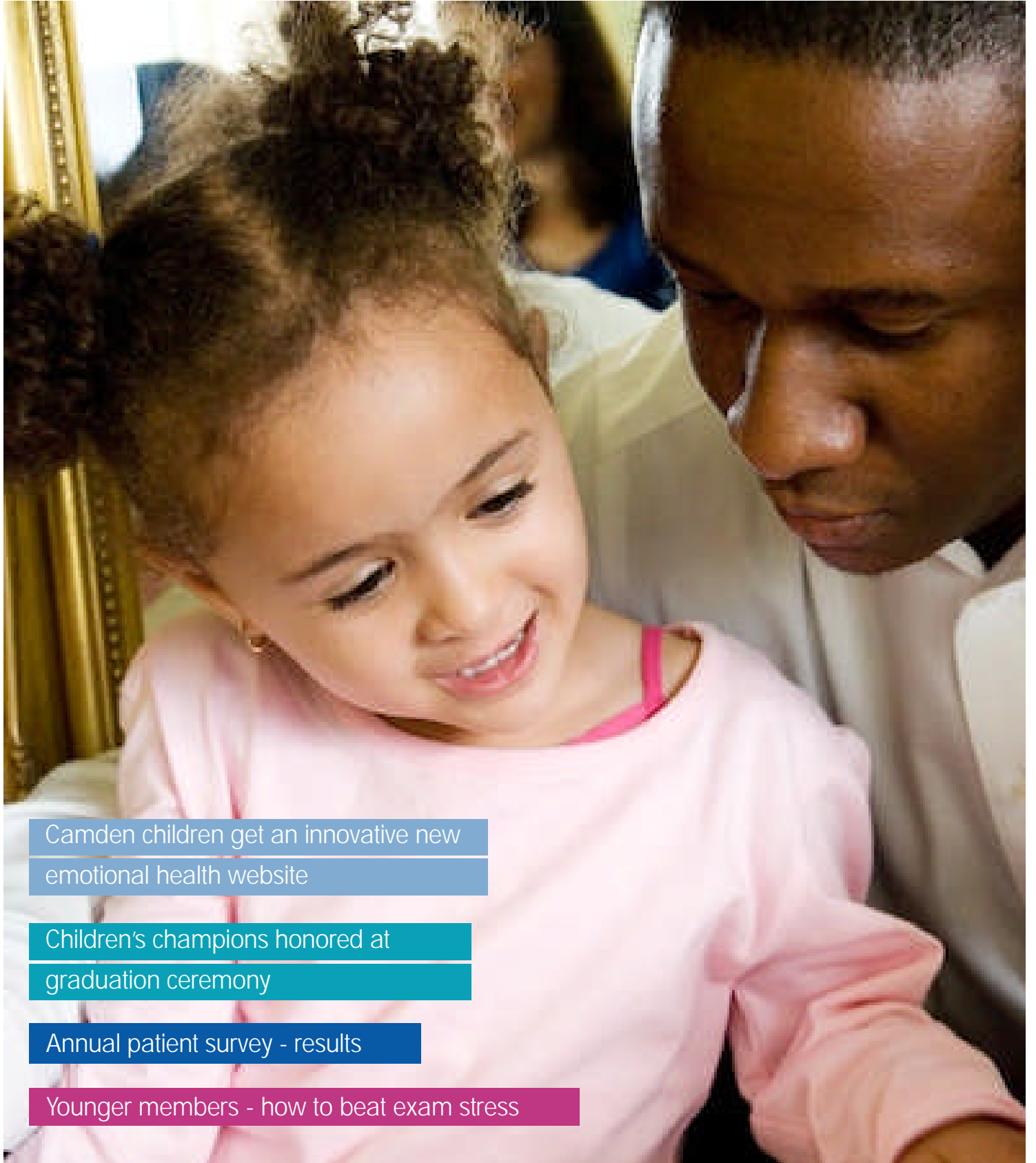




# members' newsletter

Winter 2008



Camden children get an innovative new emotional health website

Children's champions honored at graduation ceremony

Annual patient survey - results

Younger members - how to beat exam stress



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## EVENTS

**Board of Governors 2-5**  
Thursday 14 May 2009

**Board of Directors 2.30 - 5.30**  
Tuesday 31 March 2009  
Tuesday 28 April 2009

All are welcome to these meetings. There is no charge for attendance and refreshments are provided. Details of venue and papers can be accessed from the website a week prior to the meeting.

# Camden children get an innovative new website

We have recently begun an exciting project to provide every primary-school aged child in Camden access to an emotional health website. Funded by Camden Primary Care Trust the site will be launched in the Autumn to coincide with the start of the new term.

1 in 10 children have some kind of mental health difficulty while at primary school. Our site will promote good mental health, help them to manage difficult feelings and to signpost routes to specialist services should they be needed. Delivering games, interactive content and child-friendly designs, the site will link into the high-quality work already done in schools around emotional learning.

We have already started consulting primary school aged children. We have learnt that they would value 'someone they could talk to' and who could give them advice, games, a site that is interactive and fun as well as being informative and supportive.

Children have suggested that the site links with schools and with adults, perhaps with a section for parents and for schools. We are currently consulting more widely on these issues to find out exactly what teachers and parents want from the site.



Sally Hodges, our Communications and Public and Patient Involvement Lead and project lead for the website is delighted that the website is delighted to have received funds to develop this site in Camden. Sally commented "there is a great deal of online information that covers emotional health for teenagers but there is very little for younger children. The children we have asked welcome this site and we look forward to its launch".

**"there is a great deal of online information that covers emotional health for teenagers but there is very little for younger children"**

## what's new

### Make a difference - become a Governor

This October, the terms of office for our Board of Governors will come to an end.

The Trust has 11 public seats to fill. There are 3 Camden seats, 6 Rest of London seats, and 2 Rest of England and Wales seats. Elections will be held in mid-July.

Nominations for candidacy must be received by Friday 5th June. On Monday 8th June, the statements of all candidates will be published and sent to Members. Ballot papers must be returned by Monday 15th July, and the result will be announced on Tuesday 16th July.

Any Member is entitled to stand for election to the Board of Governors, and the Trust welcomes all Members to consider themselves.

Current Governors have served one term on the Board, and are entitled to stand for re-election for one further term.

If you are interesting in standing or election, or know of someone who may be interested, please do get in touch with the Trust Secretary for further information.

The Trust will be holding workshops where Members can come in to the Trust and talk to people about being a Governor and what is involved. These meetings will be held from April until June. The Trust will also be holding short 1:1 sessions, for help with writing the nomination form and having photographs taken.



## Why become a Governor?

As a Governor you would play an important part in our decision making processes.

another but there are usually common themes.

Our Governors lend their individual skills and knowledge at board level. Because they can be patients, students and local residents this is particularly important as it means that the voice of the local community can be heard right at the top of the decision-making process.

Advisory - providing views on how our Trust can better meet the needs of members and the wider community

Being a Governor also means you can develop your skills.

Guardianship - ensuring our Trust is well managed, holding the Board of Directors to account for the performance

Strategic - advising on our Trust's strategy

## What kinds of things do our governors do?

The role of a governor varies from one foundation trust to

Our governors cover a wide range of activity, often dependent on their particular skills and interests. Many sit on internal Committees.

We have governor representation on our Public and Patient Involvement Committee. Often governors who are the parents of our patients are interested in this Committee where they can share their views and their children's views about our services.

We also have governor representation on our Communications Committee, where we make strategic decisions about our communications, for example our patient information, newsletters and website.

## How have our governors made a difference so far?

Our Governors have played vital roles in a number of areas of our work. Having Governors sit on our internal committees has proved invaluable as they have brought their varied portfolio of skills and interests.

Some of the areas Governors have made contributions include:

### Public and patient involvement

Some of our Governors sit on the Public and Patient Involvement Committee and bring with them an added external perspective. Our Governors are currently contributing to the young people's agenda and helping

us to think about how to engage more effectively with children and young people. As one of our Governors is the parent of a young service user seen by our Child and Adolescent Mental Health Services this brings a vital perspective to this strand of work.

### Membership engagement

Our Governors hold meetings and attend events such as the Annual Public Meeting where they are available to talk with members outside of the formality of the Board meetings to find out what concerns them. This provides an essential link between our members and our decision making processes. A Governor also sits on the editorial board for the Members' Newsletter.

### Communications

We have Governor representation on our Communications Committee, which is responsible for overseeing a number of communications activities including the production of patient information, the website and our media presence.

One of our Governors has a great deal of journalism experience and brings invaluable insight to our media strategy. Another Governor supports our website strategy, particularly around Web 2.0 technologies such as

discussion forums, blogs and podcasts.

### Design

Our Governors have also added to work in the Trust around design, including the actual building and its art. They have assisted in the new project to refurbish the reception area and in a wider piece of work to improve the overall building and its internal and external spaces.

### Equalities

Ensuring we meet the needs of all communities is of great importance to us. We are working with our Governors to ensure we achieve success in equity and fairness for everyone.

### General governance

Our Governors have been instrumental in setting up online appraisal mechanisms for the Trust Chair. They were also involved in the recent appointment of our new Chief Executive. They have also contributed to the quality agenda, risk management, the accounts process and more.

Ultimately our Governors have been vital in bringing both an internal and external perspective to our decision making which helps us to be mindful of the external environment and its pressures and demands.

# Feedback from patients: annual patient survey 2008

## What is it?

Every year we send a survey to patients whose treatment at the Trust concluded in the previous six months. It is an anonymous questionnaire which aims to strike a balance between tick and comment boxes. The survey is a good indication of how our patients see us. Both positive and negative views are welcomed and often quite surprising thoughts are received which help us to reflect upon what we are doing from a different perspective, that is the patient perspective.

The feedback given to us directs future patient service development.

## How many responses did we get?

Each year the survey is posted to around 600 former patients and we receive a response rate of around 20%. This is not bad but we could do better. We are always looking for ways to improve upon this and if you have any suggestions please get in touch with us. Next year we plan on placing the survey on our website so that people can access it electronically.

## What did patients say?

Nearly three quarters of former



patients indicated that their clinician listened carefully to them. Over half answered that they had trust and confidence in the clinician they saw. Most patients found their treatment to be helpful. One fifth did not find their treatment to be helpful. These figures are similar to those from previous years.

More than half of all those who returned the questionnaire found the Trust's appointment arrangements to be excellent and 73% of responders stated that they would recommend our services to a friend or family member.

In terms of cleanliness, comfort and the provision of vending machines, nearly one third of former patients found the Trust's facilities excellent and two thirds of responders found the facilities acceptable. But when comparing these findings with those from other years, this indicates that there has been a decrease in the level of satisfaction with the Trust's facilities.

## What do we do with the feedback?

Consistent with previous years, former patients expressed a lack of understanding for the

therapeutic approach of the Trust. Over the past year, the departmental patient information leaflets have been revised and a number of new service leaflets produced. We envisage that the design of further patient information leaflets and the launch of the new Trust website will provide patients and public members alike with the opportunity to learn more about our services.

In addition, a number of negative comments were received regarding the condition of the building and the ground floor toilets. In response to similar comments received throughout the year, all the toilets have been redecorated and the ground floor will be refurbished over the coming months. We hope that the new entrance to the Trust will appear modern, welcoming and more patient-focused.

## Thank you

We are grateful for the feedback we received from our former patients and recognise that without their views many important areas of the patients' experiences of the Trust, its services and facilities would not be heard.

# Our annual graduation ceremony

On 17 January the Trust held its annual graduation awards ceremony at the Institute of Education. Collaboratively run by the Trust and the University of East London, the ceremony was a chance for the Trust to celebrate the substantial achievement of some of its 2000 graduates.

Kids Company founder Camila Batmanghelidjh and peer Earl of Listowel were recognised at the ceremony in recognition of their amazing and tireless work to improve things for disadvantaged children and young people. Both received an Honorary Degree.

## Significant achievements

Lord Listowel is vice chair of the Associate Parliamentary Group for Children and Young People in Care. This influential group has helped young people in care to have their voice, and the voice of their carers, heard in parliament.

Lord Listowel played a vital role in securing, in the Adoption and Children Act 2002, the right to independent advocacy for looked after children when they are making a complaint.

In the course of the Education Act of 2005, Lord Listowel was one of those arguing that looked after children should have priority in school admissions and called for it to be a statutory requirement for each school to have a designated teacher for looked after children. He was defeated

## Lord Francis Listowel

Francis Lord Listowel was awarded an honorary doctorate for the dedication and commitment he has displayed to areas of policy and practice that are very dear to our heart; namely the mental health of children and adolescents, children in care, families, and the staff who work with them.

Lord Listowel was elected as one of ninety hereditary peers to remain in the Lords in 1999. Lord Listowel was elected for his work in drawing attention to the

at the time, but has subsequently seen HMG bring in this statutory requirement three years later with the Children and Young Persons Bill.

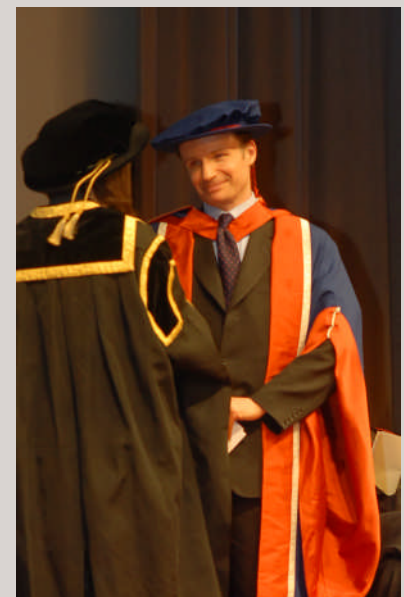
He has continuously created and taken all opportunities to highlight the needs for all care workers, but particularly social workers to be given adequate training, supervision and reasonable caseloads. He has championed the newly qualified social worker status, and taken a real interest in key developments.

Recently, having pressed over several years for attention to be given to the needs of

needs of young homeless people during the government's Rough Sleepers Initiative. Lord Listowel has close links with the Trust. He is a member of the Care Matters Partnership, a grouping made up of the Trust, the British Association of Adoption and Fostering, and Coram. The partnership was formed after publication of the Care Matters white paper, with the aim of representing mental health perspectives on the wellbeing of children in care and the needs of social care staff and carers.

Lord Listowel is a patron of VOICE and the Michael Sieff Foundation.

social workers, he has seen the government create a social work taskforce.



## Camila Batmanghelidjh

Camila Batmanghelidjh's life and work have been centrally important in bringing the reality of the experience of forgotten children and young people to the mind of everyone, and, not least, the policy makers of this country.

She is the Director of Kids Company, a charity which delivers practical, emotional and educational support to vulnerable inner-city children and young people. Most of the children who seek its help suffer from severe emotional and behavioural difficulties resulting from significant experiences of trauma and neglect.

As an advocate for marginalised children Camila Batmanghelidjh speaks regularly at national conferences, contributes articles to newspapers and professional publications and is a regular broadcaster, for example to BBC Broadcasting House on Sunday mornings, picking her articles to make her points with unerring accuracy, to most stunning effect.

Camila's work is of tremendous relevance to our work at the Tavistock and Portman NHS Foundation Trust. Some of her staff are now also training with us, some on our Postgraduate diploma, MA in Psychotherapeutic Approaches to work with adolescents, and some of us are working on joint research projects with Kids Company.

## Significant achievements

She has gained a First Class Honours degree in Theatre and Dramatic Arts, a Foundation Art Psychotherapy course, a Masters in the Philosophy of Counselling and Psychotherapy and has trained at the Tavistock Clinic in Psychoanalytic Observational Studies.

In her early twenties Camila founded her first charity, The Place 2 Be, which now offers a national programme of emotional support and therapy in primary schools.

In 1996 Camila set up the first Kids Company drop-in centre under six disused railway arches in Camberwell.

She was chosen as Person of the Year by New Statesman Magazine, and she won the Woman of the Year award.

She was identified as one of the top 50 social contributors in the Independent's Good List.

The Centre for Social Justice has awarded her a Lifetime Achievement award.

Her book, *Shattered Lives: Children who live with Courage and Dignity*, was published in 2006 and has



become a staple of social work and psychotherapy training syllabuses.

In 2006 she was named Social Entrepreneur of the Year by Ernst, Young and Coutts.

In 2007 charity leaders voted Camila Most Admired Chief Executive in the awards of the Third Sector.

She has twice been named among the 1000 most influential Londoners by the Evening Standard, which placed her in the top 50 in its 2008 list.

in April 2008 Kids Company received a government grant of £12.7 million over three years.

Camila has received honorary degrees and doctorates from Goldsmiths, University of London; the University of Warwick; the University of Northampton; the University of Staffordshire; the University of East Anglia; the Open University; the University of Wolverhampton and London

# younger members

Are exams doing your head in? Are you worried about letting your family, teachers or yourself down? Or it might be that your family may not expect much from you and you want to show them what you're capable of. To make matters worse you may be suffering from other stressful problems, boyfriend break ups, not getting on with your dad, always skint. It's no wonder that you can sometimes feel overwhelmed by it all. So what can you do about it?

## Plan in advance

Around eight weeks before your exams get a plan together. Find out what each exam will consist of, essay questions, short answers. Draw up a revision timetable for each week. You may want to spend more time on the subjects you find hardest. Get hold of the syllabuses for each exam as a starting point. Find out where the gaps in your knowledge are, ask your teachers what they think your weakness are and look at your past exams papers or tests.

If possible get some practice questions from previous year's exam papers. You can ask your teacher for these or get them online. Learn your topics then find out how much you know by setting yourself mini-tests. Go through the practice questions and build up a bank of 'perfect' answers to use as revision aids. You may also find it useful to mock up an exam paper, with the same number of questions and the same time allowed as your exam. This can help reduce the stress of the unknown and help you to reduce nerves in your actual exam.

## Ask for help

Don't be afraid to ask for help if you need it - whether it be from your family, teachers or friends. If you're worried you have notes missing, don't understand some bits of your subject or need access to revision aids speak to your teachers who should be able to help you. You can also find lots of online help, for example the BBC have some great online tools to help with revision.

Remember that if you feel that things are becoming overwhelming for you or if you start having panic attacks your GP is available to help.

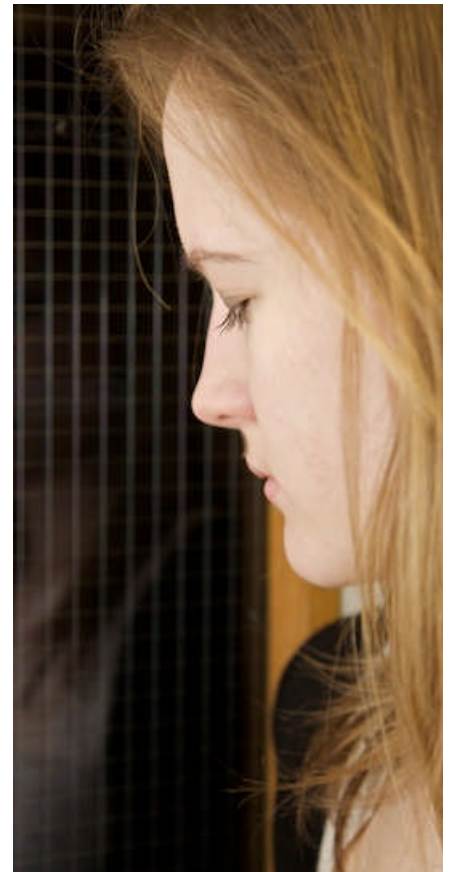
## Look after yourself

Spend some time de-stressing. Take short breaks during your revision and try to do some exercise - exercise is one of the best ways of relieving stress. Make sure you get lots of sleep - you won't take things in if you are overtired. Eat well, avoid lots of caffeine and sugary foods as they can make you feel more anxious and try to drink plenty of water as dehydration affects your concentration.

Try some relaxation techniques. The Mental Health Foundation has some great downloadable podcasts of relaxation techniques, visit their website for the 15 minute version.

## Positive thinking

No matter what anyone else thinks or says you can only do your best in your exams and if you don't do as well as you would like it is not the end of the world. If you don't do as well as you'd planned there are many other options available to you even though you might not see



this right now. Everyone has different skills and exams are usually a very restrictive way of testing these. For example, you may be great at things they don't test for, you may be a great listener, understand people really well, be great at motivating others. What you can offer is so much more than your exam results.

## The dreaded exam day

Make sure you are fully prepared for the exam, be on time, bring a watch, plenty of pens and pencils etc. Try not to talk to your friends about what they know or don't know before the exam. It always seems that everyone knows things you don't and they may mention something you have missed which can set you off in a panic. If you feel your mind going blank close your eyes and take some deep breathes to calm yourself. Once the exam is over put it behind you and move on to the next one. Once your exams are finished give yourself a well deserved break!