

## The chance of a lifetime



In 2004, Janet Cowlard was awarded a Winston Churchill Travelling Fellowship and spent seven weeks travelling the west coast of Canada and the USA to research arthritis pain management programmes. Janet is employed as a training services manager for Arthritis Care and has had rheumatoid arthritis for over 36 years.

Along with other recipients, Janet was delighted to be invited to Buckingham Palace in June to receive her Winston Churchill Medallion from the Trust's patron, Her Majesty The Queen. The award ceremony took place in the ballroom with a champagne reception afterwards in the picture gallery.

The Queen asked Janet for details of her fellowship and where she had travelled, and about Arthritis Care and the work she did for the organisation.

Following the ceremony, Janet mingled with other guests and chatted to distinguished members of Sir Winston's family, including his grandson Winston, Lady Soames and the Duke and Duchess of Marlborough.

The Winston Churchill Memorial Trust was set up in 1965 as a living tribute to Sir Winston, whose example is an inspiration. The Travelling Fellowships enable people from Britain to acquire knowledge and experience abroad.

The Trust usually awards some 100 fellowships annually and since its inception has awarded over 4000. Information about how to apply for a Travelling Fellowship award and the work of the Winston Churchill Memorial Trust can be found at [www.wcmt.org.uk](http://www.wcmt.org.uk)

Janet's fellowship has led to the development of a workshop for people living with all types of chronic pain called 'Challenging Pain in the Community'. This is a randomised research project, which is being run in partnership with the Pain Clinic at the Derriford Hospital, Plymouth.

**Janet Cowlard is Arthritis Care's training services manager for South West England. For more information please telephone 01752 480364 or email [janetc@arthritiscare.org.uk](mailto:janetc@arthritiscare.org.uk) or Dr Sarah Andreae Jones, Derriford Pain Management Unit 01752 792525**

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## Information news in South West England



Due to the increasing number of information days and conferences that Sharon Kilty is now attending in South West England it was decided to purchase some new display boards and a table cover.

The new matching equipment really shows our new booklet designs to their best advantage.

The display has been well received by the general public and other charities. We hope you like it.

**Sharon Kilty is the information services manager for South West England. For more information please telephone 01736 851185 or email [sharonk@arthritiscare.org.uk](mailto:sharonk@arthritiscare.org.uk)**

## Reaching rural communities with the helpline poster



Sharon Kilty has started a mail out to village halls to inform rural communities about the work of Arthritis Care.

This entails requesting that the chairpeople of village halls display poster on their notice boards. To date Sharon has acquired all the

addresses for village halls in Cornwall and is busily posting out to them. Given time the project will cover all the counties in South West England.

**Sharon Kilty is the information services manager for South West England. For more information please telephone 01736 851185 or email [sharonk@arthritiscare.org.uk](mailto:sharonk@arthritiscare.org.uk)**

## Information volunteer training day



Arthritis Care ran an information volunteer training day in May at the South England office in London.

The training day consisted of two parts. The first half covered in some depth, the new health and safety policy for volunteers and branches. The second half reviewed

changes in booklets and leaflets over the past year.

The volunteers, both new and experienced, were fantastically patient and helpful and expressed real interest in the sometimes complex training.

Based on the training feedback we have reviewed the content and will be running a new training day on 28 September. This course is free, and proving very popular.

**Karen Moore is the information services manager for South East England. For more information please telephone 01992 301396 or email [karenm@arthritiscare.org.uk](mailto:karenm@arthritiscare.org.uk)**

## World Arthritis Day



Did you know that 12 October 2006 is World Arthritis Day?

The theme this year is exercise and arthritis and there will be a

lot of coverage on television and in the press.

There is lots to read at [www.worldarthritisday.org](http://www.worldarthritisday.org) including an online survey about how individuals feel about exercise, whether it will

worsen arthritis or help.

Arthritis Care is supporting World Arthritis Day. If you are interested in running an event or holding a talk, please contact us.

**Karen Moore is the information services manager for South East England. For more information please telephone 01992 301396 or email [karenm@arthritiscare.org.uk](mailto:karenm@arthritiscare.org.uk)**

## An audience with Kate Lorig



I have dined with Ambassadors, had afternoon tea with the Queen and sipped Pimms with the PM, but these events are nothing compared to an audience with Kate Lorig.

For those of you saying who? Kate Lorig is the goddess of self management. She is the author of Challenging Arthritis, the Living Well courses and founding sister of the whole self management movement. She came to London for a visit in March.

She was very impressive. Kate's background was in midwifery. She agreed to do a study on arthritis for Stanford University mainly as they agreed to pay for her masters degree. Kate had no interest or background in arthritis, but does have a long-term medical condition.

Once Kate had finished her masters, and widened the self-management ideas for all long-term conditions, she attracted interest from all over the world. One of her first disciples was Jean Thompson, then working for Arthritis Care and now of the Expert Patient Programme. 'She was one of my most sceptical students,' Kate said jokingly.

However, Kate won Jean over, Arthritis Care could see the advantages of Challenging Arthritis

and it was brought over to the UK. The rest is history. The UK now is the biggest proponent of self-management courses but it is still small. Her message was, doing well, but loads more to do.

Kate agreed that one of the biggest problems with running the courses was getting 'bums on seats'. She felt it was not worth bothering healthcare professionals, they were simply too busy. One person from the audience suggested that it would be beneficial for doctors to refer people to the courses as it would mean fewer patients for them. Kate disagreed 'If doctors get rid of one patient, another comes along and fills the space,' she stated philosophically. She also said if you wanted to attract people to the courses using posters, you needed to put up a great deal, and she meant hundreds.

Someone else said that some participants, who had been referred by their doctor, complained that it was healthcare on the cheap. 'So what,' said Kate, 'aspirin is cheap but it works, what's wrong with cheap?'

She also spoke about self-efficacy which is a current buzzword. She felt it really meant confidence, and that is what action planning could inspire. By achieving, people felt more confident. Obviously it was important that the goals were realistic, as no one could do everything.

I felt that the best comment of the day was 'If you believe that nothing you do will help your arthritis, then you do nothing'.

**Philippa Jones is the training services supervisor for South England. For more information please telephone 0208 642 7040 or email [philippaj@arthritiscare.org.uk](mailto:philippaj@arthritiscare.org.uk)**

## Quality assured

Offering training to people with arthritis has the potential to change their lives for the better. Arthritis Care training volunteers know the positive effects of attending a self-management course or workshop can have - the participants begin to understand their condition better and take control of managing it.

We are able to offer self-management courses in a range of ways and they are free to people with arthritis. But the training has a cost implication – to pay staff to train volunteers, to pay the expenses of the venue and travel for the trainers, publicity and materials and the on-going cost of keeping everything up-to-date.

Some of our courses are paid for by members, branches, donations, grants and by the NHS through Primary Care Trust funding.

This is where the need for quality assurance comes in.

Our quality assurance is carried out in many ways: self-assessment, planned visits by training staff and spot checks. We can be sure that however a course is funded, Arthritis Care has checked that it is delivered correctly and effectively.

A big thank you to all our volunteers who do exactly that.

**Nina Fry is the training services manager for South England (middle of the area). For more information please telephone 01458 440943 or email [ninaf@arthritiscare.org.uk](mailto:ninaf@arthritiscare.org.uk)**

## Have your say:

Our courses are delivered free to people with arthritis.

At the courses participants are given a donations envelope that tells them they can make a donation to go towards running another course, and there is the opportunity to Gift Aid the donation to make it worth more.

### BUT....

Some Arthritis Care staff and volunteers feel that perhaps it is because the courses are free that people either drop out, register but don't turn up or don't register thinking the course can't be much good if it doesn't cost anything.

### WHAT DO YOU THINK?

#### Option 1

Continue with free courses

#### Option 2

Participants pay a deposit returned when they arrive

#### Option 3

Charge per course. How much do you think is reasonable?

#### Option 4

Charge per session. How much do you think is reasonable?

#### Option 5

Do you have another suggestion?

Options 2, 3 and 4 do mean administrative responsibilities.

Please let Nina Fry know:

**Nina Fry is the training services manager for South England (middle of the area). For more information please telephone 01458 40943 or email [ninaf@arthritiscare.org.uk](mailto:ninaf@arthritiscare.org.uk)**

## Chronic condition self management course

Train the trainers training event at Passage House Hotel, Kingsteignton, Devon 18,19, 20 July 2006.

This was a new NHS partnership for Arthritis Care to recruit, organise and train new tutors at a three day residential training event for South Hams and West Devon primary care trust (PCT). The other trainers during the event were Gill Boreham and Elaine Curno, Arthritis Care's training services supervisors for South West England. My enabler, Jane Dabnor acted as the event organiser.

There were 15 trainees including five men, and all had differing degrees of

experience of self-management.

Approximately half of the group had previously been a course participant. The group included six from South Hams and West Devon PCT, one trainee each from Mid Devon PCT, East Devon PCT, Central Cornwall PCT, and one from Exeter patient advice and liaison service (PALS) and patient public involvement (PPI), and five training volunteers from Arthritis Care South England and Central England regions.

**Janet Cowlard is the training services manager for South West England. For more information please telephone 01752 480364 or email [janetc@arthritiscare.org.uk](mailto:janetc@arthritiscare.org.uk)**

## Positive Future Workshop



I took this photograph just before I began the training day for our new volunteer youth workers in May. Were the looks of trepidation due to wondering how the day would go or because they weren't sure if I had the camera the right way up.

As it turned out we had a very stimulating day looking at how to deliver Positive Futures workshops to the 12-18 year-olds.

**Nina Fry is the training services manager for South England (middle of the area). For more information please telephone 01458 440943 or email [ninaf@arthritiscare.org.uk](mailto:ninaf@arthritiscare.org.uk)**

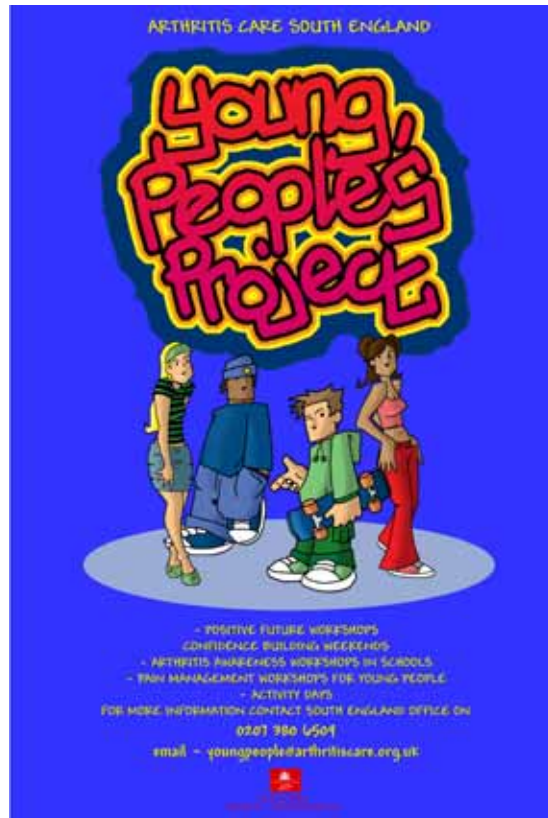
## Training Dates

Here are the new course schedules. Also keep an eye on the South England region section of the Arthritis Care website for further courses.

For more information about the courses below, please contact the regional office on 020 7380 6509 or [seregoffice@arthritiscare.org.uk](mailto:seregoffice@arthritiscare.org.uk)

Course	Location	Date	Time
Challenging Arthritis	Exeter	12 Sept to 17 Oct	1.30pm to 4pm
Challenging Arthritis	Hove	20 Oct to 24 Nov	11am to 1pm
Challenging Pain	Torpoint	11 Sept and 18 Sept	1pm to 4pm
Challenging Pain	Mutley	18 Sept and 25 Sept	1.45pm to 4.15pm
Challenging Pain	Kingsteignton	23 Sept and 30 Sept	10.30am to 1pm
Challenging Pain	Pewsey	10 Oct and 17 Oct	1pm to 3pm
Challenging Pain	Dorchester	17 Oct and 24 Oct	1.45pm to 4.15pm
Challenging Pain	Woolwell	24 Oct and 31 Oct	10.30am to 1pm
Challenging Pain	Albaston	8 Nov and 15 Nov	2pm to 4:30pm
Challenging Pain	Plymouth	10 Nov and 17 Nov	10.15am to 12.45pm
Living Well	Flaunden	7 Sept to 12 Oct	2pm to 4.30pm
Living Well	Watford	23 Oct to 27 Nov	10pm to 12.30pm
You can break the pain cycle	Camden	19 Sept	11.30am to 3.30pm
You can break the pain cycle	Dorking	22 Sept	10am to 2pm
<b>For 12-17 year olds</b>			
Positive Future Workshop	The Magdeline Project	20 Oct to 22 Oct	
Positive Future Workshop	The Magdeline Project	15 Dec to 17 Dec	

## What a creation, our new poster



Volunteer youth workers gave invaluable advice: 'no pink' they hollered, 'graffiti text please' they urged, 'more pictures, less words' they suggested.

We went about utilising all recommendations and artist Jude of Deviant Designs produced a very funky logo.

'It's brilliant' said one of our youth volunteers, 'really friendly and the use of language is really simple and easy.'

**Alexis Bradley is the young people and family project development manager for South West England. For more information please telephone 07786332232 or email alexisb@arthritiscare.org.uk**

## Activity days



Fancy something fun, exciting and adventurous? We'd like to hear your ideas on a great day out for young

people with arthritis.

Don't forget about parents - Roseann Pailor, regional campaigns manager, and I are developing a parents group.

**Alexis Bradley is the young people and family project development manager for South West England. For more information please telephone 07786332232 or email alexisb@arthritiscare.org.uk**

## Our Positive Future Workshop



Volunteer youth workers are fully trained to deliver Positive Future Workshops.

Comments from the volunteers who underwent training include:

'I enjoyed brainstorming and developing exercises and activities.'

One volunteer said 'it was great to see everyone again, I now feel confident about delivering a Positive Future Workshop.'

**Alexis Bradley is the young people and families project development manager for South West England. For more information please telephone 07786332232 or email [alexisb@arthritiscare.org.uk](mailto:alexisb@arthritiscare.org.uk)**

## Rheumatology open afternoon



The Young People's Project were invited to a rheumatology open afternoon at Bristol University. It was a fantastic opportunity to meet with other organisations and to tell them about our work with young people. In the afternoon Professor John Kirwin gave an interesting lecture about treatment for people with arthritis.

**Alexis Bradley is the young people and families project development manager for South West England. For more information please telephone 07786332232 or email [alexisb@arthritiscare.org.uk](mailto:alexisb@arthritiscare.org.uk)**

## The launch of the Campaigners Network in South East England



Organised in association with Medwyn Surgery, Dorking, Surrey on 21 June 2006 the regional campaigns manager for the South East, Siobhain McCurrach, offered an event to local people interested in hearing more about arthritis and how campaigning can make a difference to services provided.

Thirty five people as well as three doctors from the surgery attended the evening event. Presentations were given on osteoarthritis and rheumatoid arthritis and Arthritis Care's Campaigners Network. (presentation slides are available directly from Siobhain).

After the coffee break the panel including senior partner at Medwyn Surgery and specialist rheumatoid arthritis doctor, Philippa Jones Arthritis Care's training services supervisor for Surrey & Sussex and Siobhain McCurrach took questions from the floor.

The vast majority of questions related to osteoarthritis and rheumatoid arthritis pain relief and the most appropriate diet and exercise routines.

Nearly all the information we provided near the refreshments table was taken – along with the biscuits.

It was an enjoyable occasion for all attending and presenting.

**Siobhain McCurrach is the regional campaigns manager for South East England. For more information please telephone 01730 827986 or email [siobhainm@arthritiscare.org.uk](mailto:siobhainm@arthritiscare.org.uk)**



## Feeling like you want to make a difference?

How many times have you said the following to yourself?

'If *only* someone would do something about (...gap.....)'

You could *fill that gap* by campaigning on the issue and resolve it.

The Arthritis Care's Campaigners Network gives you information and support to campaign on any issue you like which affects your lifestyle. Most people expect that campaigning requires a 'big idea' with lots of commitment. But it can also be about a really simple thing you want improving, such as asking the postman or milkman to put parcels or the milk on a raised surface or wall

outside your home, to make it easier for you to pick it up.

The Campaigner's Network welcome pack gives an introduction to campaigning – with top tips to help you decide how start things off. The choice of campaign is up to you, as is the amount of time you spend. I'm gathering up loads of ideas about campaigns you can take part in so if you want to get involved please contact me.

**Siobhain McCurrach is the regional campaigns manager for South East England. For more information please telephone 01730 827986 or email [siobhainm@arthritiscare.org.uk](mailto:siobhainm@arthritiscare.org.uk)**

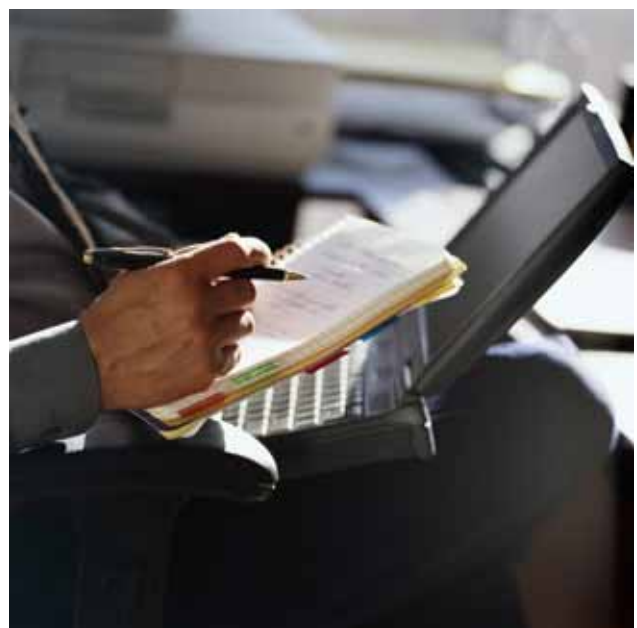
## Rural campaigns

I organised a display and drop-in event on 29 April 2006 to raise awareness of the Campaigners Network.

In a very rural area I do understand that it is difficult for people to travel long distances to attend events.

I have been speaking to families and patients to build a picture of local need and discuss this with local health service providers.

**Siobhain McCurrach is the regional campaigns manager for South East England. For more information please telephone 01730 827986 or email [siobhainm@arthritiscare.org.uk](mailto:siobhainm@arthritiscare.org.uk)**



## Obituary – Susan Wells, Chair of Chessington and Hook Branch

It is with sadness that I have to inform you that Susan Wells died on 11 July 2006 at the Princess Alice Hospice at Esher after a long period of illness.

Susan successfully chaired the Chessington and Hook branch for many years and I was fortunate enough to make the presentations at the recent celebrations for their 25 anniversary. This event was well attended by members of the branch, invited guests and the mayor. Unfortunately Susan was too ill to attend although she organised the event with the help of the committee.

Susan was always representing

people with arthritis at every available opportunity, from campaigning and fundraising locally to attending committee meetings. Her death will leave a void for those that knew her not only in the branch but also at area liaison committee, regional committee and generally across Arthritis Care.

Condolences are sent to the family of Susan Wells from the staff of Arthritis Care South England.

**Pippa Nelson is the regional operations manager for South England. For more information please telephone 0207 3806509 or email [pippan@arthritiscare.org.uk](mailto:pippan@arthritiscare.org.uk)**

## Hydrotherapy in Eastbourne

Ruth Davison and the committee of the Eastbourne branch run a hugely successful hydrotherapy group at the Eastbourne General Hospital.

The branch rent the pool, which is heated to 90 degrees, and makes use of a helper who can assist wheelchair users in and out of the pool and a fully qualified physiotherapist who offers advice.

Ruth would like other branches to know how straightforward it is to

contact their local hospitals to utilise their hydrotherapy pools in this way.

If you would like any further information please contact us.

**Karen Moore is Arthritis Care's information services manager for South East England. For more information please telephone 01992 301396 or email [karenm@arthritiscare.org.uk](mailto:karenm@arthritiscare.org.uk)**

## Dorothy Jones – A Tribute

The members of the Exmouth Branch and those of us who knew her were saddened to hear of the death of Dorothy Jones, secretary and acting chair of the Exmouth branch.

Dorothy was a founding member of the branch together with her husband, Eddie, and continued with her work for the Branch after his death. She was one of those rare people who would always say yes rather than no when asked for help. Dorothy was

well known and greatly respected for her charitable work in her local community - work which she did out of care for her fellow human beings without expecting any reward. She will be greatly missed by her family and many friends.

**Pippa Nelson is the regional operations manager for South England. For more information please telephone 0207 3806509 or email [pippan@arthritiscare.org.uk](mailto:pippan@arthritiscare.org.uk)**

**Do you have an article about your branch you would like to see in The Bulletin? Please get in touch**

Karen Moore is the information services manager for South East England. For more information please telephone 01992 301396 or email [karenm@arthritiscare.org.uk](mailto:karenm@arthritiscare.org.uk)

## Plym self help-group celebrates twelve years



In March 2006 Plym self-help group celebrated their 12th birthday in style at the Plymouth Pavilions. They also celebrated the reprint of their very successful local service

guide which has been developed and perfected over the years. This is a very valuable resource for the people of Plymouth and the group has worked very hard to fund and produce this lovely publication.

Sharon Kilty was delighted to attend this celebration and share in their success.

**Sharon Kilty is the information services manager for South West England. For more information Please telephone 01736 851185 or email [sharonk@arthritiscare.org.uk](mailto:sharonk@arthritiscare.org.uk)**

## Trustees across the South

Alan Wilson continues to be the regional trustee for South West England.

In South East England Pat Field has completed her term of office and has now stood down. Pat will continue as a valued representative of the regional committee in South East England and as a training volunteer. Thank you Pat for all your hard work as a regional trustee.

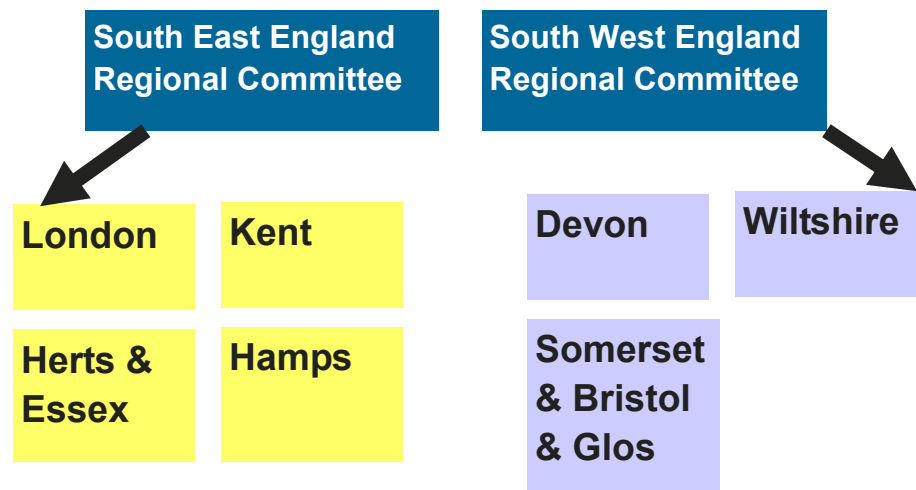
Bill Davis, chair of Wembley and Kingsbury Branch, London area liaison committee and regional committee representative, was duly elected to the board at the annual general meeting (AGM) of Arthritis Care in July. Bill has been a member

of Arthritis Care for many years and we welcome him as our regional trustee.

It is with regret that I inform you that the directly elected trustee from South East England, Adrian Adams resigned at the AGM. He will be missed in this role by members and staff alike. Thank you Adrian.

**Pippa Nelson is the regional operations manager for South England. For more information please telephone 0207 3806509 or email [pippan@arthritiscare.org.uk](mailto:pippan@arthritiscare.org.uk)**

## Know your area liaison committee



For more information please telephone 0207 3806509 or email [sandyd@arthritiscare.org.uk](mailto:sandyd@arthritiscare.org.uk)

## Clare Mills



Hi, I'm Clare Mills the new regional administrator for the South England region. I have been in the position now for three months and I am really enjoying working with everyone.

the RSPB in Edinburgh. I had been with them for a couple of years after university when my boyfriend, Gordon, had the opportunity for a job transfer to London. Last year we made the big move.

I look forward to meeting you and if you have any queries then do not hesitate to call me in the office as I am happy to help if I can.

Before we moved to London, I was the office administrator at the Scottish head quarters of

**Clare Mills is the regional administrator for South England. For more information please telephone 0207 3806509 or email [clarem@arthritiscare.org.uk](mailto:clarem@arthritiscare.org.uk)**

## Who's who in the South region?

<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: #fce4ec;">Pippa Nelson Regional Operations Manager</td> </tr> <tr> <td style="background-color: #e0e0e0;">Clare Mills Regional Administrator</td> </tr> <tr> <td style="background-color: #e0e0e0;">Laura Hamer (maternity cover) Assistant Administrator</td> </tr> </table>							Pippa Nelson Regional Operations Manager	Clare Mills Regional Administrator	Laura Hamer (maternity cover) Assistant Administrator
Pippa Nelson Regional Operations Manager									
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Frances Boyce Training Services Manager	Nina Fry Training Service Manager	Janet Cowlard Training Services Manager	Roseann Pailor (SW) Siobhain McCurrach (SE) Regional Campaigns Managers	Karen Moore (SE) Sharon Kilty (SW) Information Services Managers	Sandy Dakin Volunteer Development Manager	Alexis Bradley Project Development Manager			
Training Services Supervisors Philippa Jones Gillian Piggott Debbie Rose	Training Services Supervisors Hazel Dunnett Veena Bassi	Training Services Supervisors Gillian Boreham Pat Brodie Elaine Curno				X Admin/ Event Assistant			

# A very big thank you

We would like to thank the following organisations and individuals for their kind at the South England Regional Office.

This vital income has been used to extend training and information services in the South England region.

## Branches:

**Eastbourne branch £500**

## Individuals and organisations:

**In the memory of Violet Taylor-Brown £140**

**In the memory of Margaret Card £330**

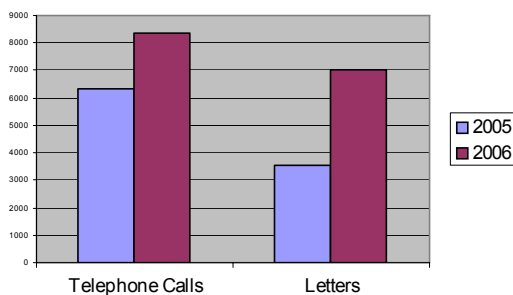
# Six month update



I hope everyone has been enjoying this exceptional hot weather we have been experiencing recently although the gardens are starting to look rather dry .

We have been very busy as always The Bulletin is just a snapshot of what is happening across the region. The following compares the volume of activity in Jan-June 2006 with Jan-June 2005.

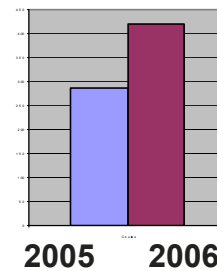
## Administration



## Training

We delivered 30 courses, which were attended by 323 participants.

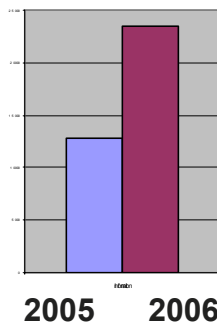
108 volunteers have received new training or update training to deliver additional courses from the training portfolio. The most popular course so far this year is Challenging Pain.



Courses

## Information

10,431 information booklets have been distributed across the region, 5670 copies of Arthritis News have been circulated in addition to the copies our members receive and who probably drop these in to their GP's or friends. 23,551 pieces of information in total have been circulated in six months.



Info items

There are exciting developments across the region and I wish to thank everyone staff volunteer and member who contributes so effectively to the region.

**Pippa Nelson is the regional operations manager for South England. For more information please telephone 0207 3806509 or email [pip-pan@arthritiscare.org.uk](mailto:pip-pan@arthritiscare.org.uk)**

Registered charity number: 206563

Patron: The Duke of Westminster KG OBE TD DL President: Jane Asher