This is CNWL 2015-17
Our work

This report tells you about

• The work we did in 2015 - 2016
• The work we will do in 2016 – 2017

You can read our full report by going to this website

www.cnwl.nhs.uk/about-cnwl/planning-performance/

Thank you to Photosymbols for the pictures.
Who we are

We are Central North West London NHS Foundation Trust. We run health services for the NHS.

What we do

We give health and social care support to around 3 million people in the South East of England.

Most of this support happens

• In people’s homes
• At community clinics
• In schools.

Last year we also gave support in other places too like prisons and immigration centres. Immigration centres are places where people from abroad can be held before they can come into the UK.
Because we are an **NHS Foundation Trust**, local people can take part and have a say in the way we run our services.

**Our vision - Wellbeing for life**

We want everyone who uses our services to have **wellbeing for life**.

We want to make every person’s life better so they can be healthier and feel good about themselves.

**What we believe in**

**Compassion** – caring about other people

**Respect** – treating every person in a good and fair way

**Empowerment** – feeling confident and being able to take control

**Partnership** – working together with our other partner groups and services.
Our staff survey

We asked our staff some questions about their jobs in a survey. Our staff told us they enjoy their work and they feel good about what they are doing. They enjoy looking after patients and they feel safe at work.

Our people

Some of the people who work for us have done some great work. They have won awards and been in the news.

You can read more about their success in our main report.

www.cnwl.nhs.uk/about-cnwl/planning-performance/

Making services better

The Care Quality Commission visited our services and made some checks. They told us our care was the best it can be, but we needed to make some things better.
We listened to what they told us and made the changes.

- We made changes to the way adults get a bed in hospital.
- We set up new teams in our community mental health services.
- We reminded staff how important it is to make checks on all our patients.
- We have new plans in place to make any risks to our patients much smaller.

Joining up care

We are joining up care in our services across London.

For example we have

- Made a new **single point of access** for adult mental health services in North West London. A **single point of access** means you get in touch with one place to get the care you need.
• **Joined up care** in *addiction services* – *addiction services* give support to people with drug and alcohol issues.

• **Made life better** for people with mental health difficulties in Brent so they can move out of residential care and live on their own.

We have set up new services across the Trust to give people the help and support they need.

For example, we have set up a

• **Recovery programme** to help people with drug and alcohol issues

• **Community team** called the *Care Connection Team*

• **New Patient Support Service** with one point of contact for patients, carers and their families
You can read more about our new services in our main report

www.cnwl.nhs.uk/about-cnwl/planning-performance/

Spending money on our buildings

The money we spend on our services comes from different places. We need to make sure we spend it in the right way.

This year we spent some of our money on making our buildings more modern and up to date.

Making our services better in 2015-2016

Every year we say how we are going to make our services better. This year we focused on 3 main indicators. Indicators tell us if we are doing well or not.
The 3 main indicators are

1. Patients feel involved in their care

We want patients to be at the centre of their care. This means they decide what health and social care they need to get better.

We found out that patients have better health if they can take part and decide what care they get.

In 2015-2016 we improved this indicator – more patients told us they felt more involved in their care.

2. Patients get the care that helps them get the result that matters most to them

We wanted to understand more about our patients and what they think about the care they get.

In 2015-2016, 91% of patients said they got the care that helped them get the result that mattered most to them.
3. Carers get the support and information they need to care for their loved one

Our Carers’ Council has done a lot of work this year. We know there is a long way to go but we want to get things right.

We know that carers

- Want to be listened to more
- Need more information about giving support to loved ones
- Want support from other groups and staff

We are planning an event called the Carers’ Conference 2016. This will happen in October 2016.

Patients and carers

We want all our patients and carers to have a good experience of health care services. We have done a lot of work with patients and carers to make this happen.
For example, this year we interviewed patients and carers to ask them what they think about our services.

We did this across our services including mental health and sexual health services.

Keep on learning

We know we need to keep on learning so we can make our services better.

In 2015 we

• Started our **Learning and Improvement Guide**. This guide says what we are doing to learn from other organisations so we can make our services better

• Started a new campaign called **Sign up to Safety** to help patients, carers and staff feel safer

• Set up **Learning Walks** so that staff can learn from each other – we will have **Learning Walks** across all our staff teams next year
• Checked on how well we were doing by setting up a quality inspection.

Things we are going to do in the future

We have 5 main priorities to run our services in 2016-2017.

These are to

1. Work with our partner groups and communicate well
2. Redesign our services so they can be the best
3. Have the best staff working for us
4. Have a good plan for computers
5. Spend our money wisely
Quality services in 2016 - 2017

Quality services means our services are as good as they can be.

Last year we focused on patients and carers. This year we are making quality services about our staff, patients and carers so that everyone works together.

We want

1. Patients and carers to feel involved in their care

Some of the work we are doing in 2016 -2017

• Starting a campaign called #Hellomynameis. The campaign will help to remind staff to introduce themselves to all patients they care for. Doing this can help patients and carers feel more involved
• Talking to our patients and carers and collect their stories about their experiences of health and social care

• Follow up on our Carers’ Council plan

• Listen to feedback from our patients and carers then take action by writing new plans.

2. Make sure our staff feel included in all our work

Some of the work we are doing in 2016-2017

• Writing new plans to keep our staff focused and interested in their work

• Finding more staff to work for us who are from different races and backgrounds

• Make the places where staff work as pleasant as we can
• Setting up new programmes so that staff can learn how to be good leaders

• Getting regular feedback from our staff so we can take action and make work better.

Telling us what you think

We have over 15,000 members in our NHS Trust. We also have a Governor group. They meet up four times a year to help us make our plans.

You can be a member if you

• Have used our services

• Have cared for someone who has used our services

• Are a member of the public

• Already work for the Trust.
Our staff want you to tell them how they are doing.

Tell us what you think about our services by going to this website

www.cnwl.nhs.uk/feedback