

Mental & Social Healthcare

²gether
.....in Herefordshire

Where are we now in Herefordshire

February 2015



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Making life better

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For Herefordshire 

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Key Work Completed during 2013/14

- Development of Enhanced Dementia Service – Managing Memory ²gether
 - Community Dementia Team – partnership between ²gether & Alzheimer Society
 - Care Homes Support Team
 - Memory assessment Service expansion
- Bringing our Improving Access to Psychological Services to full capacity
 - known as Lets Talk
- Completed the implementation of our Electronic Care Records System within the Learning Disability Health Team
- Proactive members of the Herefordshire Transformation Board/Programme




Success During 2013/14 – Performance Metrics

- We met all of our 18 Monitor Key Performance Indicators (KPIs) except 1 - case of Cdif - (94.4% Achievement)
- We met all of our 26 DoH KPIs except 1 – We had to admit a young person under the age of 18 to our adult inpatient wards – (96.2% Achievement)
- We met 29 of our 37 Herefordshire contract specific KPIs – (78.4% Achievement)
- We met all 10 of our Commissioning for Quality and Innovation (CQUIN) Targets – (100% Achievement)

Success during 2013/14 – An overview

- Delivered 30 consecutive quarters of
 - Green CQC Governance Rating
 - Level 4 Monitor Financial Risk Rating
- CQC overall rated as a Low Risk organisation
 - CQC Intelligent Monitoring Report – 57 Indicators - 1 Risk
- What our service users think about us
 - Do you feel safe in our care – 95-97%
 - Did we organise the care and services that you needed – 96-100%
 - Would you want your family and friends to come here if they were ill – 82-87%

Hereford Contract Specific KPIs not met

- Clostridium Difficile -1 case which is below deminimus
- Elimination of avoidable pressure ulcers (cat 2,3 or4)
- Number of people moving to recovery within IAPT services - 45% against a target of 50%
- IAPT achieving 15% of patients entering the service against prevalence – Annual target of 2,178 - Month 9 target 1,634 against actual of 1,534 – Projected Outturn of 9.4%
- Staff appraisal rates
- Mandatory training rates
- Clinical & support staff safeguarding training
- Waiting times for Specialist Memory Clinic – 4 weeks

Improving Access to Psychological Therapies – Lets Talk

- Staffing in place to deliver the 15% requirement
- Significant promotional campaign in place to increase referrals
- Recovery rate will increase as patient mix changes
- Reliable improvement rate for all patients circa 60-65% in line with National averages

Press advertising: Hereford Times and AdMag

Let's Talk NHS

Feeling stressed, anxious or depressed?
Feel more like yourself again

Visit www.2gether.nhs.uk/feelbetter or call 0800 073 2200

Guidance • Courses • Talking Therapy

For more information and to book a course, visit our website or alternatively scan this QR code

Let's Talk is a free service provided by Herefordshire, Together NHS Foundation Trust. We provide information, guidance, courses and talking therapy to help you think, feel and act more positively. Getting support now can help you feel more like yourself again. Let's help each other.

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Put a spring in your step

This time of year is the perfect opportunity to take stock and decide how we can live our lives differently. One in four of us will experience some form of mental ill health over a year. That's where Let's Talk can help. Courses starting soon include:

Sleep Learn practical steps to improve and maintain a healthy sleep pattern. Starts 19 February	Emotional wellbeing Challenge your negative thinking, be more assertive and learn to manage difficult days. Starts 2 March
Managing stress and anxiety Are you under a lot of pressure? Break the panic cycle and learn to manage worry. Starts 24 February or 2 June	Fibromyalgia and chronic fatigue Understand the impact on your emotions and learn new coping strategies. Starts 6 March

Places are limited. Book online or call us.

Guidance • Courses • Talking Therapy

Online advertising: Herefordtimes.com

Let's Talk NHS

Is counting sheep keeping you awake?

Let's Talk NHS

It's time to develop a more healthy sleep pattern.
Call now and reserve your free place on our sleep course.

Course starts 19 February.

Let's Talk NHS

Guidance • Courses • Talking Therapy
www.2gether.nhs.uk/feelbetter
0800 073 2200

Information in GP Surgeries

Contact cards in holders at reception

Let's Talk NHS

Do you feel stressed, anxious, worried, depressed?
We can help

2gether.nhs.uk/feelbetter

Let's Talk NHS

Let's Talk is a free service provided by your local NHS.
Please phone 0800 073 2200 to see how we can help to book a course at 2gether.nhs.uk/feelbetter

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Service leaflets & posters

Let's Talk NHS

Feeling stressed, anxious or depressed?
We can help

Information in libraries

Books on Prescription stickers & bookmarks

Let's Talk NHS

Recommended by your local NHS

www.2gether.nhs.uk/feelbetter
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Let's Talk NHS

Feel more like yourself

Let's Talk

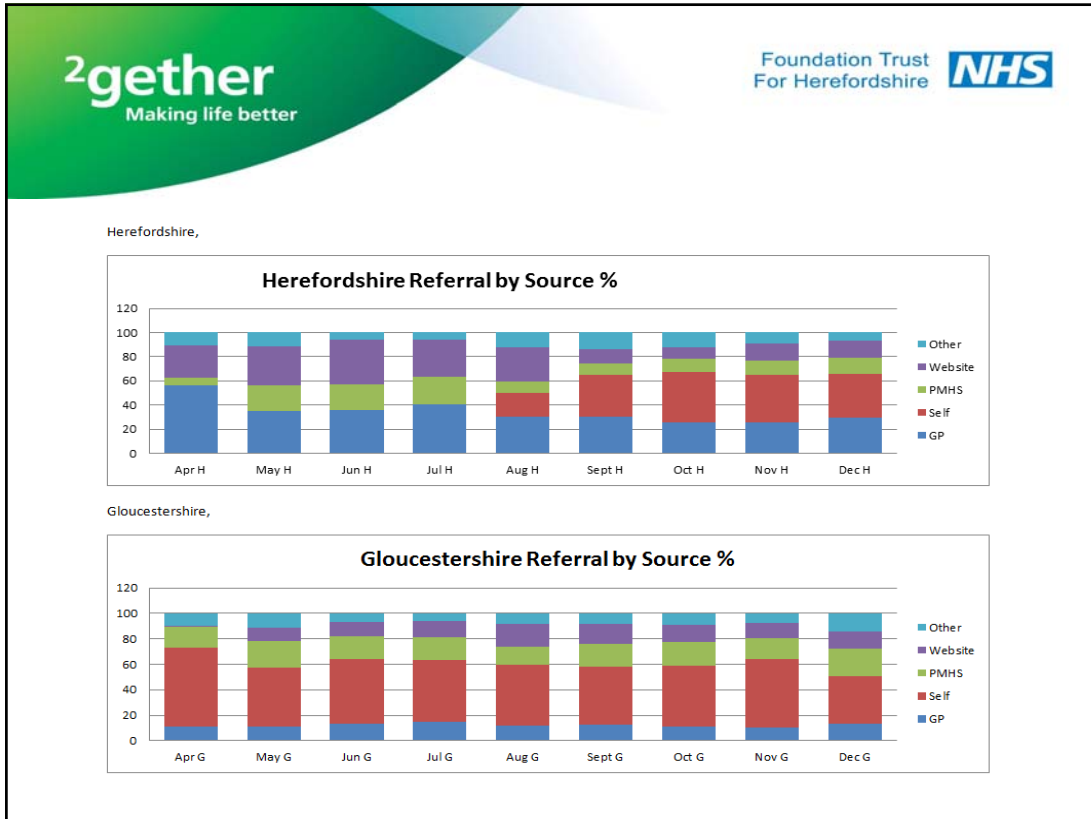
Bus and train station advertising

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Challenges throughout the previous year

- Continuing to improve services while delivering cash releasing efficiency savings
- Supporting the Urgent Care Services at Wye Valley and meeting our own Urgent Care Services demands
- Staff recruitment
- Reconfiguring our Child & Adolescent Mental Health Services (CAMHS) after the change in joint commissioning arrangements
- Supporting the wider Herefordshire Whole System Transformation Programme

Key Areas of Concentration for the coming year

- Consolidation of Lets Talk (IAPT) Service
- Consolidation of Dementia Services development
- Consolidation of CAMH Services
- Transforming of our Adult & Older People's Services to support the wider transformation of services to meet the 2014 Care Act
- The procurement of Substance Misuse Services
- Implementation of our new Electronic Care Records System
- The development of Psychiatric Liaison Services to support the Urgent Care services and general Acute Care Patient flows
- Significant investment in technology to drive efficiencies
- Supporting the wider Herefordshire Whole System Transformation Programme

Areas of Risk for the coming year

- 2015/16 is the final year of our 3 + 1 + 1 year contract procured by Herefordshire PCT and Herefordshire Council – there is a risk that uncertainty distracts effort.
- Herefordshire CCG and Herefordshire Council are now not jointly commissioning Mental Health Services
- Mental Health Services have to transform to deliver efficiency savings and in order to work effectively with Social Care's transformation of services to meet the 2014 Care Act
- If the current proposals for the wider Herefordshire Whole System Transformation Programme do not progress, then contingency arrangements will need to be made

Summary

- We know that collectively the Herefordshire Health and Social Care Community face challenging times.
- We are working in active collaboration with colleagues as part of the Transformation Programme
- We know we will have to work hard to continue to improve our services and deliver our own Challenges alongside the whole system challenges

Areas that might benefit from an input by scrutiny

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- Further improving public engagement
 - MENTAL WELLBEING
 - LETS TALK