Who we are

We are part of the National Health Service or NHS for short.

We are part of the government. The government is in charge of running the country.

The NHS is in charge of health services like hospitals.

Your GP and other people that look after things to do with your health, work with us.

Things we have done in the Trust

We have made our Trust as safe and stable as we can.

We have made it easier for people to find out what we do on the internet. We will do more to make our website better next year.

We have made our buildings better.

We have helped people to get the care they need closer to their home. This is called the Placement Efficiency Project (PEP).

New services

We have set up new and exciting services. We have new services in:

- Therapies and counselling in Hillingdon – this can help people who worry a lot or who feel very low
- Learning disabilities in the community – the community means where you live and the people you know
- Helping at home with families who have children with mental health problems
- Doing more work in prisons
Things we have done 2012-2013

• Helping people live on their own who have had mental health problems for a long time

• Helping people who are addicted drugs feel better about themselves

We are working more closely with other NHS services.

For example, we have set up new services in Hillingdon to help people who have had a stroke.

People who use our services, carers and communities

We are supporting people in new areas like Milton Keynes and Buckinghamshire. We are helping more people in prison and people who have drug problems.

We have asked people in the community to be members of the Trust. This means local people can have more of a say in what we do and how we do it.

We set up a Carers Council to give support to carers. We are working on a new project to find out more about what carers think about our services.

A carer is someone in your family that helps you if you need extra care and support.

Getting help in a crisis

We are giving more support to people in a crisis. A crisis is when things suddenly go wrong and you need help.

We set up a free telephone number for people to call in an emergency. The telephone number has been called a lot. It has helped a lot of people.

We have helped a lot of people get over their problems.

We are working to give better health to people with learning disabilities.

Making things better

We want our services to be the best. We asked people what they thought and tried to make things better. We wrote a report about this. It tells you about the things we did well in.

You can read this report by going to www.cnwl.nhs.uk/qualityaccount
Things in our Quality Account report

We wanted patients with mental health problems to have a say in how they are looked after and the treatment they get.

We did not do so well with this.

We wanted patients with mental health problems to have at least one thing that they wanted to do, written into their care plan.

We did well at this.

We wanted nearly everyone with dementia that is taking anti-psychotic drugs to have a check up every 3 months. We wanted the information from these check ups to be sent to their GP and family within 2 weeks.

We did really well at this.

We wanted over half the people that use community services and have a care plan, to get good advice and support with their health.

We did well with this.

More people than our target number said they got good advice and support.

Making sure carers have a say

We wanted to find out if they:

• Felt supported by us
• Had the information they needed to get help in a crisis.

We had meetings with carers to find out what they thought.

We wanted to have a plan about how to move people out of hospital and back into the care of their GP.

We wrote a good plan about this.

We wanted over half the people that had to get help in a crisis to get this help.

We did a little bit better than we thought we would on this.
Healthcare in Hillingdon

We wanted people that were coming to the end of their life because of a disease like cancer to have a special care plan about how they want to be looked after.

We did well with this.

We wanted people with a learning disability that use services in Hillingdon to have a care plan.

We did well with this.

We wanted fewer people to have problems with pressure ulcers.

Pressure ulcers are sores on your skin. You get them if you have to spend a long time in bed lying on one part of your body.

We did really well with this.

We wanted healthcare staff to understand more about carers. We wanted staff to have training to help them understand and support carers better.

We wrote information for staff about carers.

We set up training for staff.

Healthcare in Camden

Care for people living with HIV

HIV is a virus that can be passed on from person to person. It can be passed on by having sex without using a condom or by sharing needles if you inject drugs.

We wanted to make sure that nearly everyone with HIV has a strong immune system.

There are more people with HIV that have a strong immune system than we thought we could help.

We wanted to make sure that people that start HIV treatment have a low amount of the virus in their body a year after they start treatment.

We did well with this.
Patient experience

We wanted nearly every patient with a sexual health appointment who arrives on time, not to have to wait for more than 30 minutes past their appointment time.

We did well with this.

At St Pancras Hospital we wanted to make sure no one said it took a long time for staff to answer the bell on the inpatient door at the hospital.

We did not do so well with this.

Joining the Trust

We want as many people as we can to help us in our work. We want them to be members of the Trust. Members tell our Council of Governors what they think should happen at the Trust.

The Council meets 4 times a year to talk about thing to do with the Trust.

Anyone can be a member if they have used the Trust in some way.

Members get some good things like a free magazine and money off things.

You can fill out a form online to be a member. You can do this by going to www.cnwl.nhs.uk/get-involved

Our plans for the future

We are getting bigger. We are looking after more people in more places. We are taking care of more people with mental health problems and things like addictions. Addictions are when you have to take things like drugs or drink and can’t stop.

We know that by getting bigger we can:

• Help more people

• Share the things we have learned with other teams

• We can do more work in:
  • People’s homes
  • At schools
  • In the community.

We set up things we want to do in the future. We worked together with other groups to decide these things. We want to:

• Care for people in a good and kind way

• Respect and treat everyone in a good and fair way

• Give people support to do things on their own and think for themselves

• Work together with other partners to give the best healthcare

• Work together with everyone who uses our services so that everyone gets the best healthcare and feels well.
What we are doing next

We are making plans to:

• Make our **services** better and spend our money in a good way

• Find good people to work for us and keep them in their jobs

• Make our services better and keep things up to date.

You can read the full plan by going to [www.cnwl.nhs.uk/annualplan](http://www.cnwl.nhs.uk/annualplan)

People who work for us

We want the people who work for us to be the best.

We will give them the right training and find out what they think about the Trust.

We know people like working for us and want to do well.

We are sorry to tell you that our Chair is leaving. We will get a new one in January 2014.

Services

We want to make our services as good as we can. We want people to get the care they need as close to home as they can.

We will work with other healthcare services to make sure everyone gets the right help and support.

We will give the right healthcare and support to people that need it. We will work more outside London in places like Milton Keynes to make this happen.

Keeping services up to date

Most of our work happens in the community giving healthcare to local people. We want our staff to have the right:

• **Equipment**

• **Technology** – this means things like using computers more.

We are working with a new partner to make this happen.

We will have new ways to work with people who have HIV.

We will use our buildings better.
Things for 2013-2014

Trust services

We want to help all our patients decide what happens with their care.

We want to support carers to look after people in their family.

Milton Keynes services

We want to make sure everyone who moves between services is kept safe.

Stop people getting any pressure ulcers at all.

We want everyone in ALL our services to get the best care we can give them.

How to find out more

You can find out more by going to this website
www.cnwl.nhs.uk

You can follow us on Twitter
@CNWLNHS

You can email us with any questions
Feedback.cnwl@nhs.net

Thank you to Raincharm for the words
www.raincharm.co.uk

Thank you to Photosymbols for the pictures
www.photosymbols.com