

Annual Members' Meeting



Transforming our services –
what's important to you?

Tuesday 10 September 2019
5.00pm-8.00pm

The Ark, Basingstoke, Hampshire

OUR VALUES



Patients &
people first



Partnership



Respect

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Social Media

We will be using social media throughout the event, please join in the conversation and engage with us by tagging **@Southern_NHSFT** on Twitter, **@SouthernHealth_NHSFT** on Instagram or **@SouthernHealthNHS** on Facebook. During the event we will be using **#SHFTamm2019**

“ Hello and welcome to the 2019 Annual Members’ Meeting



This year’s theme is all about transforming our services, from our quality improvement work, reviewing and redesigning our services and processes with service users at the heart of our work, to using technology such as video appointments with iTalk or Chat Health text messaging with our children’s services.

Our event also falls on the same day as World Suicide Prevention Day and we are launching “Every Life Matters” - our Trust’s Self Harm and Suicide Prevention strategy, led by Emma Wadey, our Deputy Director of Nursing, and Senior Professional Advisor to NHS Improvement (internationally recognised for her work and contribution to suicide prevention).

You will also hear from our NHS 111 mental health triaging service, giving callers direct access to mental health nurses in times of crisis, and from our quality improvement programme including a presentation on care planning.

We are delighted that “Singing for the Brain”, the dementia choir from the Alzheimer’s Society are here to showcase the work they do with those who suffer with dementia, using music as a way of bringing people together.

Thank you for joining us and I hope you enjoy your evening.

Lynne Hunt, Chair, Southern Health NHS Foundation Trust



“ Service user engagement is more than just a tick box exercise...



It’s all about ensuring that everything we do as a Trust is co-produced and meaningful. There is true commitment from everyone to improve and grow as a united Trust, there is still a way to travel but I know the path we are on is co-produced. The Trust is undergoing a huge change in culture and behaviour as we move away from the service user verses the Trust.

Me and Biscuit have been welcomed with open arms as we challenge and encourage everyone to think about how we work together to better the services we offer.

Beth Ford, User Involvement Facilitator for Mental Health, Learning Disabilities and Specialised Services.



Agenda

Time	Item
5-5.45pm	Arrive, explore marketplace, refreshments
5.35-5.55pm	Dementia Choir (Singing for the Brain)
6pm	Introduction from Lynne Hunt , Chair Launch of “Every Life Matters” the Trust’s Self-Harm and Suicide Prevention strategy – Emma Wadey , Deputy Director of Nursing
6.25pm	Formal meeting opens 1. Welcome from Lynne Hunt , Chair and Andrew Jackman , Lead Governor 2. Minutes of previous meeting 3. Review of the year - Dr Nick Broughton , Chief Executive 4. Annual Accounts - Paula Anderson , Finance Director 5. External Auditor’s report - Sasha Lewis , PricewaterhouseCoopers 6. Close of formal meeting
7.00 –7.20pm	Questions and Answers
7.25pm	Chat Health – Children’s Service – School Nursing and Health Visiting team Carol Richards and Ashley Pugh Questions and Answers
7.40pm	Care Planning, Quality Improvement Programme – Liz Taylor and Georgette Houlbrook Questions and Answers
7.55pm	NHS 111 Mental Health Triage - Sonya McLean & John Smith & Beth Ford Questions and Answers
8.20pm	Close – Lynne Hunt , Chair

Guest speakers

- **“Every Life Matters” Self Harm and Suicide Prevention strategy - Emma Wadey**

Emma Wadey, Deputy Director of Nursing, will be launching our Self Harm and Suicide Prevention strategy ‘Every Life Matters’ that aims to reduce the number of deaths by suicide of patients under the care of our services and improve our support to families and staff post suicide. Emma will also be introducing our ‘life cards’ that provide information on how to access vital help and support to anyone who feels suicidal or to anyone who is worried about someone who may have suicidal thoughts.

- **Chat Health – Carol Richards and Ashley Pugh**

Carol Richards and Ashley Pugh from Children’s and Family Services will be presenting ChatHealth, an award winning text service that provides young people and parents of young children access to evidence based advice and support in a timely manner. Southern Health School Nursing and Health Visiting teams deliver a ChatHealth service for young people aged 11-19 years and for parents of children aged 0-5 years.

- **Care Planning – Liz Taylor and Georgette Houlbrook**

Liz Taylor, Divisional Director of Nursing and Allied Health Professions and Georgette Houlbrook – Patient Representative, would like to share the “Andover Integrated Community Teams” Quality Improvement Project. Initially not every patient had a care plan or if they did they had not been involved in its development. Two breakthrough moments happened during the QI workshops when service users shared their experience and the project aims to make improvements.

- **NHS 111 Mental Health Triage – Sonya McLean, John Smith, Beth Ford**

Sonya McLean, Mental Health Crisis Care Commissioning Manager from Hampshire and the Isle of Wight Sustainability Transformation Partnership, John Smith Team Leader, and Beth Ford User Involvement Facilitator will be presenting. They will talk about the new mental health triage team now providing consistent, confident, reliable and sustainable care via NHS111 24/7. The service supports enhanced clinical triage and assessment for both young people and adults experiencing mental health problems across Hampshire and the Isle of Wight. The team work in collaboration with Solent NHS Trust, Hampshire CAMHS, Surrey and Borders NHS Foundation Trust and soon the Isle of Wight Trust.

Market place stand information

We are delighted to have a selection of our staff and service users available to talk to you about the services we offer. Please do find out more about what they have been up to in the last year.

The "Singing for the Brain" choir will be entertaining us at 5.35pm demonstrating how music can bring people together and help support those with dementia.

The New Forest Frailty Support Team



The team exists to be a safe and credible alternative to hospital admission, for those experiencing a sudden decompensation of the physical health, which might put them at risk of unplanned hospital admissions and less positive outcomes in the longer term. The team is made up of Non-medical Consultant Practitioners, Ambulance Practitioners and a wider multi-professional team of Frailty Practitioners. We aim to provide truly person centred care that is holistic and enables patients to set and meet their own goals for recovery. We will have one of our frailty cars available so come and have a look at the kit we carry on board.

1 Children's and Families 0-19 service

Family Nurse Partnership will be presenting their service offer and the new neglect strategy which has given the service more flexibility. School Nursing will be presenting their newly transformed immunisation service. Health Visiting will be presenting the use of "Eventbrite" within our service to book clinic appointments and our recent 0-5 ChatHealth offer.

2 Chat Health service

ChatHealth is a secure and confidential advice text messaging service, allowing patients to easily and anonymously get in touch with a healthcare professional for advice and support. Southern Health School Nursing & Health Visiting teams deliver a ChatHealth service for young people aged 11-19 years and for parents of children aged 0-5 years.

To use the ChatHealth Health Visiting service text 07520 615 720.

To use the ChatHealth School Nursing service text 07507 332 160.

There will be a presentation on this during the evening.

3 Diabetes

West Hampshire Community Diabetes service comprises Diabetes Consultants, Specialist Nurses and Dietitians supported by Educators, Support Workers, an Administrative team and Statistician. Commissioned by local clinical commissioning groups (CCGs), we provide specialist diabetes care including a portfolio of patient and professional education and workshops, holding a specialist caseload (West Hampshire CCG) and supporting the Southern Health teams with their diabetes patients (North Hampshire CCG).

4 North and West Hampshire Community Respiratory Service

North and West Hampshire Community Respiratory Service is a Nurse and Allied Health Professional Led Service. It delivers specialist respiratory care under the following pathways:

West Hants: Pulmonary rehabilitation, oxygen assessment and review, supported discharge from Hospital for patients with Chronic Obstructive Pulmonary Disease (COPD), admission avoidance for COPD patients and psychology support.

5 Frailty working together

We will be showcasing the frailty work that has been carried out across Mid and North Hampshire. This includes the development of the Community Integrated Frailty Intervention Team (iFIT) and admission avoidance service (as part of the integrated intermediate care project we're undertaking with partners). We will have our virtual reality headsets on hand so people can experience how frailty can feel and better empathise with the people they care for.

6 NHS111 Mental Health Triage service

The service offers expert advice from specialist Mental Health Nurses 24/7 via NHS111. The mental health triage team supports enhanced clinical triage and assessment for both young people and adults experiencing mental health problems across Hampshire and the Isle of Wight. **There will be a presentation on this during the evening.**

7 iTalk

italk is the local talking therapy service, delivered in partnership by Solent Mind and Southern Health. We offer a range of support from classes teaching everyday coping skills for mental wellbeing, to guided self-help empowering people to achieve their recovery goals independently, and structured individual or group talking therapies.

Email: info@italk.org.uk **Website:** italk.org.uk

8 Liaison Psychiatry

(Covering Southampton, Winchester, Basingstoke, Portsmouth)

We bridge the gap between mental and physical health in acute hospitals providing urgent and routine specialist care in emergency departments and on the wards. We are excited to be expanding our liaison psychiatry services across Hampshire following additional funding and prioritisation of these services for adults and older adults in all four acute hospital sites.

Tweet us: @liaisonSHFT

Primary contact: *Alexa Redman* alexa.redman@southernhealth.nhs.uk

9 North Hampshire Community Learning Disability Team

Members of the team, a carer and a service user will be on hand to tell you about the changes we have made to our service to support our service users to make sure that they get their health needs met, whichever health service they are accessing.

Contact details: *Mary-Helen L'Heureux or Steph McCarthy 01256 776150*

10 Get involved

We will be promoting opportunities to get involved with the Trust. Find out how to become a member, governor, volunteer, join forums and also support our Brighterway charity.

Follow us on twitter: @SHFT_Volunteers @_brighterway

11 Forensic Learning Disability Service

Our Service is divided into two teams, the Forensic Community Learning Disability Team and Ashford Low Secure Unit. We are a developing service and the Transforming Care Agenda is at the heart of our service design. As a result of quality improvement initiatives, the CQC have awarded us an outstanding rating. **Contact details:**

Polly Martin, Occupational Therapy Specialist Practitioner:

polly.martin@southernhealth.nhs.uk

Emma Marks, Principal Forensic Psychologist:

emma.marks@southernhealth.nhs.uk

12 Quality Improvement

Representatives of the Quality Improvement (QI) team will be on hand to talk to you about the Trusts QI programme, including projects that have used a QI approach, training of facilitators, and bitesize training available to everyone in the Trust.

Follow us on twitter: @SHFT_transforms

There will be a presentation on this during the evening.

13 Alzheimer's Society

"Singing for the Brain" sessions bring people with dementia together in a friendly and stimulating activity. The choir works with people who have used our services at Parklands hospital.

Irene, who has dementia, says 'I love Singing for the Brain. The group lets me meet other people with dementia, which makes me feel that I am not so different after all.'

Singing for the Brain will be performing before the start of the meeting.

14 Technology: Video Appointments

We will present information about the new video appointments service that has been developed to enable clinicians and patients to meet via a video link. Additional participants such as family members or carers can join appointments too. We believe this has the potential to revolutionise the way we deliver care to our patients.

More information: www.southernhealth.nhs.uk/videoappointments

15 Unloc

Our mission is to empower young people to be innovative changemakers who seek to build stronger communities and sustainable businesses. We develop young people's skills, enhance their potential and boost their determination to succeed. We achieve this by delivering inspiring educational programmes in schools and colleges.

Contact details: hello@unloc.org.uk Twitter: @unloc_uk

16 Austen House

Austen House is a new 17 bed unit for children and adolescents with severe mental health problems who require care in a low-secure setting. There is a recognised national shortage of beds for this patient group so this will make a significant contribution to improved care nationally. It will be the only NHS unit of its type in the region, and will be able to support patients from across the South, and beyond. The unit will enable more young people to receive care closer to home, preventing the need for them (and their families) to potentially travel large distances for the care they need. It will provide valuable step-down care for patients and support them with rehabilitation so they can return to the community. Austen House is scheduled to open to patient admissions from 1 October 2019.

17 Beaulieu Ward

Beaulieu ward was temporarily closed in November 2018, for a comprehensive refurbishment and to increase staff recruitment. The ward was transformed from an outdated tired ward to a new dementia friendly environment which was single sex compliant, with fully refurbished bedrooms, and new facilities including a quiet room, meeting space and staff room. Recruitment was boosted with 9 new registered and 12 new unregistered staff. During the closure staff completed bespoke training leading the ward to be the first frailty friendly and dementia friendly ward in the Trust.

Beaulieu Ward reopened in June 2019.

18 Technology: The Digitally Enabled Clinician and Electronic Patient Records (EPR) Developments

Ensuring our clinicians can use digital technology which is appropriate and fully functioning is our top priority and we constantly review and refresh everything we have to offer. Alongside this we continue to develop our EPR, integrating it with electronic observations (eObs), mobile working (TotalMobile), mood apps and Bed Management (Flow) as well as introducing smartboards on the wards.

19 Research and Development

Here at Southern Health, improving healthcare for the benefit of patients is at the heart of everything we do. The Research and Development team conduct clinical research that helps develop new treatments and knowledge for better health care, building the evidence for new approaches that are safe and effective.

Email: research@southernhealth.nhs.uk

Memory Assessment & Research Centre

The Memory Assessment & Research Centre (MARC) conduct clinical trials with the aim to understand how to diagnose, treat, cure and prevent dementia. Together with co-directors Prof. Clive Holmes and Dr. Brady McFarlane, MARC has been at the forefront of transforming clinical dementia care and treatment for over 30 years.

Call: 02380 475206, SHFT.MARC@nhs.net, visit www.southernhealth.nhs.uk/services/research/marc

20 Hampshire Healthcare Library Service and Health Literacy

We demonstrate how health literacy can impact healthcare, whether as a patient, carer, or a staff member. How we can improve the ability to communicate with patients and carers, how we can improve the ability to understand the health literature and therefore impact upon your care.

21 People Development

We are dynamic team of organisational development professionals, focused on delivering meaningful, impactful, and relevant programmes and interventions that meet the changing demands of the Trust and the people who work here. Whether you're at the start of your development journey, at a point of change in your career, or are an established leader within the organisation managing teams of people, there will be a variety of programmes and support tools available for you to utilise.

Email: peopledevelopment@southernhealth.nhs.uk Call: 02380 874007

22 “Every Life Matters” Suicide prevention launch

‘Every Life Matters’ is our Self Harm and Suicide Prevention strategy that aims to reduce the number of deaths by suicide of patients under the care of our services and improve our support to families and staff post suicide. We will be introducing our ‘life cards’ that provide information on how to access vital help and support to anyone who feels suicidal or to anyone who is worried about someone who may have suicidal thoughts.

www.southernhealth.nhs.uk/everylifematters

There will be a presentation on this during the evening.

23 Safeguarding

As part of the overall transformation of the Trust the Corporate Safeguarding Team has set up Team Hubs in each locality to better support staff to provide a Family Approach to safeguarding children and adults and promote person-centred practice.

Get in touch

At a time of such change and challenge we need your involvement like never before. We also know it's an area we need to improve. Your views and ideas, no matter how big or small, positive or critical, are very welcome as we look to develop a new listening culture within the Trust.

Our Patient and Public Engagement and Patient Experience team are already working with patients, families and local communities on a range of activities, including the following priorities:

- Developing a listening culture, especially when things go wrong
- Ensuring Board members are involved more in engagement events so that they can reflect back to the Board
- Working to get service user/patient representation on the Board
- Improving community services
- Increasing attendance of senior leaders at engagement events
- Improving transparency.

If you want to get involved or find out about opportunities to help shape your local services, contact the team on 02380 427536 or email Dawn Buck, Head of Patient and Public Engagement and Patient Experience:

Dawn.Buck@southernhealth.nhs.uk



every
Life
matters

#prepare2prevent

www.southernhealth.nhs.uk/everylifematters

#prepare2prevent self-harm and suicide

Advice and support
for everyone

Download the **Stay Alive app** - available on Google Play or the app store

Watch the 'save a life'
suicide prevention training video
- www.zerosuicidealliance.com/training

Visit
www.hubofhope.co.uk
for support in your area

When you need to talk to someone
or need urgent help:

Call NHS 111 - mental health support 24/7

Call Samaritans on 116 123 or email
jo@samaritans.org

Text SHOUT on 85258
24/7 service www.giveusashout.org

Supportline- www.supportline.org.uk |
01708 765200

In an emergency, always call 999.
You matter.

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