



MEMBERS UPDATE

AUTUMN 2012

A clearer future

Substantial progress has been made in implementing the 'Fit for the Future' programme of organisational change highlighted in our last update.

Across the Trust's priority areas, changes are being made designed to strengthen clinical input and improve staff morale, decentralise management and ensure that service users and carers are consistently at the centre of what AWP does.

Chair Tony Gallagher praised the work which has been undertaken. "We recognise that we still have a lot to do to consistently achieve the standards we have set ourselves but we are moving in the right direction.

"The changes being made in AWP have been widely acknowledged. At a recent meeting with the Chief Executive of the NHS Trust Development Authority to discuss the timetable for achieving our foundation trust ambitions, we were told that our commissioners recognised the steps taken to change our culture and approach and that there was no reason why we could not now become a foundation trust.

"As a result, I am pleased to say that the time for resuming our journey to become a foundation trust has been brought forward from November to July 2013. To guarantee we achieve this timetable, we must continue our efforts to ensure the delivery of consistent quality and service."

With clinical commissioning groups replacing primary care trusts, and significant changes being made to the way AWP is run to make it more responsive and less centralised, Mr Gallagher said it was likely that the Trust will need to look again at its proposed governor constituencies and will consult widely on this before running governor elections.

"As we work together, there is no reason why we cannot now move forward as a Trust, positively responding to the needs of our service users, carers and staff and building an organisation with which we are all proud to be associated and happy for our friends and families to use."

Next members meeting in Swindon

The Pilgrim Centre in Swindon will host our next members meeting on Friday 23 November, from 12.30. It will follow the successful pattern of previous events, combining short presentations from service users, carers and staff with practical fun workshops which give those attending a chance to chat with fellow members. Information stalls will also be set up for members to visit, so as to learn more about work undertaken to support those with mental health issues. To reserve a place please contact the membership office by calling 0800 694 9990 or emailing foundationtrustinfo@awp.nhs.uk or complete the invitation which accompanies this newsletter.

Decentralising senior management

Greater focus on local delivery of services is one of the main principles the Trust Board wants to see in a new management structure being developed for the organisation.

The Board is committed to accelerating decision making, increasing local accountability and enabling the Trust to respond more openly to the needs of service users, carers and commissioners.

It has agreed the principles of a new structure, which will replace the Trust's existing five strategic business units. The new structure will split services between two 'clinical delivery units', each led by an Executive Director who will be a member of the Trust Board.

One of these two new 'units' will be responsible for services which are commissioned locally,

including community, liaison and later life services, inpatients and social care. It will in turn be subdivided into six local areas, reflecting clinical commissioning groups and local authority boundaries.

The second 'clinical delivery unit' will be responsible for those services which are largely commissioned through specialist national or local groups and which cover mainly specialised, secure services and drug, alcohol and criminal services.

Having set out the principles of the changes it wants to see, the Board wants these developed into a robust, responsive senior management structure ahead of full consultation with staff and subsequent implementation.

Alongside these planned changes, new area directors are already providing a stronger local focus in each of our local authority and primary care trust areas.

Excellence recognised

The high quality of Callington Road's Alder ward's rehabilitation service has been recognised with an 'excellent' national rating by AIMS (Accreditation for Inpatient Mental Health Services).

This is a demanding six month review programme which looks at for example training, the ward environment, facilities and provision of activities and therapies. Inspectors noted the strong support given at Alder to both patients and carers, that carers felt listened to, and the helpfulness of staff. The team was described as flexible, cohesive, patient-centred and focused.

Bristol office



A desire to make it easier for Trust staff to meet regularly with commissioners, partners, carer, service user and community groups has led AWP to establish an office in the centre of Bristol in South Plaza. Reflecting the Trust Board's commitment to greater openness and transparency, the new office – which opened on 8 October – will not only provide a working base for the area director but it will also support efforts to engage much more widely than AWP has done in the past with those interested in mental health.





Your views

Congratulations to Jan Field, a public member in Wiltshire, who won the prize draw for completing our summer 2012 FT members' survey and who is now a proud owner of a 'don't ignore your mental health' fleece jacket.

Our thanks go to all members who completed the survey which helps us understand the level of contact members want to have with the Trust,

Ourvoice tackles topics of the day



The latest issue of our staff magazine Ourvoice was published in September to mark World Alzheimer's Day, focusing in part on some of the excellent work that our colleagues do each day to support those who are directly or indirectly affected by dementia.

You can read the latest issue or download it via our website as well as catching up on a range of other topics focusing on the work of teams, hearing about efforts to support staff to deliver more effective services and some recent initiatives undertaken by our teams.

The next edition of Ourvoice will be available on line in December – just go to our website www.awp.nhs.uk/ourvoice

the information they find useful and what they like and don't like about how we engage with you.

Some suggestions for improving the quarterly newsletter were made which we shall try and implement over the coming issues. Of those responding to the survey, an encouraging 24 per cent rated it very good and 45 per cent, good.

Members events were also rated very highly with 35 per cent of respondents describing them as very good and 41 per cent, good. Based on these responses and other feedback, we are already planning next year's events and it is likely they will take place in B&NES in February 2013, Callington Road in May, Devizes in August and Chippenham in November. Dates and times will be published as soon as they are finalised.

Targeted surveys on specific topics were also rated highly by respondents while recipients gave the thumbs down to making greater use of facebook and twitter with few members indicating they used these social media.

Our aim is to strengthen engagement and communication, so if you have an idea on how we can do things differently and better, please don't hesitate to contact the membership office with your ideas.



Improving communication

One of our 'Fit for the Future' commitments is to improve communication with those interested in the work of the Trust by making more information available about progress in tackling past and current criticisms of aspects of our operations.

As a result we are publishing monthly Snapshot, a newsletter which summarises changes being made and highlights good practice. It is designed to provide an honest and balanced assessment of the work we are doing.

If you would like to receive it each month, please contact the membership office and we will send it to you or if you just want to scan it on line, you can read or download from our website – just go to www.awp.nhs.uk/snapshot



Moving Forward Together

Let's Get Engaged!



Working together to improve involvement in mental health

Earlier this month, more than a 100 service users, carers, staff, third sector representatives and other interested parties took part in 'moving forward together', the second stage of a major co-production effort to build a new Trust engagement and involvement strategy.

Its objective was to help create 'new and better relationships between the Trust and service users, carers and other partner organisations so as to enable us to design and deliver services that enable and empower people to reach their potential and live fulfilling lives'.

The vibrant event focused on creating a vision of what this new relationship should look like, identifying the issues that needed to be overcome and how best to achieve this.

The event - designed by service users representatives and staff – drew on feedback from the series of 'Let's get Engaged' events, held over the past couple of months across the Trust.

A host of ideas were generated which will now be collated into themes by different working groups, consisting of a cross section of participants who want to be involved. The different ideas will be consolidated into a single vision with the best ideas worked up as part of developing the new strategy which will be signed off by the Board before the end of the year.

Details of feedback from the Let's get engaged events and from Moving Forward together are available on our website at www.awp.nhs.uk/movingforward

What are PbR and care clusters?

Trusts across the country have been developing a new payment structure for mental health services called payment by results (PbR).

This new structure aims to link payments to improved clinical outcomes and better quality of care. To secure this, PbR breaks mental health care delivery into 20 clusters.

Each cluster is nationally agreed and is linked to locally developed evidence based care packages which meet specific clinical needs and are focused on clinical outcomes. All service users will be matched to a cluster, reflecting the care and support they need.

The new approach should more closely relate payment for services by commissioners not just to effectiveness but with the resource and expertise required to deliver them.

AWP will shortly be running a series of workshops aimed at service users, carers and the public to explain how this new national approach will work at a local level and to answer questions about PbR and care clustering.

The workshops will begin in November and times and dates will be published on our website shortly. If you would like to attend, please contact the membership office.

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

Contact us:
0800 694 9990
foundationtrustinfo@awp.nhs.uk

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

Trust vision