Listening to the People who use our Services

In the past year, we have been working with service users, carers and local representative groups to gain feedback on services to help us shape our Patient Experience Strategy, which includes a number of key initiatives.

Experience Based Design
This was introduced by the Patient Experience Team in 2011 across a number of services to help healthcare providers understand the experience of healthcare from the perspective of patients and carers.

Back to Essentials
This Trust campaign was introduced during the past year and aimed to keep the standards of care consistently high by ensuring that essential elements of care were in place and to ensure that staff renewed their knowledge and skills.

Throughout 2010, The Back to Essentials ‘Person-Centred Care’ campaign was introduced in patient care areas to:
• Help staff to better understand how they delivered care
• Identify and share best practice
• Assess the quality of care

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Areas to:
Legal Compliance (MHA/DoLS/MCA)
Patient Centred Care, Dignity and Respect
Safeguarding

Throughout 2011 across a number of services to help healthcare providers understand the experience of healthcare from the perspective of patients and carers.

Spirituality Audit ‘Seeing the Person in the Patient’
During the past year, we have now carried out a review looking at the importance that spirituality and faith play in an individual’s recovery and well being. Following feedback from service users, carers and staff, the spirituality project group drew up an action plan and a consultation event to mark the launch of the Trust’s Spirituality Policy will be held later in 2011.

Consultation
The Trust has worked in partnership with Stoke-on-Trent and Staffordshire Local Involvement Networks (LINKs) over the past year to engage with service users, carers and the local community about the proposed changes to some of the Trust’s adult and old age mental health services.

A very successful workshop was held in February 2011 to discuss, and develop, the emerging options for the future models of care for these services.

On our Way to Becoming a Foundation Trust

The Trust is on target to fulfil its commitment to becoming an NHS Foundation Trust, which will give us our service users, carers, local people and staff a greater say in our services.

As a Foundation Trust, although we will still be part of the NHS, we will have greater independence from the Government and more financial freedom to run our own affairs.

We have now submitted our five-year business plan to NHS West Midlands which, as the strategic health authority, has visited the Trust for a successful inspection.

And Finally
Chairman and Chief Executive’s Message
We are well placed and prepared for the major changes to the structure of NHS commissioning, which will result in closer working partnerships with local Gf consortia and community service providers.

We have once again achieved a financial balance and were compliant with the essential standards of safety and quality, as defined by the Regulations within the Health and Social Care Act 2008, resulting in us being successfully re-registered by the Care-Quality Commission on 1 April 2010.

The Trust is on target to fulfil its commitment to becoming an NHS Foundation Trust ahead of the national target of 2014. Already we are supported by the commissioners and the NHS West Midlands Strategic Health Authority and we are seeking a public consultation in October 2011 to take us forward to formally submitting our application.

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We have now submitted our five-year business plan to NHS West Midlands which, as the strategic health authority, has visited the Trust for a successful inspection.

Patient care continues to be a priority for the Trust and, even though our patient survey results placed us in the top 20% of mental health trusts, we will not be complacent. We are the first mental health provider in the region to gain early implementer status for the Leading Improvement in Patient Safety programme.

This financial year has delivered a number of changes, which we have had to implement in this difficult economic climate, and we go forward to the next 12 months with a strong financial and operational base to build on.

This wouldn’t be possible without our staff, and on behalf of the Board, I would like to thank all our staff for their professionalism, hard work and commitment.

We hope that you have enjoyed reading this review of our working year and thank you for your continued support.

Chairman
Sir Philip Hunter

Chief Executive
Fiona Myers
Where We Spend Our Money

<table>
<thead>
<tr>
<th>Group</th>
<th>Students</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing</td>
<td>746</td>
<td>29%</td>
</tr>
<tr>
<td>Prof Scientific and Technical</td>
<td>173</td>
<td>6%</td>
</tr>
<tr>
<td>Other Clinical Services</td>
<td>890</td>
<td>32%</td>
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<tr>
<td>Administrative and Clinical</td>
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<td>13%</td>
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<tr>
<td>Allied Health Professionals</td>
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<td>6%</td>
</tr>
<tr>
<td>Estates and Ancillary</td>
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<td>3%</td>
</tr>
<tr>
<td>Medical</td>
<td>73</td>
<td>3%</td>
</tr>
<tr>
<td>Students</td>
<td>13</td>
<td>1%</td>
</tr>
</tbody>
</table>

Staff Group Summary: 2462 100%

Staff Survey

The Trust has identified as performing in the best 20% of mental health and learning disability trusts in a number of areas including:

- More staff saying their role makes a difference to patients
- Fewer staff witnessing potentially harmful errors, near misses, or incidents in the last 12 months
- Fewer staff experiencing harassment, bullying or abuse from patients or carers in the last 12 months.

Staff Achievement Awards

The Trust launched a new staff award scheme, INSMART – Innovation, Staff Motivation, Achievement, Recognition, to reward staff who have made an outstanding contribution above, and beyond, their job role.

Nominations were made by staff and the care and users working with the Trust across each category. The winners were:

- Innovation Award - The Early Intervention in Psychosis Team
- Leadership Award - Lynn Birch-Machin
- Users and Carers Award - Highly Commended
  - Donna Carrell - Reformation and Review Team
  - Greenfields Resource Team
  - Victoria Peace - Ward 1
- Personality Disorder Team - The Service User Expert:速度 with speed at the Greenfields Resource Centre
- Melanie Whalley - co-worker from Ward 3 at Harplands
- Jackie Hennery - ST3 Worker at the Sutherland Centre
- Tony Higgins - Ward 1 at Harplands
- Jagna Glen - CYP at the Sutherland Centre
- Fiona Wilson - Care Co-ordinator for the Early Intervention Team
- Sheila Whalley - Greenfields Resource Centre
- Libby Cashmore - OT / Waver House
- Debbie Steele - Staff Nurse on Ward 1
- Educator of the Year - Emma Johnson, IT Trainer
- Partnership Award - Donna Carrell, Freeman Park Care home
- Unsung Hero - Mark Blower - Support Services at Sutherland Centre
- Greenfields Resource Team
- Team of the Year - Winner - Greenfields Resource Team
- Chairmans Award - Lynn Birch-Machin

Steven Johnson, IT Trainer, pictured above, receiving the award from Trust Treasurer, Louise Jackson, for the INSMART award in 2010.

Innovative Project Wins National Award

An innovative project, which has been the first of its kind to be used by a mental health trust, won a national award in 2010.

The Trust worked in partnership with NHS Stoke on Trent and Stoke-on-Trent City Council, to win the Transforming Community Services Award at the top Midlands Health and Social Care Awards for its telehealth project.

Telehealth is a mobile phone communication system where users can be checked with anything from a note about an appointment to reminders about medication.

New IntraNet Launched for Staff

Launched ahead of schedule was the Trust’s new Intranet site named ‘ID’ (Staff Information Desk). It includes up-to-date information on all three of the Trust’s hospitals including availability of beds and services. Further work is now being undertaken on the Trust’s external intranet site to make it more accessible.