

# MEMBERS UPDATE

## SUMMER 2012

### Overcoming past weaknesses

**AWP has identified its top three priorities as putting service users and carers at the heart of what it does, increasing clinical input into management decisions and being open and transparent.**

These commitments underpin a major 'Fit for the Future' action plan which responds to July's publication of a critical report into the Trust's organisation and management arrangements.

The report criticises a lack of clinical engagement, top down decision making and the Trust's performance management style as well as expressing concerns over some aspects of safety and a lack of evidence of constructive internal dialogue. It states:

**"There is an urgent need to change the culture and leadership from one of central control to one in which all staff are positively engaged in determining and delivering safe, high quality care."**

The report was completed in January and it is a matter of public record that since its completion the Trust's former chair has resigned and the Trust's former chief executive has retired.

'Fit for the Future' sets out how the Trust is addressing the report's criticism and how it will better meet patients' needs. This includes strengthening the involvement of clinicians, decentralising management, increasing local service accountability, improving care and improving staff engagement and morale. Both the report and action plan are available at [www.awp.nhs.uk/independentreports](http://www.awp.nhs.uk/independentreports)

To increase its understanding, the Trust Board is also rotating its meetings across its six core local authority areas to make it easier for those interested to attend and to enable it to hear directly from staff, service users and carers. See [www.awp.nhs.uk/events](http://www.awp.nhs.uk/events) for details.

New chair, Tony Gallagher said, "The Trust board accepts the report and its recommendations. There are some very important lessons here and I am determined that we will learn them.

"I am determined too that we should create a new, less centralised leadership model that is strongly informed by the needs of our local communities and our service commissioners.

"I want the Trust to be more responsive in dealings with all our stakeholders and thoroughly committed to openness and transparency. Our overarching objective will be to radically improve outcomes for service users and to improve our staff's ability to make a real difference."

The process of recruiting a new chief executive is underway and Paul Miller is currently acting chief executive.

### How did AWP do last year?

Find out in the 2011/12 quality account, annual report and full accounts, annual review and a special annual report edition of Ourvoice. All available at [www.awp.nhs.uk](http://www.awp.nhs.uk)

## Trust chair appointed



Tony Gallagher, chair

Tony Gallagher has been appointed as chair for four years by the independent Appointments Commission which provides an independent and transparent appointment process for public appointments, based on the principle of selection on merit.

Tony said he was delighted to have been appointed. "Acting chief executive Paul Miller and I have started to change the way the Trust is run and the way it relates to staff, service users, carers and other stakeholders. I see my appointment as recognition of the positive steps taken and the Appointments Commission's faith in my ability to lead the Trust through this challenging period."



Paul Miller, acting chief executive

## Consultation on the future of mental health services in Bristol

NHS Bristol is collecting views about mental health services currently provided in Bristol and what, if any, changes people would like to see. The consultation, which includes a series of meetings across the city, a forum for carers and a forum for clinicians, runs until 28 September. Full details can be found at [www.bristol.nhs.uk](http://www.bristol.nhs.uk)

## Improving services

A major reorganisation of community services, involving some 800 plus staff is nearing completion with new teams being created to provide a more responsive and effective service.

New intensive and recovery services are being established and a new primary care liaison team will liaise with GPs and provide the first point of contact for them in seeking specialist mental health support for their patients.

It is anticipated that the introduction of the new services will be completed during September but early indications are the initial stages have been well received.

## Carers share their views

AWP marked carers' week with a celebration of the contribution carers make to developing and delivering the Trust's services. Featuring a workshop on ways in which the recovery star model would be adapted to support carers, the event also included a lively debate during which carers shared experiences and challenged staff to improve communication with carers.

During July carers had a further opportunity to give their views through the annual carer survey. Last year's survey led to improvements to the Trust's information pack for relatives and friends.

## Pride in new contracts



Visitors to our stall at Bristol Pride



### **AWP has recently been appointed to provide some very varied new services.**

The AWP-led LIFT service, which takes its name from the very successful 'least intervention, first time' approach developed by the service in Swindon and Wiltshire, has been appointed to provide primary care psychological therapy services in Bristol. As part of the nationwide 'improving access to psychological therapies' scheme, LIFT Bristol Psychology will provide support and interventions for adults experiencing common mental health problems such as stress, anxiety and depression.

AWP's Bristol specialist drug and alcohol service were at July's Bristol Pride to launch the newly-commissioned mmagik\* club drugs service aimed at lesbian, gay, bisexual, transgender and student communities. Mmagik\* (methadone, MDMA, amphetamines, GBL, ice, ketamine... to name just a few) will use outreach and social media to raise awareness and encourage healthy choices.

Team manager Nadine Morgan (pictured above right) said: "We are proud to be part of a new style of drug service and to reach out to a new client group. People have been so excited by what we're offering."

## Recognition for intensive care teams



### **Two Bristol psychiatric intensive care units have been rewarded for their high standards with a national accreditation.**

Elizabeth Casson House and Hazel Unit at Callington Road Hospital have both been recognised by AIMS (Accreditation for Inpatient

Mental Health Services), a demanding review programme looking at areas including training, the ward environment, facilities and provision of activities and therapies.

The award of accreditation by a group of mental health professionals, service users and carers is an important sign of recognition that the units provide a safe, high quality service.

At Elizabeth Casson House, AIMS inspectors noted a "very creative, enthusiastic and cohesive team" and that "patients reported that staff are available, knowledgeable and helpful." They also noted the "bright and airy environment".

Hazel (art room pictured) was described as "a very bright, open unit with a relaxed atmosphere" with "plentiful facilities on the unit and on site for patients, including a gym and a kiln" and a "fantastic" occupational therapy garden with a vegetable patch."

## Opportunities to have your say

# Let's Get Engaged!



The Trust is renewing its drive to engage with people with an interest in its services, including service users, carers, support workers, voluntary organisations and of course FT members. There are plenty of events coming up where you can have your say:

- The next FT members' event will be held on Friday 31 August at the Coast Centre, Weston-super-Mare. This follows very positive feedback from the 87 people who took part in May's event at Trust HQ. August's event will be opened by Chair Tony Gallagher and will feature staff and a service user from our drug and alcohol services. For details see the events section of our website [www.awp.nhs.uk](http://www.awp.nhs.uk)
- Ten 'Let's Get Engaged' meetings are being held across the Trust during August and September. These are aimed at helping us improve the way we listen to people and engage them in the future of our services. See [www.awp.nhs.uk/featured/get-engaged](http://www.awp.nhs.uk/featured/get-engaged) for details.
- Meetings are planned for the autumn in Wiltshire and North Somerset to share progress and seek feedback on changes to our services. Details will be added to the events section of our website.

## Phoenix Enterprises

Handling large mailings such as the FT members' update efficiently and cost-effectively is often a job best left to the professionals. Recent issues of our FT members' update have been mailed by Swindon-based social organisation Phoenix Enterprises, whose commercial activities support training and employment opportunities for people recovering from mental health problems.

Brian Tyler, Manager of Phoenix Enterprises explained: "Our business and social aims go hand in hand. Alongside developing our business portfolio, our primary objective is to provide experience and training as a stepping-stone into

competitive employment. People working at Phoenix – whether paid or as a volunteer – are able to rebuild their confidence and learn new skills in a productive and supportive environment. We offer a diverse range of services ranging from mailshots, product assembly and other direct mail fulfilment services."

Brian and his team have once again handled the mailing for this very update: it's a real pleasure working with a business that complements the Trust's own vision of enabling and encouraging people to reach their potential and live fulfilling lives.

If you have any comments about this update or would like to get more involved please get in touch.

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" enabling and empowering people to reach their potential and live fulfilling lives "

Trust vision