by the Community Development Agency.

There was also information plans for the Barkantine Health Centre whose facilities will include a birthing centre, as well as on how to register with a GP.

## Christine Gilbert appointment

Christine Gilbert, Chief Executive of Tower Hamlets Council is to be Her Majesty's new Chief Inspector at Ofsted.

## We are a Stonewall Diversity Champion

The PCT is one of 200 organisations that has signed up to Stonewall's Diversity Champions programme, which is also supported by the Department of Health.

Stonewall is a national organisation which works with a whole range of organisations to address the needs of lesbians, gay men, bisexuals and trans-sexuals in the wider community. The Diversity Programme is a good practice forum in which employers work with Stonewall, and each other, to promote diversity in the workplace.

The Department of Health's sexual orientation and gender identity advisory group is working with a range of organisations to develop strategies that promote equality and eliminate discrimination for people who are lesbian, gay, bisexual or transgender in health and social care organisations.

There are four work streams, which include employment and reducing health inequalities. Tower Hamlets PCT is one of 88 PCTs and 70 local authorities selected by The Department of Health Spearhead Group to address health inequalities.

Here are Stonewall's top 10 tips for managing sexual orientation, religion and belief in the workplace:

### 1 Demonstrate clear leadership and a commitment to equality

Senior managers should not avoid resolving disagreements, or fail to protect individuals from discrimination. Managers should set an example and be confident, consistent and articulate about managing conflicting views.

### 2 Understand employment law

In the UK it is unlawful to discriminate against people in the

workplace on the grounds of their sexual orientation and their religion and/or belief, and it is the responsibility of the employer to enforce these laws.

### 3 Don't create a hierarchy of discrimination

Don't be tempted to prioritise particular equalities issues, or give precedence to certain types of discrimination over others. The law is very clear, and everyone has the right to expect full and equal protection from discrimination in the workplace.

### 4 Make full use of equal opportunities policies

Employees, and those providing a service or conducting business on behalf of an organisation, should have to abide by equal opportunities principles: not to discriminate on the grounds of sexual orientation or religion and belief.

### 5 Provide training at all staff levels

Training provides an opportunity to explore difference, increase tolerance and tackle ignorance. Empathy is key to tackling discrimination. Managers also need to be trained to handle difficult situations with confidence.

### 6 Build a culture of respect

By ensuring that the benefits of diversity and inclusion are fully understood, employers and service providers can build a culture of respect and tolerance, promoting good relations between all groups in the workplace, including gay people and people of faith.

### 7 Don't discriminate in the provision of goods and services

All service users, regardless of sexual orientation or religion or

belief, should be able to have full access to goods and services, such as insurance and health care. Equal access should be at the heart of any service delivery. By next year it will be illegal to discriminate against both gay people and religious people in the provision of goods and services.

### 8 Celebrate your work with gay people

Using the Stonewall logo, sponsoring events, and being involved with community activities sends out a clear message that sexual orientation equality is important to the organisation.

### 9 Belief should not affect core standards of behaviour

A person's belief should not affect their behaviour in the workplace. Make it clear that people are entitled to their beliefs, but they are not entitled to discriminate against others.

### 10 Don't polarise the issue or make assumptions

Recognise that some gay people are religious, and few religious people are homophobic. Don't assume that there is a problem when there isn't one.

For further information on equality and diversity issues please contact Cora Woodhead – Equality and Diversity Manager Model Employer Lead at: [cora.woodhead@thpct.nhs.uk](mailto:cora.woodhead@thpct.nhs.uk) or on 0208 223 8824

You can also visit Stonewall at: [www.stonewall.org.uk](http://www.stonewall.org.uk)

## Welcome to E-Learning

As part of its Diversity Agenda, the PCT is offering equality and diversity training to all staff using e-learning courses.

The course aims to help you understand various legislations and how we are all responsible for implementing them.

Staff can work through the e-learning courses at their own pace in familiar surroundings. If access to a computer is difficult the Trust will make sure that computers are available in the IT training suite.

Everyone will take the core courses:

- Race Relations (Amendment) Act 2000: Foundation Course
- Understanding Diversity
- Dealing with Harassment and Bullying

This will enable all Trust staff to have a shared understanding of equality and diversity issues and to help deliver better services to patients. It will also help to make the PCT a better place to work.

Most people will complete each of the courses within one hour; more time can be allocated if necessary. The course is also available in audio form. Your score will be available at the end of each course and finally you will be able to print off a course certificate on completion.

All staff will receive a letter shortly with further details outlining which courses they are expected to undertake. In the meantime please contact Cora Woodhead – Equality and Diversity Manager – Model Employer Lead on 0208 223 8824 or [cora.woodhead@thpct.nhs.uk](mailto:cora.woodhead@thpct.nhs.uk) if you have any questions that you would like answered.

## Our Diversity Charter

The Diversity Charter is a statement of the Primary Care Trust's commitment to all aspects of equality and diversity; race, religion, gender, age, sexual orientation, disability.

The Charter forms part of the PCT Board's strategy for ensuring that over the next two to three years there are very real changes and improvements in how we perform in meeting our obligations around equality and diversity.

The Charter was developed by the Equality and Diversity Sub Committee of the Board which is chaired by Non-Executive Director Judith St John. A draft was widely circulated through the organisation and many comments were received.

The Charter sets out explicit standards that our patients, and staff can expect of the organisation and a commitment on the part of the leaders of the organisation about what will be delivered to ensure equality and diversity. The Charter also sets out four organisational values which we see as being critical to practising what we preach.

PCT Deputy Chief Executive Martin Cusack said: *"The commitment of the PCT to developing equality and diversity is absolute. There are challenges ahead which will have to be met and resources will always be an issue, but by working together we believe that we can make the PCT an example of best practice in this area."*

(See pages 12-13 for the Diversity Charter!)

## Occasional wheelchair user scheme

The Occasional Wheelchair User Scheme is run by the wheelchair service from Mile End Hospital. It is for residents of the borough and is supported by Tower Hamlets PCT and The London Borough of Tower Hamlets Social Services. The loan of the wheelchair is FREE of charge.

### Users of the Scheme

Users of the scheme will be people who do not use a wheelchair on a daily basis or long term. The person loaning the wheelchair can either be a resident of Tower Hamlets or someone visiting a friend or family who are residents of the borough. The wheelchairs can be borrowed for up to a few days at a time. A benefit of this is that people with limited space at home, do not have to find somewhere indoors to store a wheelchair permanently.



Sheelagh Bone and son using the service

### How to access the service

Anyone wishing to use the service, should telephone the wheelchair service on 020 8223 8842. Some basic details will be taken and the person will then be registered to use the service whenever they require by phoning to make the booking, preferably with a few days notice. After usage you will have to make your own arrangements for the collection and return of the equipment.

# Diversity Charter

Delivering quality. Championing diversity

## Our diversity values:

### We:

- Understand that diversity embraces cultures, faith, disability, race, ethnicity, gender, age, sexual orientation, and all the ways in which we differ as individuals.
- Recognise the diversity of our patients and clients and its importance in improving their health and well-being.
- Use our influence and resources to make a difference to the life opportunities and health of our community, especially those who are disadvantaged.
- Value the diversity of our staff by creating a great place to work that recognises and develops the contribution of everyone.



### Our Patients:

- Should expect nothing but the best.
- Will receive culturally appropriate health care of the highest quality.
- Will be regularly consulted about how diversity and equality issues affect their health and healthcare.
- Will be provided with information in the most understandable way and have the use of advocacy, interpreting and translation services.
- Are thanked for their feedback and complaints, as these will enhance service quality.
- Are treated as equal partners in a way that includes their rights and responsibilities in the pursuit of health.
- Will be expected to respect and value the diversity of our staff.



### Our Staff:

- Recognise that diversity within the Primary Care Trust brings benefits to us all.
- Appreciate the importance of the Primary Care Trust living its values of inclusiveness and openness by taking responsibility for their own actions.
- Strive to maintain a collaborative and productive environment within their team that maximises the creativity that arises from difference.
- Understand the need for co-operative working and mutual respect across the Primary Care Trust, regardless of the job they do.
- Treat everyone with dignity and respect, expecting the same in return and knowing that they are empowered to challenge any inappropriate behaviour.
- Take the opportunities presented to support their development and to further their career aspirations without being limited by artificial barriers.



### Our Leaders:

- Will be champions of diversity.
- Will create a diverse workforce that reflects our community.
- Ensure that they, and our staff, receive training on diversity.
- Must ensure that diversity is reflected at all levels of senior management.
- Embed diversity in all our activities and accountability arrangements.
- Consider positive action training to improve representation in senior roles.
- Consult our staff, patients and other local partners on diversity plans that support this charter.

# Community Heart Failure Nurses

Lynne Ruddick and Penny McIver joined Tower Hamlets PCT as Community Heart Failure Nurses and are part of a team delivering the heart failure disease management programme for the PCT. Initially they will provide specialist nurse case management for patients who have been admitted to hospital with heart failure.

They will work closely with general practices, district nurses and the specialist cardiac nursing and medical teams at BLT.

The aims of the community heart failure team are:

- To improve the experience of patients and their carers after discharge from hospital with heart failure
- To improve the patient's quality of life, and reduce morbidity and mortality
- To improve treatment, care and social provision
- To reduce rates of referral and readmission to hospital
- To improve the training and support for primary and community care staff offering on-going heart failure management.



left to right: Lynne and Penny

## We interviewed Penny and Lynne to get to know a little more about them...

### How have your first few weeks been in the job?

**Penny:** The first few weeks have been very interesting and everyone has been very friendly and helpful. Although I was working in Newham, which is really just 'next door' I didn't know very much about Tower Hamlets so I've been busy finding my way around.

**Lynne:** This is my first position in the community and also in Tower Hamlets and it has been a very pleasant surprise to learn of all the fantastic work that is being done here.

### Can you tell us about your work history?

**Penny:** I qualified in 1980 and worked at Harold Wood Hospital as a staff nurse and later as a sister in orthopaedics and A&E. Since 1993 I have worked for Newham PCT, firstly community nursing and for the past seven years as a Cardiac Rehab Sister.

**Lynne:** I qualified in 2001 and worked within the Cardiothoracic Unit at St. George's Hospital as a staff nurse and then as a Cardiac Surgery Research Nurse.

### What are your aims and priorities?

**Penny:** To start a holistic, innovative service for heart failure patients in Tower Hamlets

and promote nursing and nurses at every opportunity.

**Lynne:** To enhance and develop the community based care received by patients with chronic heart failure in a proactive rather than reactive way.

### What would you like to achieve?

**Penny:** Winning the lottery! Weighing nine and a half stone again!

**Lynne:** Primarily we wish to improve quality of life for those patients through education, empowerment and supportive self-management.

### What are the challenges you face on a regular or daily basis?

**Penny:** Getting up in the morning!

**Lynne:** Having not worked in the community before, getting used to the sheer volume and variety of services available for patients is a challenge! Also I'm having trouble remembering names!

### Can you tell me about your life outside the PCT?

**Penny:** I live in Woodford Green with my husband, three children and Rosie the dog. In 2004 I took part in the Playtex moonwalk and completed the walk in an impressive eight and a half hours!!

**Lynne:** I like to keep busy; at the moment I am learning how to play cricket and undertaking a MSc. I like to try something

new as often as possible, to keep myself young for as long as I am able. In fact I've just been cliff jumping in Wales!

### How do you spend your time relaxing?

**Penny:** What time? (Three children and a husband!)

**Lynne:** I don't! I tend to be always doing something – cricket, hockey, canoeing, windsurfing, sailing; you only live once!

### What book are you reading at the moment?

**Penny:** A Special Relationship by Douglas Kennedy.

**Lynne:** I have just finished reading Dan Brown's Angels and Demons; this book was a slight health hazard, as I couldn't put it down!

### What is your favourite holiday destination and why?

**Penny:** I would love to have a pampering spa type holiday in the Maldives or some luxury in Dubai. Holidays are definitely for chilling – none of that activity nonsense.

**Lynne:** Anywhere that has a wind and a sea to sail on! So anyone with a yacht out there who needs crew for any leg of their trip let me know (I do have the RYA day skipper qualification!) My biggest dream is to go to New Zealand, as it would enable me to do all the sports I enjoy; skiing one day and sailing the next. None of that beach holiday lounging around nonsense!!

### Preference women's or men's tennis - why?

**Penny:** TENNIS? England was in a small football tournament in Germany recently, I've been watching that.

**Lynne:** Women's tennis because I am fed up of watching Tim Henman lose and Women's tennis has rallies rather than ace after ace after ace. However, stop the grunting it is not ladylike!!

If anyone requires further information about our service please feel free contact us.

lynne.ruddick@thpct.nhs.uk  
penelope.mciver@thpct.nhs.uk  
Tel : 020 8223 8655

## OBE for Dr Sheila Cheeroth

Dr Sheila Cheeroth a GP at Gill Street Health Centre and a member of the Institute of Health Sciences Education has been honoured for services to refugee doctors and healthcare.

Dr Cheeroth set up the Refugee and Overseas Qualified Doctors Programme in 1997 to assist qualified refugee doctors to practice in the UK.

Dr Cheeroth said, "It is marvellous to have the work of the programme recognised in this way. It acknowledges the importance of offering opportunities to all members of our society to develop their full potential, allowing them to benefit, integrate and contribute. I myself would like to acknowledge the



support I have had from the Medical School and from the North East London Strategic Health Authority, the Mercers Company and the excellent lecturers and staff I have had the good fortune to work with who have made the programme such a success."

Luise Parson raised money for the children's society by walking the rugged (and wet) mountains of northern Spain to Santiago de Compostela.

If you would like to help her raise money for the children's charity, please take a moment to complete the form on [www.justgiving.com/luiseparsons](http://www.justgiving.com/luiseparsons), it is easy and allows you to donate electronically.

**Dr Luise Parson**  
Chrip Street Health Centre  
email: [luise.parson@gp-f84062.nhs.uk](mailto:luise.parson@gp-f84062.nhs.uk)



Martin Dunkley

### Goodbye to....

The PCT bid a fond farewell to Martin Dunkley in June. Martin was Associate Director of the South East Locality, Mabl Jones has now replaced him.



Dilara and baby Arva

### Congratulations to.....

Dilara and Saleha, members of the Pals team who both had baby girls, Dilara had baby Arva on 29 March and Saleha had baby Amani on 12 June.



# Welcome to....



Dean Field, who has joined the PCT as Web and Communications Manager.

At the moment I am working with the communications team to change our public website ([www.thpct.nhs.uk/](http://www.thpct.nhs.uk/)). For this I will need your input and support anyone interested in promoting the work of their department please email me at [dean.field@thpct.nhs.uk](mailto:dean.field@thpct.nhs.uk)

## New Faces In PALS



left to right Afia Khatun, Khasruz Zaman and Fatema Begum

The Trust's Patient Advice and Liaison Service (PALS) has now recruited two officers to cover maternity leave for Dilara Khan and Saleha Rashid.

Afia Khatun and Fatema Begum joined the PALS team in May and have already met many senior managers and frontline workers. Khasruz Zaman is now the acting manager of the service.

The PALS have also taken on extra responsibility covering work around Choose and Book.

Khasruz Zaman asks services for the ongoing support for his team by referring patients or any concerns to PALS for prompt help and support.

PALS can be contacted on 020 8981 0425 or 0800 389 3093.

Tracy Cunningham is the new service improvement lead for palliative care. She will be providing leadership and advice on commissioning the optimum model of care for patients with palliative care needs. She previously worked as a Clinical Nurse Specialist at St Josephs Hospice. She can be contacted at email: [tracy.cunningham@thpct.nhs.uk](mailto:tracy.cunningham@thpct.nhs.uk) or tel: 07956955804



Gulnaz Maqbool joined the PCT in June as the Community Development Facilitator having previously worked for the PCT in Peterborough. She will work closely with the Associate Director of Community Development supporting the Patient and Public involvement strategy and new initiatives, and will also work with colleagues on consultation and engagement activities as well as voluntary and community organisations.

Gulnaz is based in the communications department in the Alderney building and can be contacted on: 020 8223 8804 or [gulnaz.maqbool@thpct.nhs.uk](mailto:gulnaz.maqbool@thpct.nhs.uk)



## Congratulations to Alex Knapman

who has been appointed to the Trust as the new manager for the Disability Options Team and Community Stroke Team based at Mile End Hospital. She has been working with the teams since the end of last summer as a locum and is delighted to become a permanent member of staff after moving to east London.

Prior to starting with the Trust she worked as a coordinator for Brent wheelchair service in north London, as a Senior Occupational Therapist for five years. In her spare time her wheelchair skills took her overseas to Kenya and Ghana where she helped run wheelchair clinics to increase mobility for people who had not had wheelchairs previously. In her spare time she enjoys yoga, cooking, card making and spending time with her new husband.

Both teams that Alex now manages have recently under gone a process mapping review and hope to be implementing some new strategies over the next few months. If you would like further information on the Disability Options Team and Community Stroke Team please contact Alex on 020 8223 8841



Mabli Jones joined Tower Hamlets PCT as one of the four Associate Directors in the primary care directorate and took over the South East Locality from Martin Dunkley. She trained as a nurse in the mid eighties and worked for ten years clinically. Her last clinician post was a ward manager at The Royal London Hospital running a 36-bed acute medical ward. From there, she began her career in primary care first working as a primary care facilitator and then a nurse advisor in the Family Health Services.

In 1999 Mabli joined North Southwark PCG as their clinical governance manager then moved to the PCT when it formed in 2002 to take up the role of associate director of service improvement. During this time she led on the implementation of many programmes of service change, including; outpatient pathway redesign, Choose and Book, Long Term Condition Strategy and more recently the implementation of Practice Based Commissioning.

Mabli said " I feel very excited at working back in the East End, Tower Hamlets PCT has so much going for it at the moment, I think it is one of the most dynamic PCTs in London"

Mabli lives in South London with her partner Martin; they have two children, and are expecting their third in November.

## Policies

A number of policies have been created or revised due to the new terms and conditions from Agenda for Change. All managers and staff need to make themselves aware of these policies and where they can be found.

The policies below can be found on the intranet in the document file:

- Annual Leave Policy and Procedure
- Policy and Procedure on Starting Salaries and amendment
- Recruitment and Retention Premia Policy
- Assimilation Protection Policy and Procedure
- Overtime Policy
- Acting Up and Additional Responsibilities Policy
- Managing Change Policy
- Policy and Procedure for Development of Professional role
- Policy and Procedure for the Resolution of Grievances
- Gateway Policy and Procedure

Training is available on some of the policies covered in managing people and the workload course. Please see the Learning and Development Directory April 2006 to March 2007 for course dates.

If you require advice on any of the above policies please contact your recruitment administrator or your HR Manager.

## Staff Concessions

Don't pay high street prices for antihistamines. You can buy them at discounted rates for Trust staff from the pharmacy based on 1st floor at Mile End Hospital.

## Staff Survey

The result of the 2005 Staff Attitude Survey has now been published and a copy is available on the webdesk or via the Healthcare Commission website.

The Trust had over 60% response rate which is a huge improvement on the 2004 response of 49%. Action plans are being drawn up for areas where the Healthcare Commission recommends work should be undertaken.

Significant improvements have been made in the following areas:

- 4% increase in staff having health and safety training in the previous 12 months
- Quality of job design (clear job content, feedback and staff involvement)
- 9% decrease in staff witnessing potentially harmful errors, near misses or incidents in previous month

If you would like further information please contact:

Cora Woodhead  
Equality and Diversity  
Manager/Model Employer  
Lead on  
[cora.woodhead@thpct.nhs.uk](mailto:cora.woodhead@thpct.nhs.uk)  
or 0208 223 8824



A big thanks to all staff who came along to the Fruity Friday promotion at Mile End restaurant, and to the Model Employer Group for their support in providing over 100 free pieces of fruit for staff. Sukhjit Sanghera from the Public Health Department was the winner of the £20 'Find Pip the Strawberry' tombola prize draw. All proceeds have been donated to the World

Cancer Research Campaign: [www.wcrf-uk.org/general/about\\_us.lasso](http://www.wcrf-uk.org/general/about_us.lasso)

A questionnaire distributed at the Fruit Friday, on workplace health that focused on food provided in the Mile End restaurant, travel to and from work and physical activity programs within the PCT, will be published in next month's newsletter.

## Lunchtime walks are back!



### Register Now

for Healthy Lunchtime Walking Series

Join in a fun series of 30-45mins walks (once a week) around local routes

The first ten registrations will receive a FREE Everyday Sport Gift!

1. Walking is one of the best forms of exercise and is FREE!
2. Walking at a brisk pace for 1 mile burns the same amount of calories as a 1 mile jog!
3. Exercise is an excellent stress buster
4. You'll have the opportunity to chat to your friends and colleagues and maybe even meet some new people
5. You'll improve your cardio-vascular fitness
6. You may even lose weight
7. Exercise boosts your immune system so you should stay healthier
8. Regular exercise helps prevent heart disease and colon cancer

To register, contact Penny Tapper, Public Health on: 0208 223 8600 or [penny.tapper@thpct.nhs.uk](mailto:penny.tapper@thpct.nhs.uk)

## active@work

With over half our waking hours spent at work it isn't always easy to find the time and effort needed to fit activity into our busy lives. Car or train travel and sedentary jobs can make activity even more difficult to fit into the daily routine.

Keeping active is vitally important for us all! The recommended 30 minutes of physical activity each day can be achieved by accumulating shorter bouts of activity of 10 minutes or more. You don't have to join a gym or take up sport to get active. By building activity into your everyday life, you can easily achieve the 30-minute target; take the stairs instead of the lift, join a colleague for a lunchtime walk, or include some walking or cycling on your way to work.

The Tower Hamlets PCT Healthy Working Lives Group is aiming to promote physical activity in and around the workplace to support staff to lead more active, and healthy lives!

July launched a new wave of Physical Activity Options for staff at Tower Hamlets PCT. This is the first of a regular well@work slot in the PCT newsletter we hope to keep you informed of new events and initiatives. So keep an eye out!

## Dhaka Community Hospital Trust - East London Health Links



Professor Qazi Qamruz Zaman, chairman of DCHT meets Maggie Falshaw, Dr Kambiz Boomla and Dr Anna Livingstone in London to discuss renewing the links programme.

Are you, your team, practice or department interested in closer health care links with Bangladesh?

Dhaka Community Hospital Trust, with whom we had the MOITRI project exchange programme for health professionals in east London, would like to restart the exchanges programmes as part of our mutual development. They are keen to host young British Bangladeshi health workers/professionals who would like to see health care in Bangladesh as part of a visit back home as well as non-Bangladeshi exchange partners.

If you are keen to know more or might be able to host exchange visits, or visit as a part of the programme we can keep you in touch with any developments.

Please note: This is an informal programme run on a self-funding basis.

For further information contact:

Anna Livingstone  
[anna.livingstone@gp-f84054.nhs.uk](mailto:anna.livingstone@gp-f84054.nhs.uk)

## Clinical Assessment Service



Rhoda left with member of the CAS team

The Clinical Assessment Service (CAS) for musculoskeletal conditions is now open to referrals from GPs.

### What is CAS?

An intermediate service, based in primary care or secondary care, which will effectively 'direct' patients to the right place to be seen by the most appropriate clinician. It provides a second level of expertise on a particular condition by assessing the patient and advising on the next course of the patient pathway or providing selected aspects of clinical management.

The White Paper 'Our Health, Our Care, Our Say' (Department of Health 2006) states that specialist care should be provided closer to patients' homes in the community. National evidence shows that providing clinical activity outside the acute hospital can improve outcomes for people, be more cost-effective and improve people's satisfaction.

### Musculoskeletal CAS in Tower Hamlets PCT

Musculoskeletal is the first specialty of CAS to go live in the PCT. Patients who would originally be referred by their GPs to Trauma and Orthopaedics and Rheumatology for a hospital based first outpatient appointment, can now be referred to CAS to be triaged and assessed by GPs with Specialist Interest (GPwSI) and Extended Scope Practitioners (ESP - other allied health professionals with specialist skills). The exceptions are patients who fall under 'red flag', suspected cancers, who need definite surgical/consultant intervention and under 17s.

CAS is available on choose and book, the preferred option of referral. Referrals to CAS will be assessed daily by GPwSI or ESP to determine the most appropriate pathways. Patients could be seen by one of the specialists within 4-6 weeks, referred on to secondary care or referred on to an appropriate primary care led service such as physiotherapy, occupational therapy or foot health.

The roll-out to general practices has been split into three phases in order to evaluate and improve processes before full implementation.

- Phase 1 - 14 Practices, 22 May
- Phase 2 - 12 Practices, 3 July
- Phase 3 - 12 Practices, 4 September

Rhoda Iranloye, Service Improvement Manager visited practices to inform them of the CAS processes and which phase they fall into.

CAS contact details are:  
Clinical Assessment Service  
Mann Ward (next to Sports Medicine)  
1st Floor, Mile End Hospital  
Bancroft Road  
London E1 4DG

Tel: 020 8223 8280  
Fax: 020 8223 8279  
Email: [CAS@thpct.nhs.uk](mailto:CAS@thpct.nhs.uk)

For further information on CAS, please contact Rhoda Iranloye on 020 7456 6775 or [rhoda.iranloye@thpct.nhs.uk](mailto:rhoda.iranloye@thpct.nhs.uk)

## Choose and Book Tips

Tips to make using the Choose and Book system easier for you and your patients.

### Activity Lists

We have found that there have been occasions when Choose and Book has not been updated at the hospital. Patients will then appear in your Activity List as unbooked, but in reality they have made their appointment. The Choose and Book DES targets will be measured on booked appointments not on appointment requests generated, so it is extremely important that your Activity List is accurate. If you would like advice and/or help in validating your Activity List to make sure it is up-to-date, please contact the Project Team.

### Manually Setting Passwords

The Choose and Book system should automatically generate a password for your patient, but there have been one or two incidents recently where it has failed to do so. Using the 'Update Person' button on the main patient search screen you can manually set a password. Agree a password of six or more characters with your patient and input it in the box entitled "Patient Password". Click the "Submit" button and then you should be able to print an Appointment Summary with Password for your patient.

### Re-printing the Appointment Summary with Password

If the Appointment Summary needs to be re-printed, because it has been lost, or because the password was not printed in the first instance, click on the UBRN

in your Activity List. Click on the drop down list in "Actions" and then on the option "View Request". This should give you the option to re-print.

### Indicative Waiting Times

The latest Choose and Book release displayed indicative waiting times for each service, which may be helpful for patients when making their choice of hospital. To see the waiting times scroll over to the right hand side of your screen.

### Named Clinician at Barts and The London Trust

Your patient may ask to be seen in a particular consultant clinic, or indeed you may wish to refer to a particular consultant. If you refer using Choose and Book in the usual way, write down the name of the consultant clinic you wish the patient to be seen in on the appointment request. When the patient telephones the Call Centre at Barts and The London, they should ask to be booked to the consultant clinic written on their appointment request. Patients should be aware that by being referred to a particular consultant clinic, they might not get the first available appointment in a specialty but may have to accept a later appointment.

### Call Centre at Barts and The London Trust

The Call Centre at Barts and The London is a very busy Call Centre. It is advisable to avoid Monday mornings and lunch times if at all possible.

The Project Team is available to answer any queries on [chooseandbook@thpct.nhs.uk](mailto:chooseandbook@thpct.nhs.uk)

## Professional Executive Committee

### New services

Dr Geetha Subramanian presented on the new service area of menstrual disorders. She hopes for greater management of this condition in the community – in primary care by the GP or GPs with a special interest in gynaecology and referral to a one stop clinic.

Rhoda Iranloye gave an update on the development of the Musculoskeletal CAS service located in the Sports Medicine Unit, Mile End Hospital.

Sandra Mellors gave an overview of the learning points in setting up the CAS service, the multi disciplinary involvement from the start of the project and good engagement with Barts and The London Trust staff. Sadly the project was delayed due to changes. Overall the project was considered to be a good model for future service redesign projects and Rhoda Iranloye and Sandra Mellors were commended for their involvement in the project.

### Self Care

Lucy Marks spoke about the best practice guidance on approaches to self care and how the NHS could support people with long term conditions to deliver self care. This is a very important and developing area. The need to create a cultural shift for both health and social care staff and how local people engaged with services was highlighted, as was the need to include a self care element into consultations with a focus on maintaining health as well as dealing with illness.

Russell Don gave a presentation on how the concept of self care was being developed across Tower Hamlets. Two phases of the Expert Patient Programme had been completed, and 137 people have taken part in some of the sixteen courses. Funding had been secured for one year and this would be used to recruit, raise awareness and expand the current provision of the Expert Patient Programme.

### Corporate Objectives

As might be expected financial health was critical in 2006/07 as was the delivery of the six national service priorities and the implementation of Practice Based Commissioning. Other priorities for the year ahead included reducing health inequalities, developing quality services in primary and community care, implementation of the Tower Hamlets Adult Mental Health Strategy, developing the PCT's Equalities and Diversity Strategy and organisational and workforce development.

### New improved PEC!

My presentation was about the need for PEC to slim down (since the new Practice Based Commissioning Executive will be taking on some of the roles of PEC). The new focus of the PEC will be more strategic in nature

Finally we all welcomed Siân Howell back from maternity leave. I was happy to pass back the responsibility of being co-chair of PEC into her very capable hands!

Mike Fitchett



Mike Fitchett



Siân Howell

### May PEC

It was great to come back to PEC, so much has been achieved since I went on maternity leave last November.

We started by thanking Kambiz Boomla and Luise Parsons for their tremendous contribution as PEC members. Kambiz and Luise have stepped down from PEC as they have both been selected to the new PBC Executive. Kambiz will keep his interest in IT in the PCT, and Luise in Clinical Governance, we wish them well in their new posts.

We also said goodbye and thank you to John Goldup, local authority member who has been a very valuable member of PEC for 5 years and look forward to an ongoing successful relationship with his successor from social services

### Urgent Care

There has been great progress since the first meeting of the Tower Hamlets Urgent Care Network last summer. A&E now consistently hits the 98% four hour wait target, and all involved must be congratulated on using a number of strategies to achieve what once seemed unattainable. The Walk-in Centre offers 125 appointments a day, which is a 20% increase on a year ago, extended hours in primary care offer a further 125 appointments. A&E sees 320 patients a day, and we were impressed by the figure of 2400 appointments offered in primary care throughout Tower Hamlets everyday!

We discussed possible initiatives to further shape demand for unscheduled care, particularly how to help reassure parents of ill children. It was suggested some joint training across primary and secondary care on managing acute illness in children may help ensure we all work consistently with parents to manage children's illnesses.

If you have ideas to improve urgent care provision please feedback to Mike Fitchett or Jane Milligan who represent primary care on the Urgent Care network.

### Long term conditions

Professor Sue Proctor from City University presented a model for developing a skill mix suitable to manage LTCs. The importance of health and social services working together, the right people with the right training providing care and an IT

system that supports, and fits with the recently introduced SAP (Single assessment process) was all strongly supported by PEC.

### New Organisation Arrangements

Alwen gave an on update on the arrangements that will enable the PCT to meet the requirements of 'Commissioning a patient-led NHS'. Essentially there will be a much clearer divide between the provider and commissioning functions of the PCT at the director level, but this should not affect the working terms and conditions of staff or the locations of services. The proposals are still in the consultation phase and will come back to PEC next month.

### Working together with the Local Authority

Jeremy Burden spoke about the current project between the PCT and Social Services to make sure there is a joint approach to developing services for older people and those with long-term conditions, people with learning disability and commissioning.

### Practice Based Commissioning

The first PBC Executive meeting took place on June 20.

Mike Fitchett updated PEC on the membership of the executive and Lucy Marks and I then lead on a presentation and discussion on the relationship of the PEC with the PBC Executive. We agreed an away day of the two groups over the summer should help establish how we will most effectively work together to ensure the PBC really works for patients in Tower Hamlets. It is likely that the PBC Executive will take over much of the service redesign work lead by PEC until now, and PEC will maintain the strategic overview and performance management of PBC, as well as making recommendations to the Board on how to invest savings from PBC in primary care services.

Siân Howell  
Co PEC Chair

## Update from the Clinical Leadership Programme

The multidisciplinary clinical leadership programme has now been running for three months. Course participants have experienced a process of 360° feedback to inform personal development needs, attended workshops on project management and patient public involvement as well as group action learning sets.

Barbara Rennells, lead nurse practitioner from Health E1, first impressions were: "The skill mix on this programme is excellent, a real opportunity to learn from each other. So far it's been really valuable and worthwhile".

The programme has a very practical side with course participants working on a number of real change projects. There are 4 projects in total devised around Older People's Services, Long Term Conditions and Children's Services, each project linking to key organisational objectives and most importantly, the Health and Well-Being Strategy. This strategy addresses the need to reduce inequalities in health and well-being; improve the experience of people who use our services; develop excellent, integrated and more localised services and promote independence, choice and control by service users. Each project listed below links into one or more of these key priorities.

### The Projects

"Working Together for Children" is a project focused on planning an access event at Shah Jahal Practice. The purpose of the event will be to improve access to services for children in the specified practice population. The event will be held on the 25 October or 1 November 2006, after Ramadan to enable more people to attend. The group corporate sponsor is Caroline Alexander, Director of Nursing and Therapies.

"What's it all about" aims to provide and promote a range of multimedia information that promotes Services for Older People and Rehabilitation. This will be used in partnership with other agencies to improve the quality and understanding of care and services delivered. The project is aimed at patients, carers, general public, staff from a variety of organisations including BLT, THPCT, LBTH, Social Services, GPs, Community Teams and the Voluntary Sector in order to make a difference to all. Group sponsor is Rosie Scheadel, Director of Community and Children's Services.



from left to right - Lena Coombs-O'Brien, Somen Banerjee and Jill Goddard representatives of the clinical leadership group.

"Expert Patient Programme (EPP)" was the prime initiative around the Long Term Conditions theme. EPP is a lay led course, which aims to help people who live with a long term health condition to increase their ability to self-care. Although widely promoted as a means of improving patient confidence and developing skills and strategies to deal with daily life it was recognised amongst the group that knowledge amongst clinicians was low and by default few patients were given information on it or were able to access it. The project group will develop a strategy, which will enable clinicians to promote EPP amongst their patients using neighbourhood networks.

Jill Goddard, a member of the group commented, "The most difficult task was deciding which topic to develop as a project. Starting with the largest group it was very clear that we needed to employ a few of our fledgling leadership skills to begin initially to identify a project topic and then whittle it down to ensure that ownership of it was shared by the group, it was interesting and most importantly – manageable."

"Young Men's Health Project" started off as an offshoot from the larger Long Term Conditions Group. The aim of the project is to identify innovative and effective methods of encouraging young men to take ownership of their health. Members of the group Bobby Driver, Jane Bickerton and Justin Reid, will also be undertaking a resource analysis and making recommendations to the organisation on their findings.

The group sponsor for both of these projects is Martin Cusack, Deputy Chief Executive of the PCT.

If you would like to find out more information about the programme or projects, please feel free to contact Melanie Warner, Head of Learning and Development, on 020 8223 8632.

## Tower Hamlets Pain Study (TOPAS)

A research team from the Centre for Health Sciences, Barts and The London, Queen Mary's School of Medicine and Dentistry has been awarded funding of more than £143,000 by the Arthritis Research Campaign to explore chronic musculoskeletal pain amongst the Bangladeshi community in Tower Hamlets, and across Tower Hamlets in general.

In this new study, the team would like to study a sample of patients from around 20 Tower Hamlets general practices. This will allow them to compare how common chronic musculoskeletal pain is in the Bangladeshi population and across Tower Hamlets as a whole.

If you are interested in finding out more, or think you might want to take part please contact Yasmin Choudhury on 020 7882 2491 or Suzanne Parsons on 020 7882 2545, or email: y.choudhury@qmul.ac.uk



## Training Courses



Training Course for non-clinical primary care support staff are provided across the North East London Health Sector. Staff may attend this course, free, provided they work in primary care in Newham, Tower Hamlets, Hackney, Redbridge, Waltham Forest, Barking & Dagenham, or Havering.

### Certificate in Primary Health Care Management

9 Month Course 9.30 a.m. – 4.30 pm

Dates: Fridays 29th Sept '06 – 15th June '07

Venue: Whitechapel Site, E1 2AT

Course Leader: Nicci Iacovou

For further information/application forms please refer to our Website: [www.ihse.qmul.ac.uk/chs/nhs/pcstu](http://www.ihse.qmul.ac.uk/chs/nhs/pcstu) or contact Shirley Dryden, Course Administrator - 020 7882 2530, email [s.a.dryden@qmul.ac.uk](mailto:s.a.dryden@qmul.ac.uk)

Please note the Unit's new address is: Centre for Health Sciences, Health Services Staff Training Unit, The Abernethy Building, -Room 1.11, 2 Newark Street, Whitechapel E1 2AT.

## Well Being at Work Training 2006

**Organisational Stress Management (2days)**  
30th & 31st August - Meeting Room 2, East One, London  
5th & 6th September - Abbey Medical Centre, Barking, Essex

**Take Control of Stress (2days)**  
8th & 9th August  
Learning Resource Centre, Goodmayes Hospital

**Maintaining Work Life Balance (1day)**  
15th August  
Mile End Hospital

**Managing Pressure Effectively to Improve Performance (1 day)**  
17th August  
Learning Resource Centre, Goodmayes Hospital

**Relaxation Workshop (9.00 – 13.00)**  
24th August  
East One, London

To book a place or to request an application form contact Marlice Phillips on  
Tel: (01708) 506 148  
Fax: (01708) 506 112  
email: [marlice.combrink@bhrhospitals.nhs.uk](mailto:marlice.combrink@bhrhospitals.nhs.uk)

## Training Courses

**PRESENTATION SKILLS**  
27th September 2006

**TEAM LEADERSHIP**  
Duration: 5 1/2 days  
26th September 2006 -  
11th January 2007

**MANAGEMENT DEVELOPMENT PROGRAMME**  
Duration: 6 1/2 days  
6th September 2006 -  
5th February 2007 am

**MANAGING YOURSELF**  
Friday 1st September 2006

**MANAGING PEOPLE AND THE WORKLOAD**  
Tuesday 5th September 2006

**TEAM WORKING**  
Monday 4th September 2006

**COPING EFFECTIVELY WITH CHANGE**  
9th October 2006

**MANAGING WORK AND FAMILY LIFE**  
20th October 2006

**PARENT COACHING SEMINAR**  
13th December 2006

**PERSONAL DEVELOPMENT SESSIONS**  
4th, 11th & 18th October 2006

**HARASSMENT AND BULLYING**  
2nd October 2006 (am)

**TRAINING FOR TRAINERS**  
2nd and 3rd November 2006

To book your place, please send a completed training and development application and study leave form to:

Ambia Banu, Course Administrator, Education Centre, Mile End Hospital, Bancroft Road, London, E1 4DG

Tel: 020 8223 8436  
or fax to: 020 8223 8912



## An Introduction to Textual Analysis Using Qualitative Data Software

Date: Thursday 14th September 2006, 13.30pm to 16.30pm (half-day workshop)

Venue: Shipwrights Room, Island Health Centre, 145 East Ferry Road, E14 3BQ

Costs: The course is free to all Primary Care staff (including independent contractors) working in the North East London Sector. External staff are welcome to register for the course subject to availability of places, at a fee of £100 per day.

Please note that due to limited places, bookings are essential

To register for this course please complete the registration form at:

[www.nelcrad.nhs.uk](http://www.nelcrad.nhs.uk) or contact the NELCRAD Training Co-ordinator:

[Barbara.Cuddon@thpct.nhs.uk](mailto:Barbara.Cuddon@thpct.nhs.uk)