

TEACHING PROGRAMME

annual report

2004 - 2005

Haringey **NHS**

Teaching Primary Care Trust

“ At the cutting edge of
Primary Care development
in North Central London ”



Nëse do të donit një përmbledhje të informacionit të përmbajtur në këtë fletushkë në gjuhën tuaj, ju lutem dërgoni një email tek layla.hawkins@haringey.nhs.uk

এই প্রসারণের দেওয়া তথ্যের সাবস্ক্রিপশন আপনি যদি আপনার নিজের ভাষায় পেতে চান, তাহলে এই ইমেল-অফিস : layla.hawkins@haringey.nhs.uk

Bu broşürde yer alan bilgilerin özünü kendi dilinizde edinmek istiyorsanız lütfen layla.hawkins@haringey.nhs.uk adresine e-posta gönderin.

Si vous souhaitez recevoir un résumé des informations contenues dans ce feuillet dans votre langue, veuillez envoyer un e-mail à layla.hawkins@haringey.nhs.uk

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Welcome

The Teaching Programme Team welcomes you to the Annual Report 2004-5.

Haringey Teaching Primary Care Trust hosts the North Central London Teaching Programme, where we provide projects, programmes and initiatives across five PCTs in North Central London: Barnet, Enfield, Haringey, Camden and Islington.

The North Central London Teaching Programme has three clear aims:

- to offer development opportunities to existing staff in the North Central London health sector

- to create opportunities that would attract new staff to the health sector
- to develop opportunities for our local communities that might lead to employment within the health sector

There have been some significant changes this last year with members of staff joining, others having departed; projects being successfully completed, while other initiatives are being launched.

In the following pages, we invite you to learn about our current team, our current programmes and the success stories that have benefited the North Central London sector.



Making Health Services Better

The North Central London Teaching Programme Team consists of an Assistant Director for the Teaching Programme, a Project Coordinator, Pathways into Employment Project Manager, a Clinical Placements Coordinator, an Employment Training Coordinator, and a Centre Administrator.

We all work on delivering our own projects and sourcing potential programmes that will enhance the development of our staff, the community and the NHS as a whole. We are based in the Teaching Programme Centre, which is located within St Ann's Hospital in Haringey. Geoff Sanford, Director of Finance has taken the lead for the Teaching Programme Team from the previous lead Professor Helen Hally.

We would also like to welcome, Leo Atkins, the new Head of the Teaching Programme, who has replaced Dr Linda Thompson.

Programme Team

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Jonathan Barnwell - Assistant Director, Refugees, Race and Health and Kathleen Demirkaya - Project Officer/PA, have now been transferred to the Public Health Directorate, though are still based at the Teaching Programme Centre.

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PINNACLE

PINNACLE (Primary care IN North And Central London Education) is the strategic group that acts as the steering group for the Teaching Programme. It also has a wider remit of being the Primary Care Group for the Workforce Development Department of the North Central London Strategic Health Authority. PINNACLE is drawn from:

- All five PCTs in the sector
- The Workforce Development Department of the North Central London Strategic Health Authority
- North Central London Research Consortium (NoCLoR)
- University College London
- Middlesex University
- Metropolitan University
- The Learning and Skills Council
- The London Deanery

The group is an effective forum that takes the



lead in identifying the strategic priorities for workforce development in primary care across the North Central London sector, and commissioning appropriate pieces of work to take this forward. PINNACLE and the Teaching Programme team have invested in robust relationships, establishing a spirit of co-operation that will be of lasting benefit for the sector.



Research - (NoCLoR)

The North Central London Research Consortium (NoCLoR)

The North Central London Research Consortium supports the development of research and research skills in community-based primary care in North Central London. It is a partnership between the five PCTs in the sector and the two Mental Health Trusts (Camden and Islington, Barnet, Enfield and Haringey) and also encompasses the former North Central Thames Primary Care Research Network.

Membership is free and open to anyone working in primary or community care and interested in research. NoCLoR enables individuals or groups with a common research interest to have access to research training, funding and support opportunities. These opportunities exist to promote new research and research skills, which will lead to improved services, better health and an improved patient experience.

NoCLoR, within the Research Governance Team, also undertakes operational aspects of research governance and project registration.

Employment Improves Your Mental Health



Employment Improves your Mental Health is a programme that maximises the potential of people with mental health problems entering the world of learning, work and employment. The project provides supported education and employment opportunities for people who do not feel able to access these opportunities without additional support for their mental health needs.

The programme is made up of three flexible elements, enabling the individual to move between or across the elements. These are College Link, Employment Link and First Step Trust (Social Enterprise).

College Link is a training programme that is provided by the College of North East London, providing a college based education through a series of weekly modules, to provide basic skills training to obtain the Open College Network and Assessment Qualification Alliance qualifications.

Employment Link is a programme aimed at getting people into employment who cannot access opportunities without additional psychological support. Participants are able to obtain access to job searches, CV writing, interview skills, with additional support provided by a Disability Employment Advisor from Job Centre Plus.

First Step Trust is a job brokerage and intermediate labour market that currently provides work opportunities through running not for profit social enterprises for people with mental health problems and other disadvantages. Work is integrated into the community, providing services such as

garden maintenance, painting and decorating, office services and database design.

Psychological support is provided throughout the programme from the Link Worker/Assistant Psychologist. The Link Worker will continue to offer support for up to six months into paid employment.

The main outcomes from the programme focus on creating new job roles, supporting people into paid employment and creating learning opportunities.

Ongoing assessment and evaluation will form a continuation strategy to sustain parts of the programme that are known to be effective.

"It has helped me so much by being among people who have previously experienced mental health problems and are now actively trying to build a better life for themselves."

"Getting back onto a course again has given me the structure and routine lacking in my life, giving me a focus and motivation."

"It's really changed my direction, especially as I've been out of work for so long. I really feel I'm back on track."



Welfare to Work for People with Disabilities

For at least a generation unemployment locally has exceeded national and regional averages.

These inequalities are currently being addressed by partnership working in the Borough with a long-term approach to get to the root of the problems. A strong partnership between the London Borough of Haringey and the Teaching Programme has developed, in order to



encourage, guide and support developments in the Borough which will lead to a greater equality of access to training and employment opportunities for disabled residents who wish to work.

Primary Health Nurse Pathway



This exciting new rotational programme is rolling out across the North Central London sector, offering newly qualified and experienced registered nurses the opportunity to work across the key areas of Primary Care: first contact, public health and chronic disease management, while studying for a degree awarded by Middlesex University.

This structured work based learning programme is designed to equip nurses with the skills, competencies and confidence to work across the complex terrain of primary care, will enable nurses to be at the forefront of integrated working will lead to improved patient access and choice.

Nurses are supported by Mentors and the Practice Educator who co-ordinates and delivers an ongoing, structured programme of learning activities. The structured protected learning time covers a broad range of themes including health needs assessment, risk assessment, mental health issues in primary care, accountability issues, and change management.

As this is a new initiative an evaluation strategy has been developed in partnership with the Primary Care Nursing Research Unit, University College London.

Progress to date

Camden PCT has recruited 4 participants to the programme

and is planning to expand recruitment. An ongoing programme of support via action learning sets is running for mentors and assessors.

Islington PCT has recruited 2 participants to the programme. An ongoing programme of support via action learning sets is running for mentors and assessors

Haringey TPCT is planning to recruit 2-4 participants to the programme.

Enfield PCT is committed to the programme and are planning to recruit to its PMS sites

Barnet PCT is committed to the programme and plan to utilise the programme as a career development pathway for some of their existing staff

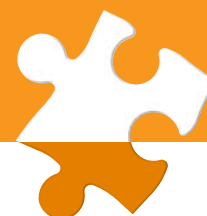
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Community Nutrition Assistants

Community Nutrition Assistants are trained lay people who work with community dietitians to assess the food and health needs of local residents and assist in enabling people to eat healthier diets to prevent disease (British Dietetic Association, 1999).

Haringey Teaching PCT has developed a level 2 CNA programme. The programme was transferred to Haringey Teaching PCT from Luton's National Open College Network accredited course.

The teaching material on the programme has been adapted to suit the local community. Through the adapted programme, two modules were taken from the original programme and a further module, Community Nutrition Work Placement will complete the CNA training programme. This new module was developed and

submitted to Open College Network, London Region in August 2005, for validation in October 2005.

The Workforce Development Department of the North Central London Strategic Health Authority has provided Haringey Teaching PCT with funding for the development of the CNA programme. Other significant sponsors include Sure Start and 5-a-day (Big Lottery Fund).

Progress to date

The CNA programme has participants being enrolled from a range of locations, with volunteers and employers from cultural or health-related charitable and community groups across Haringey and Enfield, which are representative of the varied ethnicity of the boroughs.

We aim to develop and implement an accredited CNA



programme across the North Central London sector. This may include exploring the validity of transferring the CNA programme directly into key locations such as Barnet, Islington, Camden and Enfield PCTs. This second phase will last until December 2005, with a full evaluation in early 2006.

We intend to set up work-based placements for CNA trainees and develop careers pathways for trainees who wish to extend their education and training, linking with other initiatives around entry-level posts in the NHS. Progression routes may include completing courses in Obesity, Physical Activity & Smoking Cessation, or

advancing onto Nutrition or Dietetic Programmes.

Furthermore, we would like to provide a clear options appraisal for sustainability of the programme at the end of April 2006.

For more information please contact:

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First Contact Care

This July saw the dissolution of the National Health Service University. However its flagship programme, First Contact Care, continues to support Nurses, Pharmacists, Paramedics, Emergency Nurse Practitioners and Allied Health Professionals to acquire the specialist skills necessary in order to deliver the First Contact service which involves:

- receiving the undiagnosed patient
- assessing their health needs by physical examination and questioning
- providing a decision on the care and treatment of the patient, referring them if necessary for further investigation or discharging them.

In partnership with Sheffield Hallam University, London now has two dedicated Local Learning Co-ordinators employed by a PCT in North and South London. Their role is to support the delivery of the distance learning programme, while working with individuals, services, General Practice, PCTs, Secondary Care and Strategic Health Authorities to develop modernised roles within the NHS.

The enhanced flexibility of the programme allows for individual tailoring to suit the requirements of services such as Out of Hours and the new Community Matron Posts. Newly validated modules in Emergency Care enhance the skills of Emergency Nurse Practitioners, Paramedics and Pharmacists while continuing to ensure that services and

individuals are able to offer a robust, competent First Contact service.

The aim is to provide a high quality First Contact system that will dramatically improve the patient experience by ensuring a smoother process through the health care system. This frees up time for other health care professionals, whilst giving patients a more continuous service.

For further information please contact your Local Learning Co-ordinator:

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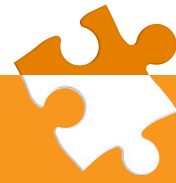
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Primary Care Graduate Mental Health Workers in Haringey



The Graduate Mental Health Worker Service has been developing in Haringey over the past two years. The service is based on a national model that has been overseen in London by the National Institute of Mental Health London Development Centre.

There are currently four Haringey Primary Care Graduate Mental Health Workers in post, all of whom have successfully completed their post-graduate diplomas in Primary Care Mental Health.

The team are currently providing a clinical service for five general practices offering:

- 1 Direct work with clients using a variety of solution focused and brief therapy interventions and support.
- 2 Practice teamwork including audit, creation of registers and support for user involvement.
- 3 Work in the wider community including networking and liaison with statutory and non-statutory agencies and specialist services for patients managed in primary care.

Graduate Workers can also offer a range of brief evidence-based clinical interventions including:

- Detailed sign posting with follow up
- Basic listening and emotional support
- Information and psycho-education
- Guided self help programmes
- Other psychological interventions - problem solving, sleep diary, time and activity planning, identifying unhelpful behaviours and thinking styles etc. Based on guided self help but adapted for patients who are unable to use these resources for any reason (language, literacy, motivation)
- Relaxation skills
- Medication management
- Practical support and basic advocacy

The next year will see the service continue to expand, and provide services for clusters of General Practices in line with the General Practice developments around practice based commissioning.

The Primary Care Graduate Mental Health Worker Service can be contacted at Bounds Green Health Centre on 020 8889 0961.

Mentoring



Within the NHS, mentoring is recognised as an effective tool for supporting staff who wish to grow and develop with the changes that public sector organisations present. Haringey TPCT has a Mentoring Scheme in place to support staff that are faced with new challenges or wish to further develop themselves through the many learning and development opportunities available.

“Mentoring is a helping relationship based on an exchange of knowledge, experience and goodwill. Mentors help some less experienced gain confidence, clear purpose, insight, and wisdom. In development mentoring, the mentor, too, is changed by the relationship.” (Clutterbuck Associates 2004)

To further support the newly developed Mentoring Scheme the TPCT have commissioned a half-day training workshop, to help potential mentees gain a better understanding of the role of mentoring. Also, the TPCT works closely with the local Strategic Health Authority, who currently provide

development opportunities for potential mentors.

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Pathways into Employment



This project provides the supporting infrastructure to enhance existing recruitment, induction, training and career progression for entry-level staff. The project is being run across the North Central London sector.

A tool-kit is being developed with input from Human Resource departments across the sector, in which a core competency framework will be agreed and progression pathways identified, that is aligned to the Knowledge and Skills Framework. The tool-kit, piloted cross sector in late September 2005, will aid recruitment departments to assess the levels candidates reach against the KSF at the point of interview. Successful candidates can use the information as a starting point for their Personal Development Plans, which can be further developed with their line managers.

This process will support other initiatives which are currently running across the North Central London NHS Trusts, including the 10 impact changes for service improvement and delivery, published by the NHS Modernisation Agency in September 2004; Agenda for Change; Life Long Learning Strategy and productivity savings.

The project will help attract new staff to entry-level posts in various areas, including Clinical, Allied Health Professionals, Administrative & Clerical, Facilities and Catering. The project also aims to improve representation of local communities in the NHS workforce.

The benefits:

- Reduced staff turnover
- Improved staff retention
- Faster and more cost effective recruitment
- Overall cost saving

This in turn should benefit our HR departments by:

- Reduced cost of recruitment, training and development
- Recruitment matched to the KSF
- Reduced spend on agency staff

For more information please contact:

Claire Wass

Pathways into Employment Project Manager

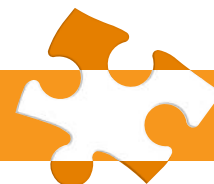
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Refugee doctors



This work-stream has successfully supported refugee doctors wishing to practice in the UK, with a marked increase in numbers since its implementation. Throughout the year, candidates have had a high level of success in meeting their individual goals, resulting in the recruitment and registration of doctors within the NHS.

In 2004-5 sixty-six doctors studied for the International Language Testing System at Barnet College and North Central London College provided eighteen student places to complete the Professional and Linguistic Assessment Board examinations at levels 1 and 2. Fourteen doctors have completed the clinical experience scheme, and have taken part in the Vocational Training Scheme.

Race for Health



Haringey Teaching Primary Care Trust was invited by the Department of Health to develop Race for Health as part of the Department's Transformational Change programme. Aimed at black and minority ethnic communities, including refugee and asylum seekers, this emerging programme gives Haringey TPCT the opportunity to make a real difference to the way people in Haringey experience, participate in, inform and benefit from local health services.



A Steering Group, with representatives from the local community, has led on this work.

"Healthy Haringey - Celebrating Diversity" a day of entertainment and health promotion was held on the 2nd of July 2005 and gave local people the chance to make their voices heard by using interviews and video boxes. At this event the Black and Minority Ethnic Directory was launched, which provides information on local organisations and the support they provide.



The Expert Patients' Programme

The NHS Expert Patients' Programme was launched in September 2001 by the Chief Medical Officer to promote the idea of self-management and self-care for people living with long-term health conditions. It aims to support people to self-manage their conditions and improve their quality of life in partnership with healthcare professionals.

The Expert Patients' Programme is based on developing patient's motivation and confidence to use their own skills, information and professional services to take effective control of their lives and recognises that while people have problems specific to their individual illness, they are dealing with similar issues on a daily basis.

In Haringey, early implementation of the Expert Patients' Programme started in 2002. During the pilot phase of implementation, which ended in 2004, PINNACLE funded a sector-wide coordinator's post in North Central London. In light of programme developments it was decided that each individual PCT would develop local coordination. This

was implemented from September 2005 when PINNACLE funding ceased.

This year has been one of identifying and developing resources to support mainstreaming at PCT level. This has included recruitment of EPP programme managers from across the sector who work closely together and meet regularly to share good practice.

Haringey Teaching PCT is committed to mainstreaming the programme as part of its strategic framework for long-term conditions and making it an integral part of patients' care. It has had an Expert Patients' Programme Manager in post since April 2005. The second Greek-speaking course was completed in Haringey this year. Three English-speaking tutors were recruited from the local community. Future plans include running four English-speaking courses from September 2005 to April 2006, with further courses planned for the rest of 2006 and developing capacity to run courses for non-English speakers and for carers for people with long-term conditions.



Clinical Learning and Placements

The North Central London Strategic Health Authority continues to provide funding for Clinical Learning and Placements Co-ordinators for each Trust in the North Central London sector. This has

led to further development around mapping information on the range and capacity of pre-registration placements across the sector.

In 2003, Barnet, Enfield and Haringey joined colleagues in Camden and Islington PCTs by appointing the first Clinical Learning and Placement Co-ordinators to manage practice placements for nursing in collaboration with Middlesex University.

Haringey Teaching PCT provides pre-registration placements, which includes elective placements. The main role of the Clinical Learning and Placements Coordinator is to ensure that students are receiving training and guidance by their mentors and student leads.

All students are invited to participate in a student forum when approaching the end of their placement, to share their experiences and ask any questions or advice relating to their course and placement. These forums supply valuable student feedback which offers an insight into characteristics of placements that are unique to primary care.

Future Developments

- Mentorship Training
- Uniformity of student experience across all placements
- Student handbooks available on the Internet
- IT addresses for all students on placements
- Student Support Group, which will follow progress of action-plans resulting from the educational quality reviews.

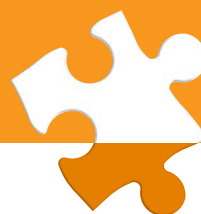
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Health Care Assistants

This project was established in recognition of the need to develop and equip Health Care Assistants with a range of general competencies that can be used effectively to support and enhance primary care, also developing clear career progression pathways for these members of staff.

After a two-year pilot, the programme came to an end in March 2005. However, work between the five Primary Care Trusts continues to ensure that all North London PCTs recruit to one standardised entry level for Health Care Assistant posts.

Sonia Williams, a Receptionist based at Hornsey Park Surgery, decided to go on to the HCA course in order to build on her three years experience as a receptionist:

"I felt that I had a lot more to offer but wanted to remain in a similar field. This course gave me a chance to develop my skills and gain more confidence in my abilities. I found the course to be very interesting and because of my background was able to complete the course with ease. I had a lot of support from my Surgery and Practice Manager, which helped. Since finishing the course, I am now able to be more involved in patient care. This has helped me take a look at my future and I am now waiting to go on other courses to enhance my skills and help my Surgery offer a better service to our patients."

Middlesex University has provided accreditation for the programme, providing participants with a BTEC Intermediate Certification upon completion.

Pre Registration Nurse Training Programme

The Pre-Registration Nurse Training Programme is a Department of Health funded initiative, with an aim to identify and second existing Primary Care staff for progression to a career in nursing.

Haringey Teaching PCT has seconded four existing staff within the last year, with capacity to increase this provision for forthcoming intakes. The programme provides support and monitoring over three years and is delivered by Middlesex University.

Once participants have completed their training, they are recruited into Haringey Teaching PCT, in which their newly acquired skills are used to benefit the local community.

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New Deal for Lone Parents project

The New Deal for Lone Parents work-stream was established in recognition of the need to increase recruitment of local lone parents and to provide them with a range of general competencies. The project aimed to recruit participants into entry-level NHS posts over a two-year period.

The project looked to develop a pre-employment programme for lone parents from the local community and help them back into work and into the NHS. The project targeted isolated lone parents, in particular from black and ethnic minorities.

The pilot programme commenced in September 2003 and ended in July 2005 and aimed at recruiting 90 lone parents from Enfield and Haringey.



The programme is the result of a partnership between the Haringey Teaching PCT, the Greek Cypriots Women Organisation, Hampstead Garden Suburb Institute, Jobcentre Plus, New Deal Innovation Fund and the Workforce Development Department of the North Central London Strategic Health Authority.

This aided Haringey Teaching PCT in enhancing the delivery of Primary Health Care in a culturally and linguistically appropriate way. The Teaching Programme having developed programmes for local people, providing them with knowledge and skills needed for entry-level NHS posts.

From six cohorts run, 30% of participants have entered back into the workforce, 20% based within Haringey Teaching PCT and 13% have gone onto further studies such as Nursing, Maternity, childcare courses.



Work Experience Placements

The Teaching Programme is developing this initiative which collates information regarding work experience placements across Haringey Teaching PCT, in order to facilitate access to available placements within the Trust.

Our aim is in keeping with the desire and need to develop employment and education initiatives for the local community. Furthermore, this approach helps to enhance the delivery of Primary Health Care in a culturally and linguistically appropriate way.

The placement is an opportunity to put skills and knowledge already gained into practice, in a real working environment. Each learner has a named supervisor to support them during their placement.

Haringey Teaching PCT looks for work experience placements in all departments and services for varying placement programmes:

- New Deal for Lone Parents
- University students
- School children aged 16
- School children 17 and over

- Pre-employment programmes
- People from the local community with qualifications gained in this country & abroad.

This pro-active initiative will help develop a future labour pool that is able to access employment opportunities. It will enable a strategic NHS workforce development approach and embrace the corporate social responsibility around regeneration of local communities.

This is an excellent opportunity to support members of our local community in taking their first step to an entry-level position, as a career progression into the NHS.

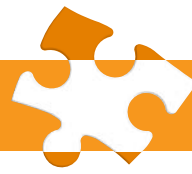
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Health for Haringey is a Big Lottery funded partnership, which aims to make a real difference to hundreds of the most socially excluded people in the borough by facilitating tailored physical activity programmes, social support and providing opportunities for people to improve their health. The programme provides opportunities to improve health, lifestyle choices and in supporting groups in delivering healthy living activities.

Currently we have supported over 30 community groups to develop activities. Projects are varied to cater for the diverse population in Haringey. The ethos of Health For Haringey is empowerment, building confidence and improving people's lives - not just increasing physical activity.

Activities to date have included, Pilates, Swimming, Dancing, Gardening, Yoga, Chair Based Exercise and Netball. We specifically target some of the more deprived communities in the borough including Black and Minority Ethnic groups, refugees and asylum seekers, older people and those with long term conditions.



Some participants will be identified within their community groups, with the opportunity to be trained as Community Health Mentors, provided in partnership with Haringey Teaching PCT Programme Centre.

Community Mentor training is taken across three days with learning focused upon Knowledge and Information, Administrative Skills and Interpersonal Skills, which aid mentors in successfully leading their groups, or the opportunity to gain entry into entry-level posts in the health service.

"One of the key skills I took away from the Mentor Training was the importance of listening to others. This was particularly effective when I had a conversation with one of the quieter members of our support group. I listened to her concerns and fears then encouraged her to take part in group discussions, showing that her voice is valued. As her confidence grew she started to share her knowledge."

"The sessions have changed my life. They have restored my vitality and definitely improved my health."

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For further copies of our Annual Report, please contact the Communications Department on **020 8442 6007**

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