

# You said...we did

## Key themes from our 2016 Members' Focus Groups

At our focus groups last year, members raised a range of issues and areas you think we should be focusing on. We took this information back to our Council of Governors and our Board of Directors and discussed with senior managers in our services. Below is an update on how we have taken these issues forward over the past year.

### Our services

#### How do you know if patients are getting better?

On an individual basis, this is considered when patients and clinicians meet. Each clinician takes account of their patient's improvement and whether the individual feels they are getting better. There is a focus on what patients want to get from their treatment particularly when conditions are long-term – what is important to them and how our care will help them achieve this. For example, for a patient with breathing difficulties such as chronic obstructive pulmonary disease, a key thing for them may be to be able to manage their condition so that they can go on holiday. We would work with them to manage their symptoms so this could be achieved.

Over the past year, we have been working on recording and collecting more information across our services to demonstrate the outcomes of our care. We plan to continue this over the coming year.

#### Are patients achieving their goals?

We have been reviewing our care planning guidance to make sure that what patients wish to achieve is reflected in the plans our clinicians develop with patients. We aim to have regular reviews of care plans with patients so that we can discuss with them how far these goals are being achieved.

#### There should be clear and accessible information to inform patient choice.

This is one of our four 'Must Do's and is included in Our Promise. We provide a wide range of information for patients and gather feedback from people using our services on whether this meets their needs.

From 1 August 2016, we are legally required to follow the Accessible Information Standard so that an individual's needs, such as in large print or in an easy read format, are taken into account when we provide information. We have put systems in place to support this.

Our Medicines Advice Line is open Monday-Friday, 10am-4pm, Tel: 01322 621062 providing advice and information for patients and carers.

By redesigning our services and creating single access points, we're making it easier for patients to access services and find their way around them.

**The trust should consider the impact of social issues.**

We work closely with local authority colleagues to support our patients with their social care needs such as housing. Particularly in services for older people, this has grown stronger over the last 12 months. We work with voluntary organisations to create better social networks to support our patients – for example the befriending scheme for people with dementia.

We have also redesigned our adult mental health rehabilitation services to provide patients with the right level of care, in the place that's best for their needs. To do this, community rehabilitation services are being established, the level of supported accommodation increased, and tenancy support provided to avoid the risk of losing tenancies.

**Increase support for primary school children with early signs of mental illness.**

Currently in Bexley and Greenwich, all primary schools have a named school nurse visiting or contacting the school at least weekly. The school nurse meets with the school's special education needs co-ordinator to identify children and drop-in sessions are held for parents and children.

All children in Year 6 have an individual health assessment meeting with their school nurse where any issues with transition to secondary school can be explored. We have developed HeadScape to provide on-line support and information for young people and their families on mental health issues and a CAMHS pathway is in place giving staff and children quick access to support and advice.

**Provide more support for secondary school children with mental illness.**

Currently in Bexley and Greenwich, every mainstream secondary school has a named school nurse trained to offer general advice, contribute towards mental health promotion, identify problems early in the young person's development and refer to more specialist services.

The school nurse is involved in the education health care plan for each child and holds drop-ins in school for these children to access. We have developed HeadScape to provide on-line support and information for young people and their families on mental health issues and a CAMHS pathway is in place giving staff and children quick access to support and advice.

Music therapy has been found to be very helpful for helping secondary school aged children transfer into adult life. This year, we have also formed a partnership with schools and Citizens UK in Greenwich to train pupils as peer mentors to support classmates experiencing mental health issues.

**Supporting people transition from CAMHS to adult mental health.**

There is a protocol in place for a young person's transition from CAMHS to adult mental health services. We have piloted extending CAMHS services to those over 18 years to support young people with early onset psychosis.

Support is offered through Charlton Athletic Community Trust and school nursing at Year 13. Within the special schools, therapists and nurses support transition by working across the school to support the new nurses and therapist to get to know the young person.

**There should be more resources for supporting autism and Autistic Spectrum Disorder (ASD).**

We have children and young people's services specialising in autism and ASD and there is provision for young people with autism attending special schools and units.

## Our workforce

**There should be a totally independent system for all staff to anonymously report on unsatisfactory practice.**

We have Freedom to Speak Up Guardians and a Senior Independent Director (Steve James) who staff can contact if they have concerns. We make sure staff know about how they can raise concerns through our staff handbook, our Whistleblowing Policy and information on our intranet site.

**You should encourage young people to take up NHS careers.**

We're working with Bromley College and other health providers to create a technical college focusing on healthcare skills, encouraging young people to consider and be trained in health careers.

Our clinical staff attend school career events and careers information was available at our Health Festival in September 2016.

We are working on setting up apprenticeships for local people particularly for careers in nursing.

**You should increase work opportunities for volunteers and service users.**

We currently have around 300 volunteers who support patients through activities such as driving, gardening and serving in our snack shops. We are looking to increase this and regularly run open days to talk to local people about the opportunities.

Our Volunteer 2 Work Scheme continues to provide work-based experience for service users ready to take their first steps back into a work environment.

We are currently recruiting volunteers, lived experience practitioners and dementia befrienders in Bromley – more details are available on our website [www.oxleas.nhs.uk](http://www.oxleas.nhs.uk)

**You should ensure that staff learn from incidents and that issues are addressed.**

We record all incidents. These are reviewed both within teams and more widely across the organisation. After an incident there is a debriefing with staff and discussions with patients and their families. We look at each incident to identify how it was caused and how it could be avoided. The most serious incidents are investigated by a panel involving one of our Board of Directors, a governor and, often, an external expert.

Over the past year, we have had a particular focus on sharing learning from incidents across the organisation. This has included commissioning an independent expert to review several incidents, holding learning events for staff and running a 12 week quality improvement programme in our inpatient mental health units to change practice in light of learning from incidents and best practice.

## Working in partnership

**You should strengthen integration between GPs and Oxleas.**

We have aligned many of our services to how GP practices are organised and are involved in discussions in each of our boroughs on the development of local care networks. Over the last year, we have set up closer working with GPs to advise and support in the care of patients with mental health problems through the re-organisation of our community mental health teams.

Also, over the past 12 months, we have enabled GPs across Bromley, Bexley and Greenwich to receive medical documents from us easily and securely through the electronic system, Docman.

Now thousands of documents are shared which has increased efficiency and saved money.

We regularly provide GPs with information on our services and offer training and support through our GP masterclasses and seminar programme. We also contribute to the Clinical Commissioning Groups' GP education programmes.

**Health professionals should work together with the patient to come up with a comprehensive package to improve the overall health of the patient.**

In 2015, we merged our electronic patient records for our physical and mental health services so that health professionals would be able to understand the wider health needs of the individual.

We have developed this further through 2016 by providing hundreds of staff working in the community in both our physical and mental health services with iPads to give them instant access to clinical records to improve patient care. Our next step will be to group community health and mental health services for people aged over 18 in boroughs to promote closer working between our staff groups and with local organisations. We plan to establish Bexley, Bromley and Greenwich borough directorates for adult services from April 2017.

Wider than Oxleas, local care networks, set up by Clinical Commissioning Groups in each borough, are being developed involving primary, community and social care colleagues working together and drawing on others from across the health, social care and the voluntary sector to provide proactive patient centred care. We are involved in this work.

Also, in Bexley, we're working with the Local Authority to set up Bexley Care, an integrated care provider providing health and social care to people aged 18+.

**Increase partnership working.**

We have increased our level of partnership working across Bromley, Bexley and Greenwich. This includes working with voluntary sector organisations, other parts of the NHS and local authorities.

Key developments over the past year include the development of Bexley Care which we hope will become live from 1 April 2017 bringing together health and social care for people 18 and over in Bexley. We have established a partnership in Bromley with the local acute hospital, voluntary organisations and GPs to improve services for local people. We are also part of the South East London Sustainability and Transformation Plans where we are working with all local organisations to develop proposals to improve health and care.

Across most of our services we have increased partnership working including:

- In Bromley, together with Bromley Mind, Bromley and Greenwich Age UK and Carers Bromley, we run the dementia support hub and people from voluntary services work alongside our Memory Clinics.
- Our partnership work with Charlton Athletic Community Trust (CACT) actively supports service users in our children and young people's, adult mental health and older people's mental health services. Through this partnership, our patients are able to take part in a range of activities that enrich their lives and tackle isolation and discrimination.
- Bexley Voice is involved in our child development centre meetings and SNAP are members of our Child Development Co-ordination Service.
- In our prison services, we work with not-for-profit organisations Nacro and Centra Care to support prisoners with mental health needs on release.

Thank you for taking part in this year's focus groups and for sharing your ideas for how our services could be further improved.

January 2017