

Our plans for 2012/13

Our Annual Plan outlines how the Trust will continue to deliver healthcare successfully and improve health in Cumbria. The plan sets out our objectives for 2012/13.

We have engaged with our Governors to develop our plans and ensure that our objectives for the coming year are aligned with our long term objective of being the first choice provider of healthcare in Cumbria. We have listened to what our patients, carers, staff, members and commissioners say about our services. Their feedback is vital in helping us to improve the services we provide in the future.

This is a summary of our plans for 2012/13. If you would like a full copy of our Annual Report 2011/12, please call us on 01228 603890 or email communications.helpdesk@cumbria.nhs.uk.

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What do we plan to achieve in 2012/13?

Developing our services

- We will continue to develop services with GPs so that they are better tailored to meet the needs of local communities.
- The Trust will be developing more services closer to home for long term conditions including, for example, for people with neurological conditions.
- We will continue to refine the care offered so that the care you receive is based on good evidence and best practice.
- We will continue making significant improvements to our children's services so that they are more able to support improvements in child health in future.
- We will introduce new services to support people with dementia and mental health conditions when they are using general hospitals.
- We will develop plans with our GP commissioners for new services for people with intensive mental health rehabilitation needs.

Here for you

- We will continue to develop our relationships with GPs. This will help improve access to our services and make sure your care is better co-ordinated.

Making things better for you

- We will extend the patient experience improvement work we do. More patients will be involved and we will listen to more patient feedback and improve services as a result.
- When community services were transferred to the Trust in April 2011, we set out a number of benefits that integrating services would bring. We will continue to implement our plans to deliver these benefits, joining up care and becoming more efficient and effective.
- The Trust will continue investing in healthcare premises used to deliver services, ensuring the future care of patients is from facilities that are fit for 21st century healthcare.

Our staff

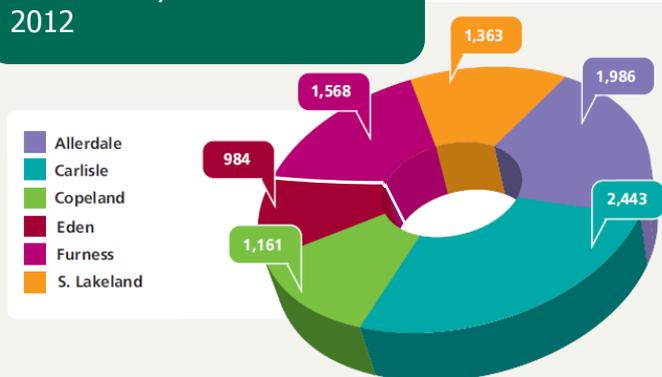
- Our Learning Network plays a vital role in helping staff develop the skills and knowledge they need. We will support staff to develop their skills, in particular in clinical practice and leadership. We will continue to support staff with the ongoing training that underpins patient safety.

- We will aim to improve the health and wellbeing of our staff and we will establish a better approach to engaging our staff – in response to what our staff tell us will improve their working lives.

Engaging with our communities

- Our vision is to have an active and engaged membership base that is representative of local communities, staff and the wider population.
- We have identified areas where our membership is under-represented, and will target our recruitment activities accordingly. We aim to recruit approximately 250 members a month during 2012/13, to grow our membership to over 17,000.
- We will build on our successful membership scheme "Be more than a voice, be a member" by improving the way we engage with our members.

Number of public members in each locality at 31 March 2012



Would you like to become a member? To join us today or for more information, please contact us:

Telephone 0300 123 9014

Email communications.helpdesk@cumbria.nhs.uk

Visit www.cumbriapartnership.nhs.uk