



The Bulletin

THE NEWSLETTER FOR ARTHRITIS CARE SOUTH ENGLAND

IN ISSUE 18 (WINTER 2007)

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At this time of year I like to give you an indication of the work that we have been involved with. Of course this year we have been even busier because of the diamond jubilee events.

Every year I am amazed at the figures we produce and 2007 is no exception.

Our training staff and volunteers have delivered 54 self-management courses benefiting 354 people across the region.

Information provision is one of our core services, providing *Arthritis News*, information leaflets and helpline cards, to name but a few. In 2007, we disseminated 67,794 pieces of information across the region, the highest number yet. This compares with 25,485 pieces in 2005 and 47,102 pieces in 2006.

None of this would take place without talking to people, either by telephone, email or letter and the figures for those are as follows:

Telephone	2006 - 15,281	2007 - 15,721
Letter	2006 - 13,262	2007 - 11,944
Email	2006 - 77,203	2007 - 98,436

In addition we actively look to build partnerships with other organisations and this year we have received:

- £119,000 for London to develop services
- £86,000 towards the Young Person's Project
- £32,500 for Branch Business Planning
- £56,000 from Legacies
- Contracts worth £40,000, where we are working with many Primary Care Trusts, local councils, GPs and hospitals to deliver training packages and provide information.

So thank you to everyone for their help this year. I hope you have all had an enjoyable year and let's look forward to 2008.

Pippa Nelson is the regional operations manager for South England. For more information, please telephone 0844 888 2111 or email pippan@arthritiscare.org.uk



60th Anniversary Special Edition

South England Volunteer Awards



A warm welcome was extended to everyone who attended the diamond jubilee events at the Holiday Inn Gatwick on 8 September and the Buckerell Lodge Hotel Exeter on 15 September.

The citations for all the nominations were available on the day so that everyone could read the nomination details.

The South East event at the Holiday Inn was attended by 40 guests and Dr Karen Walker Bone, senior lecturer in rheumatology and sub-dean at Brighton Medical School, handed out the certificates and awards in each category. These were:

Honouring Volunteers

Spreading the Word The award winner was Jette Hanson, appointed volunteer for information and training and member of Watford branch.

Branch and Group Support The award winner in this category was Ann Foster, Redhill and Reigate Branch.

Helping people to help themselves The award winner was Rosie Buttery, volunteer youth worker with the Young Person's Project.

Growing our numbers The award winner in this category was Ruth Davison from Eastbourne branch, **Arthritis Champion of the Year** This award went to Julie Witz, rheumatology nurse.

The awards for South West England were presented by Chris Knight, regional trustee for the region. Over 40 guests attended the event in Exeter.

Honouring Volunteers

Spreading the Word The award winner was Greg Whale, appointed volunteer for training and information, and for the Young Person's Project taking the lead for the accreditation awards for the young people. Greg is also treasurer for the regional committee South West England.

Branch and Group Support The winner was John Knight, Amesbury branch.

Helping people to help themselves The winner was Hannah King who works with the team in the Young Person's Project and also represents the project on the regional committee for the South West.

Growing our numbers The award winner was Nancy Dodd with a huge point count of 137, which was the highest across all categories in South England. Nancy represents Wells branch.

Fundraising and Awareness Achievement This was awarded to Chris Knight.

Arthritis Champion of the Year The winner was Dr Sarah Andreae-Jones.

Pippa Nelson, the regional operations manager for South England, thanked everyone who helped to deliver services across this region.



Branch Celebrations

Earlier in the year we asked you to send in pictures from your branch celebrations. Thank you for such a good response we have compiled just a few for you below.



Weston-super-mare



Grayshott



Jersey



Hastings branch fundraising in Arthritis Awareness Week (left) and their Easter bonnet competition (right)



Havant branch enjoying their garden party with a cream tea in the summer months



This year, Dengie Hundred branch celebrated both 60 years of Arthritis Care and the branch's 10 year anniversary.



New Malden



Anniversary party for Arthritis Care

MEMBERS of the West Somerset branch of Arthritis Care celebrated a milestone for the organisation with a special party in Carhampton.

Founder member and group president Leslie Pike was among the guests who were invited to mark the 60th anniversary of the club.

In all, 29 members enjoyed afternoon tea at Carhampton, with honorary guest Sandy Duhin, the organisation's volunteers development manager.

Pictured from the left are Sandy Duhin, Neil Bliss, Magna community services team leader, Kay Preston, West Somerset branch chairman, and Richard Charly, branch vice-chairman with Leslie Pike in front.

Photos: Steve Gurnett.

West Somerset

Branch News

Ken Williams is thanked in style



For those of you who attended the diamond jubilee lunch at the Holiday Inn, Gatwick, in September there was an opportunity to present Ken Williams with the Certificate of Merit. I had been waiting for many months to present this to Ken so I was not sure who was more shocked: me, because I had finally been able to present this or Ken, because he was being awarded the certificate, which was very well

deserved. Ken has been a volunteer for over 30 years and is currently chair of Kingston branch, and a member of the London ALC (Area Liaison Committee) and South East Regional Committee. Thank you Ken for all your support and work with Arthritis Care.

Pippa Nelson, regional operations manager, South England

Torbay 40th Anniversary Celebrations



We celebrated the 40th Anniversary of the Torbay branch by having a cream tea for all our members on Sunday 16 September 2007 at the Livermead House Hotel in Torquay. We had an information point, a bring-and-buy sale table, an Arthritis Care merchandise table and of course, the customary raffle. It was a raffle with a difference, as everything had to be 'ruby' coloured for our 40th Anniversary. There was a competition for the members to design and bring a card for our 40th and the hotel provided us with a 40th anniversary cake. Flowers were presented to one of our founder members, Mrs Helen Barbour, who gave a talk on the branch history. One of our members who attended was 100 years old. We had a musical entertainer and a memorable afternoon was enjoyed by approximately 70 members and guests.

Peter Grantham, Torbay Branch



Branch News

Working with your Community Transport Association

Until March 2005 Watford Arthritis Care owned and maintained two minibuses to take members to meetings and on outings and holidays.

The increasing costs of running these vehicles meant that Watford branch was losing over £10,000 a year. The cost of replacing both vehicles would have been at least £60,000, which would have severely depleted our funds, as well as reducing our income from the loss of interest on the funds.

After much discussion, and having experimented with using the local Community Transport Association (Roundabout) it was agreed that a new specially adapted vehicle would be jointly purchased by Roundabout and Watford branch. Each party contributed £15,000. Watford branch gave £5,000 from its own funds plus a grant of £10,000 from Hertfordshire County Council.

Watford's treasurer, John Bishop, negotiated the deal and our transport officer, Gordon Crouch, helped to design the bus specification. Renault supplied the bus and were very helpful throughout. In March 2005 the first bus was handed over

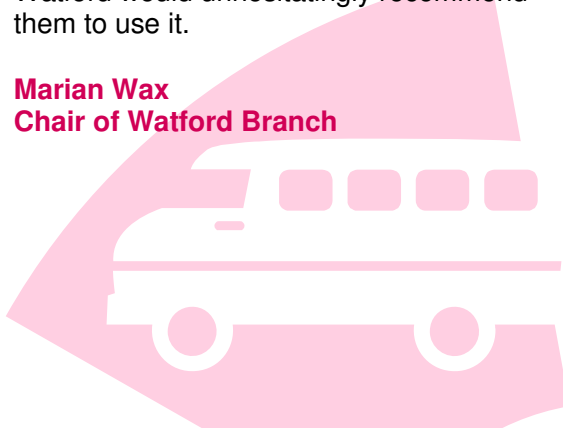
to Roundabout and our older minibus was sold on eBay.

The new bus worked out very well. We pay a fixed amount each time we use it, but nothing else, and our financial position is improving, with a reduction in our overall deficit for the year. It was decided that we would replace the second minibus in the same way and this was done early in 2007.

Watford Branch is now financially stable and the headaches involved in insuring, maintaining and repairing minibuses have gone.

If any other branches have access to a good Community Transport Association, Watford would unhesitatingly recommend them to use it.

Marian Wax
Chair of Watford Branch



Ann Monks

Ann Monks was thrilled to receive a letter from the Duke of Westminster congratulating her on reaching her 90th birthday.

All the members of the Dengie Hundred branch joined Ann for lunch at The Star in Steeple on 5 July and the branch presented her with a gift of glassware and bouquet.

Ann took up swimming three years ago and attends the local swimming pool twice a week.

When reaching the age of 88, Ann was presented with a gold medal by Hannah Veckermann for the World Wide Long Distance Postal Swim for completing 24 lengths of the pool. This year Ann will be presented with a second gold medal by Pam Wright, president of the Barracuda Swimming Club for achieving 26 lengths (650m) in one hour.



South East Regional Committee

The South East Regional Committee (SERC) is made up of people who are probably much like you. We live with arthritis and its associated challenges, are involved in our local branch and Area Liaison Committee and also represent our region on SERC. Until recently, Bill Davis was our regional trustee.

Bill has now resigned, so elections for a new trustee will be held shortly. He has been a magnificent representative of the South East and we are very grateful for the energy and enthusiasm with which he carried out his responsibilities.

Due to changes in the NHS it is becoming important that we are a strong body with a commitment to campaigning for retention and improvement of services and for new drugs to be available for all people with arthritis. We also need to sustain our older members who have been loyal supporters over many years and ensure our future viability by recruiting new members of all ages.

To ensure that we are as effective as possible SERC has recently held a planning weekend to decide the best way forward in implementing the national five-year plan. We would like to do the following:

- effectively support our branch network so we have the best possible chance to grow and prosper

- communicate with our branches more effectively so that we can support you where we can and also publicise your achievements, of which there are many.
- produce an annual report which will highlight activities throughout the region
- ensure we *all* have effective communication with regional and national structures. This means expanding representation on SERC to include training and information volunteers, postal members, young people and ethnic minority groups.

We hope to recruit branch liaison volunteers to improve communication, help with business planning requirements and submission of financial returns on time. We know that some branches find this difficult but it is a legal requirement laid down by the Charity Commission and we are obliged to comply. If you, or someone you know would like to find out more about these volunteering opportunities, please contact Sandy Dakin, volunteer development manager, on 01884 855599.

If you wish to communicate directly with your regional committee, you can email us at serc@arthritiscare.org.uk, a new postal address is also being created, the details of which will be in the next bulletin. We would like to hear your news and constructive

feedback about what we are doing on your behalf. Please do remember that we are volunteers and in many cases have full-time jobs and have to cope with the day-to-day challenges of arthritis, so it may take a few days for us to respond.

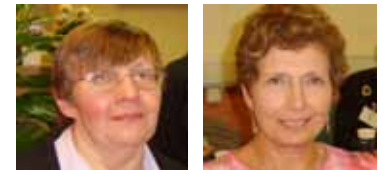
In time we hope to provide short profiles of our SERC members in these pages so that you gain an insight into what drives us and perhaps encourage you to become more involved than you already are.

Best wishes for the festive season and a wonderful 2008.

Norman Webster
Chairman
South East Regional Committee

Pictured here clockwise from top left are:

Bill Davis, Norman Adams, Pat Field, Marian Wax, Geoff Hinkley Norman Webster Terry Salter, Ken Williams, Sally Tucker, Pauline Hamilton and Mefus Ensor. Val Wilson is the final member of the regional committee, unfortunately we do not have a photograph of Val at the time of print.



South West Regional Committee



Pictured here clockwise from top left are:

Greg Whale, Sandy Powell, Chris Knight, Hannah King and Cliff Howell.

Pam Staunton is the final member of the regional committee, unfortunately we do not have a photograph of Pam at the time of print.

The South West Regional Committee is an active, small friendly group of like-minded people who have the interests of all the branches and local members of the charity at the root of all they do and all the decisions they make.

The committee is made up of people from branches, the Young People's Project, and training and information volunteers. At present, we would like to co-opt people onto the committee. In particular, we are looking for someone from the Dorset and Devon areas, and a health professional.

The regional office is in the process of setting up email and postal addresses, so branches can contact the South West Regional Committee with any queries or comments that they would like to pass on. The email address is: swrc@arthritiscare.org.uk and the postal address will be confirmed in the new year. This will be especially useful for those branches who do not have an Area Liaison Committee in their area or who are unable to attend their ALC.

One of the things high on the South West's agenda is increasing membership of Arthritis Care, especially in branches. In 2008 members will be encouraged to bring a friend along to their branch meetings; this way the friend may join and in turn bring along one of their friends. It will be like a stone thrown into a pond, where the ripples spread and spread. The committee also wants to raise the awareness of Arthritis Care, its support,

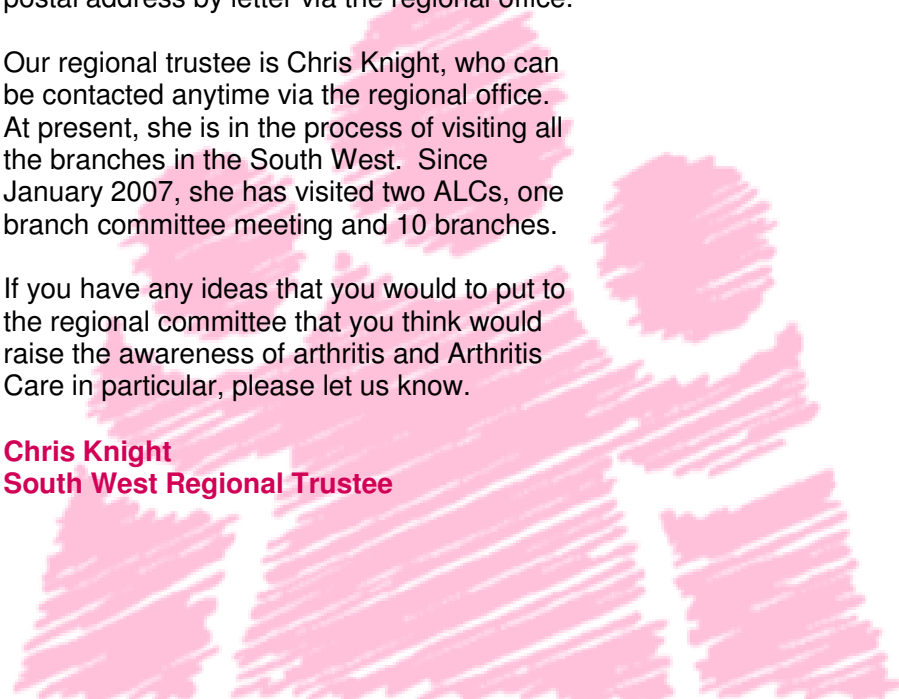
services and information it has available for all people with arthritis, whether members or non-members, their families and friends and bringing a friend along to meetings is one way to do this.

Does any member know of anyone living in Cornwall who would like to form an Arthritis Care branch or group? Unfortunately there are currently no branches in Cornwall, but there are still people with arthritis, who attend self-management courses, who would very much like to belong to a group. If you know of anyone, please contact the regional committee by email, or until we get our own postal address by letter via the regional office.

Our regional trustee is Chris Knight, who can be contacted anytime via the regional office. At present, she is in the process of visiting all the branches in the South West. Since January 2007, she has visited two ALCs, one branch committee meeting and 10 branches.

If you have any ideas that you would like to put to the regional committee that you think would raise the awareness of arthritis and Arthritis Care in particular, please let us know.

Chris Knight
South West Regional Trustee



Volunteer News and Donations

Investing in our Volunteers



I can't believe that it's October already although the weather and the colours of the leaves on the trees assure me that it is.

I hope that you have all had a good year and that you enjoyed the jubilee celebrations – some

of you were very innovative with your events and we have lots of really good photographs for the scrapbooks. Thank you to all of you who invited me to your events – I enjoyed very much those I was able to attend and I appreciated the invitations to those I could not.

Arthritis Care has set out on the path to achieving the Investing in Volunteers award now and our appointed assessor from Volunteering England will be making contact with randomly selected volunteers soon. Branches and appointed volunteers have been told about this and I just want to reassure you that the questions the assessor will ask are standardised and should not cause you any problems. The aim of the exercise is to find out what processes and support Arthritis Care provides for volunteers but if you have any

concerns about the process please get in touch and we can discuss them.

It's that time of year again when the annual financial return rears its head – again, if you are having problems completing this for any reason, please let me know and I will provide assistance or pass the information on to the appropriate person. It is better to raise the problems early enough for them to be dealt with within the required timeframe.

The amount of good work going on in branches and being done by our appointed volunteers has been really impressive this year and it was a real pleasure to see some of that recognised through the jubilee awards scheme. I know that all those who received awards would be the first to acknowledge that they can only do what they do because of the support of their fellow branch members and volunteers and you all have my thanks and admiration.

Sandy Dakin is the volunteer development manager for South England. For more information, please telephone 01884 855599 or email sandyd@arthritiscare.org.uk

June Nailor Certificate of Appreciation



June Nailor has been a training volunteer since 2000, over that time she has delivered 7 courses and with every course has said she has learnt something new. She is very sad to be leaving Arthritis Care but unfortunately due to ill health has had to retire. I personally will miss her as she was a great role model and supported me whilst training to be a volunteer myself and through my role as a training services supervisor. In September I was pleased to present June with a certificate of appreciation of all her time and I am sure we will all keep in touch.

Hazel Dunnett, training services supervisor

A very big thank you

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

This vital income has been used to extend all our services across the South England region.

- £20 in memory of Mr Arthur Pullen, known to everyone as 'Bubbles' in Cobham, Surrey
- £50 from the Woking Branch Garden Party
- £50 from Somerton Branch
- £40 in memory of Mr Alexander Brown.

Campaign News



MP Shadowing Days

This is a follow-up to the report I produced on the eight MP shadowing days in May and June 2007. Arthritis Care has been delighted with the response from organisations I contacted in connection with the facilities we visited. The MPs said they were intrigued to have shadowed a few of their constituents with arthritis and were keen to try to access places in a local town that their constituents had identified as difficult.

Access Officer at Horsham District Council, Damian Brewer, reported that following pressure from the Horsham Access Forum (of which Arthritis Care is a member) they hoped for improvements at Horsham train station. These included more accessible disabled parking spaces at the front of the station for people with disabilities. The old style

'square cobbles' that were between two refurbished buildings by Horsham Park, which we complained about, are to be removed to ease wheelchair access from the park to the pavement area. The District Council were aware of the problem at the time of our MP shadowing day and had planned to remove the cobbles over the summer, but I can't help feeling our report may have helped to speed things up.

Recreation Manager at Horsham District Council, Steve Hawker, is in liaison with DC Leisure, owners of Pavilions Leisure Centre, to review the ease of access from the changing rooms to the pool side. Our suggestion of installing a handrail along the side of the splash pool has been included in the end of year assessment.

Horsham District Council recommended to Horsham Museum that they provide 'intellectual access' to those areas of the museum that people with mobility problems can't visit. By providing a place to watch a film or look at photographs of the exhibits the museum it may encourage more visits from disabled people.

Horsham Trades Guild and local shops are discussing the positioning of shop sign 'A' boards so that they do not endanger pavement pedestrian safety.

At Alton train station the pitch of the concrete plinth for the automatic ticket machine will be levelled so wheelchair users can get close enough to use it.

At Ashchurch for Tewkesbury train station the First Great Western Mobility and Inclusion Manager reported that the passenger information system speakers would be lowered to be accessible to wheelchair users. A request to install a drop kerb by the station phone box to ease access from the disabled parking spaces will be made to the Town Council and a request for grab handles for the sides of new First Great Western trains will be put in the current service review.

In Ashford, the Wilkinson store reported they were planning to improve their shop signage, were currently trialling a set in Wales and planned a UK roll-out in 2008.

The manager of Lloyds TSB bank in Gloucester has offered to look into installing a bell and signage at the disabled till to help make best use of their current facilities.

And finally, in Romsey at the Town Hall a notice has been installed at the foot of the stairs to state that anyone attending a meeting with a town council officer who is unable to use the stairs to the first floor meeting rooms could ring the bell for assistance and use the Mayor's Parlour on the ground floor for their meeting.

Siobhain McCurrach is the regional campaigns manager for South West England. For more information please telephone 017308 27986 or email siobhainm@arthritiscare.org.uk

Information News

Personal Safety

With the colder, darker nights drawing in again, it's a good time to remind everyone about being extra careful when going out in the evening. Branch members need to take care when walking to or from meetings.

- Please remember that you should avoid dark paths and alleys and try always to walk even short distances in pairs or larger groups.
- A torch is always useful if you are going to be out after dark, especially if the area around your house is not well-lit.
- Leaving a porch or outside light on is also a good idea and of course a light-coloured top or coat will help road users to see you.
- Making sure someone knows where you are going and what time you expect to be back is also a good idea when possible.

Fortunately most branches make arrangements for the safe transport of their members and we don't often hear of problems, but the world we live in is sometimes an unpleasant place and we can all take precautions to help ourselves.

KEEP WARM AND STAY SAFE

Alive and Well



Arthritis Care took advantage of a fantastic opportunity to showcase its services at the exclusive Alive and Well Health and Beauty Expo in South London. This lifestyle event was the backdrop to the many enquires we had from visitors to the event, requesting information about the services Arthritis Care has to offer.

The mix of sights and sounds of the Caribbean provided a heady cocktail which was appreciated by all who attended the event. This was a very successful event with over 70 information packs being given to the visitors to the stand on the day. We have also been invited to future community events in the London area.

I would like to thank the dedicated team of Arthritis Care volunteers who helped at this event. Without their help and support Arthritis Care Awareness events like these would not be possible.

Donna Akuffo is the temporary information services manager for South East England. For more information please telephone 07909 892400 or email donnaa@arthritiscare.org.uk

Publications

Providing information to all people with arthritis is a key objective of Arthritis Care. We have 12 main booklets covering subjects such as coping with pain, healthy diet and exercise. If you have access to the internet you can download these booklets and more at <http://www.arthritiscare.org.uk/PublicationsandResources/Booklets/Livingwitharthritis>

If you would like support and information, you can call our freephone helpline number on **0808 800 4050**. Lines are open from 10am to 4pm on weekdays and our helpline team will be able to provide you with lots of information and booklets.



Information News

How safe is your home?

Just how safe is your home? Your local Fire & Rescue Service will be able to visit your home and carry out an inspection to help you identify potential fire risks and know what to do to reduce or prevent them. They can also help you develop an escape plan in case the worst does ever happen.

If you would like to request a home visit you can go to the website www.fire.gov.uk/OnlineForms or contact your local fire brigade.

The contact numbers are:

SOUTH EAST

Bedfordshire 01234 351081

Kent 01622 692121

Berkshire 0118 9452888

London 020 7587 2000

Buckinghamshire 01296 744400

Norfolk 01603 810351

Cambridgeshire 01480 444500

Oxfordshire 01865 842999

Essex 01277 222531

Suffolk 01473 588888

East Sussex 0845 1308855

Surrey 0845 6009009

Hampshire 02380 644000

West Sussex 01243 786211

Hertfordshire 01992 507507

Isle of Wight 01983 823194



SOUTH WEST

Avon 0117 9262061

Cornwall 01872 273117

Devon and Somerset 01392 872200

Dorset 01305 251133

Gloucestershire 01452 753333

Wiltshire 01380 723601

12th annual BIBA Awards

The European Federation of Black Women Business Owners (EFBWO), was founded by Yvonne Thompson in 1995. Her vision was to see a platform throughout Europe where the outstanding achievements of Black Women in business could be recognised by their peers.

The Black Women in Business Awards (BIBA) is in now in its 12th year and is going from strength to strength, attracting worldwide sponsors.

My involvement with EFBWO was purely accidental: I was nominated for a BIBA award in the Social and Humanitarian section.

The London Marriott Hotel was the prestigious backdrop for this black-tie event, a high point on the Black and Minority Ethnic calendar in Europe.

During a stunning reception, where the guest were given a glass of intoxicating Jamaican rum punch (a fusion of fresh tropical fruit juices and 100per cent proof Caribbean rum), the soothing sounds of up-tempo jazz set the mood for the lavish evening.

At 7.30pm we were called into the banqueting suite for a sumptuous three-course meal, where I was able to engage in animated conversation with my fellow diners with the sounds of soulful gospel music in the background.

After an evening of exciting keynote speeches from the international EFBWO members the climax of the evening approached.

I waited nervously for the MC for the night – Tim Campbell (The Apprentice Winner 2005) to announce the winner.

And the winner is...**DONNA AKUFFO**

The whole evening was a blur after this. I managed to compose myself sufficiently to take the obligatory press photos and made my way back to my table to be greeted by whoops of delight from my family and friends.



Donna Akuffo, temporary information services manager for South East England
Telephone: 07909 892400
Email: donnaa@arthritiscare.org.uk

Training News

Challenging Pain

Eighteen Challenging Pain workshops were delivered to 186 participants in the Plymouth area as part of the 'Challenging Pain in the Community' study. Janet Cowlard, training services manager, worked in partnership with Dr Sarah Andrae-Jones, associate specialist in pain medicine, during this 18-month research project.

The research has been completed and a statistician from Plymouth University has collated the informative data from this study. These results show that successful psychosocial outcomes are sustained and even improve over a six-month period. For example, participants reported:

- a significantly improved ability to cope with their illness (up by 17 per cent)
- reduced distress about their pain condition (average 15 per cent reduction)
- a need to see doctors less often (average per cent reduction in GP visits) in the six months after the attending, compared with the 6 months before attending the Challenging Pain workshop.

Comments from participants who attended suggested that they felt less fear about the future, and were continuing to use pain-management techniques to control pain. They also reported improved communication

with health professionals and family, being better at prioritising activities, having reduced stress, finding more time for themselves, and noticing increased self-confidence.

One health professional observing this new initiative said, 'Challenging Pain is a good addition to treatment away from the hospital environment, and would be of benefit to patients/clients.' A GP who referred patients to the programme said, 'My patients who attended the workshops have been impressed and found them very helpful.'

A previous participant made this comment 12 months after attending one workshop. 'Now I manage my life more effectively – pain is not the main focus'.

Challenging Pain is now a course that Arthritis Care offers to people with all types of long-term pain throughout the UK, and Janet Cowlard has been invited to travel to train the Arthritis Australia state affiliate educators next February, as they are enthusiastic about having the opportunity to trial the programme in Australia.

Janet Cowlard is the training services manager for South West England. For more information telephone 01752 480364 or email janetc@arthritiscare.org.uk

Challenging your Condition

In May, I attended the Train the Trainers event for the self-management course Challenging your Condition.

It was held at the Passage House Hotel in Kingsteinton, Devon. Someone had chosen the venue with great care; the hotel provided the perfect setting to combine work, rest and play. It was easy to transfer the skills and values put over in the course. Foremost was the notion that the bones, joints and organs of the body made up a whole person and that with the right attention the body can be de-stressed to make improvements in chronic illness.

Each morning we woke to the cries of the wildfowl on the nearby estuary. From 9am until 5pm, we worked hard learning to set goals, formulate action plans, change mindsets, exercise and relax.

In the evening we chatted as a group about what we had experienced during the day. Later we kept meeting each other in the swimming pool and on waterside walks, as we all keenly strove to complete our daily goals and action plans.

The attendees were a mix of Arthritis Care volunteers and staff and tutors from Devon and Cornwall Primary Care Trusts'. Everyone was very friendly and supportive, which was impressive as despite some severe health problems, they were enjoying life and additionally helping others to acquire positive attitudes. Many thanks to Janet Cowlard, Elaine Curno and Pat Brodie.

Sandy Beeson, training volunteer

For more information about the Challenging your Condition course, to find out if there is a course planned near you or to apply to be a training volunteer please contact the regional office by telephone: 0844 888 2111 or email: seregoffice@arthritiscare.org.uk



Training News

Training Dates

Here are the new course schedules. Keep an eye on the South England region section of the Arthritis Care website: www.arthritiscare.org.uk for further courses.

For more information about the courses below, please contact the regional office on **0844 888 2111** or email: southeasttraining@arthritiscare.org.uk

Course	Location	Date	Time
Challenging Pain	Eastbourne	Tue 8 Jan and Tue 15 Jan	10am to 12.30pm
Challenging Pain	Dartmouth	Mon 28 Jan and Mon 4 Feb	1.30pm to 4pm
Challenging Pain	Christchurch	Thur 14 Feb and Thur 21 Feb	10.30am to 1pm
Challenging your Condition	Bedford	Wed 2 April to Wed 7 May	10.30am to 1pm

Challenging Pain CD

Many people find listening to a calm voice talking them through muscle relaxation and a guided imagery exercise is a great way to relax. On CD or on your computer it can be used regularly or whenever you need it.

Created as part of our self-management programme, our new CD has been professionally produced with five different relaxation exercises, using male and female voices. Follow the guiding voice to transport yourself to the beach or countryside, whenever you feel the need.

To order your copy, please send us a cheque for £5.00 made payable to 'Arthritis Care South England' to:

Arthritis Care South England - CPCD
18 Stephenson Way
London
NW1 2HD

This price includes postage and packaging. However, if you are ordering from overseas, please make out your cheque to us in pounds (£). Don't forget to include your name and address.

For a **free** audio sample, please download from our website:

[www.arthritiscare.org.uk/
PublicationsandResources/
Painresources/RelaxationCD](http://www.arthritiscare.org.uk/PublicationsandResources/Painresources/RelaxationCD)



Young Peoples Project

Volunteer Youth Training

After being accepted as a volunteer youth worker, I was invited on a three-day training workshop at the Holiday Inn, Swindon.

The training encompassed all sort of skills that will be essential when we work with younger children with arthritis. We learnt counselling skills, group work skills, how to deliver a Positive Future Workshop and we also received child protection training. Sharon Kilty, the information services manager for the South West of England, gave us information training too.

I feel this training weekend has given me the confidence to help younger children with arthritis, as I gained insight into how to work with them effectively. The weekend also benefited me personally as I met other volunteer youth workers all of whom live with arthritis. It was useful to see how they dealt with different situations and to share stories about life with arthritis.

I look forward to 2008 when we will see each other again and put into practice all the things that we learnt.

Jennifer Waitz, Volunteer Youth Worker



BSPAR 2007

The Young Person's Project was present at the British Society for Pediatric and Adolescent Rheumatology annual general meeting, this year held in Birmingham, 11-12 October. Our stand proved popular as ever with lots of interest in our Positive Future Workshop and 'Ouch Out' Pain Management workshop. Health Professionals fed back that they could see many of the young people they work with really benefiting from the work that we do. It was a great opportunity to raise awareness of the project nationally. We also learnt a lot about medical developments and developments in health services around the UK.



T-SHIRTS!

Our new T-shirts are certainly eye catching. They were designed by young people and can be worn at Positive Future Workshops, activity weekends, the Family Day and at fundraising events. If you like, you could even wear them out and about. I've been wearing mine to the gym and already I've had people comment and show interest in the work we do with young people living with arthritis. A lot of people have said they didn't realise young people could also be affected by arthritis. I'm sure the T-shirts will help to raise awareness of arthritis in young people and the work that we do as an organisation for young people with arthritis and their families.



Alexis Bradley is the Young Person's Project manager for South England. For more information, please telephone 07786 332232 or email alexisb@arthritiscare.org.uk

Staff News

Cindy Reeve



Hi, I'm Cindy. I'm married to Roger and we live in Cornwall. I got involved with Arthritis Care when I was trained for the NHS as a tutor

for the Expert Patients Programme (EPP) and was very impressed with the training methods. I've delivered several EPP courses, a couple of Challenging Pain courses and am thrilled every time I see people's lives turned around. My hope for the future is to see Arthritis Care's workshops understood and valued as a means to help others live fulfilled lives.

Cindy Reeve is a training services supervisor for South West England. For more information please telephone 0844 888 2111 or email cindyr@arthritiscare.org.uk

Karen Moore

As you know Karen Moore, the information services manager for the South East of the region, recently went on maternity leave and we are pleased to announce that she successfully delivered two baby girls at the end of October. Karen and family are all doing very well.

Donna Akuffo



My name is Donna Akuffo. I have recently been appointed to cover Karen Moore's maternity leave in the role of information services manager for Arthritis Care South East England. I am currently studying for an

Open University degree. I enjoy cooking for loved ones and finding new ways to promote Arthritis Care in the community.

Donna Akuffo is the temporary information services manager for South East England. For more information please telephone 07909892400 or email donnaa@arthritiscare.org.uk

Lynette Parks



Hello, my name is Lynette Parks and I am the new training administrator within Arthritis Care South England. I am looking forward to working with and gaining more knowledge of Arthritis Care.

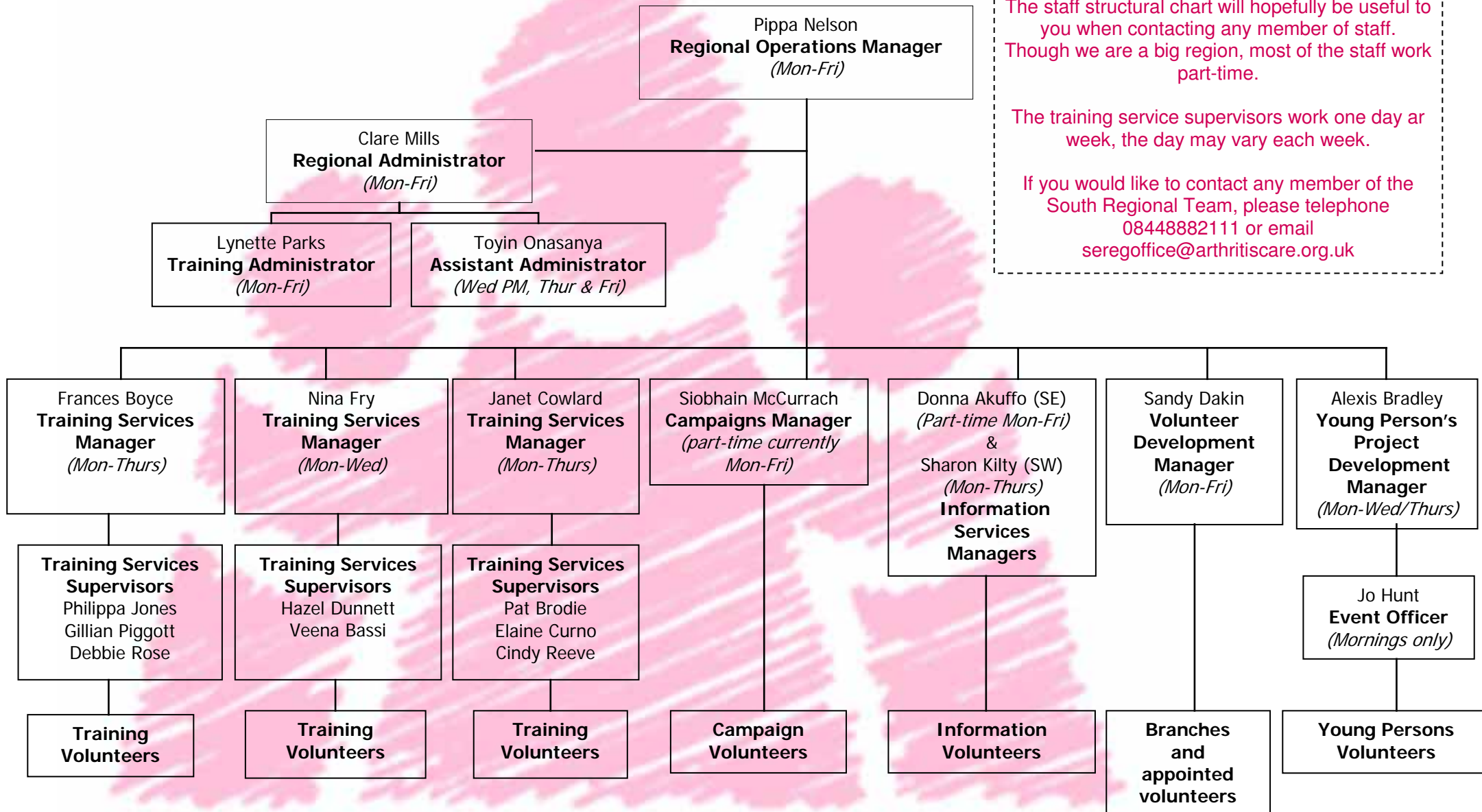
Lynette Parks is training administrator for South England. For more information please telephone the South Regional office, telephone 0844 888 2111 or email me at lynettep@arthritiscare.org.uk

Sarah Aston

It is with great sadness that I will be leaving Arthritis Care at the end of November, as I am moving to Cheltenham. I have been a part-time assistant administrator in the South England regional office since January 2007, which I have enjoyed immensely. I would like to thank you all for the kindness you have shown me over the past few months and wish you all well for the future.



South England Staff Structure



The staff structural chart will hopefully be useful to you when contacting any member of staff. Though we are a big region, most of the staff work part-time.

The training service supervisors work one day a week, the day may vary each week.

If you would like to contact any member of the South Regional Team, please telephone 08448882111 or email seregoffice@arthritiscare.org.uk