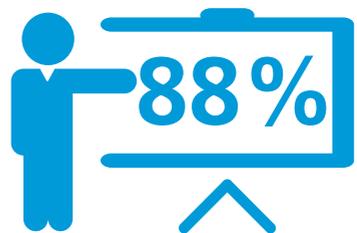




Quality Summary 2015/16

Last years priorities (2015/16) – how did we do?

Improving care for people with dementia, focussing on increasing the number of frontline staff who have received dementia training



88% of staff have completed dementia training (face-to-face teaching, e-learning or a locally developed bespoke DVD for staff).

Improving physical health care for mental health inpatients, focussing on **ensuring physical health checks are undertaken with mental health inpatients**



92% of mental health patients had a physical health assessment recorded.

Promoting an **open learning culture**, focussing on **improved incident reporting** and a **reduction in the level of harm** arising from incidents.



NHS Improvement published the 'learning of mistakes' league table where the Trust was given an overall rating of 'good' and ranked 37th out of 230

What are we focusing on this year? (2016/17)

Through public consultation the below are this year's 3 priorities



Be a dementia friendly/ aware organisation

How are we going to measure this?

- Number of people accessing early intervention service
- Increase in uptake of 'This is me' booklet.



Improve the experience of patients and carers accessing our services

How are we going to measure this?

- Total friends and family test (FFT) responses by service area
- Overall FFT score



Ensure there is parity of esteem for mental health patients

How are we going to measure this?

Meeting mental health taskforce action standards for talking therapies and early intervention services

Our performance highlights



We reduced the number of people getting infections in our hospitals.



We made sure that all people who needed to be admitted to our mental health inpatient wards were assessed to see if they could be treated safely at home.



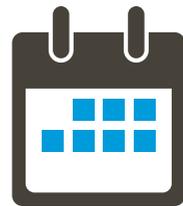
Ensured that mental health patients in our care had up to date care plans so everyone can understand what needs to happen when patients become poorly.

99.7%

of our patients were treated within 18 weeks of them being referred to our services.

100%

of our patients were treated within **4 hours** at our Minor Injuries Units.



We made sure that everyone was seen by one of our staff within **7 days** of discharge from a mental health ward.