



Derbyshire Healthcare
NHS Foundation Trust

Welcome

Annual Members Meeting 2020

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Making a
positive
difference



Derbyshire Healthcare
NHS Foundation Trust

Caroline Maley

Trust Chair



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Derbyshire Healthcare
NHS Foundation Trust

Ifti Majid

Chief Executive



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Reflections on the year

2019/2020



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At the start of 2019/2020 we were:

- Focused on staff engagement and communication, embedding Team Derbyshire Healthcare's culture
- Developing a clinical strategy for future development and improvement
- Improving the recruitment and retention of our staff
- Developing plans to improve our estate, including the development of single room facilities for our inpatients
- Embedding CQC action plans and improvements
- Reviewing our Trust Strategy in response to feedback from colleagues
- Experiencing unprecedented levels of demand for our services.

Key achievements

- Significant progress and improvements noted by the CQC – with an improved overall rating of ‘good’ by the end of the financial year with two ‘Outstanding Services’
- Effective staff engagement leading to significantly improved Staff Survey results eg increase of 9% recommending our Trust as a place to work and 5% as a place to care or treatment; improvements in quality of care
- Meaningful focus on equality, diversity and inclusion
- Clear and refreshed Trust Strategy

Key achievements (continued)

- Increasing number of staff coming to work for the Trust – and staying
- Investment in services in line with the Mental Health Investment Standard
- Programme of work underway to introduce a new electronic patient record
- Collaborative working with our partners to address challenges and improve the level of joined up working within the local health and care economy

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The Team Derbyshire Healthcare Promise



Derbyshire Healthcare
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Respect

Honesty

What the TRUST will do for me

What I will do for the TRUST

- To appropriately equip me, so I can fulfil my role
- To treat me with dignity and respect, creating an environment free from bullying and harassment
- To care about and support my health and wellbeing
 - To provide me with clear direction and leadership
 - To provide me with appropriate support, guidance and personal development
- To treat me honestly and fairly
- To recognise my contribution – both my efforts and my achievements

- To approach my work with a positive frame of mind
- To do my best for my clients and colleagues, respecting people's different needs & approaches
- To look after my own health and wellbeing, and to access support when needed
- To speak up when things don't feel right
- To attend and complete the training I need to do, and engage in my development
- To keep up to date with news, guidance and information shared by the Trust
- To work as a member of a team, supporting my colleagues and being considerate of others

People first

Do your best



TEAM
Derbyshire Healthcare



Making a positive difference

By the end of 2019/2020 we had:

- Effective engagement mechanisms in place with our staff
- Overall rating of 'good' for the quality of our services and how well led the Trust is
- Financial sustainability
- Performed well against our contractual and regulatory targets
- Played an active leadership role in the Joined Up Care Derbyshire journey to a sustainable Integrated Care System
- Begun to implement the new Estate Strategy

2019/20 was a good year for



We acknowledge and
appreciate the support of
our staff, governors,
members and partners –

Thank You!




Impact of COVID-19

- In March the NHS entered level 4 emergency planning following COVID-19 pandemic
- Incident Management Team introduced seven days a week, with defined workstream cells
- Significant impact on staffing and colleague's wellbeing
- Impact on patient care through reduced community based services
- Tragic loss of two colleagues – Gladys and Ann and two patients in our older adults services
- Pressure on our Estate due to COVID secure requirements

Response to COVID-19

- Introduction of new mental health support line – now 24/7
- New digital consultations
- Home and remote working
- Full estate review
- BAME and wider health risk assessment processes introduced
- Enhanced communication processes
- Significant effective engagement with colleagues through ‘live engagement sessions’
- Level 4 incident continued to 31 July 2020.

What a team effort...

The response of all colleagues within  has been simply outstanding... The commitment, flexibility and can do attitude shown by all colleagues, epitomising our Trust values has been amazing and we must take this opportunity to say an enormous

Thank You

To each and every colleague.

Activity data during 2019/20



1,150
inpatient
admissions



2,374 babies
cared for, born
in Derby City



65,483
referrals
received



271 inpatient beds



77,330 children
treated this year

67,526 people seen



590,236
attended contacts

7,121 face to
face follow
ups for those
in our learning
disability
services



37,886 adults
treated this
year

Annual Report and Accounts

The 2019/20 Annual Report and Account includes:

- Further details on the Trust's progress throughout the year
- Annual governance statement
- Full annual accounts.

Please download a copy via the Trust website!





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Looking forwards...

to 2020/2021

Ifti Majid
Chief Executive



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STRATEGIC STEPPING STONES

How we move upstream



Team work
makes the
Dream work

One step at a time!

Matters to you
Matters to us

Together we can!

1

VISION

- To make a positive difference in people's lives by improving health and wellbeing

2

CLINICAL PRIORITIES

- Our services will be:
- Based on the best clinical evidence
 - Designed in consultation with our colleagues and people who use our services

3

STRATEGIC OBJECTIVES

- Great care
- Great place to work
- Best use of money

GREAT - GREAT - BEST

4

VALUES

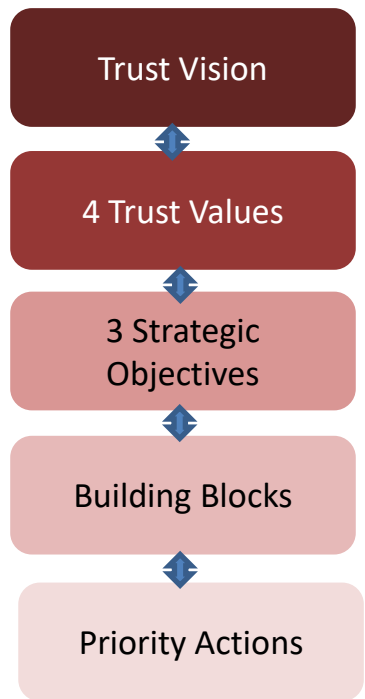
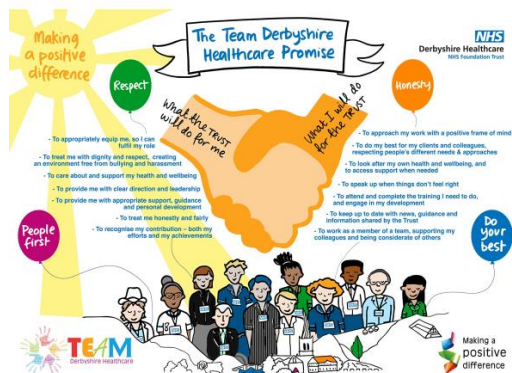
- People first
- Respect
- Honesty
- Do your best

5

CLINICAL AMBITIONS

- Be person centred and prevent ill health
- Provide care at home or in the community where possible, through a partnership approach
- Keep any hospital admission short and as close to home as possible
- Be compassionate and take account of trauma informed practice
- Involve people who use our services in designing their care and treatment

Refreshed Trust Strategy



Refreshed Trust Strategy

The three key priorities:

GREAT care

Delivering compassionate, person-centred, innovative and safe care.

Choice, empowerment and shared decision making is the norm.

GREAT place to work

Attracting colleagues to work with us who we develop, retain and support by excellent management and leadership

An empowered, compassionate and inclusive culture that actively embraces diversity.

BEST use of money

Making financially-wise decisions every day and avoid wasting resources

Always striving for best value by finding ways to make our money go further.

The building blocks to...



GREAT place to work



GREAT care



Best use of money



Priorities for 2020/21

- Supporting colleagues and patients through the ongoing pandemic
- Continue to work towards restoring our community based services after COVID-19
- Reducing impact on patient care including waiting lists
- Continuous quality improvement, with particular improvements in our acute mental health services eg reducing time patients spend out of area and optimise use of beds
- Introduce and embed the new electronic patient record

Priorities for 2020/21 (continued)

- To improve our estate – including options for single room inpatient facilities and development of a local Psychiatric Intensive Care Unit (PICU) facility
- To create a memorial garden
- Ongoing engagement with and support for our staff
- Making meaningful improvements in health inequalities and making a significant impact on reducing discrimination for our colleagues
- Active and influential role in Joined Up Care Derbyshire.
- Influencing regionally and nationally

Challenges to overcome

- Continuing to focus on the recruitment and retention of staff
- Waiting lists for some of our services
- Reducing out of area placements
- Reducing outpatient cancellations
- Unprecedented demand for our services
- Cost improvement requirements
- Physical healthcare outcomes
- Impact of on-going COVID-19 pandemic.



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Caroline Maley

Trust Chair



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Membership strategy

- The Trust's Membership Strategy (2018-21) outlines our intentions to:
 - Encourage engagement between our members and governors
 - Focus recruitment on areas where our membership is under-represented, to increase diversity of members
 - Increase awareness of governors and the role they play
 - Reduce stigma and discrimination.

Our membership

At the end of 2019/2020 we had 8,767 members:

- 6,094 public members
- 2,673 staff members

And 27 governors:

- Ten new governors were appointed during the year
- One governor was re-elected
- There remains one vacancy on the Council of Governors.

There has been one amendment to the Trust Constitution during the year.

Lead governor arrangements

- Lynda Langley continues as Lead Governor since her election in September 2019
- Carole Riley was elected as Deputy Lead Governor in March 2020
- Thank you to Lynda, Carole and all of our governors who have generously volunteered their time this year.



Reflections on the year

From the Council of Governors

Carole Riley, Deputy Lead Governor



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Reflections from our governors

- It has been a busy year and we have been pleased to welcome a number of new governors
- During the year the Council of Governors has:
 - Approved the proposal to create a sixth Non-Executive Director (NED) post on the Board of Directors
 - Approved the re-appointment of three NEDs and the appointment of a further two NEDs

Reflections from our governors

- Approved the appointment of Richard Wright as Deputy Chair of the Trust
- Approved annual elections and changes to the scheduling of elections
- Approved changes to the Trust's Constitution and revised terms of reference of its sub committee
- Reviewed the structure of the Governor Engagement Log
- Received the report from the External Auditors on the Annual Report and Accounts
- Participated in the Care Quality Commission (CQC) well led inspection by attending a focus group with the CQC.

Reflections from our governors

- Joint development sessions have been held with the Board of Directors
- Participation in an Annual Effectiveness Survey
- Development of a training and development programme and introduction of buddy arrangements for new governors.
- Established a Governor Task and Finish Group focusing on the 2019 Annual Members' Meeting – which was described by attendees as 'the best one ever'
- Establishing links with Joined Up Care Derbyshire
- Provided feedback on and agreed the updated Trust Strategy.

Quotes from our governors...

“In my role as appointed governor for the voluntary sector, I continuously see the improvement in the way the Trust and the voluntary sector work together to deliver services that complement each other for people with mental health problems and their carers.”

“I’m looking forward to talking to members of the Trust in my area to find out about their experiences of the services provide by the Trust and particularly talking to people about their particular needs.”

“As a staff governor I firmly believe the direction in which the Trust is moving and am proud to be part of that drive. I am always available for colleagues to bring issues to me and I feel confident that they are sign posted to the right help and support.”

“Having been an appointed governor now for just over two years, I am still learning so much about the Trust, and I have a much deeper appreciation for all those who work in this area.”

Our governors



Quality update

2019/2020

Darryl Thompson

Deputy Director of Quality Governance and
Nursing



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A focus on quality improvements

- Our quality submissions identify key priority areas to improve the quality of our services
- These priorities are developed with our partners
- We have maintained our focus on quality improvement and learning. We are at our best when we use the expertise of our teams and their collective brainpower
- We are proud of the progress our staff have made to achieve our quality priorities for 2019/20.

This year we have...

- Launched a staff health and wellbeing strategy and we had our best ever staff take up rate of the flu vaccine at 71%, which led to us sponsoring 5,000 life saving vaccines
- Invested in psychological and stress support services for our teams
- Worked to improve physical healthcare to prevent premature mortality in people with severe mental ill-health, which was endorsed by regulators

This year we have...(continued)

- Achieved our goals to provide 'GREAT' care and also be rated 'good' by the health regulator
- Improved services for our children in management of ADHD, treating cerebral palsy, our family support to mothers and in our support of children with risky behaviours. Our regulator endorsed our achievement by rating the Children's Team, as outstanding.
- Redesigned our Learning Disability services and demolished waiting time and added value and improved clinical outcomes

This year we have...(continued)

- Improved our community mental health teams patient experience.
- We achieved nearly all of our CQUINS and missed the mark on our flu campaign reaching 80%
- Our acute inpatient teams rose to the challenge and rectified and improved areas of their practice.

Our quality priorities for 2019/20

We have realigned our quality priorities in line with the new Trust Strategy and **we made amazing headway** through the efforts of every single colleague in our organisation and their focus.

The building blocks describe our approach to delivering great care. The underpinning Quality Priorities can be found in this year's Quality Report.

GREAT care

Delivering compassionate, person-centred, innovative and safe care.

Choice, empowerment and shared decision making is the norm.

Our steps to our achieve our goal to deliver GREAT care



GREAT care

Great care	How are we doing	Comments
Improving safety		Training, training and more training More to do but making headway. Ending dormitories and PICU are key
Improving physical healthcare		Impact and endorsed by CQC
Improved patient and care experience		EQUAL gone live and is making an impact
Improved our Estate and models of care		More to do but making headway
Improve clinical outcomes		Community survey and CQC findings
Improved access to our services		Waiting list down in key areas. More to do in CAMHS and in working age adults

Looking to the future

- We are working on our renewed strategic focus
- Learning from engagement events
- Learning from EQUAL
- Please contact the executive team, what would you like to see?

Annual Accounts

2019/2020

Claire Wright

Deputy Chief Executive/Director of Finance



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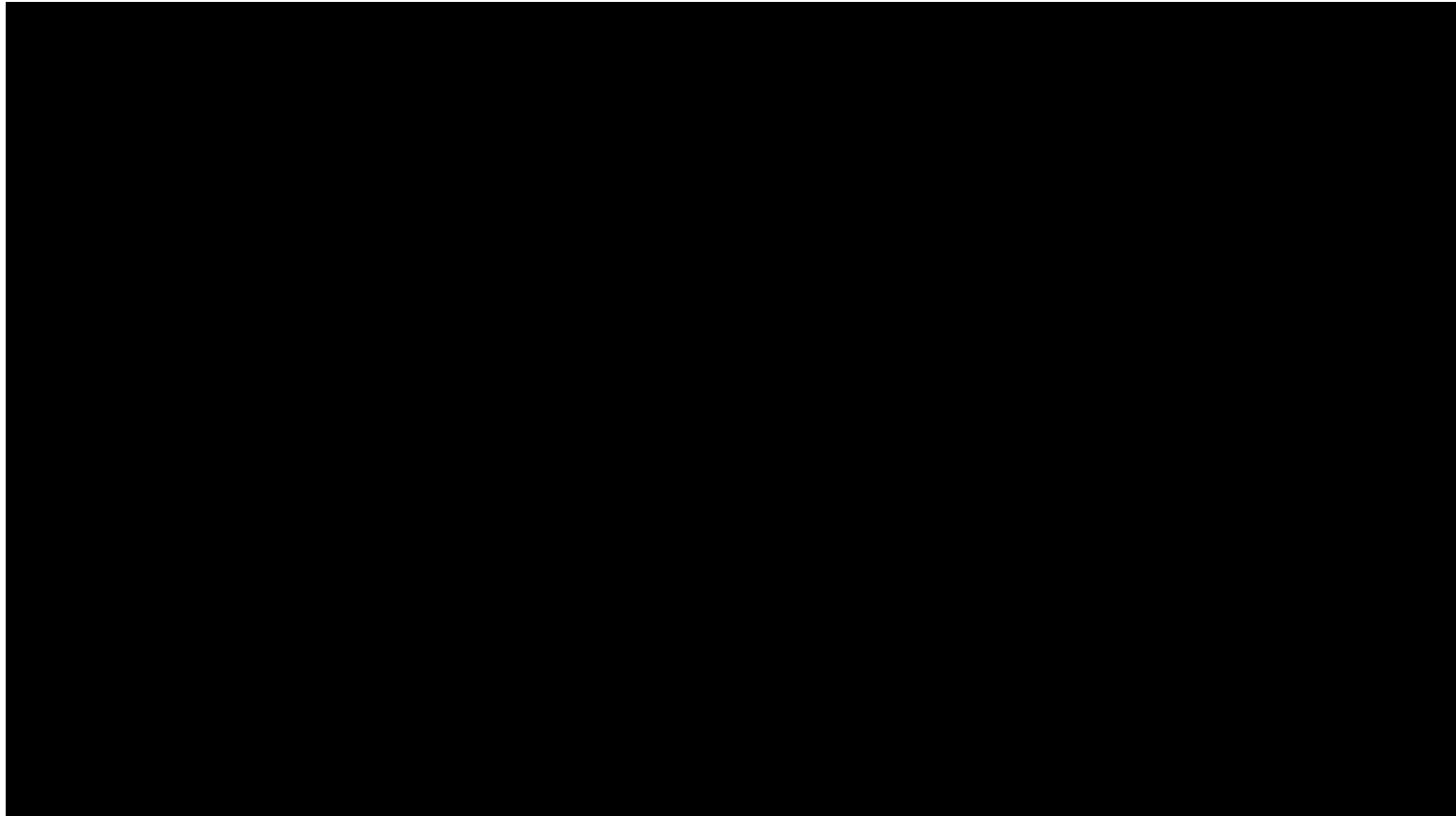
Financial headlines 2019/20

- Unqualified opinion from external auditors
- Audited accounts show: £2.279m surplus achieved
- Surplus as measured by NHSI/E: £2.515m (same as accounts figures but excludes some impairments/tech adjustments)
- Key points for 2019/20:
 - We met our NHSI/E ‘control total’ of £1.4m surplus
 - We met our NHSI/E ‘adjusted plan’ of £1.8m surplus
 - Surplus includes £1.185m of core Provider Sustainability Fund (PSF) (but no ‘bonus’ PSF for exceeding control total)
 - Surplus also includes £0.679m mental health cash benefit at year end
 - £4.3m cost reduction was achieved (40% non recurrently)
 - £5m was spent on capital assets in year (half each: IMT and estates)
- Future capital planning – Dormitory eradication programme

Your questions...

on the year 2019/2020
and beyond

A massive thank you to





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Thank you
and good afternoon



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