Y U & THE BIGGER PICTURE

Happier Healthier Hopeful

2017\19

#amazingpeople #sharedknowhow #heartofthecommunity #partnerships
WHY ARE WE HERE

OUR VISION
People in our communities living happier, healthier and more hopeful lives

This is the vision we created together and share with our partners across health and social care, our communities, and the people of Cumbria.

OUR MISSION
To improve the health and wellbeing of people of all ages in Cumbria

As the only county wide provider of both Mental and Physical Health Care Services, we see around 1/5 of the population every year, from newborn to the elderly.

4000 strong workforce

Working together

more joined up health and care

Our services

Support Services

Children and Families

Mental Health

Specialist Community

Home to our patients closer to home

Improve Health

Touches every aspect of the Health & wellbeing of our communities
WE HAVE MADE A LOT OF PROGRESS TOGETHER

- Created a clear vision
- Long term plan with our values embedded through everything we do
- You said this has had a positive impact
- Staff survey
- Amazing people
- #amazingpeople
- #heartofthecommunity
- Leading partner in the strategic transformation
- System driving change where it is right for our patients and staff
- Staff are very proud of their amazing achievements

There is more to do but we're confident we can continue to improve.
WHAT WE HAVE ACHIEVED

QUALITY

Drive to improve **quality, safety and service continuity**

- Learned from our **communities**
  - #partnerships
  - #heartofthecommunity
- How best to engage
- **COMMUNITY PARTICIPATION**

- **High Quality Care**
- **Care Quality Commission**
- **Specialist Children and Families**

- **Improved CQC rating for Children’s community services and learning disability services**

- **Improved our incident reporting process**
- **Incident Reporting**
- Reduced the number by more than half

- **Rolled out quality & safety dashboards across all clinical services**

- **Community**
- **Specialist**
- **Mental Health**
- **Children and Families**

- **Improved awareness of suicide prevention across the Trust**

- So frontline **staff** have all of the **information** to support patient care
WHAT WE HAVE ACHIEVED

PEOPLE

Maintain our new culture and plan for our future together

Supported local and national recruitment events

engaging with local schools and colleges to promote health careers

Supported 805 leaders with training and personal development

and Implemented values based appraisal

Supported 3 waves of

Supported:

34 improvement projects

187 staff trained in service improvement

41 Apprenticeships
66 Care certificates
347 Mentors
128 Preceptors
125 Clinical supervisors
235 Staff at university

Supported:

7 Resilience workshops
72 Mindfulness sessions
24 Appraisal training days

LiA LIA 19 LIA schemes

GREAT #greatteamsgreatcare

Health & Wellbeing

Strategy developed

72
WHAT WE HAVE ACHIEVED

SERVICES

Working together to improve and deliver high quality services

Public consultation

Integrated Care Communities across Cumbria

New ways of working across Cumbria & engaging Communities in Millom

Good relationships

Maryport, Wigton & Alston

15

Redesigned a 0-19 service for Children & Families

Electronic patient record for Children and Families & Mental Health Care

Transferring values into Better Care Together

WHERE CAN I GO?

I NEED HELP

Electronic PATIENT Record

Children and Families

Mental Health

I NEED HELP

WHERE CAN I GO?

Public consultation

HEALTHCARE FOR THE FUTURE
WEST | NORTH | EAST CUMBRIA

The Future of Healthcare in West North & East Cumbria Public Consultation Summary

NHS

to agree future community bed consolidation and development of out of hospital care

Electronic patient record for Children and Families & Mental Health Care

IM&T

 Implemented a multi agency crisis assessment service with our partners

Care Plan
**WHAT WE HAVE ACHIEVED**

**EFFICIENCY**

*Stabilise our finances and make the most of the Cumbria pound*

- Achieved the financial control total we were set by NHS Improvement
- We were able to **save over £6million** pounds by completing a number of projects
- Explored where we were **wasting money**
- Changed contracts

**£6 Million**

**£130K**

*For this year*
HOW DO WE CONTINUE OUR JOURNEY

Our health and care system is made of many parts, it is very complicated. To achieve our collective vision, we need to change the way we work.

So we can collaborate and all make the very best decisions for our local communities.

This is part of our financial recovery, to safely deliver services and make the most of the Cumbrian pound.

HOME

Our health and care system is made of many parts. It is very complicated. To achieve our collective vision, we need to change the way we work.

#partnerships

#amazing people #shared knowhow #heartofthecommunity

#hearofthecommunity

BOLD STEPS TOWARDS JOINING UP

In West, North & East Cumbria working towards shared leadership and joining together support services across CPFT & NCUH NHS Trust.

In South Cumbria an innovative and bold approach with partners. Bringing leadership teams in South Cumbria and North Lancashire together. Develop UHMBT Trust into a more integrated health organisation.

Identify what this will mean for countywide services and committed to providing a stable platform.

We will only make changes to services in the future where we believe it to be in the best interests of our patients and staff.
So the system works together to better support our patients, staff & communities.

#amazingpeople #sharedknowhow #heartofthecommunity #partnerships
WHAT DO WE WANT TO FOCUS ON NOW

QUALITY: Drive to improve quality, safety and service continuity

LISTEN & LEARN to improve patient and staff experience.
INCREASE the number of families involved with investigations.
IMPROVE CQC ratings, with well led services having safeguarding at the core.
INCLUDE EVERYONE increase participation, assess patient experience and use feedback to improve.
BUILD upon the quality outcomes framework and implementation of CQUIN.
VALUES AT THE HEART consistent and effective service delivery and patient experience.

“Consistently delivering the highest possible quality of service we can achieve”

Because we know GREAT CARE comes from GREAT TEAMS

PEOPLE: Maintain our new culture and plan for our future together

RECRUIT YOU / AMAZING PEOPLE encouraging people to stay, live and work in Cumbria.
ENCOURAGE YOU use talent, adapt and develop roles to become a stronger team.
LOOK AFTER YOU wellbeing strategy and bronze healthcare at work award.
LISTEN TO YOU 20 more LiA projects and great care great teams programmes.
VALUE YOU values based staff appraisals and personal development plans.
DEVELOP YOU support staff to maximise their potential.

For more information, you can look at: Quality Outcome Framework 2016-17
Business Plan 2016-17 Together for Quality 2014-17 | 5 year strategic plan 2014-19
People and Organisation Development (OD) Strategic Plan

www.cptportal.cumbria.nhs.uk
**WHAT DO WE WANT TO FOCUS ON NOW**

**SERVICES: Working together to **improve** and deliver **high quality services**

- **Look forward** Develop Mental Health five year forward view for services across Cumbria.
- **Support** out of hospital care through Integrated Care Communities; community hospital bed consolidation; effective urgent care flow and innovative partnerships with general practice.
- **Make plans** to become an accountable care based organisation.
- **Implement** 0-19 service for children & families with partners.
- **Share Services** working together to benefit each other.

**Make the RIGHT CHANGES to modernise & localise our SERVICES**

“Live within our means, and wage a War on Waste”

**Efficiency: Stabilise our finances and make the most of the Cumbria pound**

- **Smart Budgeting** only spending what’s in our budgets
- **Being Cost Conscious** thinking and acting like we’re spending our own money
- **Reducing, Recycling & Re-using** travelling less, reducing waste and recycling more
- **Recruitment & Redesign** spending less on temporary staff, safely delivering services to budget

For **more information**, you can look at: Business Plan 2016-17 Together for Quality 2014-17 5 year strategic plan 2014-19 | Together for a Healthier Future | Better Care Together Strategic Transformational Programmes

www.cptportal.cumbria.nhs.uk
We have got you to help us?

Our Values
Our Patients and Communities
Good quality outcomes Patient experience
Our Members, Governors & Staff-side reps

#heartofthecommunity #sharing #partnerships #heart #Kindness #partnerships #amazing #Fairness

#sharedknowhow #Shared #Ambition #ouramazingpeople #amazing #spirit

#sharing stories - if you have a great story to tell please let us know
WHAT DOES THIS MEAN FOR YOU

Happier | Healthier | Hopeful

**SERVICE**
- Service Objectives
- Transformational Programmes

**YOU**
- Personal Objectives & Development
- Annual Appraisal

**TEAM**
- Team Objectives Partnership Working
- Learn & Share Improvement Tools

#honestaboutmoney #honestaboutmoney #honestaboutmoney

#getinvolved #getinvolved #getinvolved

#wellbeing #wellbeing #wellbeing

#amazingpeople #sharedknowhow #heartofthecommunity #partnerships

We want to know what it's like **IN YOUR SHOES** to tell us your concerns and your opportunities.

YOU are EXPERTS, you know what PATIENTS need & what changes will **IMPROVE** their CARE.

We know things may feel uncertain while we continue our journey. We are resilient, spirited and stronger together, so that we can all support **happier, healthier, more hopeful** communities together.

THANK YOU

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*You & The Big Picture - Visual representation to be delivered in conjunction with the narrative - Designed & produced in-house*