

## Message from Jonathan Montgomery, chair of Hampshire Primary Care Trust

I am delighted to announce that we have appointed Debbie Fleming as the new Chief Executive for NHS Hampshire. Debbie is an experienced and dynamic health service leader currently working as Chief Executive for NHS Bournemouth and Poole. She has worked within the NHS in Dorset since 1989 in a range of senior positions within both primary and secondary care. Debbie will be bringing this wealth of knowledge and experience to her new role when she joins us in January.

I would like to welcome Debbie to NHS Hampshire and look forward to her arrival in the New Year. I would also like to extend my thanks to Richard Popplewell, our Interim Chief Executive. Richard has been hugely important in providing leadership and focus for the organisation and he will continue to be Chief Executive until Debbie joins us.

Gareth Cruddace, our previous Chief Executive, recently retired from the NHS following a long period of compassionate leave. On Wednesday, September 30 I led a celebration of Gareth's contribution to health-care over the years and thanked him for his many years service.



Debbie Fleming

We've missed Gareth enormously and we will continue to miss him. It has been my privilege to work with him at Hampshire PCT, and previously at the Hampshire and Isle of Wight Strategic Health Authority (now the South Central Strategic Health Authority). He is a man of the highest integrity, with a great commitment to public services.

He's worked for the NHS for 33 years, since he left school, and has been at the heart of developing the NHS in Hampshire and nationally. Under his leadership, services are now significantly improved. Gareth thanked his colleagues within the PCT for their support, saying that 'there really isn't a better job than a job in the NHS, helping people to live healthier and longer lives.'

This week saw the release of the Care Quality Commission annual performance rating and I am pleased to report that we were rated as 'good' for Quality of Commissioning and 'fair' for its Quality of Financial Management.

These results are a testament to all of those who are involved in providing healthcare to local people as they confirm that the quality of health services in the county is good.

There are some areas where we didn't meet the targets during 2008/09 and we are obviously disappointed by this. However, we have been working hard with our partners to develop robust plans which will improve these areas

I hope you find this issue of Dialogue to be useful and informative.

Professor Jonathan Montgomery  
Chair, Hampshire Primary Care Trust

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## Our finances

The PCT has a budget of c£1.8 billion to make sure that the 1.25 million people living in Hampshire have access to a wide range of healthcare including family doctors and community services.

At the last board meeting an over-spend of £4.8 million to month five of this financial year was reported. We are still forecasting that we will break-even this financial year however there is still an estimated risk of £10 million to achieving this. The key pressures remain acute provider activity, continuing care and the slower progress on implementing the planned service improvement plans.

In order to break-even by the end of this financial year, we will do the following to deliver savings:

- reduce GP referrals to acute trusts and subsequent outpatient attendances
- ensure average treatment times remain at agreed levels
- ensure patients are treated in the most appropriate location, with emphasis on managing more patients in a community setting
- continue to scrutinise accounting within acute trusts
- ensure specialist commissioning achieves planned activity levels
- continue to prescribe the most cost effective drugs
- remove all discretionary spend within the PCT's headquarters for the remainder of the year.

## How is NHS Hampshire performing?

The second NHS Hampshire performance report to use the new format explained in the last issue of Dialogue is now available on our [website](#). The new format 'Commissioning Performance and Assurance Report' is based on our five strategic goals and will make it easier for all to monitor our performance - both internally and externally.

The report gives a rating of red, amber or green for each of our five goals:

1. Reduce health inequalities by targeting initiatives on those areas of greatest need that would generate the greatest impact - Amber.
2. Transform the pathways of care for the 'big killers' to improve health outcomes - Amber.
3. Improve the pathways of care for patients with long term conditions, focusing resources on early intervention and care closer to home - Amber.
4. Recycle an increasing proportion of our funding each year to deliver a sustainable healthcare system with the increasing demands of an ageing healthy population - Red.
5. Continuously improve the quality and outcomes of the services we commission - Amber.

The report also highlights a number of specific risks in relation to our targets for breastfeeding, symptomatic breast patients, early intervention in psychosis and access to NHS dentistry. During the last board meeting, the board reviewed these risks and, using the information within the report on mitigation factors, was able to confirm that processes are in place to manage them.

## What was agreed at our recent board meeting?

The NHS Hampshire Board met on Thursday, 24 September at the Ark Conference Centre in Basingstoke - all the papers from this meeting are currently on our [website](#). Aside from reviewing our financial and operational performance (see page 2 for further details on these reports), the Board agreed the following:

- That the NHS in Hampshire is well prepared to manage a sustained A(H1N1) influenza pandemic - see paper COM09-063.
- Which future investments into the development of individual services, now that future funding levels are likely to be reduced, to delay, continue, reconsider or review - see paper COM09-064. For more information about the decision taken over Oak Park Community Hospital, please see page 7.
- A plan to deliver health services for the population of Havant and south east Hampshire - see paper COM09-066.

The Board also noted the following:

- The World Class Commissioning (WCC) Assurance Management Process which will be used by NHS Hampshire to meet the Department of Health's WCC criteria - see paper COM09-066. The WCC framework is now in its second year and is the key driver for improved health outcomes, reduced health inequalities and higher quality care.
- Progress on the development of the Transforming Community Services Programme - see paper COM09-067 and an article on this programme on page 5.
- Policy, funding and an approach for establishing the preferred provider network for Continuing Health Care - see paper COM09-068.
- Progress on the remodelling of Gosport War Memorial Hospital - see paper COM09-069.
- A report on NHS Hampshire's workforce.

In addition, the Board received the Vital Signs performance report on our performance last financial year against 38 vital signs which cover national requirements, national priorities and local priorities – see paper COM09-072. The report was presented at the Hampshire County Council Health Overview and Scrutiny Committee on September 29 and will also be discussed at the Hampshire Local Involvement Network event on October 15 – if you would like to attend, please [email](#) Amanda Hames, LINK officer or call her on 07920 008 860.

## Swine flu update

Swine Flu - Influenza A (H1N1) - was first detected in the UK this spring. The first peak was in late July and statistics show that we may be about to enter a second wave. However, the number of cases remains low and the virus continues to be mild for most people.

The Department of Health has been working with companies to produce a vaccination against Swine Flu and trials are currently underway. Licensing is likely to take place in October and a roll-out of the vaccination will follow. High risk groups will be the first to be offered the vaccination and groups will be prioritised in the following order:

- people aged over six months and under 65 years currently in seasonal flu clinical at risk groups
- all pregnant women - subject to licensing conditions on trimesters
- household contacts of people with compromised immune systems people aged 65 or over in the current seasonal flu clinical at risk groups.

Frontline health and social care workers, approximately 2 million people, will begin to be vaccinated at the same time as the first at risk group because this group is at increased risk of infection and of transmitting infection to susceptible patients. Protecting these people will help maintain resilience within the NHS and social care settings

## Come along to our next board meeting and our public seminar

The next board meeting will take place on Thursday, 26 November in Ferneham Hall, Fareham - please come along.

Just before our recent board meeting last Thursday, 24 September a public seminar took place to discuss the Green Paper 'Shaping the Future of Care Together'. The Green Paper sets out a vision for a new care and support system that is fair, simple and affordable for everyone. It also sets out a number of consultation questions and asks everyone to provide their views about how they think Government can make this vision a reality. To take part, go to the consultation's [website](#) - please note the consultation will close on 13 November.

The next meeting will take place at 2.00pm on Thursday 26 November 2009 at the at The Octagon Room, Ferneham Hall, Fareham - the papers for this meeting will be available on our website on 19 November, one week beforehand. There will also be a public seminar at 12.30pm (topic to be confirmed). If you would like further information on attending either of these, please call Ian Corless on 023 8062 7460.

**NATIONAL  
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SERVICE**

[www.direct.gov.uk/pandemicflu](http://www.direct.gov.uk/pandemicflu)  
**INFORMATION 0800 1 513 513**  
**TREATMENT 0800 1 513 100**



## NHS Hampshire AGM

On 10 September Hampshire residents found out how Hampshire Primary Care Trust (comprising commissioning organisation NHS Hampshire and provider Hampshire Community Healthcare (HCHC)) has made a positive difference to health in the county at the Trust's Annual General Meeting at the Winchester Guildhall.

Residents were offered the chance to ask board members any questions on health and health services. Special emphasis was given to the two health issues that have been of greatest concern to residents – dental provision and infection control.

Chairman of Hampshire Primary Care Trust, Jonathan Montgomery, said: "Our Annual General Meeting is an important event that gives the people of Hampshire the chance to find out how we are developing their health services. It also gives them the chance to put us their questions to us."

The Hampshire PCT Annual Report 2008/09 along with an agenda and papers from a Board meeting which also took place on 10 September are available on our [website](#). Our annual report gives a flavour of the work we have done over the last financial year to ensure that the people of Hampshire can rely on good quality services being there when they need them. It also includes information about our Stop Smoking Service - NHS Hampshire was one of only three PCTs across the country who reported more than 5,000 successful quitters in 2008/09.

## Transforming Community Services Programme

The Transforming Community Services Programme will ensure the community services that we commission in Hampshire can meet the health needs of our population for now and the future.

The Department of Health set a vision for the delivery of high quality community services in January this year and expects all PCTs to have clear commissioning strategies for community services by October 31, 2009. In order to deliver this we have been working through three phases:

**Phase 1** - in August we submitted to the South Central Strategic Health Authority (SCSHA), a paper which identified and analysed all current and potential community services, and identified five priority areas.

**Phase 2** - we are now working to submit a paper to the SCSHA by the end of October which will include an analysis of existing community services and a detailed strategy for each of our five priority areas. Our work has been informed by NHS managers and clinicians, patients and the general public to ensure we are sharing existing work, avoiding duplication of effort and choosing the right priorities. At present, our five priorities are:

- chronic pulmonary disease (COPD)
- frail elderly care
- end of life
- child and adolescent mental health services
- stroke rehabilitation

**Phase 3** —this will be a continuation of phase 2 and will end in March next year. Implementation of the new strategies will continue over the next two years.

## New clinic will help save sight

People who live in South East Hampshire and who have diabetes will soon be able to have vital screening that could save their sight closer to home.

A new Diabetic Retinopathy Screening service at Petersfield Community Hospital opened this month and is run by Care UK, which has provided the service at St Mary's NHS Treatment Centre in Portsmouth since April 2007.

Dr Alison Taylor, consultant in public health at NHS Hampshire said; "It's important that every person with diabetes considers having this test. Left untreated, Diabetic Retinopathy is the largest cause of preventative blindness in working age people."

## New NHS dental practice

Seeing a NHS dentist in Basingstoke will get even easier for local residents when a new NHS dental practice, offering both booked appointments and an on the day service, opens.

The dental practice is soon to open - initially in South Ham, it will then move to join the brand new Hampshire Healthcare Centre (Basingstoke) when it opens on the Basingstoke and North Hampshire Hospital site later this year.

Registration is simple. You can register by visiting the Hampshire and Isle of Wight Dental Helpline [website](#) or by telephoning 0845 050 8345. Details will be passed on to the dental practice and an appointment for an initial examination arranged within the next couple of months.

Anyone who needs emergency treatment whilst waiting to register should call the Dental Helpline on 0845 050 8345 as usual, between 9am and 5.30pm Monday to Friday

## Staff profile - Theresa Jones

### Where were you working before you came to the NHS?

At a top 100 digital agency (in New Media Age's 2008 listing) and before that, I was at IBM in Basingstoke as a web project manager.



### What is your role within NHS Hampshire?

As digital services manager at NHS Hampshire, I'm responsible for the web team. On April 1, we launched two websites, one for NHS Hampshire and one for Hampshire Community Healthcare (HCHC), and now we're working on two intranets for the two organisations. We're also looking at ways to improve the format of Dialogue - [email](#) your suggestions to Julia Dennison.

Other websites we have built include:

- [www.scscq.nhs.uk](http://www.scscq.nhs.uk)
- [www.hampshirehealthrecord.info](http://www.hampshirehealthrecord.info)
- an intranet site which is used by clinicians across Hampshire to capture the number of cases of swine flu.

### What is your ideal holiday destination?

Tuscany, Italy.

### What is your favourite band?

At the moment, Pendulum.

### What is your favourite book?

Lovely Bones by Alice Sebold. I also like The Time Traveller's wife by Audrey Niffenegger.

### What do you like to do outside work?

I like to go running and go to as many festivals as I can.

**Tell us something interesting about you?** I was born in Los Angeles.

## Decision on Oak Park Community Hospital

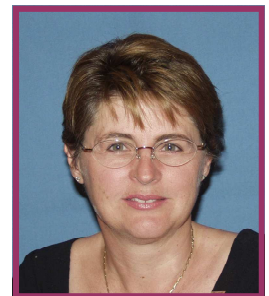
The NHS faces a more uncertain funding future and NHS Hampshire decided to review its spending for future years.

The board of NHS Hampshire considered a recommendation that Oak Park Community Hospital, planned for the Havant area, was no longer financially affordable.

Jonathan Montgomery, chair of NHS Hampshire said: "The board was unanimous that the £75 million revenue cost for Oak Park Hospital over 25 years was unaffordable in light of anticipated future funding. However, recognising concerns raised by local people about the lack of detailed alternative proposals, the board agreed to defer a final decision on the discontinuation of the hospital scheme to allow further work with the local community to develop more detailed plans for the provision of local services in a different way."

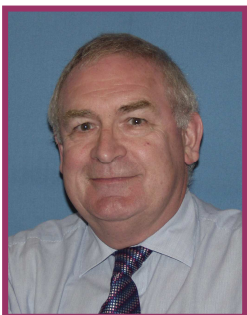
## Hilary Tyler retires

Hilary Tyler, previously our deputy chief executive and finance director recently retired. Hilary explained that it was a hard decision to make, however is looking forward to going to Australia to enjoy the sun over the winter months. She will be back in England for the summer next year.



## Re-appointment of Jack Climpson

We are pleased to announce the re-appointment of non-executive director Jack Climpson who will serve a further term.



Jack Climpson spent 30 years working with IBM before retiring in 2000. He has held several non executive posts with NHS organisations in Hampshire over the past few years. He is a governor at the University of Portsmouth and audit advisor to the RNID. Jack is based on Hayling Island.

## NHS Hampshire on the road!



Sign Up roadshow in  
Havant Market

### Privacy and dignity roadshow in Ringwood

NHS Hampshire hit the road earlier this month to give local people the opportunity to express their views on the NHS, with not one, but two roadshows!

The first, looked at privacy within hospitals. Richard Samuel, director of performance and standards for NHS Hampshire, said: “We are working with hospitals across Hampshire to provide same sex accommodation for patients and we want members of the public to get involved and tell us what they think of the changes.”

The second roadshow promoted our Sign Up scheme to Hampshire residents. The scheme offers local people the chance to get tailor-made health information and receive discounts via the NHS staff discount scheme, NHS discounts.

So far, the Sign Up roadshow has visited Gosport and Havant markets, Gosport War Memorial Hospital and an older person’s forum in Rushmoor. Check out the Sign Up [website](#) for further

## Helping local people to influence local health services

The latest research shows that 16% of Hampshire residents feel they can influence decisions affecting local NHS services. We aim to increase this to 28% by October 2010 and our Sign Up scheme will play a vital part in achieving this.

Mel McKeown, Head of Communications and Engagement for NHS Hampshire said: “The NHS is listening so have your say! We are encouraging local people to talk health with us and claim some great benefits and savings. They really can make a difference to the service their community receives – it’s their NHS. We’d like to hear what health issues are most relevant so we can continue to improve the health of the local community and ensure access to safe, high quality services.”

Those who sign up will get these benefits and special offers:

- health related offers and incentives
- health advice tailored to you
- updates on healthy activities
- the chance to shape the future of your NHS hundreds of special savings from big name shopping, leisure and travel companies.

Visit the Sign Up [website](#) or call 023 8062 7434.

## Local health staff do the Walk4Life



Local NHS staff have been taking their own advice about staying active by joining in a 190 mile ‘Walk4Life’ through the NHS South Central region, which stretches from Milton Keynes to the Isle of Wight.

Four members of NHS Hampshire got up early on Thursday, September 24 to walk a few miles before work on the Winchester to Southampton leg of the trek. A core team from the South Central Strategic Health Authority has been walking an average of 20 miles a day covering the counties of Berkshire, Buckinghamshire, Oxfordshire, Hampshire and the Isle of Wight. The aim is to raise awareness of the benefits of physical activity and highlight the Government’s lifestyle revolution ‘Change4Life’ that is helping families to eat well, move more and live longer.

Each of the nine Primary Care Trusts across the South Central region is raising money for charities relating to different areas of patient care ranging from maternity to end of life care. NHS Hampshire is supporting the cancer charity Macmillan.

Tim Moran, Key Contracts Manager at NHS Hampshire said: “This was a great opportunity to get out into the sunshine and enjoy a walk in the Hampshire countryside before starting work. It was good fun and we’re really pleased to have raised more than £250 for such a terrific cause.”

## Determined to provide more dental places

In 2008/09 we spent over £41.8 million to provide NHS dental services - routine dental treatment, urgent treatment and orthodontic treatment. Also, services to patients who cannot access care from a high street dentist because of their medical condition.

And, we are determined to provide more NHS dental services for Hampshire residents. To achieve this we commissioned five new NHS dental practices during 2008/09 as part of a two year £4m investment plan. The practices, in Petersfield, Romsey, Alton, Hamble and

Waterlooville, will have taken on over 19,000 new NHS patients this year. A further new practice has recently opened in Basingstoke, two more will open in Bordon and Lymington in the next few months, and we plan to open another five over the next 12 months. In addition, we have worked with current dental contractors to extend existing services to take on further new NHS patients.

These additional services, together with the 176 contracts already in place with NHS dental practices, have enabled the Dental Helpline to pass almost 25,000 patients to practices for NHS appointments.

“It is very exciting to be able to offer new NHS dental places to local residents,” said Natalie Jones, lead commissioning manager for primary care dental services for NHS Hampshire.

“I would urge anyone from across Hampshire looking for a NHS dentist to contact the Dental Helpline or check its website as places are often available at existing NHS dental practices and the Helpline has the latest information on availability.”

If you need a NHS dentist or emergency treatment and aren't registered with a dentist, please contact the Hampshire and Isle of Wight Dental Helpline on 0845 050 8345 or visit the helpline's [website](#).



## Stroke rehabilitation

Further to earlier communication regarding the launch of the Hampshire PCT stroke strategy, NHS Hampshire is now working to develop a commissioning specification for the rehabilitation component of the pathway. NHS Hampshire is leading this project on behalf of Southampton City PCT, Portsmouth City PCT and Isle of Wight NHS PCT. Adult Services are also a key partner. The specification will draw on the available evidence base in stroke rehabilitation, examples of best practice nationally and locally, and the views of clinicians, patients and the public.

In order to ensure that our engagement covers a wide and diverse group of people, the PCT is seeking to provide opportunities for anyone with an interest in stroke services to contribute their thoughts and ideas. We will do this by providing a combination of face-to-face and non face-to-face engagement opportunities including stakeholder workshops. This will include working with members of the local Stroke Association, piloting new tools to obtain patient feedback, and drawing on the results of surveys conducted recently by Hampshire County Council and The Stroke Association to obtain insights into the needs of stroke patients. The PCT is developing ways of collecting and analysing a range of feedback to ensure that this influences the final specification.

A large stakeholder workshop will take place on Tuesday, November 3, in the Eastleigh area from noon to 5pm. This is primarily targeted at clinical stakeholders from all of the Hampshire providers (Trusts and community providers) but anyone with an interest in stroke rehabilitation is welcome to attend - please [email](#) Julie Gumbrell as soon as possible at to express your interest as places are limited. The programme lead is Philippa Darnton who would be happy to provide further details about the programme - please [email](#) her.

The specification is due to be produced by the end of the year and this will be shared with all key stakeholders.

## Building healthy partnerships

Since the last voluntary sector event held on April 2, 2009, NHS Hampshire has held two further workshops with the voluntary sector to discuss funding processes and provide support and advice.

In April, 70 voluntary and community sector representatives attended the day at Winchester family Church to get a better understanding of NHS Hampshire's priorities and to discuss how to work together to achieve these.

Feedback from this included a request for funding information and as a result further workshops were arranged to tie in with the application window which ends on 31 October.

Tim Moran, key contracts manager, NHS Hampshire said: "The key aims of the workshops were to discuss the processes for funding, including; how to apply, the requirements for a formal agreement or contract and the benefits and security that these elements provide. We were there to provide support to organisations who wish to apply for health related funding and to take them through the completion of key documents. The workshop also identified the types of services and clinical areas we would welcome applications from which would meet the key priorities for NHS Hampshire.

For more information on NHS Hampshire's priorities or how to apply for health related funding please visit our [website](#) or contact Philippa Bates, assistant contract manager, by [email](#) or on 023 80627635.

## Queen's Award for Voluntary Service

NHS Hampshire is urging local people to nominate local voluntary groups for the Queen's Award for Voluntary Service. This is a National Honour which recognises the outstanding contributions made to local communities by voluntary groups in the UK.

It is the highest honour that can be bestowed upon groups of this kind and is equivalent in status to the MBE. As such, the award not only serves to provide recognition of volunteer groups, but also demonstrates the high respect in which volunteering is held.

Richard Samuel, director of performance and standards, NHS Hampshire said: "Voluntary groups across Hampshire are vital to all aspects of community life and their importance is all the more apparent in the current climate. However, they sometimes aren't recognised for the outstanding contributions they make.

"The Queen's Award for Voluntary Service celebrates the work of voluntary groups across the UK who, in many cases, have dedicated themselves to improving local people's lives for many years. If there is a group in your area who you believe makes a significant difference to their community and deserves recognition, get out there and nominate them."

Lord-Lieutenant, Dame Mary Fagan said: "Volunteering groups make a huge contribution to people's lives, often without praise for the incredible job they do. A prestigious National Honour such as The Queen's Award for Voluntary Service can prove invaluable in so many ways to their ongoing success.

For more information about who is eligible and how to nominate please visit the Queen's Award [website](#).



## Older People's Mental Health

Hampshire County Council and NHS Hampshire are holding an event on Friday, 16 October to provide an update on the implementation of the commissioning strategy for Older People's Mental Health.

The day will also include an update on the national dementia strategy, a personal experience of dementia, and presentations on:

- flexible respite for carers
- Hampshire as a demonstrator site for dementia advisors the remodelling of Older People's Mental Health Services in Andover.

The day aims to begin to raise more general awareness of older people's mental health, while sharing examples of good work currently underway in Hampshire.

The event is to take place at Wells Place, Eastleigh between 9.30am and 4pm. If you would like to come along, please [email](#) Louise Snook.

## My first 3 Months, Paul Williams - Winchester Area Community Action's new Chief executive

I have just completed my third month as Chief Executive of Winchester Area Community Action (WACA) and am enjoying every moment.

Running a CVS (Council for Voluntary Services) like WACA can be like juggling eggs on a tightrope. There are so many things to consider, from helping to deliver supported housing to organising community transport; running a large serviced office building to administering funds for collaborative projects with the NHS. And all this in a very large district with few urban centres and a predominantly rural population.

What I am looking to identify are the big themes - the things that unite us, bind us together and make our communities more than the sum of their individual parts.

One of these is voluntarism. Most of our projects use volunteers, from the receptionists in the Winchester Centre to our advocates and trustees - we couldn't operate without them. All of our member organisations are in the same position so anything we can do to promote and support volunteering will directly help community organisations in the Winchester Area. Other big themes include enabling access and encouraging diversity and we want to continue to develop these over the next few years.

What will WACA look like in 10 years time? What do we need to change and what do we need to preserve at all costs? What will the funding environment be like - not just for us, but for all of our member organisations? What types of support will they need and in what ways would they like it delivered? I know the NHS and other partners are asking similar questions and there has to be an on-going dialogue, that I look forward to having with everyone, both individuals and statutory providers.

There is a lot more that I am sure we can do together. For example, our Dial-a-Ride services reach thousands of people every year who want to remain active and engaged in society. I very much want to meet others within our sector to learn more about your projects and find new ways to keep in touch and share ideas. Please feel free to [email](#) me, call me on 01962 848 010 or write to me at Winchester Area Community Action, The Winchester Centre, 68 St Georges Street, Winchester, SO23 8AH - I look forward to hearing from you!





## Women's Royal Voluntary Service

The WRVS (Women's Royal Voluntary Service) reaches over a thousand vulnerable older people a year across Hampshire - people who might otherwise struggle to access services.

The WRVS runs community transport schemes, meals on wheels, lunch clubs, hospital shops and tea bars, and book-on-wheels schemes across the county. Older people can be referred to WRVS by Adult Services or GPs, or are able to self-refer.

Our volunteer led projects provide vital help to enable those involved to maintain their independence. Indeed, many of our volunteers are themselves older people and volunteering offers them a sense of purpose within their community.

For more details please contact Wendy Shone, WRVS Territory Manager by [email](#).

## Winchester Youth Counselling

Winchester Youth Counselling (WYC), a registered charity, opened in 2003 and since then over 600 young people, aged 11-25, have benefited from free and confidential counselling.

The service can be accessed directly by young people or they can be referred by a GP or other health professional, a parent, guardian, teacher or other professional worker. For some, six sessions offers the opportunity to deal with a specific problem, but others will need open-ended counselling and will be offered this service. WYC uses a team of qualified counsellors who are supervised by Child and Adolescent Psychotherapists on a regular basis.

Young people seek our help on a range of issues - depression, self harm, bereavement, physical and sexual abuse, domestic violence, anger management and difficulties in managing relationships within the family and with their peers. We also see young people with learning difficulties and those with issues around drug and alcohol misuse.

Counselling services can contribute to and complement the work of the NHS by helping young people to access counselling services, and medication if needed. This can reduce the likelihood that they will need specialist psychiatric services later in life.

If you would like to feature in Dialogue or have a story you would like to share, our Communications Team would love to hear from you! You can contact them on 023 8062 7578.