

**NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST**

**BOARD OF DIRECTORS MEETING**

**Meeting Date:** 27 April 2016

**Title and Author of Paper:** Visit Feedback Themes – Annual Report 2015 / 16

Gary O'Hare, Executive Director of Nursing and Operations

**Paper for Debate, Decision or Information:** Information

**Key Points to Note:**

This is the annual report, gathering information relating to service visits that were carried out by CDT members from April 2015 - March 2016.

A reporting cycle is included in this annual report.

- 64 visits were carried out across the Trust by members of the Corporate Decisions Team.
- Quarterly Report for Quarter 4 - January – March 2016 reported on separately to the Board of Directors.
- High level themes detailed in the report covering the following areas:-
  - Positivity of Staff Feeling
  - Safe Staffing
  - Care Quality Commission – Impending visit
  - Environment
  - Clinical Care and Treatment
  - Learning from activity
  - Communications

**Outcome required:** Board of Directors are asked to receive this report for information.

Visit Feedback Themes Annual Report  
April 2016  
Reporting Period – April 2015 – March 2016

Shining a light on the future



## Introduction

This report highlights Corporate Decision Team member formal visits to services within the Trust, and any feedback from those visits. This follows the report submitted to the Board of Directors in June 2015 around all visits specifically the Senior Manager visits, which is coordinated by the Executive Director of Nursing and Operations.

Senior Manager visits	For senior managers to be visible in the organisation and to raise awareness of service issues to the Corporate Decisions Team. 'Senior managers' can include Executive and Non-Executive Directors and members of Corporate Decisions Team.	The programme is coordinated by the Executive Director of Nursing and Operations office. (replaces Executive Director visits and SMT visits) Feedback is to Corporate Decisions Team and Board of Directors via brief form.
-----------------------	---	--

This annual report will be presented to the Board of Directors in April of each year, and will be supported by a quarterly update to Board. The reporting cycle will be as below.

Annual Report for preceding Year	April (this report)
Quarter 1 update	July
Quarter 2 update	October
Quarter 3 update	January
Quarter 4 update	April (presented separately this month)

## Annual Review of Visits Carried Out

The following table gives a list of all formal visits carried out by Corporate Decision Team members across the Trust between April 2015 and March 2016.

<b>April 2015</b>	
Chaplaincy – Team Meeting – Rising Sun	Belsay and Alnwick Wards
Silverdale	Ferndene
Hopewood Park	
<b>May 2015</b>	
Homeless Service	Newcastle and Gateshead Consultants Meeting
South of Tyne Consultants Meeting	Hopewood Park – Time To Share
Belsay – Northgate	Bede
<b>June 2015</b>	
PD Hub	Ravenswood Clinic
Hopewood Park	Castleside
WGP Ward 4	Ashby
Newcastle / Gateshead CYPS	

<b>July 2015</b>	
HR, Ashgrove	North Tyneside Consultant Meeting, Oxford Centre
Gateshead CYPS Bensham, including ICTS	Belsay, LD Service Northgate
Tyne	Woodside
Westbridge	Community PD team
Gender Dysphoria Team	Redburn
<b>August 2015</b>	
Hopewood Park	Newcastle / Gateshead Intensive Community Treatment Service
Berwick Team	St Georges Park
<b>September 2015</b>	
Rose Lodge and Tyne Unit	Hopewood Park
Longhirst	SUC Group WGP
Hexham Team	Cognitive Functionally Frail Service, Monkwearmouth
LD Community Team, Monkwearmouth	
<b>October 2015</b>	
Benton House CTLD	Recovery College
Alnwick Team	RADS
EDICT	Eating Disorder in -pts
ED IDS	
<b>November 2015</b>	
Autism wards	East Team, Whitley Bay
Sunderland & South Tyneside Older Peoples Team	North Northumberland
NSECH ( Liaison)	
<b>December 2015</b>	
Gateshead CTT	Marsden Ward
<b>January 2016</b>	
No Visits Undertaken	
<b>February 2016</b>	
Redburn and Ferndene	Cuthbert Ward
<b>March 2016</b>	
Wallsend CMHT	Sunderland IRS, Street Triage & CRHT
Tranwell Unit	Non Psychosis Community Team and Recovery Treatment Team, Gateshead
Northumberland Recovery Partnership	Tweed Unit
ADHD Service, Collingwood Court	Newcastle & NT Crisis and Home Treatment Team
Older People & WAA Community Services, Northumberland	

## **High level themes from the visits**

Following a review of all the visit feedback over the last year, there are a number of high level themes that individual staff or services in general highlight as part of the visits. These issues are always responded to by members of the Corporate Decisions Team, and escalated where appropriate.

<u>Positivity of Staff Feeling</u>	Many of the service visits include statements from staff feeling proud and happy to work in their services, and there is much positivity about the services and the support for patients, their families and carers. This is an important balance to reports that generally look for improvements as part of the visits.
<u>Safe Staffing</u>	This would include issues relating to vacancies, training, clinical supervision, positive and safe strategy, including the use of mechanical restraints.
<u>Care Quality Commission – impending visit</u>	A number of visits pick up the plans being put in place for the visit by the Care Quality Commission, but the feel from staff is apprehension of unknown, coupled with the confidence of “business as usual” and wanting to show off their services.
<u>Environment</u>	<p>A number of visits focus on the feel of the environment and how it can positively impact on recovery, with many services benefitting from relatively new environments or teams being involved in the plans for new services.</p> <p>There are some general comments around housekeeping, which has been acknowledged and plans are in place to improve.</p> <p>Some teams are waiting for their own transformation of services which will hopefully improve some long standing environmental issues.</p>
<u>Clinical Care and Treatment</u>	There are comments from some services wishing to have support to improve the patient pathway, when support is required from other Trust services and following transitions.
<u>Learning from activity</u>	There are some comments related to learning, with mention of learning from some incidents, and one visit was specifically organised to support a team following a number of incidents within the service.
<u>Communications</u>	Some staff raised queries around access to the Conversations, but Directors have been ensuring and re-checking that this was at the initial roll out of the communication.

These themes will be kept under review in both the quarterly and annual reports.

The Board of Directors are asked to receive this report for information.