



# Summary Annual Plan

2013/2014

Shining a light on the future





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## Introduction

This Summary Annual Plan sets out how we intend to take Northumberland, Tyne and Wear NHS Foundation Trust (NTW) forward over the next year.

A full copy of our Annual Plan is published on our web site: [www.ntw.nhs.uk](http://www.ntw.nhs.uk) and on the Monitor web site [www.monitor-nhsft.gov.uk](http://www.monitor-nhsft.gov.uk).

Our Council of Governors (page 31) have contributed to this Annual Plan helping us shape our direction of travel through constructive challenge of key aspects and we thank them for their contribution.

We are already a successful Foundation Trust and have made excellent progress against our original Integrated Business Plan. We reviewed our Integrated Business Plan in 2012 as we know that we need to move further and faster to meet the challenging environment ahead and ensure we deliver services that are fit for purpose and recognised as excellent by GPs, other commissioners, partners in care delivery, and above all, by patients and their carers.

Our revised Integrated Business Plan was approved by the Board of Directors in September 2012 [www.ntw.nhs.uk](http://www.ntw.nhs.uk) (publications). This was developed taking into account the Trust's Service Model Review, which we carried out in consultation with our partners, and the resulting Service Transformation Programme which we have set up to help us to shape our organisation and the way we deliver our services around the needs of our patients, and those people and organisations that support them.

An overview of our vision, goals and objectives over the next five years are set out in our Transformation Map on pages 18 and 19.

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Our priorities over the next year include:

- Continually improving the quality of our services, including achieving our Quality Priorities for 2013/14;
- Progressing our Service Transformation Programme;
- Completing the PRiDE development, including the construction of Hopewood Park, to replace Cherry Knowle Hospital and the new Specialist Dementia Care Centre at Monkwearmouth Hospital;
- Implementing our Workforce and Leadership Strategy linked to the transformation of services and principal community pathways;
- Continuing to be a sustainable and consistently high performing organisation, meeting targets and maintaining unconditional registration with the Care Quality Commission.

We are confident that by focusing our efforts and resources on providing services around our patients' needs our plans put us in a strong position to meet the challenges that lie ahead.

Our priorities are outlined in more detail in this Annual Plan which covers all aspects of our business and we do hope you enjoy finding out about our plans for 2013/14.

**Fiona Standfield**  
Acting Chairman



**Dr Gillian Fairfield**  
Chief Executive



# About Us

Northumberland, Tyne and Wear NHS Foundation Trust (NTW) provides a wide range of Mental Health, Learning Disability and Neuro-rehabilitation Services to 1.4 million people in the North East of England. We are now one of the largest mental health and disability organisations in the country with an income of around £300 million. We employ over 6,000 staff, operate from over 100 sites and provide a range of comprehensive services including some regional and national specialist services.

We support people in the communities of Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside and Sunderland. We work with a range of partners to deliver care and support to people in their own homes and from community and hospital based premises.

Our main hospital sites are:

- Northgate Hospital, Morpeth;
- St. George's Park, Morpeth;
- Walkergate Park, Newcastle upon Tyne;
- St. Nicholas Hospital, Newcastle upon Tyne;
- Ferndene, Prudhoe;
- Monkwearmouth Hospital, Sunderland;
- Cherry Knowle Hospital, Sunderland.

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Northgate Hospital ①



St George's Park ②



Walkergate Park ③



St Nicholas Hospital ④



Ferndene, Prudhoe ⑤



Monkwearmouth Hospital ⑥



Cherry Knowle Hospital ⑦





## Our Vision, Values and Priorities

Our vision, values and priorities have been developed through wide involvement and consultation with patients, carers, staff and partners. Our vision as an organisation is to:

### **'Improve the well-being of everyone we serve through delivering services that match the best in the world'**

#### **We will do this by:**


- Modernising and reforming services, in line with local and national strategies and the needs of individuals and communities; providing first class care in first class environments;
- Being a sustainable and consistently high performing organisation;
- Being a model employer, an employer of choice, and making the best use of the talents of all of the entire workforce;
- Fully embracing and supporting service user, carer, staff and public involvement, including our membership in all aspects of our work;
- Providing high quality evidence-based and safe services supported by effective integrated governance arrangements;
- Improving clinical and management decision making through the provision and development of effective information;
- Being an influential organisation that supports and enables social inclusion.

#### **Our plans are also in line with the NHS Constitution (2013), which is based around seven key principles:**

- The NHS provides free health care to all;
- Access to NHS services is based on clinical need, not an individual's ability to pay;
- The NHS aspires to the highest standards of excellence and professionalism;
- NHS services must reflect the needs and preferences of patients, their families, and their carers;
- The NHS works across organisational boundaries and in partnership with other organisations in the interests of patients, local communities, and the wider population;
- The NHS is committed to providing best value for taxpayers' money and the most effective, fair and sustainable use of finite resources;
- The NHS is accountable to the public, communities and the patients that it serves.

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Our vision is underpinned by a set of core values which we have recently refreshed, in consultation with a range of partners, including service users, carers, staff and governors.

Our values ensure that we will strive to provide the best care, delivered by the best people, to achieve the best outcomes. Our concerns are quality and safety and we will ensure that our values are reflected in all we do by:

**Being caring and compassionate:**

We will:

- put ourselves in other people's shoes
- listen and offer hope
- focus on recovery
- be approachable
- be sensitive and considerate
- be helpful
- go the extra mile

**Being respectful:**

We will:

- value the skill and contribution of others
- give respect to all people
- respect and embrace difference
- encourage innovation and be open to new ideas
- work together and value our partners

**Being honest and transparent:**

We will:

- have no secrets
- be open and truthful
- accept what is wrong and strive to put it right
- share information
- be accountable for our actions

As a Public Benefit Corporation NTW has members. These include membership constituencies to represent members of the public; service users and carers; our staff and partner organisations.

## Our Quality Priorities

Providing good quality services for people who need our care is a top priority for NTW. Using feedback from complaints, compliments and serious untoward incidents, and taking into account the views of the Council of Governors, our patients, service users, staff and partners we identified three Trust-wide Quality Goals covering the period 2009-2014 based on safety, patient experience and clinical effectiveness.

Our Quality Goals are:

**Quality Goal One: Reduce incidents of harm to patients;**

**Quality Goal Two: Improve the way we relate to patients and carers;**

**Quality Goal Three: Ensure the right services are in the right place at the right time for the right person.**

These Quality Goals and the many improvements we have made to date are featured in our Quality Account for 2012/13 which is published on our web site: [www.ntw.nhs.uk](http://www.ntw.nhs.uk) (publications).

Each year the Trust sets quality priorities to help us to achieve our Quality Goals. It has been agreed that the 2013/14 quality priorities should be more closely aligned with the Trust's Commissioning for Quality and Innovation targets (CQUIN) which we agree with commissioners.



Our quality priorities for 2013/14 are as follows:

**Quality Goal One: Reduce incidents of harm to patients;**

- Ensure all relevant staff are trained in leave management;
- Ensure GPs receive care plan information within 7 days of a review;
- Ensure GPs receive discharge summaries within 24 hours of discharge;
- Improve the quality of transitions of care from inpatient units to community services, improving the links with community teams throughout the admission and ensuring joint involvement in discharge planning;
- Ensure all relevant staff undertake falls risk assessment training;
- Improve the management of Did Not Attends.

**Quality Goal Two: Improve the way we relate to patients and carers;**

- Improve the availability and variety of activities available to patients when they are in hospital;
- Provide greater choice and improve the quality and timing of meals in inpatient areas;
- Roll out the "Friends and Family" test ahead of the national mandatory requirements;
- Implement the national 6 Cs initiative-Care, Compassion, Competence, Communication, Courage and Commitment (Compassion in Practice (2012)).

**Quality Goal Three: Improve the way we relate to patients and carers;**

- Enhance the quality of care in inpatient units and develop fit for purpose community teams;
- Develop an approach to outcome measurement using both clinical and patient outcome measures;
- Develop a programme of work to define the competence to deliver NICE compliant psychological therapies.

We will monitor and report to our Board of Directors and Council of Governors on the progress we make on meeting these priorities over the year and publish the results in our Quality Account for 2013/14.



## Our Key Service Development Priorities

During 2010/11, we set up our Service Model Review, which brought together expert clinicians from across the Trust to work across the organisation to develop our vision for the future delivery of services and ensure that our services are designed around patients needs. This work involved a whole system review, within an environment where we are looking to increase quality while significantly reducing cost in meeting current demand.

This work explored how we should look to develop the whole system of care with our partners

- By making it easy to access our services;
- By ensuring we assess people's needs quickly;
- By ensuring that we then support them to get the right care to meet those needs;
- By offering better support and maintenance to allow people to be cared for in the least restrictive environment for them;
- And by managing effective discharge and step-down.

We want to develop a service which enables people to lead the best possible lives that they can, with the right support when they need it, and only when they need it. We expect this to significantly reduce our reliance on in-patient beds, but ensure that when people do need to be cared for as an in-patient, it is the best possible care in an environment that promotes recovery.

In July 2011 the Board of Directors accepted the recommendations from the Service Model Review and established the Trust's Transforming Services Programme to implement the new service model.

In 2012/13 we made significant progress in transforming services and our achievements feature in the Trust's Annual Report 2012/13 published on our web site: [www.ntw.nhs.uk](http://www.ntw.nhs.uk) (publications).

During 2013/14 we will continue to progress the implementation of the Transforming Services Programme including, where required, consulting key stakeholders on the proposals.

Subject to the outcome of consultation, where required, this work will include:

### **Transforming Services - Access Project**

- Following the successful introduction of the Urgent Care Access Model in Sunderland, South Tyneside and Gateshead during 2012/13 we will introduce this model into North of Tyne localities. This model has improved access to services and the quality of care provided through the introduction of Universal Crisis and Home Based Treatment Teams.



## Transforming Services - Principal Community Pathways Programme

- Improve the quality of services for patients by providing better access to new and enhanced planned care services in the community, focusing initially on the Sunderland and South Tyneside localities and the following pathways: psychosis, non psychosis, cognitive and learning disabilities.
- Continue to work with our staff who support people in the community, to help them free up more of their clinical time through the use of mobile technology and new ways of working, including improved multi disciplinary team working. This will create more capacity and capability in our community services so that patients can be better supported and admission to hospital delayed or avoided all together. This will also enable those that are hospital to be discharged earlier as they will receive higher quality care in the community.

## Transforming Inpatient Services

In view of the provision of improved community, access and initial response services we will continue to review the use and the reliance on inpatient services for adults who require mental health services and learning disability services.

This will allow NTW to ensure that those inpatient services that continue to be provided are of the highest quality.

The Transforming Inpatient Services Project will include the review of the following in 2013/14:

- **The dementia care pathway in Newcastle-**  
Long term care and end of life care can be provided more appropriately in local nursing homes by other providers. We will therefore review the dementia care pathway in Newcastle and refocus the Trust's services on those at an earlier stage of dementia who may exhibit challenging behaviour.



- **Long term complex care inpatient services-**

As a part of the move towards an improved stepped care pathway there is a requirement for people to move on from longer stay inpatient environments to alternative accommodation in line with their health and social care needs. In the light of this we will therefore review the Trust's existing long term complex care inpatient services and explore the potential to refocus some investment into community rehabilitation services.

- **Expansion of hospital based liaison services-**

We will work with commissioners and our neighbouring acute trusts to develop and agree appropriate models for hospital based liaison services, in line with national best practice, and seek to secure the funding to implement these improvements to services. Our work will initially focus on Sunderland, South Tyneside, and Gateshead.

- **Inpatient assessment and treatment services for women living in South of Tyne-**

With the completion of the PRiDE development and opening of Hopewood Park in May 2014 we will review the number of inpatient beds required to meet demand across South of Tyne and remove any excess capacity.

- **Inpatient assessment and treatment services for women living in North of Tyne-**

In view of improvements to home based treatment services and enhanced community services we will review the number of inpatient beds required to meet demand across North of Tyne and remove any excess capacity.

- **Learning Disability Services North of Tyne-**

We will provide "person centred" care based around individual need with improved early intervention thereby avoiding unnecessary admissions to hospital. People with a learning disability will also be better supported to access mainstream mental health services. When treatment is completed patients will be better supported in the community avoiding any unnecessary prolonged stays in hospital.



## Transforming Social and Residential Services

- The Trust is coming to the end of a lengthy programme aimed at transferring responsibility for the provision of social care for people with learning disabilities to alternative providers. During 2013/14 we will transfer the remaining learning disability services provided in Northumberland to new providers.
- The Trust has historically provided three mental health residential long stay homes in Northumberland for adults. The Trust and commissioners have agreed that there is a need to explore a new model of care and we will work with commissioners to develop a plan for the transfer of these services to alternative providers.

## Transforming Specialist Care Services

Our Specialist Services account for around one third of NTW's business and are important to both patients and the Trust.

They also provide a level of specialist knowledge and expertise that supports and enhances all of the Trust's mainstream services.

These Specialist Services must however be of a high quality and sustainable in the long term. During 2013/13 we will therefore continue to review each and every service. This work will include:

- **Reviewing Neurological Services-**  
We will optimise the use of inpatient facilities, ensuring that the services are of high quality and sustainable in the long term. We will also review the community teams and explore the development of a Long Term Conditions Clinic, within the outpatient department, led by non medical staff. Operational procedures and practices in the outpatient department will be improved and we will consider bringing the existing two outpatient departments together.



- **Remodelling of Alnwood-**

Alnwood provides medium secure inpatient assessment and treatment for young people up to 18 years old who have complex mental health needs, including those with a learning disability. Improvements to the service model, leadership and the environment were made during 2012/13. While the building work was being carried out the service had to reduce the number of beds available. Now that the works are completed the Trust will focus on marketing the service to increase the bed occupancy.

- **Review of Forensic Services and development of Diversion Services-**

We will assess the changing commissioner environment, the estate requirements for these services and review the patient pathways so that patients can be moved on safely. This work will enable us to develop a Strategic Plan for these services. We will also evaluate the Big Diversion Project in preparation for the next stage of this development.

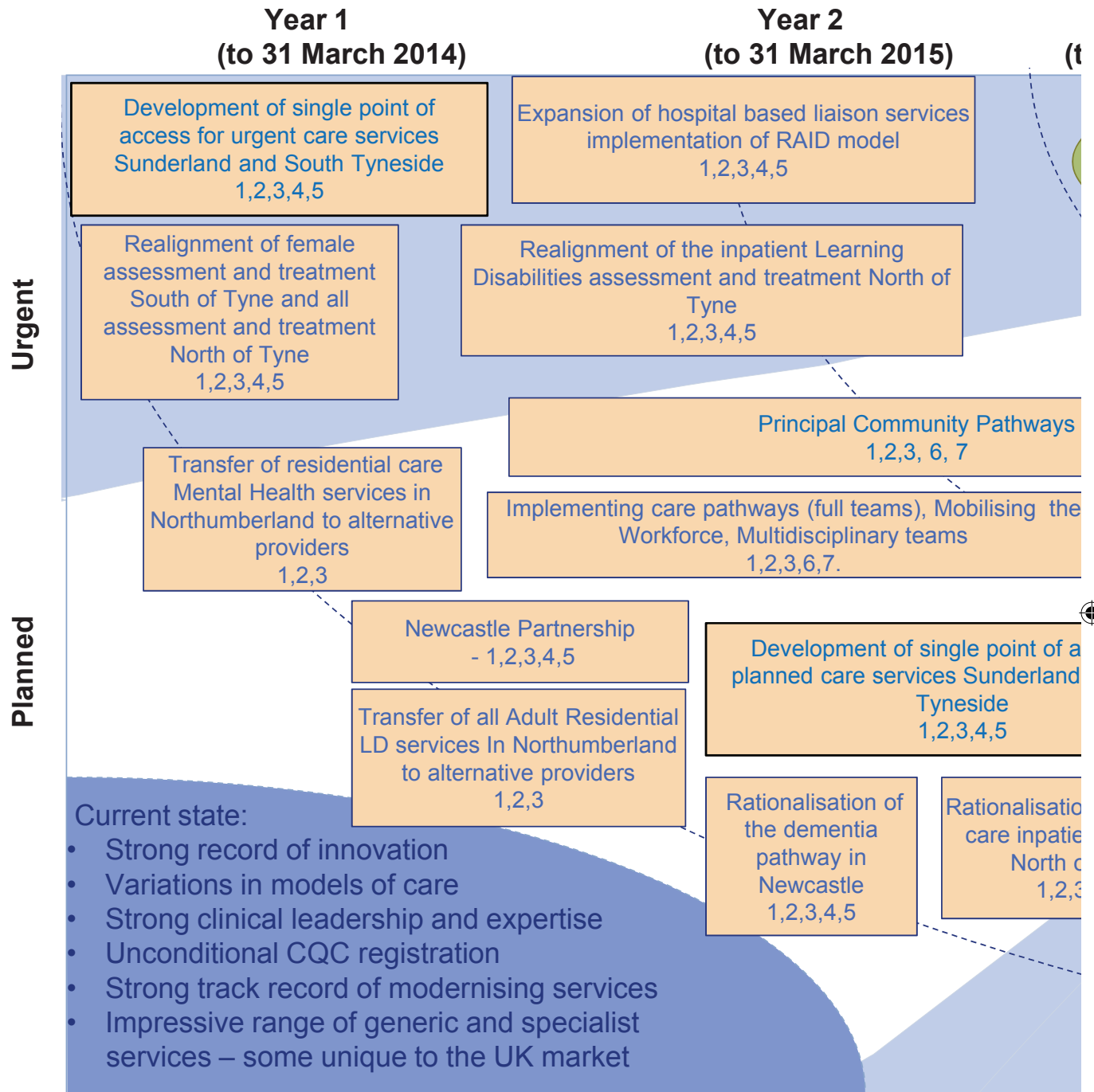
- **Development of a new Assessment and Treatment Unit for people with Autism-**

We will secure Full Business Case approval for the development of a purpose built unit for people with autism on the Northgate Hospital site to support the new model of care and replace the existing buildings.



# Transformation Map:

## Service Developments (Core and Business Opp)

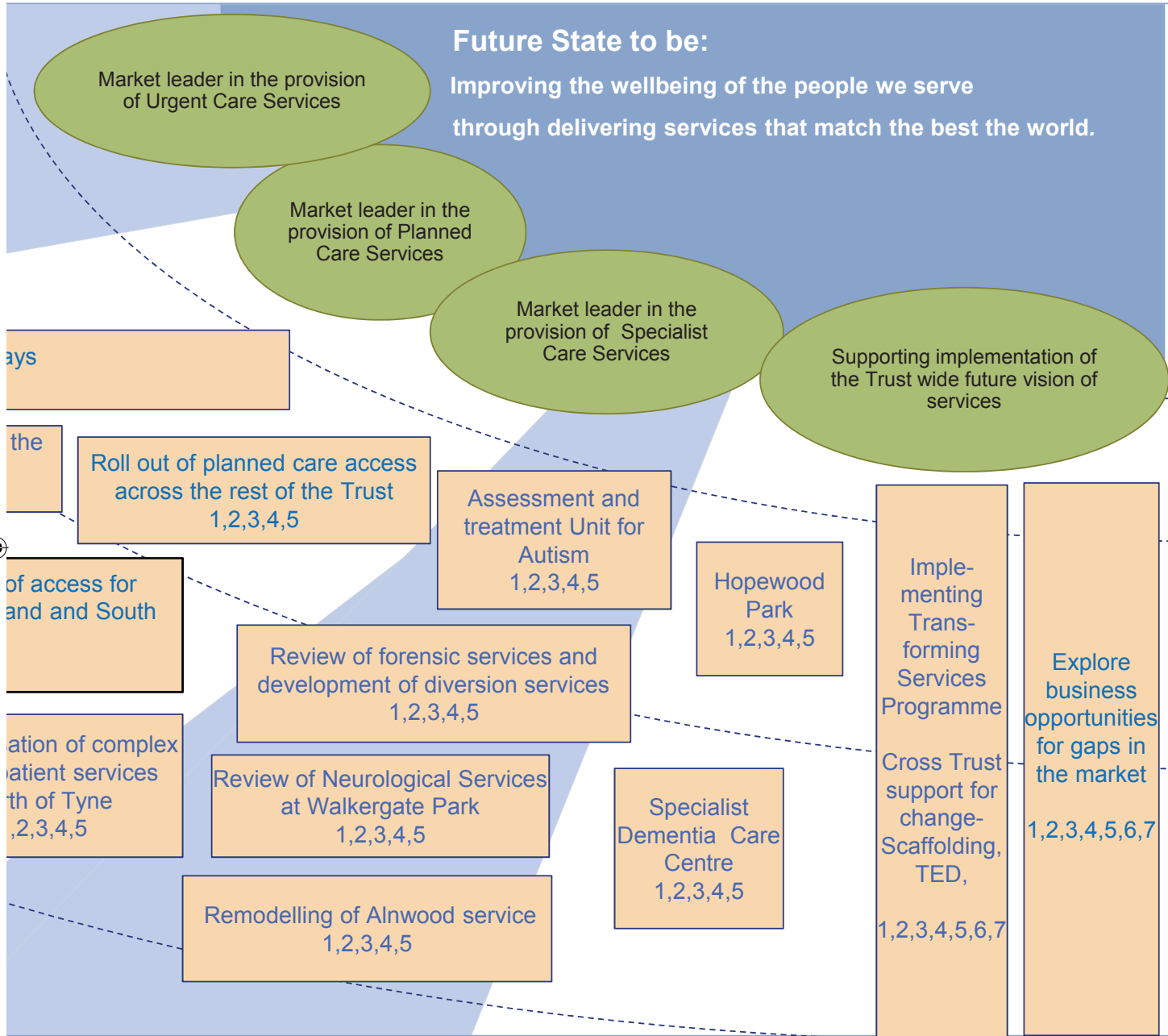


### Strategic Objectives

1. Modernise and reform services;
2. Be a sustainable and consistently high performing organisation;
3. Be a model employer, an employer of choice and an employer that makes the best use of the talent of the entire workforce;
4. Fully embrace and support service user, carer staff and public involvement, including our membership, in all aspects of our work;

Abbreviation Key: IRT = Initial Response Team LD = Learning Disabilities RAID = Rapid Assessment, Interf

**Years 3 - 5  
 (to 31 March 2018)**



**Specialist**

**Corporate/Trust-wide**

- 5. Provide high quality evidence based and safe services, supported by effective integrated governance arrangements;
- 6. Improve clinical and management decision making through the provision and development of effective information;
- 7. Be an influential organisation which supports and enables social inclusion.

Interface and Discharge



## PRiDE

In May 2012 we were delighted to receive Monitor's approval to our proposal to invest £60 million in the provision of new facilities on the Ryhope Hospital and Monkwearmouth Hospital sites in Sunderland. Work started on site shortly after with the new facilities being built through our Procure21 Partnership with Laing O'Rourke. The development is being publicly funded by the Trust.

Following consultation with service users, carers and staff the development on the Ryhope Hospital site is to be called Hopewood Park. The name was inspired by the local natural landscape as well as partly being extracted from the word Ryhope. Ryhope's origins lie in the old English words for "rough valley" describing the densely wooded Ryhope Dene.





Hopewood Park will provide-

- A new 122 bed hospital including:
  - six 18 bed wards for urgent care, assessment and treatment, older people's functional illness and stepped care services;
  - a 14 bed Psychiatric Intensive Care Unit;
  - the retention of the existing 15 bed Meadow View which will provide a rehabilitation "moving on" service;
  - a new central facilities building which will include a faith centre, physical treatment and exercise therapy services, Mental Health Act Tribunal suite, crisis services and meeting facilities.

Hopewood Park is scheduled to open in June 2014.

A new 24 bed unit comprising two 12 bed wards is also being built on the Monkwearmouth Hospital site in Sunderland. This development will provide an acute assessment and treatment service for people with dementia living in Sunderland and South Tyneside. This service will sit alongside other dementia services already on the Monkwearmouth site forming a specialist Dementia Care Centre.

The specialist Dementia Care Centre is scheduled to be open in November 2013.



Courtesy of Medical Architecture



## Our Other Key Priorities to achieve our Strategic Aims

We will also make progress towards achieving our other strategic aims:

### Be a sustainable and consistently high performing organisation

Our priorities in the coming year include:


- Maintaining a high performing and effective Board of Directors and appoint a new Chair;
- Achieving our Transformation of Services Programme, improving the quality of services and meeting our Financial Delivery Plan;
- Developing a Trust action plan in response to the recommendations in the Francis Report and reviewing the Trust's values;
- Continuing to maintain unconditional registration with the Care Quality Commission;
- Continually improving our performance against national and local targets set for quality and financial performance;
- Continuing to work with the Care Pathways and Packages Consortium, the National Payment by Results and Mental Health Policy teams to progress the roll out of clusters as the basis for future currencies and methods of payment for the services we provide.



## Be a Model Employer

Our priorities in the coming year include:

- Continuing to invest in the Transitional Employment Development Approach to support the workforce changes associated with the Transformation of Services Programme, helping staff to develop new skills and to take on new challenges, including future employment opportunities.
- Acting on the findings of the 2011 and 2012 National Staff Surveys, continuing to involve staff in discussions, including through the Chief Executive's 150 and 250 Staff Events, focusing on the development of plans relating to communication, the quality of staff appraisals, job satisfaction, motivation and staff engagement.
- Investing in a comprehensive range of Leadership and Management Development Programmes including the "Developing Excellent Leaders" Programme, supported by Keele University and programmes provided by the North East Leadership Academy.
- Achieving improvements in attendance at essential training.
- Ensuring all staff have a well structured annual Appraisal and agreed Personal Development Plan. We will review and share best practice relating to well structured appraisals and review the Trust's Joint Development Review Policy and associated documentation.
- Continuing to support robust local systems of appraisal and clinical governance to support the revalidation of medical staff.
- Achieving improvements in the provision of and attendance at clinical training. This will include emerging training needs from the Transforming Services Programme.

- 
- Continuing to support the Health and Wellbeing of the Workforce through the provision of additional workforce capacity to support managers in the management of sickness. The Trust will also continue to work with Team Prevent in the management of health and wellbeing proactively supporting staff at work. This work will include the development of Health Passports.
  - Making best use of the resources available to improve the quality of services. This will include the implementation of new staff rotas and roll out of the Trust's electronic Time and Attendance system.
  - Preparing for and seeking reaccreditation with Investors in People and Best Practice in Health and Wellbeing status.

### **Fully embrace and support service user, carer, staff and public involvement**

Our priorities in the coming year include:

- Rolling out the national "Friends and Family" test ahead of national mandatory requirements. We will ask our service users and patients if they would recommend the Trust's services to friends and family if they needed similar care or treatment. We will use the feedback to improve services.
- Targeting the recruitment of Foundation Trust members to address areas of low representation, particularly in service user and carer categories.
- Progressing elections, as required, to fill vacant seats on our Council of Governors.
- Establishing a Working Group, with experienced Governor membership, to develop the 2014/15 Annual Plan, having regard to the Governors new role in approving the Annual Plan, following implementation of the Health and Social Care Act.
- Working with the Council of Governors on the development of the Trust's Quality Priorities for 2014/15.



## Provide high quality evidence based and safe services

Our priorities in the coming year include:

- Progressing the work of the Safety Programme including the roll out of the Manchester Safety Assessment Framework across all clinical areas;
- Assessing the organisation's current level of maturity in terms of risk management. The findings will be used to develop a Risk Development Plan to improve the Trust's risk management capability;
- Achieving our 2013/14 Quality Priorities (page 10);
- Developing our Quality Accounts 2014/15;
- Monitoring performance against all targets and national requirements using the Trust's governance and performance management structures and processes;
- Implementing our revised Research and Development Strategy with the aim of ensuring that the Trust supports a vibrant research culture. This work will include identifying service related priorities and supporting staff to participate in research and development projects which result in demonstrable positive impacts on the care we provide.

## Improve clinical management decision making through the provision and development of effective information

Our priorities in the coming year include:

- Supporting the Service Transformation Programme through the delivery of technical innovation to support clinical staff. These initiatives will include the continued roll out of technology to enable mobile working, digital dictation and enhanced telephony systems;
- Building on existing clinical systems enhancing the usability of clinical functionality and developing further functionality. This will ensure our systems continue to support clinicians in their work and enable the integration of information with partner agencies;
- Continuing Business and Support System Development to enable greater numbers of staff to work out of hours;
- Developing technical solutions to enable patients, service users and carers to provide immediate feedback on services using SMS messaging and email;
- Continuing the development of Service Line reporting linked to the Clinical Dashboard project;
- Maintaining compliance with the national Information Governance Toolkit demonstrating that our systems and processes safeguard confidential information.

## Be an influential organisation which supports and enables social inclusion

Our priorities in the coming year include:

- Identifying the Trust's Equality Priorities linked to the Francis Report and implementing an agreed action plan;
- Establishing Equality and Diversity Networks with partners;
- Continuing to develop partnership working, maintaining high standards of governance in working arrangements;
- As a part of the Whole Systems Pilots, working with Primary Care, other specialist providers from the public and private sectors, Local Authorities and the third sector to improve the way we all work together and contribute to every stage of the patient's journey.





## Operational and Financial Effectiveness

The challenging environment in which we and our partners are now working requires us to work together further and faster to radically change and improve the way we provide services.

We firmly believe that by focusing our efforts and resources on providing services around patients' needs our plans put us in a strong position to meet the challenges that lie ahead.

The following are our operational and financial priorities for the coming year:

- Progressing our Transformation of Services Programme  
Essentially our aim is three fold:
  - Transforming how we deliver community based services, alongside our partners in care, to provide integrated care pathways to meet the needs of those that require our services, with a focus on early intervention, prevention, recovery and providing support within their own communities;
  - Ensuring that when people need support in an inpatient setting it is in an environment which is properly staffed and designed to promote recovery with the intention that people should only stay in hospital as long as it is appropriate for their needs;
  - Ensuring our Specialist Services are sustainable for the long term, delivering high quality care at a regional and national level while enabling local services for local people. We must also ensure that they are attracting and developing the staff with the skills and knowledge that can enhance and "scaffold" the provision of mainstream services across the Trust.
- As a part of the Transformation of Services Programme continuing the development of new roles and ways of working to make more efficient use of highly skilled clinical staff;
- Continuing to play a leading role in the national Care Pathways and Packages Project, which is intended to give us information we need to help us to design our services around our patients' needs;

- Continuing to identify plans to increase productivity and the effective use of resources from reviews of current service pathway arrangements and through our Lean approach to service improvement;
- Achieving our Commissioning for Quality Innovation (CQUIN) targets;
- Continuing to develop plans to reduce the size of the estate from which we operate, in line with proposed service models, as accommodation is an expensive resource.

## Our Financial Plans

NTW's financial plans are based on maintaining the Trust as a high performing and sustainable organisation while delivering quality improvement.

The priorities in our financial plans include:

- Delivering an income and expenditure surplus of £3.7million a year over the next three years;
- Investing £250k in the Transitional Employment and Development Approach to support those members of staff who are affected by the Transformation of Services Programme;
- Delivering the Trust's cost improvement programme in 2013/14, generating savings of £11.8 million;
- Continuing to invest in the improvement and development of facilities used by our clinical services. Planned spend over the year is £46.8 million, including £31.9 million on the PRiDE development at Ryhope Hospital and Monkwearmouth Hospital;
- Continuing to maximise the money achieved from the sale of our surplus estate which we will use to continue to improve and develop facilities used by our clinical services.

# Our Board of Directors

Northumberland, Tyne and Wear NHS Foundation Trust's Board of Directors is collectively responsible for the exercise and the performance of the Trust.



**Fiona Standfield**  
Acting Chairman



**Dr Gillian Fairfield**  
Chief Executive

## Non-Executive Directors



**Ken Grey**  
Non-Executive Director  
Senior Independent Director



**Martin Cocker**  
Non-Executive Director



**Nigel Paton**  
Non-Executive Director



**Paul McEldon**  
Non-Executive Director  
Chair of Audit Committee



**Chris Watson**  
Non-Executive Director

## Executive Directors



**James Duncan**  
Executive Director of Finance  
and Deputy Chief Executive



**Suresh Joseph**  
Executive Medical Director



**Elizabeth Latham**  
Executive Director of Workforce  
and Organisational Development



**Gary O'Hare**  
Executive Director of Nursing  
and Operations



**Lisa Quinn**  
Executive Director of Performance  
and Assurance

## Our Council of Governors

NTW's Council of Governors has participated in detailed discussions regarding the Trust's Transformation of Services Programme/Service Development Strategy, Quality Priorities/Quality Account and this Annual Plan.

For the first time, in recognition of the developing role of the Council of Governors, four Governors have been actively involved in the Annual Plan Working Group, providing a new level of challenge to the process and final submission. Annual Plan Working Group meetings took place monthly from January 2013, and have been supplemented with general sessions for the Council of Governors. The Council of Governors endorsed the draft Annual Plan put forward by the Annual Plan Working Group and recommended its adoption by the Board of Directors.

Further opportunities for Governor involvement in 2013/14 will be through:

- Council of Governor Meetings;
- Council of Governor engagement sessions on specific/pertinent issues, including joint sessions with the Board of Directors;
- Joint engagement sessions with the Board of Directors on specific/pertinent issues;
- Involvement in Council of Governor Committees and Working Groups. These include the Nominations Committee, Quality Scrutiny Group, Membership and Communications Group, Audit Group, Staff Engagement Group and Annual Members Meeting Group;
- Involvement in Serious Untoward Incident Panels and Chairing Consultant interviews;
- Participation in the Annual Plan Working Group, for the 2014/15 Annual Plan;
- Development of the Trust's Quality Priorities for 2014/15 and the Quality Account for 2013/14;
- Attendance at key Trust events, including the Trust's "Shining a Light "Staff Awards and 250 Events.

May we take this opportunity to thank the Council of Governors for their continuing commitment to work with us to improve services.



## Conclusion

We hope this Summary Annual Plan has given you a useful insight into the work we will be progressing in the coming year.

We are proud of our record of developing and improving services while at the same time maintaining financial stability.

The coming year will be a challenging one for everyone in health and social care but we firmly believe that by focusing our efforts and resources on providing services around patients' needs our plans put us in a strong position to meet the challenges that lie ahead.

## For further information

This Summary Annual Plan is available on our web site at [www.ntw.nhs.uk](http://www.ntw.nhs.uk).

If you would like more information about any of the issues covered in this summary please contact:

The Communications Team  
St. Nicholas Hospital  
Jubilee Road  
Gosforth  
Newcastle upon Tyne  
NE3 3XT

If you would like more information on becoming a member, or our Council of Governors, please contact our Foundation Trust office on 0191 223 2468 or email [governors@ntw.nhs.uk](mailto:governors@ntw.nhs.uk)





## Join our NHS Foundation Trust

We provide a wide range of mental health, learning disability and specialist services for all ages, for a large part of the North East of England and beyond.

**As a member**, you will join over a million people across the country who have signed up to Foundation Trusts because they care about local NHS services. You can:

- give your views on our plans
- elect representatives to sit on our Council of Governors or stand as a Governor yourself (age 16+)
- be as active a member as you like, from receiving regular Trust updates to getting involved in issues you care about; the choice is yours!

**You can become a public, service user or carer member if you are at least 14 years old and live in England or Wales.**

More information is available at [www.ntw.nhs.uk](http://www.ntw.nhs.uk) or Tel: 0191 223 2468

Membership is completely free. Interested? Please complete the following form and return it to: **FREEPOST NTW MEMBERSHIP** (no stamp required)

**Public**       **\*Service User**       **\*Carer**  (please ✓ only one)

Mr  Mrs  Miss  Ms       Other: .....

First name: ..... Surname: .....

Address: .....

.....Postcode: .....

How would you like us to contact you? (please ✓/complete)

Post  Mobile  ..... Tel  .....

E-mail  .....

**\*Service User/Carer** I currently use, or have cared for someone who has used, the following service in the last four years: (please ✓ service used below)

- |   |  |
|---|--|
| <input type="checkbox"/> Adult Services                       | <input type="checkbox"/> Neuro Disability Services |
| <input type="checkbox"/> Children and Young People's Services | <input type="checkbox"/> Older People's Services   |
| <input type="checkbox"/> Learning Disability Services         |  |

Signed: ..... Date: .....





[www.ntw.nhs.uk](http://www.ntw.nhs.uk)

