



» Review of the year 2010/11

- A year of positive improvement
- A year of positive growth

Stephen Firn
Chief Executive



improving lives

A year of positive improvement

Monitor

Regulator of foundation trusts

- Green rating for governance
- Met our financial plans

Care Quality Commission

- Met all essential standards
- CQC inspection of forensic services gave full marks for every outcome
- Better than average user survey
- Our best ever staff survey



National community mental health service user survey (252 Replies)

	Worse	About the same	Better
Listening, trust and respect	0	5	0
Medication	0	5	0
Talking therapies	0	1	0
Care coordinator	0	2	1
Care plan	0	5	1
Care review	1	4	1
Support with day to day living	0	7	0
Crisis care	0	2	1
Overall quality of care	0	2	0
TOTAL	1	33	4

Our best ever national staff survey

Job satisfaction

Intention to leave

**Good
Communication**

**Staff
motivation**

Rated in
best 20% in
country for
23 out of 38
questions

**Effective team
working**

**Contribute to service
improvements**

**Recommend trust
as place to work
and be cared for**

A year of positive growth in 2010/11 as we:

Welcomed new services...

- Mental Health in Kent Prisons: April 2010
- Bexley Community Health: July 2010
- Greenwich Community Health: April 2011

...and moved to cross-trust directorates in other services

- Forensic and Prison
- CAMHS and Learning Disability
- Acute & Crisis Mental Health
- Complex Needs and Recovery Mental Health
- Older People Mental Health

So how have we changed?

Until 2010 we were a specialist mental health and learning disability provider

We are now a combined mental health, community and learning disability provider

2,100 staff

3,250 staff

5 directorates

7 directorates

75 sites

125 sites

10 professions

20 professions

£140m income

£195m income

290k patient contacts

500k patient contacts

As a combined community, mental health and learning disability provider

We can improve quality by:

- Providing more care close to people's homes
- Sharing clinical knowledge across services
- Integrating some physical and mental health services
- Sharing innovation across services
- Using our resources more efficiently



improving lives

Looking ahead to 2012

The NHS will undergo major reform and we will need to respond positively to:

- New commissioning arrangements – driven by GPs with greater local authority involvement
- Greater competition to provide NHS services – between public, third sector and private providers
- Changes in demand due to lifestyle changes, ageing population and economic climate
- Requirement for record levels of efficiency savings



The Board is determined that the quality of our services will remain our no.1 priority

- So patients and commissioners view Oxleas as the NHS provider of choice in outer SE London
- So we maintain our excellent ratings with CQC and Monitor - this is our licence to operate
- So we do things in a more integrated and efficient way - improving patient experience and reducing waste



Thank you

To each of our governors,
members, staff and partner
organisations for all that you
do to help us to improve
local services

