

Trust Board meeting (Part 1)		Date:	27 April 2016
Agenda item	Title	Executive Director lead and presenter	Report author(s)
BD/16/009	Chief Executive's Report	Hayley Richards, Acting Chief Executive	Company Secretary, Trust Paralegal, External Communications Manager Internal Communications Manager
<b>This report is for:</b>			
Decision			
Discussion			
To Note			X
<b>History</b>			
<i>None.</i>			
<b>The following impacts have been identified and assessed within this report</b>			
Equality	None identified		
Quality	None identified		
Privacy	None identified		
<b>Executive summary of key issues</b>			
<p>This report advises the Board on some of the key management and development issues facing our Trust, considering internal and external influences.</p> <p>The Board is asked to <b>note</b> the report.</p>			
<b>This report addresses these strategic priorities:</b>			
We will deliver the best care			X
We will support and develop our staff			X
We will continually improve what we do			X
We will use our resources wisely			X
We will be future focussed			X

# 1 Trust issues - national

## 1.1 New national Mental Health Director appointed by NHS

Having now developed strategies for improving mental health, cancer, learning disabilities and other key services, in 2016/17 NHS England's focus is now shifting to their practical implementation and delivery.

Claire Murdoch has been appointed as the new NHS National Mental Health Director.

NHS England's independent Mental Health Taskforce chaired by Paul Farmer of MIND recently published its report setting out a vision and costed improvement plan for mental health over the coming five years.

Claire Murdoch said: "I have a passion for community and mental health services and the essential partnership working that goes with it, above all alongside those who use services ...."

"I have lived through one revolution in mental health care, when the old asylums closed and have been privileged to be part of many advances since that time. It's now time to press ahead with the next generation of improvement."

## 2 Trust news

### 2.1 Monthly briefing

The April briefing takes place in the last week of the month at sites across the Trust. The themes of this month's film are:

- Confirmation of the Chief Executive appointment and priorities
- staff experience and developing service user engagement into real participation and patient activation
- New AWProud campaign
- How we communicate as colleagues – what could be improved?
- CQC – ensuring teams feel prepared

### 2.2 AWProud campaign launched

The campaign, which was launched at the Leadership Conference, is designed to help colleagues demonstrate gratitude and appreciation. It offers quick and easy tools to complement existing local systems and to capture some of the informal exchanges that already take place.

Staff at all levels can take part by:

- sending a personalised Proud message to say 'thank you', 'well done', 'you made me proud' via our intranet. This generates a personalised certificate the recipient can display, share at appraisal etc.
- adding one of our Proud icons to their email signature to demonstrate pride.

Around 350 messages were sent in the first 10 days, examples including:

I am so proud to call you a colleague and friend

Thanks...for going the extra mile in making our wards a better place for staff and service users. I saw you mowing the lawns and felt very proud - you are an asset to your team and to the Trust :-)

The Communications Team has received excellent feedback about the campaign. The next phase will include an external focus.

### 2.3 Launch of children's services

We were delighted to start working alongside Sirona care & health (lead provider) and Bristol Community Health CIC to deliver children's community health across Bristol and South Gloucestershire this month.

The service that has transferred to our organisations is called the Community Children's Health Partnership (CCHP). Working with Barnardo's, it provides child healthcare and child and adolescent mental healthcare across Bristol and South Gloucestershire. AWP will be delivering the child and adolescent mental health services

(CAMHS) - known as child and family consultation services.

Under a separate contract, AWP will also be managing the Riverside mental health inpatient and day services for young people. The Riverside team works closely with CCHP.

#### 2.4 Swindon: "a beacon of good practice"

This month marked an important milestone for NHS Mental Health Care in Swindon. Seriously mentally ill patients in Swindon have not been placed in out of area acute care beds for the past year, achieving a national target 18 months ahead of time.

The Independent Commission on adult acute mental healthcare published its report, known as the 'The Crisp Report', in February 2016. The Report identified a target to phase out the practice of sending acutely mentally unwell people far away for treatment by October 2017, but by working collaboratively to redesign mental health services, Swindon Clinical Commissioning Group (CCG) and Avon & Wiltshire Mental Health Partnership (AWP) have today confirmed that they have not needed to admit a patient out of area for their care.

For patients in Swindon this means they are more likely to be admitted to a bed in Swindon, rather than being transferred to either an acute bed elsewhere in the region, or a private bed possibly even further away.

#### 2.5 InspireBetterHealth awarded offender health contract

A new partnership - InspireBetterHealth - which includes AWP, has been selected by NHS England South to provide healthcare services at five prisons in the south west.

InspireBetterHealth brings together the expertise of leading healthcare organisations from across the south west, many of which already work in prisons. The group includes Bristol Community Health (prime provider), Avon and Wiltshire Mental Health Partnership NHS Trust, Hanham Health, GP Care, Time for Teeth, Homecare Opticians, Day Lewis Pharmacy and Sirona care & health CIC.

The new service launched at the beginning of this month and will run for five years.

#### 2.6 Diversity and our Trust

We have been proudly showing off the incredible diversity of our work force this month. Our new diversity calendar – featuring quotes from staff, carers and service users – is now available to download from our website (see the story on homepage at [www.awp.nhs.uk/](http://www.awp.nhs.uk/) ).

And a stunning infographic we created to show how diverse we are has had a global reach after beginning shared and viewed on Twitter over 60,000 times

#### 2.7 Clinical Executive Report

The Clinical Executive Report contains a summary of key priorities that the Clinical Executive wish to bring to the attention of the Committee this month:

- **Nursing update**
- **Safewards** – we now have 100% of wards signed up to the Safewards programme
- **SUI Update**
- **CQC preparation**

#### 2.8 Finance Report

Month 12 and Year End Position

This report presents the financial position of the Trust as at Month 12 (March 2016) and provides an update to the Board on the achievement of our planned breakeven position for the end of the financial year.

The report provides information regarding the following key financial targets.

#### 2.9 Quality Performance Report

This report draws the board's attention to the Trust performance between April 2015 and March 2016.

##### 2.9.1 Monitor Compliance:

The Delayed Transfer of Care (DToc) indicator is the only performance indicator currently non compliant, it is subject to a range of locality specific actions which are detailed in the report.

Over the year there has been incremental improvement against several indicators

Improvement in the longstanding challenge of gatekeeping by Crisis teams has been significant and is now compliant

### 2.9.2 Locally agreed indicators:

Generally there has been improvement across the range of indicators.

In particular the Friends and Family response rate shows sustained good performance and the number of service users asked if they have a carer has improved in some areas although requires further action in others.

### 2.9.3 Bed Management:

This remains a key area of priority of the operations directorate. Block purchasing arrangements have recently been reviewed to ensure optimum access and best value. Overall there has been improvement in control and a reduction in people being placed outside of the Trust area.

## 2.10 HR Report

This report provides commentary on staff in post; current vacancies; turnover; sickness absence; current disciplinary activity and an update of recruitment and retention activity

This report shows that the Trust currently employs 3320.96 fte staff.

The number of vacancies currently active and being recruited to across the Trust are 205.88 fte/ 220 heads. Out of these 48 posts are currently being advertised.

## 3 Serious Untoward Incidents (SUIs)

### 3.1 Summary of incidents in month

Each month I bring you a snapshot of the most serious incidents reported in month. This keeps the board apprised of the issues we are reviewing, investigating and learning from as they are occurring. These incidents are subject to investigation, and reporting through our usual quality governance routes and subject to scrutiny by the Quality and Standards Committee in due course.

There were nine serious untoward incidents in March 2016.

Investigations in relation to all cases have been commissioned.

### 3.2 CEO meetings during April

During the month I have attended a number of meetings with

- **1 April** - CCHP Staff Launch Events
- **6 April** – AWP Leadership Conference
- **14 and 15 April** - Induction events for staff transferring from NBT CAMHS to AWP
- **18 April** – with other Executive Directors, attended training day on Surviving Public Enquiries
- **21 and 28 April** - visits to Fountain Way and Fromeside as part of CQC preparation
- **26 April** – **first of three BNSSG STP workshops**. Recommendation

The Board is asked to **note** the report.