

# MEMBERS UPDATE SPRING/SUMMER 2013

## Objectives, motto and values take shape

A big 'thank you' to all the members who took the time to give us their views as we reviewed the Trust's vision, values and strategic objectives.

Our Trust Board has now approved a new set of strategic objectives and values following the consultation, which also included commissioners and the social care and voluntary sectors.

In face to face and written feedback, people overwhelmingly supported the proposals. While some critical comment was received – mainly centring around people's experience of the Trust not reflecting the proposals – most people were positive about the simplicity and clarity of the proposals.

The range of comments has led to some changes in the way the strategic objectives and values are described, as well as dropping the term 'mission statement' in favour of the term 'motto'.

Set out here are the agreed strategic objectives, motto and values which will now be incorporated into the work of our Trust and will shape the way everyone in our Trust behaves moving forward. A more detailed response to feedback is available on our website.

### Strategic objectives

**Consolidate** provides the building blocks on which the success of our Trust rests. 'Being Brilliant at the Basics' will be a frequently heard statement as, helped by feedback from for example the friends and family test, we review what we do well, identify what needs to be better and deliver more and constantly improving recovery-focused services.

**Integrate** requires us to work more effectively in partnership, internally and externally, connecting fully with the local health communities we serve and forging positive, dynamic relationships with our staff, commissioners, GPs, service users and carers, as well as those in the voluntary and social care sectors.

**Expand** will be fundamental to the viability of the Trust, developing first a portfolio of quality, specialist services which meets the needs of commissioners locally and in areas outside our traditional heartland.

### Motto

**'You matter, we care'**

Whether service users, carers, staff, GPs, commissioners or third sector groups, you matter to us and we care how we listen and respond to your needs, views and ambitions.

### Values

<b>P</b> Passion	Doing our best, all of the time
<b>R</b> Respect	Listening, understanding and valuing what you tell us
<b>I</b> Integrity	Being open, honest, straightforward and reliable
<b>D</b> Diversity	Relating to everyone as an individual
<b>E</b> Excellence	Striving to provide the highest quality support

See inside for details of how to give your views on changes to our Foundation Trust constitution.

## Introducing our new management teams...

### Our new locality management teams are getting established across the Trust

Services will now be managed locally and the six new locality teams – plus teams for specialist drug and alcohol services and specialised and secure services – will be able to focus much more on the needs of their respective communities.

Each team is headed by a clinical director who will continue to practice as a doctor and will be accountable for the delivery of high quality services.

#### North Somerset

Dr Eva Dietrich is AWP's new clinical director

for North Somerset. Eva has worked in North Somerset since 2005 in both inpatient and community services, and is based with the intensive support team at Long Fox Unit in Weston-super-Mare. She is also a senior clinical lecturer in psychiatry at Bristol University.

Eva said, "This is an exciting opportunity. I want to involve every member of staff in developing services based around the needs of the people we care for."

Suzanne Howell, who is based at the Coast Resource Centre, has worked in North Somerset for several years and previously managed the crisis service.

Anita Hutson is the new head of practice and professions. She has worked in mental health nursing since the mid-1980s, most of that time in a wide range of services in North Somerset as well previously leading on service improvement for older people.



A head of profession and practice will be accountable to the clinical director for the standards of practice in that delivery unit and will be involved in shaping Trust-wide standards.

The managing director will be responsible for the smooth running of the locality including the development of strong relationships with commissioners.

Look out for details of locality meetings for members and other stakeholders to be held in September.

Here we introduce two of the teams – North Somerset and South Gloucestershire – with more to come in future editions.

#### South Gloucestershire

John Owen, of South Gloucestershire Primary Care Liaison Service, has worked in the area for 20 years as a consultant psychiatrist.

He said: "I am delighted that there will be a greater emphasis on clinical involvement and local management in the future and I am keen to take this revamped structure forward into a new era."

Jenny Macdonald is the new managing director. Formerly area service manager for adult community services in South Gloucestershire, she has experience as a nurse and manager in psychiatric intensive care, inpatient and adult community services and more recently has worked alongside colleagues in later life services.

She said, "I am excited about working in a more clinically and locality focused service and feel very proud to be part of such a skilled, experienced and committed staff group."

The new head of profession and practice is Debbie Spaul. Debbie, who previously was head of therapies in liaison and later life, has a professional background in clinical psychology. Debbie is looking forward to working with staff across all teams to focus on delivering high quality, service user focused care and building on the excellent services that already exist.



#### OUR OTHER CLINICAL DIRECTORS

Bristol **James Eldred**

Bath and North East Somerset **Bill Bruce-Jones**

Swindon **Sammad Hashmi**

Wiltshire **Julie Hankin**

Specialist drug and alcohol services **Tim Williams**

Specialised and secure services **Carol Bowes**

## Governors and constituencies

### give us your views

**We have been looking at the different categories of governor as described in our draft constitution, the legal document setting out how we will operate as an NHS Foundation Trust.**

Our original proposals separated service user members and governors according to the different types of mental health service they accessed.

As some people use a range of services at any one time, we think this approach is overly complicated and we propose simplifying this by having six governors who are patients or service users, elected from all members who are patients or service users.

Based on the proportion of carer members compared with other member groups, we also propose reducing the number of carer governors from three to two.

We still aim to have six staff governors elected by staff members and seven public governors elected by our public members, plus eight partner governors representing your local councils and health commissioners.

We would like to know what you think about the suggested changes to the proposed carer and service user governor positions:

**Do you agree that we should have six governors who represent all of our patients and service users?**

**Do you agree that we should have two governors who represent all of our carers?**

You can give your answers by contacting the membership office on 0800 694 9990, emailing us on [foundationtrustinfo@awp.nhs.uk](mailto:foundationtrustinfo@awp.nhs.uk), or by completing the form on our website [www.awp.nhs.uk](http://www.awp.nhs.uk). You can also write to us at Foundation Trust membership team, Jenner House, Langley Park, Chippenham, Wiltshire SN15 1GG.

We would appreciate your comments by 24 June.

We are pleased to confirm that our bid for Foundation Trust status will re-enter the first stage of the national assessment process in October 2013, meaning we are working towards achieving FT status in 2014.

Ensuring we have a council of governors able to represent the views of our members is an essential part of becoming a Foundation Trust. A number of you have already expressed an interest in becoming a governor. To find out more about what this involves please contact the membership team.

## Getting active to raise awareness

**Mental Health Awareness Week and Dementia Awareness Week both fell in May this year and we marked both with a wide range of awareness-raising events.**

Mental Health Awareness Week took the theme of how exercise can benefit mental wellbeing and service users and carers were just some of the people who came along to try an afternoon of activities with Bristol Active Life Project. Zumba, rounders, hockey and badminton were all on offer and free for everyone to try.

Swindon's Active Life team were joined by a reporter from Radio Wiltshire who laced up his football boots to take part in a five-a-side session. He interviewed staff and service users plus there were live studio interviews with physiotherapy staff about how exercise can benefit people with mental health problems.

For the annual Dementia Awareness Week, we wanted to highlight the range of projects and services we are involved in across the entire Trust region, including working alongside the Dorothy House charity to train care home staff in dementia and end of life care. In Swindon, our teams are working with those at Great Western Hospital to improve the screening for dementia in high-risk groups. Teams in South Gloucestershire were also spreading the word at a dementia roadshow held in Yate.

## Putting service users and carers at the heart of what we do

We are making significant progress with the way we engage with service users and carers. For example, we are switching our approach to engagement from being centrally managed to locality based, with people on the ground who know their localities and understand services in those areas.

Each of our six localities and our specialist delivery units will have their own service user involvement worker who will work closely with the local leadership to expand involvement in each area.

The new recruits will be mainly former service users or carers and will bring their 'experts by experience' skills to the role.

The new approach builds on the experience of peer mentors in our specialist drug and alcohol unit where their expertise has helped deliver some innovative projects. So successful has the use of peer mentors been that several have found jobs with AWP and a new group has just been recruited and trained.

We have also become one of the first mental health trusts to use the new Friends and Family Test to gather feedback. The aim is to give every service user the chance to give anonymous feedback on the quality of their care, helping teams and wards to improve services.

Our community engagement and involvement strategy was also due to be approved by the Board as this update went to print, drawing together a huge amount of feedback from service users, carers, staff, members and other parties on the future of involvement and engagement in our Trust.

## Register your email with us

As a Foundation Trust member we regularly contact you with AWP news including membership updates, details of consultations and member events. In this age of technology we would like to be able to communicate with more of our members by email, reducing postage costs and avoiding any delay in getting information to you.

If we have your email we can send you Snapshot, a monthly bulletin only available in an electronic format, inform you about research, workshops and focus groups and other events in your area and invite you to take part in electronic surveys.

Many people are cautious about disclosing their personal email addresses, however our members' information is held on a secure database only accessed by the Foundation Membership team. Your information will never be shared with any other parties.

To register your email details with the FT membership team please call 0800 694 9990 or email us at [foundationtrustinfo@awp.nhs.uk](mailto:foundationtrustinfo@awp.nhs.uk).

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

## Who will YOU nominate?

Nominations for AWP's Staff Awards 2013 are now open – and we are inviting nominations from FT members.



The seven categories in this year's awards celebrate everyone working in the Trust: clinical staff, non-clinical staff and volunteers. Four categories are open to both teams and individuals; three are just for individuals. The winners and runners up will be announced at a celebration on World Mental Health Day – 10 October – at the Assembly Rooms in Bath.

Details of the categories and how to nominate are on the AWP website at [www.awp.nhs.uk](http://www.awp.nhs.uk) and nomination forms are also available in AWP site receptions. Nominations close on Sunday 30 June but don't leave it to the last minute – nominate today!

**Contact us:**  
0800 694 9990

[foundationtrustinfo@awp.nhs.uk](mailto:foundationtrustinfo@awp.nhs.uk)

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