Our work from 2016 to 2018
We are **Central and North West London NHS Foundation Trust** (CNWL).

We run health and social care services for the NHS.

Our health services help people with health problems. This means mental health problems as well.

Our social care services support people to do everyday things and look after themselves.

We work in London and parts of South East England.
Last year we gave most care to people in their homes, places in the community and schools.

But we also gave people care in places like hospitals and prisons.

We want to give people the best care we can.

We work together with the people we care for to make this happen.

About this report

This report tells you about:

• the work we did from 2016 to 2017
• the work we will do from 2017 to 2018
Our work from 2016 to 2017

New jobs

We have a new person in charge of our doctors. He is called Dr Con Kelly.

Our big boss is called Claire Murdoch. She is now in charge of a big mental health plan for England as well.

Good news for our health and social care services

We have been chosen to run some new services.

There is more information about them on the next pages.
Help for people to get well at home

We will help run a new service in London.

It will help people who have been ill to:

• get better at home if they can so they don’t have to go to hospital

• look after themselves at home after they leave hospital

The service will help people get quicker care when they need it.

New healthcare for safe sex

We will run some new healthcare in London from April 2017.

It will help people know how to have sex in a safe and healthy way.
Support for homeless women

We give support to some women who have been homeless for a long time.

We got more money to do this work.

The money will help homeless people move into their own homes.

Better care for people in prison

We already give healthcare to people in some prisons.

We started giving healthcare to people in 4 more prisons.

We are also working on better care for people in a prison called Woodhill.

For example, all men who come into the prison now get a mental health check to see if they need support.
Other news from 2016 to 2017

People we support helping us with our work

Some people we have supported are helping us with our work.

They are working in a prison for young people and a hospital to give people mental health support.

Our staff doing really well

Some of our staff won awards for their great work.

The awards were for things like:
• education and training
• making work places better
• being a very good nurse

We also had an event to say thank you to our staff and give them some awards.
A new mental health building

We opened a new building for children and young people who need mental health care.

It was opened by Doc Brown. He is a rapper and actor.

Meetings and events

We had a big event in London about health people working better together.

We went to big events about:

• healthcare for people who use drugs
• using football to support people with mental health problems

Our buildings

We spent money on making our buildings better for patients and staff.
Our plans for the next year

From 2017 to 2018 we will work on:

• Making our care the best it can be.

• Working with others to look at new and better ways to care for people.

• Making sure we have the right staff, and the right jobs. And making sure our staff can stay with us and do well.

• Making sure we use our money in the best way and can bring in more money for new projects and care.
We will also carry on the good work we did last year on:

1. Making sure patients and their carers have a big say in their care.

2. Working with our staff in the best way.

We decided to work on this again after talking to lots of people.

There is more information about this work below.

1. Making sure patients and their carers have a big say in their care

This will help people get better care and make their lives better.
We will check how we are doing to make sure:

- patients can have as much say in their care as they want to

- our care helps patients in the way they want it to

2. Working with our staff in the best way

We want to listen to our staff and make sure they are happy in their work.

We will check how many staff think:

- we are a good place to work

- we are a good place to get care from

We will also check how many staff leave and start with us.
We have already done some good work on these things.

For example, we have worked on:

• making sure patients know the name of the person caring for them

• asking patients and carers to tell us about their care and how it can be better

• a new plan about making sure staff are healthy and happy at work.

• helping staff stay with us for longer

• new support for staff who may feel upset or worried about something

• new support for staff who care for someone outside of work
You can join us as a member.

This means you can have a say about our health and social care services.

You can find out more about this on our website at:

http://www.cnwl.nhs.uk/have-your-say/members/

There is also some easy read information on our website.

It will help you know what should happen when you get care from us:

http://www.cnwl.nhs.uk/service-users-carers/easy-read-information/

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