

network

News from the PCT and its partners

Issue 5 May/June 2006

Barkantine launch



MMR
immunisation
information
for parents

Protecting London's
children against measles,
mumps and rubella

IN LONDON TODAY, MANY CHILDREN ARE NOT FULLY IMMUNISED AGAINST MEASLES, MUMPS AND RUBELLA AND AN INCREASE IN MEASLES HAS BEEN SEEN ACROSS THE CAPITAL THIS YEAR. MMR IS THE SAFEST WAY FOR PARENTS TO PROTECT THEIR CHILDREN AGAINST THESE DISEASES. IF YOUR CHILD HAS NOT BEEN VACCINATED, PLEASE CONTACT YOUR GP OR HEALTH VISITOR TO ARRANGE TO GET THEM PROTECTED.



Above: Fred Quatromini and Carolyn Regan open the building. Top right: Fred Quatromini, Carol Fenton and local Pharmacist Devshi Chandegra. Bottom right: Practice Manager Evelyn Galbraith, Carolyn Regan, Dr Stuart Bingham and receptionist Theresa Murch.



The Barkantine Practice is now in its purpose-built £1 million temporary home at Mellish Street on the Isle of Dogs.

As well as immediately giving patients and staff much improved premises, this is a big step forward towards the development of a new £12 million health centre on the Island.

The new building was opened by local resident Mr Fred Quatromini and Carolyn Regan, Chief Executive of the

North East London Strategic Health Authority. The practice moved into the purpose built premises at 111-113 Mellish Street, E14, and a demolition team immediately moved in to demolish the previous premises at 121 Westferry Road.

That has now been cleared and work has begun to construct the four-storey centre. It will open in late 2007, bringing together a wide range of services including a birthing centre.

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- **National Smile Month** see page 7



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Patients, visitors and staff enjoyed the opening of the new healing garden at the Bancroft, Mile End Hospital.

Alwen Williams said: "There is no doubt that this will improve people's experience here, and improve the working lives of staff too."

Patient Mrs Sundar Bibi and PCT Chief Executive Alwen Williams cut a cake to mark the opening of the garden.

The work was undertaken in conjunction with the Primary Care Trust's Improving the Patient Experience Project. This involves patients in the PCT's service for older people and rehabilitation.

The garden has been transformed with the support of the King's Fund, a charitable body that works with health services in London, and its *Enhancing the healing environment scheme*.

The work was carried out by Green Dreams and The Furniture Group, both social enterprises based at Bromley by Bow Centre. Andrew Farrow from Green Dreams planted two rose bushes in the garden after the opening ceremony.

Improvements include a new gazebo, new planting, furniture and a larger pond; patients and staff played their part in its design and planting. Patients discussed the design of a new gazebo and occupational therapists, for example, were involved in designing a bench that allows people in wheelchairs to pot plants or have a coffee.

Entertainment at the event came from Epic Arts and there were displays on The Improving the Patient Experience Project.

Meeting Dates:

Next Board Meeting:

20 July 2006 at 4-6pm (information on the venue can be found on the Tower Hamlets Primary Care Trust website: www.thpct.nhs.uk)

Professional Executive Committee Meetings:

22 June 2006 from 2.15 - 5pm, Education Centre, Mile End Hospital
27 July 2006 from 2.15 - 5pm, Education Centre, Mile End Hospital

Primary Care Fora:

GP Forum - Tuesday, 18 July 2006
Primary Care Council (PCC) - Tuesday, 16 June 2006
Practice Nurse/Nurse Practitioner - Wednesday, 28 June 2006
Practice Managers - Tuesday, 13 June 2006
Small Practice Association - Friday, 30 June 2006

Next edition

The next edition of Network will include:

- Diversity charter
- WORK-4-HEALTH: report of a local conference on work and disability
- Plans for Queen Elizabeth Hospital
- Awards finalists
- Stroke event

Deadline for the next issue is 16 June 2006, this will be the July/August edition.

The following deadline is 31 July, for the September edition.

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

Email: coral.maynard@thpct.nhs.uk

Tel: 020 8223 8932

Improving your NHS Tower Hamlets NHS Primary Care Trust

Need health advice without an appointment?
Go to your pharmacy first

"All I had to do was go to my doctor's surgery and get a voucher. Now my pharmacist can give me free advice and treatment when I need it without having to wait. The scheme is brilliant; easy to use, quick and convenient."
Bernard Bloom

To find out more about pharmacy first, talk to your pharmacist or the receptionist at your GP surgery today!

Pharmacy First

Two thousand local people are joining the Pharmacy First scheme every month, allowing them to get more advice from their local pharmacist.

In June last year just 265 local people were signed up to the scheme in its first, pilot phase. Now the total is up to 12,000 and is expected to rise again as the hayfever season arrives.

Open more hours

The Tredgar Practice, at 35 St Stephen's Road, E3, is the eighteenth Tower Hamlets GP practice to increase the number of appointments it is offering local people. The practice is now open for appointments from 6.30 to 7pm on Monday and Tuesday evenings.

Overall, Tower Hamlets practices will be offering local people 32,000 more appointments this year.

Cable Street surgery opens

The Cable Street surgery is now open bringing new services and modern spacious premises to 2,300 patients in E1.

The surgery is at 455 Cable Street, London E1 3DE, telephone: 020 7791 1502

The surgery is a satellite of Health East One and has taken on the Tower Hamlets patients of Dr S N Basu, who retired in March.

The premises have been built by Tower Hamlets Community Housing as part of a new housing development.



Left to Right: Ricardo Cerezo-Aviles, Di Gould, Alexandra Chambers and Ricardo Cabot

Walk-in Centre opens in Canary Wharf

The Canary Wharf NHS Walk-in Centre is now open 7am to 7pm, Monday to Friday. The centre is at 30 Marsh Wall, E14, telephone 020 7517 3300. The centre offers 46,000 appointments a year in the borough.

The centre provides an NHS service but is run and staffed by Atos Origin, a private sector company.

Gerry Bennett remembered as ward is renamed



Hilary Scott, Chair of Action on Elder Abuse and Madeleine Bennett, mother of the late Professor Bennett

The life of Professor Gerry Bennett was remembered with the renaming of St Katherine's Ward at the Bancroft, Mile End Hospital.

A plaque in memory of Professor Bennett was unveiled by Hilary Scott, former Chief Executive of Tower Hamlets Healthcare NHS Trust and chair of the campaigning charity Action on Elder Abuse.

Professor Bennett led the development of the East London Wound Healing Centre at the Bancroft, which has become a major specialist centre. He helped to found Action on Elder Abuse. He was also Medical Director of Tower Hamlets Healthcare NHS Trust, which managed Mile End Hospital.

Hilary Scott remembered his key campaigning role in lobbying the Regional NHS Chairman at a time when the closure of Mile End hospital was proposed. And she said it was a great regret that he was not alive to see the development and influence of Action on Elder abuse.

Former colleagues travelled from as far as America to remember the work of Professor Bennett.

The plaque charted Professor Bennett's life. It remembered: "Gerry cared for many hundreds of local older people at Mile End and at Whitechapel. He was always sympathetic to their experiences, for example of war time east London, or their lives both in other countries and when they had settled in Tower Hamlets. He passed his respect and warmth for patients to the medical students he taught.

"Gerry was also instrumental in developing the East London Wound Healing Unit, and as a founder member of the European Pressure Ulcer Advisory Panel.

"Gerry brought all he learned from other countries to his work in London. He was visiting Professor at Queen's University Belfast and at the Karolinska Institute Stockholm. He was a founder member of the International Network for the Prevention of Elder Abuse. He contributed to United Nations and World Health Organisation work for older people on INPEA's behalf."

Frances Colley, Pathway Co-ordinator/Case Manager in services for older people and rehabilitation was highly commended in the Outstanding Individual Award in the Barts and The London NHS Trust Celebrating Success Awards 2006.

Frances was praised for her commitment to clients and her caring approach. The member of staff who

nominated her said: "Fran seems to know instinctively what someone needs, whether it is dishing out hugs or advice or lending a listening ear. Most people in contact with Fran say that they do not know how they would cope without her.

"Over the Christmas period Fran spent a lot of time visiting clients in their homes, often exceeding her working hours to ensure no-one was left out."



Several Tower Hamlets teams and individuals were among the winners of the East London and The City Mental Health NHS Trust awards.

winners

The Tower Hamlets Emergency Mental Health and Liaison Service was the Team of the Year. It supports patients in accident and emergency and "showed how a mixture of innovation, collaboration and being person-focused, can speed up assessment and improve the service people receive."

Manager of the Year was Mags Groves, Team Leader at the Stepney and Wapping Community Mental Health Team based in Steel's Lane Health Centre.

Runner up for Manager of the Year was Martin Green, General manager for Child and Adolescent Services in Tower Hamlets

Kemraj Joymungal, Maintenance Technician based at Trust Headquarters in Aldgate East was runner up as newcomer of the year.

Emma Pridmore, Senior Receptionist at the Trust headquarters was runner-up in the Support Service Award.

The runner-up for the Chief Executive's award was the Blood-borne Virus Team who have pioneered a unique service for people who misuse substances.



Picture caption: Tower Hamlets Mental Health Liaison Team with Beverly Malone, General Secretary of the Royal College of Nursing, who presented the award

Another first

Tower Hamlets is first in London to introduce eSAP - a new electronic system developed to support the Single Assessment Process. This allows both health and social care practitioners to share assessments of clients. The new system will be used by more than 240 staff in different care settings across Tower Hamlets from 5 June.

The Single Assessment Process project is already well established in Tower Hamlets as a system of using one common assessment tool and sharing information to improve the experiences of the services that older people receive in Tower Hamlets.

The four partner organisations involved in the project are the London Borough of Tower Hamlets, the Primary Care Trust, Barts and The London NHS Trust and East London and The City Mental Health NHS Trust.

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 and supporting people with long term conditions, assisting in discharge planning as well as being used as an important referral tool.

Number one in North East London for Choose and Book

Tower Hamlets is top in north East London when it comes to using Choose and Book for hospital appointments. This is the system that allows bookings to be made while the patient is at the GP surgery.

Since the beginning of the year a higher percentage of referrals in Tower Hamlets have been through Choose and Book than in any other PCT in north east London, rising to 19 per cent in early March. Some weeks our

Choose and Book service has been the fourth busiest in London.

Well over 100 bookings are made through the system every week - rising to 156 for the week beginning 10 March. A total of almost 1,400 bookings had been made through Choose and Book by 17 March.

For the latest information for GP practices on Choose and Book implementation see page 21

Making Lifestyle Changes

How to use a Food and Activity Diary

Making healthy lifestyle changes can be very challenging. Often the hardest part is knowing where to start, what exactly needs changing and how to keep on track. Help is at hand - you can discover the answers from within yourself, through monitoring your food and activity habits.

Self-monitoring is a very successful technique for losing weight and changing health behaviour. Self-monitoring can be developed by keeping a simple food and activity diary that you can assess and track how, what, when, why you eat and how active you are. Use a notepad that you can carry with you and record what, when and where you are eating.

The first few days will be your baseline to build from. After a week you can reflect on the diary, look for patterns of eating behaviour and look for what triggers you to be unhealthy. Once you have identified a trigger you can plan a strategy for change. You may find that watching a TV cookery programme or feeling bored triggers you to eat more when you're not actually feeling hungry. You can then think about ways to deal with these triggers, for example, being

Example of what to record in your FOOD & ACTIVITY DIARY

- DATE/DAY:
- FOOD:
TIME
FOOD/DRINK EATEN
WHERE/WHO WITH
THOUGHTS/FEELINGS
- ACTIVITY:
TIME
ACTIVITY
HOW LONG (MINUTES)

more selective in TV viewing or finding new hobbies or increasing your activity level.

Keeping the diary can be difficult but like all new skills it just takes practice. As you identify patterns and triggers, and make changes you will be able to see what you've achieved. The feeling of self achievement is a strong motivator to carry on until you've actually made lasting changes. Remember, not to give yourself a hard time if you experience a relapse. Just remember how good being healthy feels and just carry on the following day.

How to keep your diary

- To start with, keep a diary for 7 days (including weekends) and then for at least 3 days a week on an on-going basis. Include at least one day of the weekend
- Keep your diary with you and record what you eat and drink as you go (it's very difficult to remember what you ate at the end of the day)
- Record what you eat and drink in household measures e.g. 3 tablespoons cereal, 2 slices of bread, 1 teaspoon of spreading fat, 1 large mug of milky tea
- Try to be as detailed as you can
- Make a note of where you ate, who with and how you were feeling at the time
- Write down all your activities in the day, including day-to-day activities such as a 15 minute walk to work, or 30 minutes spent vacuuming, as well as more formal exercise e.g. aerobics class

A useful book for sensible long-term weight control: Diet Trials, How to Succeed at Dieting. Lyndel Costain BSc. RD ISBN 0-563-48872-2

Sharon Noonan-Gunning, R D Community Dietitians
Tel: 020 8223 8215

Smiles...

The new national dental contract is now in place, bringing a simpler system of charges in Tower Hamlets, with some evening and weekend sessions to help people who work and find it difficult to get to the dentist.

The PCT has also set up a small oral surgery specialist service, so people can have, for example, wisdom teeth extracted without having to go to the hospital. Although this service is small and won't be able to see many patients in the beginning, it will bring much needed specialist services closer to local communities in the Isle of Dogs.

In Tower Hamlets 28 out of 29 practices signed up to the national contract. Services that would normally have been provided at the opt-out practice are now being provided from other local practices.

The PCT has also introduced an improved Emergency Dental Service at The Royal London Hospital. Since 1 April, people needing emergency dental treatment during evenings, weekends and Bank Holidays, can call 020 7377 7151. They will then be able to speak to a dentist within half an hour, to get free advice about the problem and help with finding treatment.

The PCT's Head of Dentistry, Ursula Bennett, said: "I hope the new system will encourage more local people to go to the dentist - regular visits can make a real difference to people's lives."

"The great thing for patients is that uncertainty about how much you have to pay the dentist is now over," she said. "Instead of up to 400 different charges for different treatments, there are now only three possible charges for a whole course of treatment and a single charge for most emergency treatments. Patients only have to pay one charge no matter how many times they visit the dentist during a course of treatment," said Ursula.

"The new contract also means the PCT can work with dentists to set up specific types of dental service that can meet particular local needs - this has never been possible before".



...and smiles

Did you know it takes 43 muscles to frown but only 17 to smile?

Feed your smile is the theme for National Smile Month (14 May to 13 June) and Tower Hamlets and Hackney are focusing on the oral health of primary and pre-school children. Oral health refers to the care of teeth, gums and mouth.

Public health advisers will be on hand at ten primary schools to answer the children's questions about diet and brushing teeth.

A poster competition, with prizes, will be held among primary schools to come up with the most creative way of promoting oral health.

Charlotte Barc, from the Tower Hamlets Primary Care Trust dental public health department and Marie-Carmen Burrough, public health adviser are leading the campaign locally.

Charlotte said: "The feed your smile theme is designed to raise the awareness of the importance of healthy eating and the effect of this on your health."

"Children in Tower Hamlets and City and Hackney have high levels of dental decay so the focus of this year's

campaign is on the oral health of young primary and pre-school children."

Throughout National Smile Month PCT staff will be supporting local doctors, dentists, pharmacists and schools to provide advice about the importance of oral health and advice on how to find a local dentist.

Top tips for oral health:

- Eat a healthy balanced diet
- Brush teeth and gums with a fluoride toothpaste
- Visit your dentist and hygienist (If you are having trouble finding an NHS dentist contact NHS Direct on 0845 4647 or www.nhsdirect.nhs.uk)
- If you smoke or chew tobacco, aim to stop. (For support or advice, contact the Free NHS Smokers Helpline on 0800 169 1943)

More information: Charlotte Barc
Tel: 020 8223 8553
Email: Charlotte.Barc@thpct.nhs.uk

Refurbishment for Wapping

The dental practice at St Peter's Community Centre, Wapping, is undergoing a complete face-lift. Improvements costing £210,000 will yield new treatment rooms and a much more spacious reception area, giving patients more privacy and a much more attractive environment. It will also give staff more space to work in.

The centre will have to close for four months to enable the work to be completed. Because of the scale of the building work, the practice's dentists will be working temporarily in other centres:

Dr Deborah Moore's patients should contact 020 7247 8558, Spitalfields Dental Clinic, 9 - 11 Brick Lane, London E1 6PU.

Dr Kim Hua's and Dr Mario Marini's patients should contact 020 8980 3562, Wellington Way Dental Clinic, 1 Wellington Way, London E3 4NE.

Mental health update

- Leeanne McGee has replaced Tony Bamber as interim Borough Director for mental health services.
- The Tower Hamlets Specialist Addiction Service (Tel: 020 8121 5301) has moved into the new building at Mile End Hospital.
- The Clinical Psychology Department is now resident in Burdett House (Tel: 020 8121 5402/03).
- The Coborn Adolescent Service moved from St Clement's Hospital to its new building in Newham on the 27 March, pictured right.

The newly-built Tower Hamlets Centre for Mental Health at Mile End Hospital was handed over to East London and The City Mental Health NHS Trust by builders on 24 March but it is still not clear when

the new unit will open. This will provide mental health inpatient services and will replace St Clement's Hospital.

Sheila Foley, Chief Executive of East London and The City Mental Health NHS Trust met staff and service users at St Clement's Hospital to talk about the delay in moving to the new unit. Staff and service users were also able to talk to Martin Overall, Project Manager, and view boards showing the changes planned at the unit.

Sheila explained that ideas about what constituted a good environment for mental health care had changed in the time between the design stage and completion.

Staff heard that the spiral staircases are to be removed and replaced with more conventional stairways. This change will also provide more external space in the courtyards.

Changes to the communal areas on the wards will mean that there is more natural light and a more open feel. Sheila expressed regret that these changes would delay the opening of the unit but staff were in agreement

that it was better to get all the building work completed rather than have disruption while trying to settle in and perhaps further moves. She said that she had wanted to meet staff face-to-face to talk about the changes rather than send a memo. She said staff would be informed as soon as a date was set for services to move over.

For more information about mental health services in Tower Hamlets, contact Janet Flaherty, Head of Communication, on 020 7655 4066 or email: janet.flaherty@elcmht.nhs.uk



Tower Hamlets HOT is not!

The Tower Hamlets Healthy Options Team (HOT) is no more. The service was based next door to Mile End tube station and provided services to people who misuse substances and are homeless. Clients of the service will be able to use the services of the Newham HOT, 44 Balaam Street, London E13 8AQ on 020 7055 1500 or Compass at 232 Cambridge Heath Road, E2 9NN

Sheila Foley, Chief Executive of East London and The City Mental Health NHS Trust, has announced her resignation. She will leave the Trust at the end of August 2006.

Molly Meacher becomes a peer

John Wilkins has been appointed to the post of Project Director to take forward East London and The City Mental Health NHS Trust's application to become a Foundation Trust. John was Director of Child and Adolescent Mental Health Services, Modernisation and Specialist Services.

The House of Lords Appointments Commission has appointed Molly Meacher, Chair of East London and The City Mental Health NHS Trust, a Non-Party Political Peer.

Baroness Meacher said: "I am delighted to have been awarded this honour. I hope to contribute to Mental Health Policy and in particular the proposed Mental Health Bill. I hope to draw on my experiences in East London in these debates".



Using our circumcision service

Johura Begum, manager of the PCT's Religious and Cultural Male Circumcision Service is currently on maternity leave. Here she writes about her thoughts on her own son's circumcision.

Along with most Bangladeshi Muslims I was brought up thinking that all Muslim boys were or should be circumcised when they are five or older. Never questioning this, my brother and one of my sisters followed on with this tradition when having my nephews circumcised.

When I started working as the service manager for the PCT's Religious and Cultural Male Circumcision Service I didn't understand why the age criteria was so low (between six weeks and five months).

I have now seen the service run for over a year and I have heard from parents who have circumcised both a son aged over five and a baby. They said that having their baby circumcised was less traumatic for them as he coped better following the operation.

Another one of my sisters and a close working colleague also had their sons circumcised at this service and were pleased with the results.

So, following my son's birth there were no questions to ask. I was definitely having him circumcised and this took place during March when he was 10 weeks old. For myself, and most parents who use the service, it was really important that our son's circumcision took place in a clinically sterile environment and was carried out by trained doctors and nurses who also have all the relevant equipment on standby in case of an emergency.

To access the service all that is needed is for a Parent Referral Request Letter to be completed either by the midwife, GP or health visitor. This gives the service information needed to ensure that we only perform circumcisions on babies who are generally fit and well.

Forms must be completed and sent back asap as there is a high demand for the service. This will ensure parents do get their child circumcised by the service before they are five months old.

Parent Referral Request Letters can be obtained from the current Service Manager:

Zakia Khatun on

020 8223 8010 or email her at

zakia.khatun@thpct.nhs.uk



Pictured from right to left: Johura Begum with her husband Sulaman Miah and their son Aqeel Miah.



Baby Aqeel meets Zakia Khatun, Service Manager and the circumcision team

Improving Health and well-being

The Improving Health and well-being strategy agreed by the Tower Hamlets Partnership has now been published as a document, and is on the web-sites of the PCT and the Partnership.

This sets out a blueprint for the future of primary and community care in the borough over the next ten years. It outlines a development programme across the Tower Hamlets Partnership, which includes the PCT and the Council to improve the range, quality and accessibility of health and social care available to people who live or work in the borough.

It describes how we will help people to take more control over their own health, and how more services will be provided at a very local level, with the council, health and voluntary sector working closely together.

This strategy puts forward an action plan, which will be leading the work of the PCT, to:

- Reduce inequalities in health and well-being
- Improve the experience of people who use our services
- Develop excellent, integrated and more localised services.
- Promote independence, choice and control by service users.



Local Area Agreement Signed

PCT Chief Executive Alwen Williams was at the Queen Elizabeth II Conference Centre, Westminster, for the signing of the borough's Local Area Agreement between the Council - on behalf of the Tower Hamlets Partnership - and the Government.

This was at a national ceremony marked by speeches from the then Minister for Communities and Local Government David Miliband, Education Secretary Ruth Kelly and Chairman of the Local Government Association, Sir Sandy Bruce-Lockhart.

The LAA is a way of accelerating improvements in public services. It is a three year agreement involving

the local authority, health police, other statutory organisations and the voluntary and community sector. The idea behind the agreement is that improvements will take place quicker and more effectively if all the agencies are working together.

The agreement outlines priorities and actions in four areas:

- Safer, stronger communities
- Healthier communities and older people
- Economic development and enterprise
- Children and young people.

As well as those areas it has two themes that will cover the whole range of services:

- Making it local – integrating services at a neighbourhood level and involving local communities
- Making it personal – focusing on the needs of individuals, offering them control over their lives and choice.

The agreement covers a three-year period from 2006/7 to 2008/9, and will be reviewed annually with the Government Office for London.

Our resources

We balanced our books for 2005-06, ending the year without a deficit.

Both the improvements in care and financial balance are a result of staff working hard and managing their departments' budgets. With continued careful management of our resources, we expect to be in balance again at the end of this financial year, 2006-07.

As well as careful financial management, we, like all London PCTs, are required to reduce management costs and to work as efficiently as possible. This means we will be making savings during 2006-07, but these will not affect direct services to patients.

Also, although we have a larger budget this year than in 2005-06, it is not as large as we had expected. We had expected a budget of £360.9 million, but £9.9 million (three per cent) is going to a London-wide reserve held by Strategic Health Authorities. This is part of the plan

to ensure the NHS in London as a whole balances its books. The £9.9 million we will come back to us in a later year helping us to develop our work further then.

We will be saving £1.1 million in management costs over the next two years. Savings will be made through, for example, sharing more support services, such as human resources, with other health bodies or the local authority, and through the loss of some vacant posts.

We will make £1.3 million in efficiency savings as a result of the Gershon review of public bodies. This will be done through measures such as reducing how much we spend on agency staff; cheaper procurement of supplies; and reducing spending on, for example, taxis. A Gershon group chaired by Deputy Chief Executive Martin Cusack has been established and detailed guidance on how and where savings must be achieved will be issued shortly.

Our priorities

The board of the PCT has agreed priorities for the organisation for 2006/07.

The priorities are to:

1. Ensure the effective use of financial resources, including achievement of financial balance
2. Deliver national performance requirements – the six national service priorities (see below) and the standards prescribed by the Healthcare Commission for performance assessment in 2006/07
3. Strengthen the commissioning role of the PCT, in line with the Commissioning a Patient Led NHS policy
4. Improve the health of the local population, with a focus on reducing health inequalities
5. Continue to improve the quality of primary and community care services, in line with our Health and Well-being Strategy
6. Improve the provision of mental health and substance misuse services
7. Make measurable progress in meeting our targets relating to equality and diversity – ensuring that our services meet the needs of our ethnically diverse communities and that our workforce reflects the communities that we serve
8. Develop our staff, employment practices and the organisation as a whole to ensure that the PCT is an employer of choice

The full document is on the PCT website and intranet.

The six national service priorities for 2006/07 are:

- 18 week maximum wait: to ensure that by 2008 no one waits more than 18 weeks from GP referral to hospital treatment
- Cancer 31 day and 62 day waits: to ensure the sustained delivery throughout 2006/07 of a maximum waiting time of 2 months from urgent referral to treatment and of one month from diagnosis to treatment for all cancers
- Health inequalities: to deliver plans that make the most progress in reducing health inequalities by 10% by 2010, focusing on life expectancy at birth. The initial focus will be on smoking cessation

- Patient Choice and booking: to ensure that every hospital appointment will be booked for the convenience of the patient (by implementing the Choose and Book system) and that every patient is offered a choice of at least 4 providers
- Sexual health and access to Genito-Urinary Medicine (GUM): to ensure that by 2008 everyone referred to a GUM clinic should be able to have an appointment within 48 hours
- MRSA: to achieve year on year reductions in MRSA levels

Honouring the commitment of staff

More than 1,300 years of service to the NHS and to local people were celebrated with long service awards to staff of the Primary Care Trust and independent contractors.

Forty-seven staff members received awards for either 25 or 30 years of service in the NHS. Those receiving awards included health visitors and district nurses, GP receptionists and a practice manager, community dentists and staff in occupational therapy, psychology, information technology and management.

PCT chair Stephen O'Brien said: "This was a really moving occasion. It was amazing to see the level of life-time commitment from so many in the NHS and the dedication to patients and the health of local people over very many years."

"Some have joined the NHS in one job and then have got the training and development to go on to lead their department or to go into another role within the NHS. Others have dedicated themselves to a single role, caring for people in hospital or in the community, and learning how to improve the way they provide that care.

"All have made a huge contribution to local lives" he said

As well as helping to present the awards, PCT Chief Executive Alwen Williams received a certificate marking her 25 years in the NHS.

Pictures show Stephen O'Brien and Alwen Williams presenting staff with awards.



Staff who received 25 years service awards:

Senior dental officer
Penelope Redshaw

Health Care Assistants for elderly people and rehabilitation
Susana Galvarro-Valdez
Shirley Samuels
Cornelia Joseph
Beverly Richard

Interpreter
Kashem Begum

Health visitors
Helen Walsh
Helen Hinchliff
Jan Pennington

Directors
David Butcher
Martin Cusack

Chief Executive
Alwen Williams

Deputy ward managers
Paulette Chance
Gretta Affat

Head of primary care psychology
Mary Burd

Staff nurses
Edith Cunningham
Hyacinth Sargeant

HR manager
Diana Hatfield

Charge hand
Leslie Lanham

Admin manager
Eileen Siphthorpe

SW Locality manager
Sonia Stewart

Physiotherapist
Claire Strickland

Ward manager
Mary Morrow

Staff who have completed 30 years:

Dental officers
Mary Day
Neal Richold
Denise Carpenter

Health care assistants
Winifred Wolfries
Ethelus Noel
Icilda Rose
Anastasia John Pierre
Corazon Rotor
Valarie Wint-Powell

Staff nurses
Cheryl Y Moore
Martha Seaman
Cecelia Nimo

Registered nurses
Siew Loo
Dolly Matirangana

Nurse practitioner
Claris Quartely-Papafio

Senior receptionist
June Daley

Practice manager at Dr Shah, Grove Rd
Christina Symeou

Deputy ward manager
Sheila Majasi

Head of Children's occupational therapy
Sheila Eden

Health visitor
Patricia Roberts

District nurses
Fraser Cleminson
Lenor Baptiste
Olive Gordon

Helpdesk Analyst
Ben Benkharmaz

Tower Hamlets African and Caribbean Mental Health Organisation Celebrating a Decade of Delivery

This article looks at some of the work a small grass roots voluntary organisation is doing in the area to combat the stigmas that surround mental illness. It highlights how they support their community through education and awareness projects and help members to regain their confidence, which may have been lost through illness.

Tower Hamlets African and Caribbean Mental Health Organisation (THACMHO) began out of concerns that a disproportionate number of African and Caribbean people were being detained at St Clement's psychiatric hospital. Harry Cumberbatch was appointed to work with a group of African and Caribbean users of the mental health services living in the community, supporting them and finding out their needs.

In May 1996 the group held its first meeting, which led to a consultation conference in November 1996. They carry out recommendations and campaigned for better mental health services. In 2000 the group became a constituted voluntary organisation with a holistic approach to mental health and community development.

The organisation promotes the wellbeing of African and Caribbean Users of mental health services living or working in the borough and to make the life of their communities a more fulfilling and liberating experience. The organisation holds the view that the best treatment for good mental health is a strong and vibrant community that is caring. Health campaigners reminds us that every year 1 in 4 people will suffer mental health

problems, and about one third of GP consultations are for mental health problems making it a serious health issue facing society today.

In addition to providing training, support services and delivering a weekly drop in session the organisation have developed positive self-awareness and identity programmes mainly from its "Health Through History Project". Many community events have been held, mental health promotional leaflets and various reports published. Taking on recommendations and seeing them develop into important educational tools has been a key feature of our work over the past ten years.

Due to the omission of early African history in Tower Hamlets from the borough publication in 2000 titled "The Hamlets and The Tower One thousand years of Tower Hamlets history" we were encouraged to develop the Health Through History Project. In 2001 we held our first walking tour and exhibition on the lives of five African writers who came to Tower Hamlets in the late 18th century. We published the Power Writers book and then the revised edition titled Power Writers and the

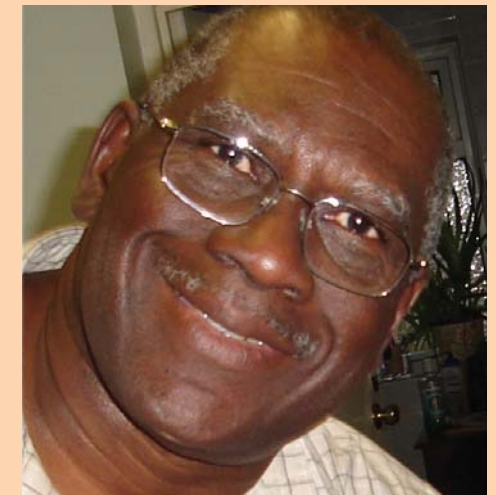
Struggle Against Slavery in October 2005. The book is still receiving good reviews and is a valuable contribution to next years Bicentenary of the British laws banning the Atlantic slave trade. Our walk has been used by schools and is presently being developed by the Council. Copies of the Power Writers book are available in local libraries, bookshops and at our office. Oona King quoted the Power Writers first edition in the House of Commons during a debate on slavery and the organisation's good work was mentioned. Our members although happy with their efforts of looking at the African communities in east London over 200 years ago, felt that our next Health through History project should be engaged with living history, hence our reminiscence work and its outcome, the Sailors of the Caribbean education pack.

The Sailors of the Caribbean education pack was produced with support of the Humanities Education Department. The pack supports the teaching of both History and Citizenship at Key Stage 3. The information contains seamen's testimonies, supporting photographs and documentary evidence.

An event held at the Museum in Docklands in February 2004 brought together retired Caribbean Seamen and English Dockers to share memories of sailing and working in the West India Docks. We captured those memories as our guest speakers are now in their mature years. The conference also highlighted the gentrification that have taken place in the East End of London and also heard first hand of the displacement of working class communities who were then dependent on employment from the docks.

The packs launched in November 2005 and are now being produced as a CD, which will be available from the Humanities Education Department on 020 7364 6405.

Working in partnership has been one of our strengths and in 2002 the organisation received a Footprints National Mental Health award for the work in the voluntary sector. We have worked with the PCT and social services on committees and have helped in the development of some central government initiatives for the borough. The organisation is pleased with the



Harry Cumberbatch

change of direction by the Government to scrap the new mental health bill, something we have campaigned against.

On 10 May we launched the Organisation 10 year evaluation report. The event was held at the Bow Road Methodist Church 1 Merchant Street. If you would like further information please contact Harry Cumberbatch on 020 7247 1414 email: thacmho@safh.org.uk

Advice on tap

The work of the Targets and Activities Project was featured in The Times Educational Supplement recently.

The children's agenda set out in Every Child Matters means that professionals from different agencies are now working closer together.

The Targets and Activities Project (TAP) started in the London Borough of Tower Hamlets when a specialist speech and language therapist and a specialist teacher found themselves working together, on this occasion to un-jam a photo-copier. One admired the other's

mangled worksheet which led to them recognising that there was a lot of duplication in their work.

The teacher, Janeta Guarnieri, says: "We were both dealing with similar pupils and we got talking about how the programmes we gave were always the same and how once the programme had been done schools were unable to move on".

She and Lorna Lloyd, the therapist, realised that the work they left behind in schools following their visits was not always sufficient to keep the staff going until the next time.

Janeta says: "Once the task was finished they might do something

completely inappropriate, way above the child's developmental level."

This is largely because very early language development is not something school staff have been trained in. What was needed was a developmental framework the teachers would understand.

The next step was to find a way to make these materials easily available and the internet was the obvious method. But the website would need to be sensitive to the aims of the project, so another member of the team, Neil Thompson, a therapist working with children with complex needs, decided to build it himself,

sponsored by Canary Wharf Group. The result is an easy-to-navigate site where activities can be found all ordered by national curriculum and P levels.

The really clever bit, though, is that other professionals can easily add their own resources to the project. A template is provided to retain a common format, but the intention is to develop a dynamic resource, for anyone, anywhere, working with children with speech and language difficulties and help them share the necessary tools to do the job. The site – www.commtap.org – was launched on 14 March.

John Galloway
Advisory teacher for special needs and ICT for Tower Hamlets

Review of council services to older people

Tower Hamlets Council is consulting elderly people and agencies working with them on how their services can be improved.

The consultation will help develop the council's strategy for 'Older People as Citizens', with an improvement action plan expected to be produced by June 2006.

The Council is conducting the review to ensure it has a strategic approach to older people that goes beyond health and social care and covers areas that older people say are most important.

For further information contact Jo Overington, Performance Officer on: 020 7364 4042, email: jo.overington@towerhamlets.gov.uk

Awards for children's services

Partnership working was at the heart of two awards for children's services

Tower Hamlets Children's Services received an award at this year's Local Government Chronicle Awards, and Beacon Council status has been awarded to the local authority for its early intervention work for children at risk.

The local authority, in its entry to the Local Government Chronicle award said: "The Council and its partners in the Tower Hamlets Partnership have a vision to improve the quality of life for everyone living and working in Tower Hamlets. We have one of the country's youngest populations and children are at the centre of our thinking, planning and activity. With our Local Strategic Partnership partners, we have risen to the challenge of the new children's agenda and re-organised to deliver."

"The Improvement and Development Agency gave the following reasons for naming Tower Hamlets as a Beacon: "Tower Hamlets Partnership and its community plan action groups create strong engagement from the community, are well embedded and inform the identification of need and the commissioning of early intervention services."

Director of children's services Kevan Collins said: "This is a real achievement, which showcases the dedication and hard work of all members of the borough's Children's Service, and our partners in the community.

"Through an effective partnership approach to delivering services to our young people, we are cementing our commitment to making every child matter."

Primary, nursery and special schools across the borough have gained national recognition for improving pupils' basic skills in numeracy and literacy. The Basic Skills Agency, a national learning organisation, has awarded them a Quality Mark given to schools that demonstrate ten elements of basic skills.

Crime falls again

Latest crime figures for Tower Hamlets show a fall in the total number of offences in the year to March 2006. Total crime in the borough is down for the third consecutive year, with a drop of more than 2,500 crimes due to the partnership's decision to put Safer Neighbourhoods teams in all 17 of the borough's wards. This makes Tower Hamlets the first borough in the country with full coverage.

Criminal damage offences are down by over 16 per cent, helped by a massive effort targeting anti-social behaviour - 72 anti-social behaviour orders (ASBOs) were secured against persistent perpetrators, along with 87 acceptable behaviour contracts.

Tower Hamlets is also bucking national trends by reducing violent crime - assaults are down by more than six per cent.

Fresh

Affordable fresh fruit and vegetables are being brought to the doorsteps of people in the Lansbury area of Poplar, with the launch of a food co-operative.

Lansbury Food Co-op aims to encourage people to eat more healthy food. The scheme at Hind Grove Community Centre, off Stainby Road, Poplar is selling fresh fruit and vegetables every Tuesday from 11am-12.30pm.

ARE YOU A DISABLED HOME SEEKER, OR DO YOU WORK WITH DISABLED PEOPLE?

The Tower Hamlets Accessible Housing Register could help disabled people who are moving home decide which is the most suitable property to view and bid for.

The register contains information on:

- council and housing association properties that are step-free, wheelchair accessible or adapted
- Look out for the 4 housing categories in Homeseekers adverts when you are looking for a new home.

Category 1 - Wheelchair Accessible (Purpose built to meet wheelchair housing standards)

Category 2 - Easy Access (Designed to be spacious. No Steps to Property. May be suitable for some wheelchair users)

Category 3 - Accessible General Housing (Ordinary Housing with No Steps to Property)

Category 4 - General Housing (Does not meet requirements for above accessibility categories)

More information is available from: www.thhs.org.uk Property adverts in East End Life Lettings Service

Homeseekers brochure - is distributed to local housing offices, One Stop Shops, housing association offices, libraries and IDEA stores.

There are more than 6 million Carers in the UK, and statistics show that one in five will become a carer at some point in their lives; recognising carers and finding out about the kinds of support available to them is something that affects most of us in some way, if not directly.

To mark National Carers Week In Sickness and In Health, the Princess Royal Trust Carers Centre Tower Hamlets is offering employees and service users a chance to talk about carers and the support available. Our staff are willing to come to you and give a presentation and answer any questions you may have. They can help with issues ranging from identifying who is a carer, to finding out about financial support, carers rights and employment issues.

The Carers Centre provides help and support to carers within the borough of Tower Hamlets, with the aim of improving their quality of life and maintaining their health.

To take advantage of this offer or if you would like to learn more about the Carers Centre Tower Hamlets please contact:

020 7790 1765

email: enquiries@carerscentre.towerhamlets.org.uk

CARERS' WEEK 2006 12th - 18th June



Carers Centre Tower Hamlets services include:

- | | |
|-------------------------------------|--|
| Carers Support Service | Carers Forum |
| Bengali Carers Support Service | GP Surgery Advocacy Service |
| Counselling and Psychotherapy | Young Carers Project |
| Support Groups | Over To You men's group |
| Social Activities | Carers of Children with Disabilities Project |
| Access to trust funds and bursaries | Welfare Benefits Screening Service |
| Sessional Therapies | Quarterly Newsletter |
| Vocational support and training | Claim the Max Advice Service |
| Respite Breaks Service | |

Congratulations to:

Edith Cunningham and Petronille Niyirema, Staff Nurses on Jubilee Ward, qualified for M&S vouchers after a year without any sickness absence. Both have received vouchers every year since the scheme was introduced in 2002. Edith has had only one short episode of sickness in over thirty years of nursing and Petronille has has never been sick since joining the Trust in 2001.



Elected:

Cllr Denise Jones, non-executive board member of the PCT has been re-elected for the St Katharine's and Wapping ward and has been elected leader of the Council.



Senior administrator Karine Baril, in the Shared Care Substance Misuse department gave birth to a boy weighing in at 2.5k. She called him Dimitry.



"Ben" Benkharmaz, chair of the PCT's staff side organisations, has been elected by his union, Amicus, to the TUC Race Relation Committee. Ben represents black and ethnic minority staff on the union's National Executive.

Ahmed Hussain who works as an administrator in the Continuing Care Assessment Team at the PCT was elected to represent the Respect party in the Mile End East ward.

Abdul Ullah, who was a member of the Sure Start team was elected for Labour to represent the St Dunstons and Stepney Green ward.

Lufta Begum, Practice nurse at the Limehouse Practice was elected to represent the Limehouse ward as a Respect councillor.

Obituary:

Staff Nurse Madeleine Penman from Jubilee Ward lost her fight against cancer on Monday 3 April. Madeleine returned to nursing in 2000 having been out of nursing for 20 years. She endeared herself to everyone she met, with her infectious smile and her kind, gentle manner. Many people knew her through out Tower Hamlets having been very active in the local churches and prayer groups.

Gary Selby, Security Manager at the PCT has died at the age of 50 as a result of cancer. Gary was well known to all those who worked in the Trust and will be sincerely missed; our condolence goes to his parents Carol and Jack Selby, his two sisters and daughter Laura. His funeral took place Monday 22 May at Beckenham Crematorium.



Thank you ...

Therese Bobe, Staff nurse in the Outpatient department would like to thank all her colleagues and friends for the lovely wedding gifts she received on her marriage to Douglas Balchan. Therese will be known as Mrs Bobe-Balchan.



Goodbye and Farewell ...

The Small Practice Association thanked Dr Basu and Mrs Basu for their hard work and their involvement with the Small Practice Forum by saying a special goodbye to them as they retired from practicing after many years in Tower Hamlets. Dr Basu was based at Barnardo Gardens, E1. His patients will be managed by Dr Cabot and colleagues at the new Cable Street Surgery.

New SHA Chief Executive

The new Chief Executive for the London Strategic Health Authority is David Nicholson, currently Chief Executive of Birmingham and The Black Country.



The new London SHA will be established in July.

Welcome to ...

Christine Renner joined the Trust in March as Job Evaluation Administrator having previously worked for South London and the Maudsley. Christine will work the Employee Relations team in HR based in the Alderney Building at Mile End. She is responsible for all the work around banding new and changed jobs as well as processing the reviews from Agenda for Change.

Please support my journey

Collett Roberts, Book Keeper at Island Health will, participate in 60k weekend walk to help raise awareness and funding for the breakthrough breast cancer charity.

Collett said: *"Not only will it help me to become fitter and healthier but it will also help others who have contracted this disease and those that are yet to be diagnosed."*

Donations large and small will be gratefully accepted. In addition, I will sell a space on the T-shirt I wear on the day."

For more information, please visit www.breakthroughweekend.org and select the London link. You can also donate online by visiting the above link and type in my name for my personal page.

email: collett.roberts@gp-f84710.nhs.uk or Tel: 020 7510 2524



Marathon Run

Stuart Bingham, GP at the Barkantine Practice ran the marathon again this year clocking in at 3hrs 36mins an improvement on last year. His son Stephen also ran coming in at 3hrs 30mins. Their chosen charity is Headway East London a voluntary organisation dedicated to providing a better quality of life for people with acquired brain injury, their families and carers. More information on Headway can be found on www.headwayeastlondon.org

Stuart hopes to raise a total of £2000 and welcomes contributions, he would also thanks all his regular supporters. Stuart can be contacted on:

Email: stuart.bingham@nhs.net

Professional Executive Committee (PEC)

February

Reviewing Diabetes Services

Isabel Hodkinson, GP from the Tredegar practice and Tahseen Chowdhury, Consultant in diabetes highlighted issues in Tower Hamlets diabetes services. Key points included:



Lucy Marks

- The observed prevalence of diabetes in Tower Hamlets was increasing year on year and this needed to be addressed given these rates are already comparatively very high
- A review of the Tower Hamlets Diabetes network had recently been undertaken
- A draft Diabetes Strategy for Tower Hamlets has been developed.

Our Health, Our Care, Our Say/Improving Health and Well-Being in Tower Hamlets

Alwen Williams took us through the key points of the new White Paper - the theme being, putting people more in control of their own health and health care and supporting independence. The improving health and well-being strategy is very consistent with the White Paper and came to PEC for final amendments before being signed off by the Local Authority and the PCT Board. PEC members felt that the development of the strategy was a tremendous achievement.

Practice Based Commissioning (PBC)/Future of the PEC

Kambiz Boomla presented the proposed Terms of Reference from the Practice Based Commissioning Executive, which the PEC endorsed. This group will be responsible for the development and implementation of PBC in Tower Hamlets and will have the following membership:

- 8 GPs
- 1 Practice Manager
- 1 Practice Nurse/Nurse Practitioner
- 1 Community Nurse
- 2 AHPs
- 2 Patients

A recruitment process is underway and all staff eligible to apply will be sent an application form and information about competencies. If after the interview process more candidates apply than there are seats, there will be elections. The first meeting of the Executive is planned for June.

Proposed developments of the PEC in response to Commissioning a Patient Led NHS, particularly the increased emphasis on strategic commissioning and the formation of the PBC Executive. It was expected that there would be 6-8 clinical members each with a strategic lead for a particular area. After the PBC executive recruitment process has ended a recruitment process for PEC members will take place, starting with appointing from existing members who meet the developed person specification. Following a discussion a paper went out to all the relevant forums, a final paper will then be discussed at the April PEC meeting.

March

Patient Survey

The findings were presented from this year's General Practice Assessment Questionnaire for both doctors and nurses. Tower Hamlets was broadly similar to the national mean for questions on satisfaction with receptionists, opening hours, waiting times at practice and satisfaction with phoning through to doctor for advice. Given levels of deprivation in the borough this was considered to be an achievement. However the mean was lower for satisfaction with the availability of a particular doctor and satisfaction with phoning through to a practice. The individual results would be discussed with practices and an action plan for each practice would be drawn up.

Chronic Pain

Sally Herne from the Service Improvement Directorate summarised the work that she had been leading on with Claire Strickland, Physio and PEC member. In general at least 10% of the population were affected, and this was the third most common reason for GP visits. They have convened a group to take the redesign work forward, based on the Southampton model, and would include patient focus groups, current service mapping, modelling the care pathways and a pain prevalence study.

Chronic Obstructive Pulmonary Disease (COPD)

Jill Goddard, Nurse Consultant told us about progress in this area. A pathway event had been attended by forty stakeholders, and a draft pathway for urgent care, stable COPD and specialist care had been developed, including developing opportunities for patient self care skills. Twenty practices had been commissioned to develop an enhanced service for people with COPD and work was underway in repositioning community staff to make their interventions more effective.

Children's Services

Sonia Stewart, Nurse PEC member, reported on a recent workshop where proposed areas for redesign had been identified as asthma, epilepsy, diabetes, obesity and continence services. Of these the key areas had been agreed as:

- asthma
- epilepsy
- continence/enuresis

A steering group had been convened and each of the areas had a working group and assigned lead. An analysis of current provision would be undertaken and each of the working groups would be charged with producing action plans, proposing recommendations for future commissioning intentions.

Enhanced Services

Andrew Ridley, Director of Primary Care gave a presentation on the proposals for commissioning enhanced services for 2006/2007.

- Four new Directed Enhanced Services (DES) had been introduced in the new General Medical Services Contract:
- a new Access DES
- Choice and Booking DES
- Towards Practice Based Commissioning DES
- Adopting Information Management and Technology DES

Three new Local Enhanced Services (LES) were also being introduced:

- Flu
- Learning Disabilities
- Palliative Care

Plans for enhanced service specifications would be sent out to practices, and expressions of interest would be returned by the end of April 2006. The accreditation of the expressions of interest would take place in May 2006 and it was expected that the Service Level Agreements would be signed off and issued by the first week of June 2006.

We agreed to review of the Commissioning Group for Enhanced Services, re-looking at membership and making sure we have a robust mechanism for identifying priorities.

Lucy Marks: lucy.marks@thpct.nhs.uk

Tel: 020 8223 8949

Plugging the Gap

Tower Hamlets has high GP involvement in the substance misuse enhanced service, providing patients without complex needs with treatment in a familiar environment from known practitioners.

However not every practice wants, or is able, to contract for enhanced service, this has left a gap for patients whose GP does not provide it. We are keen to involve further practices and practitioners in the shared care scheme. Also extending the service at the Community Drugs Team to try to meet this gap.

Until 2004 all primary care prescribing for substance misuse took place in general practices. National policy changed to reduce drug related crime through quick access to treatment for those arrested. In a district with considerable general practice experience and skill in substance misuse care, we considered that this treatment service should be delivered in primary care, as most criminal justice clients do not have complex drugs treatment needs.

To build capacity to initiate treatment according to national waiting time targets for people who would be referred back to their practice, and to provide ongoing treatment for criminal justice clients whose practices did not prescribe, we employed part-time experienced GPs working within the Community Drugs Team (CDT), this is funded by the Tower Hamlets Drug Action Team (DAT). Dr Peter Buchman was appointed as senior GP with special interest (GPSI) and now the PCT also employs two other local GPs (Dr Chris Hanbury and Dr Raquel Gracia) with local locum cover when needed.

The new extended service: We have now, with funding from the Enhanced Services budget, extended this service beyond criminal justice clients. From the end of May 2006 these GPs will provide cover four afternoons a week at the CDT and they will be starting a new service to allow any drug user whose GP does not provide the enhanced service to access treatment in conjunction with the CDT staff as per shared care guidelines.

Patients will be advised to register with their local practice who should deal with all their primary health care needs, but they can be referred by GP or self to the CDT for their substance misuse management. The GPs there will communicate regularly with practices about any treatment their patients receive for addiction (this usually means

substitute opioid prescribing with methadone or buprenorphine) but will refer them back to the practice for any other medication.

There are situations where a practice wants support and advice in providing primary care substance misuse treatment for an individual. In these cases contact Dr Peter Buchman (0789987054) about what support can be provided.

The extended service at the CDT is for people without complex needs around substance misuse. The ELMHT Specialist Addiction Unit relocated at Mile End (Consultant, Dr Jan Groszer) Tel 020 8223 5301 advises and provides a service for people with complex needs, for example those with dual diagnoses including major psychiatric problems.

For more information about this new development please contact

Heather Walker
Shared Care Substance Misuse Manager
Tel: 020 8223 8611
Email: heather.walker@thpct.nhs.uk.

Dr Peter Buchman, Senior GP with Special Interest in Substance Misuse welcomes any feedback about this and any other aspect of the substance misuse enhanced service, he can be contacted on email:
peter.buchman@nhs.net
Tel: 07899 987 054

Your GPs on the Shared Care Monitoring Group (the forum for the strategic planning of substance misuse service in primary care), anna.livingstone@gp-f84054.nhs.uk, Phil Bennett-Richards (pbr@nhs.net).

Protected Learning Time (PLT)

Practice Based Commissioning on PLT at the City Side Conference Centre in January and February recorded attendance of over 100 GPs, nurse practitioners, practice nurses and practice staff.

PLT sessions are held twice a month on a Tuesday and Thursday. The sessions are repeated in reverse order. The focus of the PLT sessions is on clinical issues updates, Trust and NHS initiatives, and policies and guidelines for practices.

Training dates for 2006/2007 have been circulated. We encourage services to have in-house sessions and request that Practices avoid a clash of dates. It is hoped that you will work with the PCT to provide the Practices with the best service possible.

Meanwhile, we intend to award certificates of attendance in the summer.

Monday Ugiagbe
Tel: 020 8223 8602, or
monday.ugiagbe@thpct.nhs.uk

Choose and Book update

The Choose and Book Team have trained 34 out of 37 Tower Hamlets GP practices in the use of the Choose and Book. One practice is currently being trained, which will leave only two to book for training.

In early May there will be a third release to the Choose and Book system. There are both major and minor enhancements to the system that should make it easier to use – not just for GPs but for practice administrative staff too. Some of the changes have been made following feedback that we have received directly from our users, so please let us know if there are other changes you would like to see.

The Choose and Book Team will be concentrating on:

- Training in Release 3 functionality
- Refresher training
- Training of new starters
- Streamlining the process for Smartcard Password re-sets.
- Amalgamation of ICT and Choose and Book Helpdesk processes, to make it easier to report problems.
- Phase two of the Choose and Book Incentive Scheme.
- Choose and Book and EMIS Integration

The Project Team are available to answer any queries on 020 8223 8423 or, chooseandbook@thpct.nhs.uk

Primary Care Trust Research Training Programme

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



Basic Research Methods

A series of six one-day training modules has been developed by NELCRAD in collaboration with its academic and NHS partners. Due to the previous success of this programme, these courses will be repeated between 7th September and 12th October 2006. Each module has been designed to follow on from the last, but modules can also be attended as stand-alone units.

Basic Research Design Thursday 7th September 2006 Education Centre, Mile End Hospital	Searching the Literature Thursday 14th September 2006 Venue to be confirmed	Critical Appraisal Thursday 21st September 2006 Island Health Centre, Isle of Dogs
Questionnaire Design Thursday 28th September 2006 Island Health Centre, Isle of Dogs	Using Statistics Tuesday 3rd October 2006 Homerton Hospital, Homerton Row	Writing for Publication Thursday 12th October 2006 Education Centre, Mile End Hospital

Please note that due to limited places, booking is essential.
To register for any of these courses please complete the registration form at:

www.nelcrad.nhs.uk
or contact the NELCRAD Training Officer at: Barbara.Cuddon@thpct.nhs.uk

Using Statistics - A One Day Training Course

Thursday, 6th July 2006

Island Health Educational Resource Centre, 145 East Ferry Road London E14 3BQ

This course has been designed to provide participants with an overview of the main issues around using statistics in research. The course aims to give participants an appreciation of the issues involved in determining how to summarise, present and analyse different types of data and focuses on the interpretation of results through the use of confidence intervals, statistical tests and p-values.

Attendance on this course will enable participants to apply for places on the NELCRAD SPSS Workshops, due to be run in the autumn.

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 this course subject to availability of places, at a fee of £100 for the day.

Please note that due to limited places, booking is essential.

To register for this course please complete the registration form at: www.nelcrad.nhs.uk or contact the NELCRAD Training Officer at: barbara.cuddon@thpct.nhs.uk

The London Deanery Fresh Start Course

11th & 12th July 2006

Regent's College - London

The Fresh Start course is aimed at London doctors who would like to improve their clinical or managerial skills. The course is a 2-day non-residential course focusing on medical record keeping, consultation skills and communication issues. There is an emphasis on reflection throughout, with outcomes from the different educational exercises helping to build participants' Personal Development Plans.

There are 12 places available for the course in July. The course costs only £100 and the closing date for applications is Friday, 16th June.

Please contact Anna Henderson at the London Deanery for an application form or further information:
Tel: 020 7866 3168, Fax: 020 7866 3277
Email: ahenderson@londondeanery.ac.uk

Best Research for Best Health

The Department of Health's new research strategy 'Best Research for Best Health' is having a direct effect on the way in which Research is funded within the NHS. A number of new funding initiatives are being phased in over the next 3 years, which will replace the existing R&D Support Funding that Trusts currently receive. For full details of the strategy, see <http://www.dh.gov.uk/PolicyAndGuidance/ResearchAndDevelopment/fs/en>.

One of the major changes that this strategy will bring is that funding will be awarded on a competitive basis, and that all research will be of a high quality and linked to academia.

Currently, THPCT and NELCRAD are looking at ways in which THPCT will actively engage and develop further its R&D functions in line with the new strategy.

The R&D Office will be working to support researchers in making such bids, including providing advice on the appropriate Research Governance arrangements before applications are submitted.

The two funding schemes outlined below are likely to be of particular interest to Primary Care staff, as they are aimed at research related directly to patient care. These are just two of many new funding programmes to be rolled out, but are the only schemes to fund individual research projects, rather than entire Programmes or Research Centres/Units.

While only limited information is currently available on these funding schemes, the R&D Office will make this information available to interested researchers as soon as it becomes available. Further details these funding schemes should be available soon at www.dh.gov.uk/ProcurementAndProposal/s/RDCallsForProposals/fs/en.

If you are interested in pursuing a bid through one of the funding schemes below, or require further information, please contact Karen Jones, THPCT R&D Manager.
Karen Jones
R&D Manager
karen.jones@thpct.nhs.uk

Fire Lectures - Risk Management

Training Room, 3rd floor Burdett House, MEH

This course is mandatory for all staff to attend on a yearly basis.

Dates: Friday 23 June 2006 Wednesday 26 July 2006
Friday 18 Aug 2006 Friday 15 Sept 2006
Thursday 19 Oct 2006 Wednesday 22 Nov 2006
Friday 15 Dec 2006

Time: 11:00-12:00

To book a place, please complete the Training & Development booking form which can be found on the webdesk under ETD documents and return as instructed on the form.

Barts and The London
Queen Mary's School of Medicine and Dentistry

Interested in teaching undergraduate medical students in your practice?

Barts and the London, Queen Mary's School of Medicine and Dentistry, is the Medical School for the north-east London sector. Our Academic Unit for Community-Based Medical Education offers practices:

- Flexible Teaching Opportunities
- Continuing Tutor Training
- Ongoing Practice Support
- Competitive Remuneration
eg - for teaching just 25 half-days a year, your practice would be reimbursed a total of £5,301.

For more information visit: www.ichs.qmul.ac.uk/courses/undergraduate/
Or contact Dr Rachel Bower on email: rachel.bower@gp-184034.nhs.uk
Or Florence Cason on 020 7882 2542 or email: f.p.cason@qmul.ac.uk

An Introduction to Interviewing in Qualitative Health Care Research

Monday 19 June 2006

Room 4, Education Centre, Mile End Hospital, Bancroft Road, E1 4DG

This course is designed to provide participants who have some knowledge of qualitative research methods an opportunity to expand and practice their interviewing skills. The morning session will concentrate on good practice in interviewing, while during the afternoon session participants will be expected to take part in role plays as both interviewer and interviewee.

Applicants are required to have previously attended training in Qualitative Research Methods (either NELCRAD training, or other external training), and have some prior knowledge of a range of qualitative methodologies.

To register for this course please complete the registration form at: www.nelcrad.nhs.uk or contact the NELCRAD Training Officer at: barbara.cuddon@thpct.nhs.uk