This is CNWL 2014-16
Our work – what we did last year and what we will do this year

Thank you to Photosymbols for the pictures.
Who we are

Trust.

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.

What this report is about

This is our report. It tells you about the work we did last year and the work we will do next year.

You can read our full report by going to this website

www.cnwl.nhs.uk/about-cnwl/planning-performance/
Our Chief Executive

Our **Chief Executive** is called Claire Murdoch. She is in charge of all the work we do. She has been on TV and is one of the top people in charge of the NHS.

Claire has set up a new group in London to do with **mental health. Mental health** is how well you feel in your mind.

The group want to

- Make London a friendly place to work in mental health
- Help London people with mental health conditions to live longer
- Make sure that London is the best place to support children and young people with mental health conditions
What we do

We have services for everything to do with health and care.

We have services to care for

- Your teeth

Your body – this includes things to do with sexual health

- Your mind

We have services for people with learning disabilities.

We also make sure that GP’s look after people in a good and safe way.
A lot of our services happen in the community. **Community** means the area you live in. This means we can give health care and support in your home, at a health clinic and in school.

We also have places for people who need special treatment.

We offer healthcare services to people in prison and people who are from other countries who might not be able to stay.

We are an **NHS Foundation Trust.** This means that people who live in the area, patients and their carers can be part of the Trust and have a say in how services are run.

We want to work together with everyone who uses our services to make health and care better for every person.

We want everyone to get the best health care and support they can.
What we believe in

We believe in

• Showing concern for other people and what they need

• Respecting everyone and treating them in a good and fair way

• Helping people feel good about themselves

• Working together with our partner groups and services

Our services

All our services are rated to see how good they are.

Our physical health services were rated outstanding or good.

Physical health services means health to do with your body.

Most of our mental health services were rated as good. Mental health services means health to do with your mind.

We were told we had to get better with some services.

We will tell you more about our services and what we have done to make things better later in this report.
Where we work

We work with a lot of people. We are giving health and care to people across London, Kent, Surrey and Hampshire. Some people told us we needed to work more locally.

We are working in these 3 areas

Diggory

Goodall

Jamison

We are working to make all our services better for patients. We are doing more to give people health and care at home. This helps the person and saves money.

You can read more about our work and people we have helped in our main report.

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

Listening to our patients

We listened to our patients. We set up the Patient Support Service for people to tell us what they think about our services.

We listened to what patients told us and we made things better in different services.

We have asked patients to take part in our Board meetings so that they get a chance to have their say.
Checking on our services

We had a review about how we run our services. We have looked at everything in the review and we are working to make our services the best we can.

We had an inspection on our services. An inspection is a big check to see that everything is running well.

We did well in the inspection and lots of our services are good or outstanding. Outstanding means they are the very best they can be.

We can do better in some of our services. For example, we are working to do better in mental health services for older people.

We have done well with our action plans to put things right so far.
## What we are doing

We listened to what the inspection said and we got to work to change things. For example, we are working on

- Keeping people out of hospital unless they have to be there
- Changing the way we run mental health services
- Making sure our staff know how to treat patients in a good and kind way at all times

We asked our staff what they thought about working for us.

## Joining up care

We are working in adult and children’s services to join up care so that everyone gets the right treatment.

We know that good information helps people to make the right choices. We have set up a website for staff so they can have the right information about the Trust and the work we are doing.
New services

We have set up new teams to make our services better. For example, we have set up a new service to help homeless people and helped people with mental health conditions in Milton Keynes.

You can read more about all our services in the main report

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

Spending money

We want to have the best buildings. We have used some of our money to make this happen. We have made our buildings as clean and safe as we can.

We are making all our computers and IT as new as we can. This will help our staff to get the information about patients quicker.

We are looking at new ways to use IT to make all our services better.
What we said we would do in 2014-2015

Every year we say what we are going to do and how we are going to do it.

In 2014-2015 we said we would do 3 main things.

We would

1. Ask patients to take part in things to do with their care.

2. Give support to carers to take care of the people they love.

3. Make sure our staff are good at their job and care about people.

We have done well in all these things but we are still working to do better.
Things we are going to do in the future

1. We want to provide the best care we can to patients and their carers.

2. Make sure our services are run in the best way so that people get the best care without having to go to hospital.

3. We want to spend our money in the right way so that we have enough money to run all our services.
How we are going to do this

We know that making our services the best we can is the answer.

**We want to give the best care and plan the best care that we can – for everybody.**

We are always looking at ways we can make our services better. We have set up groups so that everyone can learn from each other.

We have used what the *inspection* told us and are working to get better at the things they check on and need to see happening in health and care services.

We want

- To make sure we care for people and run our services in a safe and caring way.

- Patients, carers and our staff to have a say in how we run things in health and care.

- To organise information about our patients in the best way to make it easier for staff and keep our patients safe.

We are doing our best to run our services in the best way. This might mean that some services have to change so they can run better and save money.
Giving the best care to patients and their carers

We are giving our patients different choices in their care so they do not always have to go into hospital.

We are doing more for people in mental health so they do not always have to go into hospital too.

We want patients to have one main point of coming in to get health and care. This means that a patient sees one person first about their health like a **GP**. A **GP** is your local doctor in the area you live in.

The **GP** might decide you need to see someone else but they will be the person that any other service you use will go back to.

We are working to give our patients the best care in the best places. We are working on some of our sites like hospitals to make sure they offer the best care. We might sell some of our older buildings to make this happen.
Running our services in the best way

A lot of the money we spend on running services goes to pay our staff for the jobs they do.

We have divided up the Trust into 3 divisions. Each division runs different services. We said we would do this and we have made it happen.

Our plan in the future is to make each division work well as services change.

We have a five-year plan to make our computers and IT better. Our plan to do this was going well in 2014-2015. We will carry on with this work in the future.

For example, we have a new IT system for patients in the community. We will have a new system for mental health too.
Spending our money in the right way

We want to make sure

- We save money in the right way
- All the services we run are good value for money

We are putting money into new systems. We are making sure that all the services we book to work for us are working in the right way.

More things we are doing in the future

Last year we asked a lot of people what they thought about the way we run things in health. We listened to what our patients, carers, staff and other partners in health told us.

We want to say thank you to everyone who helped us to find things out.
Our plans for 2015-2016

We want to make sure we run our services well so we can

• Give the best care

• Plan the best care

We want to do this for everyone.

We want to

• Have more patients taking part in deciding what happens in their health and care

• Make carers part of patient care so they understand what their loved ones need and can help to take care of them

• Make sure the care patients and carers take part in is the best it can be so that everyone uses the right health care service.

We will ask patients and carers if they feel they are part of things. We will ask them if they got the right care and if this care happened in the right way.

We will listen to everything they tell us.
Taking part in our work

We want as many people as we can to take part in our work. We have lots of members who tell us what they think.

Anyone can be a member if they

• Use our services
• Care for someone who has used our services
• Are a member of the public who is interested in our work and what we do
• Already work for the Trust

You can go on the internet and tell us what you think. You need to go to this website

www.cnwl.nhs.uk/feedback