

Inform

The Staff Newsletter for Shropshire Community Health NHS Trust

Alan started Bolt and Blake at London 2012

Alan Ferguson, the Trust’s records manager and quality facilitator, has a rare claim to fame during this year’s summer of sport - he started star sprinters Usain Bolt and Yohan Blake at the London 2012 Olympics!

As part of his role as a Games Maker, Alan was working in the warm-up track by the Olympic Stadium and helped prepare them for their individual events, including practice starts, ensuring World Record holder Bolt did not repeat his false start at the World Championships in Daegu.

Alan has been a United Kingdom Athletics (UKA) athletics field official for more than 10 years so he was just hoping to be involved in some sort of athletics role.



On your marks: Alan Ferguson starts sprinters Bolt and Blake

But he was delighted when he and his eldest daughter Helen instead got to work at the warm-up track to ensure the athletes, coaches and team managers had everything they needed in order to

train and prepare for their events.

And that included getting to meet the Jamaican star sprinters Usain Bolt and Yohan Blake who took Gold and Silver in the 100m final.

Alan worked eight-hour shifts and rotated around various duties including a “meet and greet” role in the athletes’ lounge ensuring everyone knew where to go when they arrived from the athletes village.

They also ensured there were refreshments available and provided ice for the numerous ice baths the athletes need to take to sort out their aching muscles. They also ensured that the training areas were safe and tidy.

• **See page 3 for more**

Message from the Chief Executive



As we head towards autumn, and say goodbye to our brief summer, we also head towards the time of year when seasonal flu becomes

more evident and starts to cause increased problems.

Flu can make some of our patients even more poorly, it can complicate and worsen some conditions—and naturally we would be encouraging all our patients to make sure they have

the flu jab for extra protection.

I would also encourage all Trust staff—especially nursing and clinical staff—to take advantage of the free flu jab, which is being provided to staff by the Trust’s occupational health team.

It makes sense that the best way to protect our patients and our own family and friends, is to start by protecting ourselves.

Every year we hear about some of the myths surrounding ‘having the jab’ - with the most well-known one being

that ‘*having the jab gives you flu*’ - which is simply wrong.

In this edition of *Inform* we highlight some of the most common ‘flu jab myths’, and we also provide you with details of where and when you can get your free flu jab—see page 2 for more details.

Protecting ourselves is the best thing we can do to help protect our patients against flu.

Jo Chambers
Chief Executive



Flu fiction



Flu myths are everywhere and they're highly infectious. This handy guide separates the fiction from the fact to bust the top ten flu myths and shows why you really should have that jab.

1. Healthy people don't get seasonal flu. FALSE!

The reason that free flu jabs are offered to all staff is because anyone can pick up the virus. Generally 15 to 20 per cent of the population gets flu - healthy people included!

2. The flu jab uses a big needle. FALSE!

The needle used to give the flu jab is only a few millimetres long and the injection itself literally takes a couple of seconds.

3. The side effects are really bad. FALSE!

For the most part, seasonal flu vaccine side effects are really mild or often non-existent. They are usually a slight soreness around the site of the injection.

4. I've had the flu jab before so I don't need it again. FALSE!

The flu is a living organism and the flu strains mutate slightly every year so they can survive. The only way to protect against these mutated strands is to update the vaccine every year.

5. The flu jab isn't safe. FALSE!

The risk of having a serious reaction to the seasonal flu vaccine is less than one in a million. The only people who should not have the vaccine are those who have a severe allergic reaction (anaphylaxis) to eggs because hen's eggs are used in the manufacture of the vaccine.

6. The flu jab can give you the

flu. FALSE!

It is impossible to get flu from the having the flu jab. This is because the vaccine doesn't contain any live viruses.

7. I can't have the jab because I'm pregnant. FALSE!

Pregnant women are actively being offered the seasonal flu jab as an "at risk" group this year as it protects their unborn baby against the flu virus as well.

8. The seasonal jab has been combined with the swine flu jab: FALSE!

This year, manufacturers who make the seasonal flu vaccine have had time to ensure that it has the right components to provide protection against the swine flu (H1N1) strain.

9. The flu jab contains pork products. FALSE!

This was a myth that came about because of the swine flu "pandemic" in 2009. There are no pork-based products used in making the seasonal flu jab.

10. I had a reaction to the swine flu jab so can't have the seasonal flu jab. FALSE!

The most common cause of reactions to the swine flu virus related to one ingredient called an adjuvant, which is sometimes used to make a vaccine more effective so that less is needed. This adjuvant is not in the seasonal flu vaccine so people who had a reaction to the swine flu vaccine are very unlikely to be affected in the same way by having the seasonal flu vaccine.

Get your jab and protect patients

All staff are encouraged to have a free flu jab and they are available at a number of locations across the county.



All you have to do is call 01743 283280 to make an appointment:

Ludlow Hospital – Room PO8A

Friday, October 19 (10am to 2.30pm) Friday, November 2 (10am to 3pm)

Whitchurch Hospital – Room 1

Friday, October 5 (10am to 3pm)

Whitchurch Hospital – Room 3

Friday, November 23 (10am to 3pm)

Bridgnorth Hospital Multi Purpose Room

Wednesday, October 23 (10am to 3pm)
Tuesday, November 13 (10am to 3pm)

Oswestry Health Centre – Room G4

Wednesday, October 10 (10.30am to 12.30pm)

Gains Park Clinics

Ring and make an appointment for our normal day-to-day clinics.

Halesfield 6 – Meeting Room A

Wednesday, November 14 (9.30am to 3.30pm)

CHEC in Madeley

Friday, November 9 (9.30am to 2.30pm)

William Farr House, Room E

Tuesday, October 16, 9.30am to 3.30pm
Wednesday, November 7, 9.30am to 3.30pm

Staff can also attend one of the drop-in sessions listed below:

Gains Park Evening clinic

Wednesday, October 3 (4.30pm to 6.30pm)
Thursday, November 8 (4.30pm to 6.30pm)

Inspiring: Trust staff part of Greatest Show on Earth



Get set: Usain Bolt and Yohan Blake on the warm-up track



Games Maker Alan Ferguson in the Olympic Park

Proud to have been part of Games

Alan had never used the starting pistol before so, when Bolt and Blake lined up, he didn't know what to expect.

He said: "I was nervous when I set the system up, switched on the microphone and said 'On your marks, Set' and then fired the electronic gun. I was glad that was no hooter sounded to indicate a false start!"

At times, the warm-up track could have around 400 athletes and team support staff milling about. Alan

said: "At one stage I did compare it to our Telford Athletics Club training evenings but instead of the club athletes, coaches and parents we were among elite athletes."

Alan was also constantly asked to take or pose for photographs. He said: "Helen and I went down to Tower Bridge one day to get our photographs taken with the Olympic Rings and Tower Bridge but tourists kept asking us to take their photographs so it took us over an hour to do this. I was really proud to have been a Games Maker."

I was in stadium for Super Saturday

The Trust's communications assistant Alison Grange took a week's leave to attend the athletics events at London 2012 Olympic Games.

Alison, a lifelong athletics fan who has been to World Championships and the Commonwealth Games before but never an Olympics, said: "It was great to be there. The atmosphere in the stadium was electric, especially when we were there on Super Saturday and saw Team GB win three gold medals.

"The highlight for me was seeing David Rudisha break a world record and Usain Bolt break the Olympic 100m record. It really was the best time of my life," she added.



Trust communications assistant Alison Grange and her partner Paul Childs in the Olympic Stadium on Super Saturday

Claire joined parade



Claire in the Mall for the athletes parade

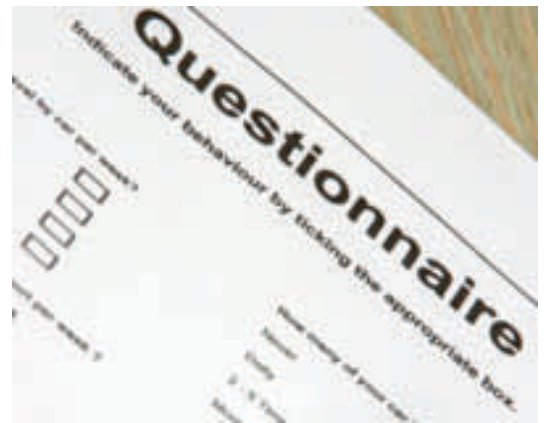
Claire Mowbray, team lead physiotherapist at Whitchurch Hospital, spent two weeks working as an Olympic Games Maker working as a volunteer physiotherapist at the Olympic sailing and windsurfing in Weymouth and Portland.

She said: "I provided physiotherapy assessment and treatment to the athletes and teams during the Games. I was also lucky enough to be one of the chosen volunteers to have a place on the Mall for the athletes' parade marking the success of the Olympics and Paralympics.

"I feel privileged to have had the opportunity to work with elite athletes and represent the physiotherapy profession at this major event.

"I know that in years to come I will look back and be proud that I did my part in the 2012 Olympic Games," she added.

Let us know what you think about working for the Trust



Every year, staff have an opportunity to let the Trust know what it is like working for the organisation by completing the annual survey held every October.

Following the 2011 Staff Survey an action group was formed, made up of representatives from across the Trust.

The action group has been working hard to bring the results to you in the form of road shows around the county and has also developed an action plan which includes three themes for developing and improving on the results of the 2011 survey: 'Understanding the Organisation', 'Feeling Valued and Engaged', and 'Working to your potential'.

As a result of what you told us in your responses to last year's survey the group,

among many other things, has changed the appraisal system to make it easier to use and more effective for staff.

The frequency of corporate induction has also been increased so that new staff can learn about the organisation more quickly and a survey has been carried out by the Infection Prevention and Control team to identify where hand washing material is missing so that it can be provided.

Staff satisfaction in the NHS is integral to all Trusts as it has been proven that happy staff are far more productive and also have a better work/life balance.

It is also important to the Trust that all employees, whether clinical or non-clinical, fully engage with the annual

NHS survey and have their say. If you don't let the Trust know what you think, then we can't take measures to improve.

This is why the annual NHS staff survey is so important and also why we are surveying all staff again this year. You will be receiving your survey questionnaire in the internal post over the next few weeks and this year it has been reduced in size from 12 pages to eight.

Your responses will be anonymous and are handled by an outside contractor – so no-one from within the organisation will be able to identify individual responses.

Please tell us your views this year – Have your say!

Inspiring: Angela to receive title of Queen's Nurse



Angela pictured receiving her QNI fund for innovation award certificate in October 2010 from Professor Dickon Weir-Hughes the then Chief Executive of the Nursing and Midwifery (NMC)

Angela Scull, Trust school nurse and enuresis lead, has become a Queen's Nurse, showing her commitment to working in the community.

The Queen's Nurse title is open to individuals with more than three years community experience who want to demonstrate their commitment to high quality patient care. To receive the award, Angela had to show how she had improved patient care as well as receive commendations from two patients. She joins just four other Queen's Nurses in Shropshire.

The award ceremony is being held in

London on Monday, November .

Angela said: "I am delighted to have been awarded the title of Queen's Nurse and it is fantastic to know that patients appreciate the service you provide to them."

Maggie Bayley, the Trust's Director of Nursing, AHPs Quality & Workforce, said: "This is a wonderful achievement for Angela and shows just how valued are nurses are in the community.

"I am very proud of her and delighted that her skills have been recognised in this way," she added.

Please dispose of medical devices carefully

Medical devices are defined as any piece of equipment used in the care of a patient, and will include medical equipment for diagnostics and treatment as well as consumables such as syringes and dressing packs.

For medical equipment e.g. thermometers, syphgmanometers, and many other devices it is very important that they are disposed of in the correct way.

These devices can be defined as those being maintained by Medical Engineering Services (MES) at RSH and PRH. These must be returned to MES to ensure that they are disposed of safely and legally and that they are removed from the



maintenance register.

If the devices are improperly disposed of the consequences are:

- They will not be removed from the

device register and the Trust will continue to pay for the maintenance of the device indefinitely. Maintenance of devices is a significant cost for the Trust.

- The Trust will potentially be breaching environmental legislation, in particular the Environmental Protection (Duty of Care) Regulations, the Hazardous Waste Regulations and the Waste Electrical and Electronic Equipment (WEEE) Directive.
- Heavy metals such as Lead, Cadmium and Mercury and other toxins will enter the waste stream and, if sent to landfill, could pollute both land and groundwater.

Information for patients – what all staff need to know

From time to time patients may require information about their personal treatment and care and will contact the Trust to request this. All staff should be aware that this is the patient's Entitlement under the Data Protection Act (it's called a Subject Access Request) and we are legally obliged to respond.



More information can be found in your IG Handbook, which you will find as a tiny image on your desktop (refer to page 7 of the document). Ask your line manager to tell you who is the nominated Data Protection Liaison Officer for your service. This person will be trained to deal with requests for information and will know when information should not be released.

If you have any queries about this or are unsure on any point relating to the disclosure of information then please contact Chris Berry, Senior Information Services Manager on 01743 871951.

Kate's skydiving for the Samaritans

Kate Gray, a case manager working in the Telford and Wrekin area for the Trust's enhanced care team, will be doing a skydive for the Samaritans and wants your help to reach her fund-raising target.

She said: "I recently had a very low time in my life where I turned to the Samaritans for support. Once I got through that time, I decided that life was too short and that I must do the skydive I'd always wanted to do, despite my fear of heights!

"What a better way than to combine one of my dreams with raising money for The Samaritans," she added. Kate has a donation page www.doitforcharity.com/KGRAY and would be grateful for any donations, no matter how small, as every little helps.



Kate Gray ready for her skydiving challenge

Reviewing care pathways for people with learning disabilities

It is widely recognised that people with a learning disability (LD) face unequal access to health services and have complex and increased health problems over and above the general population. We want people with LD to be valued equally, participate fully in their communities and be treated with dignity and respect.



All NHS organisations have recently completed a National Commissioning for Quality Learning Disability Health Self-Assessment Framework and this has highlighted the need to review pathways of care to improve the care experience and care of people with LD.

Our aim is to implement all appropriate measures to ensure all people with LD accessing our services have effective person centred care, with reasonable individual adjustments delivered by staff with an enabling attitude.

Three steps to change

Step one

Divisional managers within the Trust have been asked to identify people who will fill in a form every month detailing the number of patients with learning disabilities that have accessed specific Trust services. Nil returns must be also be returned.

Step two

Where a referral identifies a patient with LD, the service will make telephone contact with the user / carer to find out if there is a need for any reasonable adjustments before accessing the service. People and their families are the real experts so let them tell us what they need us to know.

These may include longer clinic/ appointment times, providing

information in specific formats, extended visiting times and provision for carers to be.

Step three

When a new referral is received that identifies a person with LD a 3 Star symbol sticker needs to be affixed onto the health records and the person's details added to the LD data capture form. For existing caseloads the 3 Star symbol sticker should be applied to the record at the next patient contact.

The data capture form needs to be maintained on an on-going basis as this forms your service LD database. The monthly reporting escalates data to the Divisional Manager and the collated data is sent to Martine Tune, the Deputy Director of Nursing & Quality.

Stoptober campaign launched to help people quit

This October, the nation's eight million smokers are being encouraged to take part in the first ever mass quit attempt launched by the Department of Health, called Stoptober.

The Trust is supporting this brand new stop smoking campaign in a bid to help the people of Shropshire to quit.

Research shows that if you can stop smoking for 28 days you are five times more likely to stay smokefree and Stoptober leads smokers through a detailed step-by-step programme to



help them achieve this goal. The new campaign is supported by a Stoptober mobile phone app, facebook page and a stop smoking pack.

Along with the financial benefits of stopping smoking, those undertaking

the 28-day programme will experience physical improvements including a better sense of smell and more energy.

Smoking is the biggest cause of premature death in England and each year it accounts for more than 100,000 deaths in the UK.

Stoptober 2012 kicks off on Monday 1 October and runs for 28 days.

For more information and to join the biggest stop smoking challenge of its kind, visit www.smokefree.nhs.uk

Involved: Trust team spreading word about good lung health

The Trust's respiratory team took part in a health promotion event at the Wenlock Olympian games last month to raise public awareness about the importance of good lung health.

Held to support world spirometry day, the staff worked in partnership with SaTH, the British Lung Foundation and local GPs.

The Trust's specialist respiratory nurses worked with respiratory physiologists from the Princess Royal Hospital's cardio respiratory department to perform more than 100 spirometry breathing tests and give advice to people with concerns about their lung health.

Several people were advised to see their GP following testing their lung function at this event.



Competing for good lung health at the Wenlock games: Nick John, Senior Respiratory Physiologist SATH, Sean Wilson, Trainee Respiratory Physiologist and Sarah Paterson, Respiratory Nurse Specialist.

New action plan launched for asthma patients

The Telford Respiratory Team held their first respiratory interest group meeting in July.

This group is aimed at helping health professionals working with respiratory patients improve care in line with national guidelines.

It provides a source of up-to-date knowledge, an arena to exchange ideas and a support network for clinicians working in respiratory care.

The group has the backing of a national organisation through affiliation to the Primary Care Respiratory Society and is linked locally to the respiratory local innovation team, a partnership group between commissioners, primary and secondary care that works

to improve respiratory care in Telford and Wrekin. The meeting focused on asthma with pharmaceutical advisor Hitesh Patel delivering an interactive session on asthma management.

A pilot of a new action plan for asthma patients, commissioned through the local innovation team and developed in partnership with the PCT and SaTH, was also launched.

The group will meet three to four times a year and if you would like to be involved please contact one of the organisers listed below:

- [Elsa Davies](#), Respiratory Team Leader
- [Val Kirby](#), Practice Nurse Facilitator
- [Sarah Paterson](#), Respiratory Specialist Nurse

Independence day: care homes offering support to Trust's safe care programme

Shropshire Community Health Trust and Shropshire CCG hosted a conference in July for Shropshire care homes.

Planned by Karen George (Clinical Nurse Advisor for Care Homes), Ceri Wright (Care Homes Medicines Management Officer) and Jane Ibbs (Practice Support Team), the event supported the Trust's work to promote safe care throughout the county's health economy.

BBC Radio Shropshire's Vicki Archer opened the conference and spoke of her personal experience of the care of people living in care homes.

The event was well attended by managers, clinical and non-clinical staff from across Shropshire, Telford & Wrekin and focused on three areas of great importance in promoting safe care - proper hydration and preventing pressure ulcers and falls.

Naomi Campbell, RGN Hydration Lead for Cornwall introduced the Cornwall Hydration Project - set up to identify gaps in existing evidence that supports oral hydration - and stressed the importance of education, staffing levels, drinking aids, accurate monitoring of fluid intake and improved continence care.

One of the NHS Midlands and East Ambition is to have a zero tolerance to avoidable grade 3 and 4 pressure ulcers by December 2012. Joy Tickle, the Trust's Tissue Viability Lead, talked about the most recent campaign 'stop the pressure' and discussed grading of pressure sores and how best to avoid and manage them by using the SSKIN guidelines and properly managing hydration, continence



Karen George (Clinical Nurse Advisor for Care Homes) and Ceri Wright (Care Homes Medicines Management Officer) at the event.

and equipment needs.

Sandy Lockwood, the Trust's Team Lead Falls Prevention Service, told the conference that older people living in care homes are three times more likely to fall than older people living in the community.

She told the conference of the importance of risk assessment as well as carefully managed and co-ordinated care plans to suit the needs of the patient.

Maggie Bayley, the Trust's Director of Nursing, AHPs, Quality & Workforce, gave the closing address and thanked the organisers.

Single point of referral for county respiratory patients

The community respiratory team, led by Susan Bradley, has been set up to help avoid unnecessary admissions into hospital for patients who live in the county with Chronic Obstructive Pulmonary Disease (COPD).

Led by respiratory consultant, Dr Bob Wilson, the team comprises respiratory specialist nurses, respiratory therapists, a therapy technician and administrative staff.

A nurse is also available at the Royal Shrewsbury

Hospital from Monday to Friday, 9am to 4pm, to try and avoid patients who arrive at Accident & Emergency from being admitted to hospital, if clinically appropriate.

GPs can refer patients to the team from Monday to Thursday, 9am to 5pm, and Fridays, 9am to 4pm.

The team, based at Louise House, Roman, Road, Shrewsbury can be contacted on telephone 01743 251564 or fax 01743 251576 or Bleep 458.

New treatment suite opens for prisoners with enhanced needs

Mary Jane Seacole (1805 – 14 May 1881), sometimes known as Mother Seacole or Mary Grant was a Jamaican nurse best known for her involvement in the Crimean War where she set up and operated boarding houses in Panama and the Crimea to assist in her desire to treat the sick. She was honoured in her lifetime, alongside Florence Nightingale, but after her death she was forgotten for almost a century. Today, she is noted for her bravery and medical skills and as “a woman who succeeded despite the racial prejudice of influential sections of Victorian society”

Mike Ridley, the Trust’s chairman, and Maggie Bayley (Director of Nursing, AHPs Quality & Workforce) visited HMP Shrewsbury to open the “Mary Seacole Medical Observation and Treatment Suite” along with Graham Weale, Deputy Governor of HMP Shrewsbury.



From left: Graham Weale, Mike Ridley, Kate Clay, Katrina Wainwright, Phil Norris, Bill Davies and Maggie Bayley at the opening of the Mary Seacole Medical Observation and Treatment Suite.

The suite, which was opened on August 16, has been designed and built to care for prisoners who have medical problems which require enhanced nursing interventions, or who are at the end of life and will remain in prison.

The suite was originally two ordinary prison cells which have been converted into one room with en-suite facilities and appropriate equipment and the facility was commissioned and completed with the support of

Professor Rod Thompson, Shropshire’s Director of Public Health.

Also present at the opening were Kate Clay (the Trust’s Clinical Lead for Prisons and CSMT), Katrina Wainwright (the Trust’s Clinical Services Manager Shropshire

Prisons), and Phil Norris who headed up the prison estates team. Maggie and Mike then visited the primary care team and The Governor, John Huntington, at HMP YOI Stoke Heath to discuss the recent inspection by Her Majesty’s Inspectorate of Prisons and the excellent report.

Safety Thermometer becoming well embedded across Trust

Many of you will already be familiar with the Safety Thermometer which is an audit tool used to measure progress within the Safe Care: Harm Free Project.

The use of the Safety Thermometer which is a “snapshot” audit across the whole country on one day per month is now well embedded into practice within the Trust and we are beginning to see

meaningful data emerge as more is entered every month.

The use of the Safety Thermometer is mandatory as part of the Commissioning for Quality and Innovation (CQUIN) process as it has been included by the Department of Health as a CQUIN that all Trusts have to achieve this year.

Investing: new certificate in diabetes care for nurses

As cases of diabetes continue to increase, the Trust's community nurses working are being encouraged to take a special course to improve their skills.

The Warwick Certificate in Diabetes Care (CIDC) provides the practical knowledge and skills necessary to deliver an effective and efficient service for people with diabetes.

The course is assessed and accredited by the University of Warwick to provide 330 CATS points at level 5 (FHEQ). People taking part are expected to carry out all pieces of work and must also be able to attend all six days of the course.

Closing date for applications will be Friday, October 19 and completed forms should be sent to Angela Cook at William Farr House. For further information click [here](#) or contact Angela Cook or Rebecca Lennon on 01743 277693.

Concerned about a child's welfare?

Any Trust staff concerned about the welfare of a child now need to contact Family Connect on 01952 385385 to speak to a Family Connect Safeguarding Advisor.

This is a single point of contact offering a free and confidential service that provides impartial advice, information, guidance and support to all stakeholders, on a full range of family services in Telford & Wrekin.

Hospital building part of town heritage trail



Whitchurch Hospital's main building south-west wing

As part of the Heritage Open Days on September 12, people were able to take a guided tour to view the external parts of the workhouse still existing on the Whitchurch Community Hospital site.

The workhouse was built in 1794 on the Claypit Street site after Whitchurch was incorporated under a local Act in 1792. The former workhouse later became Deermoss hospital and the surviving buildings now form part of Whitchurch Community Hospital.

Andrew Thomas, the Trust's enhanced care manager for the North Locality, said: "This was a good event to showcase our hospital's heritage and also promote public awareness of our modern services."

Involving: chance to join Library Management Group

Are you interested in getting involved in health library and knowledge services governance?

If so, the Trust is seeking people to join its Library Management Group (LMG), which oversees, co-ordinates, reviews and assesses the shared Library and Knowledge Services, on behalf of stakeholders (Shropshire Community Health NHS Trust, Shropshire County PCT, NHS Telford and Wrekin).

The primary aim is to ensure the strategy for provision of required

library and knowledge services is implemented across the organisations served, in line with the Library Quality Assurance Framework.

We are looking for additional members from active users of library and knowledge services to take part in meetings.

Meetings are held three times a year (two hours maximum per meeting) and rotate between Telford and Shrewsbury. Anyone signing up will gain a greater understanding of wider

issues about library and knowledge services in NHS organisations. This is also an opportunity to influence strategic planning and gain leadership, management and communication skills.

Further information is available from sabelo.mapasure@shropcom.nhs.uk Library and Knowledge Manager, Shropshire Community Health NHS Trust, William Farr House, Shrewsbury, SY3 8XL, telephone 01743 277500 ext 2054 or log onto the website www.shropshire.nhs.uk/knowledge

Don't forget whistleblowing policy

The Trust is committed to ensuring the highest possible standards of service and the highest ethical standards in delivering this service.

It is the responsibility of all staff to ensure that if they become aware that the actions of other employees may compromise this objective they will be expected to raise this matter.

This can be done through speaking to your line manager but, occasionally, instances may arise where this is not appropriate.

These may include suspected malpractice or ill treatment of a patient, suspected fraud or where a criminal offence is likely to be committed.

Staff are then encouraged to use the Whistleblowing Policy and Procedure which can be found by clicking [here](#).



Non-executive director Rolf Levesley

By following the correct process it allows the Trust to properly investigate claims and, where appropriate, take action. All serious accusations need to be properly investigated and people's identities must be kept anonymous

until these have been completed.

The person raising such concerns is also treated confidentially and the Trust will not disclose their names without their prior consent.

Non-executive director Rolf Levesley is an alternative point of contact and has received appropriate training for this role.

Any employees who wish to raise concerns under this policy can contact Rolf by calling 01952 433594.

Rolf Levesley, Trust Non-executive director, said: "It is really important that people are aware of this policy and use it when they have genuine concerns. I can reassure all staff that any issues raised will remain strictly confidential and staff will be supported through the process."

Queries from media

Staff are reminded that all media enquiries should be directed to the Trust's Communications team on 01743 277662 or by email to the communications manager, mathew.James@shropcom.nhs.uk or communications assistant alison.grange@shropcom.nhs.uk

Remember: just as we are respectful of patients' privacy and dignity, so we also need to be conscious of patient, carer and staff confidentiality when we are approached by the media.

Involving: new social care service

The Trust is now a registered member of Patient Opinion, the UK's leading independent non-profit feedback platform for health services and will be using the feedback gathered to drive improvements in patient experience.

Patient Opinion will be launching a new feedback service for adult social care after being awarded £160,000 from the Department of Health to develop Care Opinion,

which will be launched in early 2013. Both sites will build on the same remit of encouraging patients and carers to share their stories so lessons can be learned and services improved.

For any staff who are new to Patient Opinion, a programme of free monthly online sessions are being set up. To book click [here](#)

To read the Patient Opinion summer newsletter, click [here](#)

Inform is produced by the Communications Team.

If you have any ideas for features or you would like to promote you and your team's success—then simply email: alison.grange@shropcom.nhs.uk with any ideas that you may have.

The newsletter is produced on a monthly basis, and is published in the middle of the month.



Annual General Meeting 2012

The Chairman and Chief Executive of **Shropshire Community Health NHS Trust** warmly invite you to the first Annual General Meeting of the Trust.

- The AGM will take place on **Tuesday 25 September 2012**, starting at **6.15pm**

- The venue is the **Sovereign Suite** of the **Shrewsbury Town Football Club, Greenhouse Meadow, Otley Road, Shrewsbury, SY2 6ST**

- The AGM will include:
 - Welcome and introduction from Mike Ridley, Chairman
 - Reports from Jo Chambers, Chief Executive and Stuart Rees, Director of Finance on the Trust's first year (including presentation of our Annual Report and Accounts)

Presentation of staff educational and other awards will follow the AGM

Please let us know if you are planning to come along to our AGM, by emailing: louise.tompson@shropcom.nhs.uk or by calling 01743 277583