

From: Norbert Lieckfeldt
Corporate Governance Manager

To: Council of Governors

Date: 12 March 2020

Subject: Annual Plan Meetings Summary

1.0 Purpose of the Report

- 1.1 To update the council on the outcome of the consultation process with members for the Annual Plan 2020/2021.

2.0 Background

- 2.1 Annual plans are more specific than longer term plans and include clearly defined objectives for the year ahead.
- 2.2 Boards have a statutory duty to consult councils of governors on the content of the annual plan. This is a key opportunity for governors to make an input into strategy and to reflect the views of members and the public to the board.
- 2.3 Three annual plan meetings were held with members in London (11 February 2020, for City & Hackney, Tower Hamlets, Newham, Richmond and Rest of England), Luton (2 March 2020) and Bedfordshire¹ (5 March 2020). Attendance by members across all three meetings was just over 100.
- 2.4 In table discussions, and following presentations by Richard Fradgley and Service/Borough Directors, members were asked to consider the following questions
- (a) What are we doing well?
 - (b) What should we do more of?
 - (c) What should we stop doing?
 - (d) Where do we need to improve?
- 2.5 This has resulted in significant feedback which has been themed for the specificity required for the Annual Plan.
- 2.6 Governors are asked to approve the summary. A report from the Board in January 2021 will form the basis of feedback to the members for the 2021 Annual Plan consultation process.

3.0 Action Being Requested

- 3.1 The Council of Governors is asked to **RECEIVE** and **DISCUSS** the summary.

¹ Bedfordshire consists of Bedford Borough and Central Bedfordshire, both served by Bedfordshire CCG.

Summary, Annual Plan Consultation Meetings 2020

In general, great support for Trust priorities around

1. **Population health (wider determinants of health very much a live issue for members)**
2. **Primary care expansion (good and easily accessible GP services crucial; close working with GPs around MH important)**
3. **Extension of crisis care (much appreciated but often not known about)**
4. **Integrated working (focusing in these meetings on Local Authorities and voluntary organisations)**
5. **Improved staff experience (clear insight this leads to better recruitment and retention, and therefore better continuity and experience of care)**

Improved Experience of Care

1. Trust-wide information campaign to advertise our crisis services and Single Points of Entry (SPOEs)/Single Points of Access (SPOAs) (members are generally impressed when they hear about these, but often aren't aware)
2. Improvements to **administration**
 - a. appointments (timeliness of letters etc);
 - b. review computer-generated appointment letters to see if they reflect values of the Trust
 - c. receptionist training – should not be asking for personal, health-related information
3. Longer opening hours for Crisis Cafes; more venues like the Lighthouse
4. Review arbitrary cut offs – for example CAMHS to adult services; service offer for secondary vs community care patients
5. More work with GPs to improve access to primary care

Improved Population Health Outcomes

6. Trust should work/offer to support Luton Children's Services in their improvement journey
7. Work more with seldom heard communities
 - a. Drug and alcohol users
 - b. Those involved in criminality
 - c. The homeless (e.g. work with town centre chaplains and street pastors); ensure people retain their accommodation while on the wards
 - d. Support de-radicalisation programmes
8. Take action to tackle drug and alcohol dealing and abuse – especially on wards
9. Reduce school exclusions, especially for children with learning disabilities
10. Activities on supporting life-skills, breaking through social isolation and loneliness

11. Recovery colleges are excellent, and much appreciated – more venues, more opportunities, more courses; don't make people re-enrol every term

Improved Staff Experience

12. Resolve impact of Inner London Weighting for Newham, Outer London Weighting for Bedfordshire
13. Work with Local Authority to enable staff to access low cost housing

Quick Wins/Specific issues:

1. Resolve mice problem on Hackney Mental Health Wards
2. Improve security of in-patient possessions (and speed up refunds when lost)
3. Keep front doors of Crombie House and Beacon House open (currently always locked)
4. Employ permanent psychiatrist at Spring House
5. Improve access to consultant psychiatrists in Leighton Buzzard and Dunstable
6. Increase people participation activities in Ivel Valley/East Bedfordshire
7. Faster response times from the Complaints Service

For Information: What are we doing well?

1. Participation of/consultation with Service Users, Members, People Participation and Council of Governors; community involvement; design and build services based on feedback.
2. Engagement events (eg WTGs, Stakeholder Lunches) appreciated and valued
3. Crisis Services
4. Attracting increased investment
5. Recovery Colleges
6. SPOEs and SPOAs
7. Have excellent staff; who involve themselves with the community; are empathetic and deliver great service
8. Personal stories at Board meetings
9. Moving towards integrated care
10. ELFT is transparent
11. "We have seen great improvement over the years"
12. Working with GPs and Schools
13. Liaison with others eg police and emergency services
14. Good use of our in-patient beds

NL/10 March 2020