



Greater Manchester
Mental Health
NHS Foundation Trust

THE WAY AHEAD

Shaping the best mental health
care for our communities

GMMH Quality Account 2016/17

Trust Overview

- Provide a wide range of services for the treatment and recovery of mental health conditions and substance misuse.
- Covers District secondary care mental health services across Bolton, Salford, Trafford and Manchester (health and social care) inpatient, community – adults and older people
- Provide primary care psychological services in localities
- Provide specialist mental health services e.g forensic, child and adolescent mental health services, services for the deaf , eating disorders
- Substance misuse services locally and other parts of the North e.g. Cumbria.
- Support range of services in prisons.
- Recent acquisition of Manchester Mental Health and Social Care services
- Approximately 137 sites and 4,750 staff
- Total income of £272.4M

Quality Account

- Assurance to service users and carers about the quality of care.
- Public accountability
- NHS Improvement requirement
- Mandated content
- External audit to provide independent scrutiny
- Sets out improvements and progress in 16/17
- Describes key plans for 17/18
- For 17/18 brings together previous GMW and Manchester priorities
- Enables involvement from wider stakeholders in quality assurance and priorities.
- Now approved and external assurance received.

Priority Areas 17/18

- Service User and Carer experience – Listening to, learning from and feeding back to service user and carers
- Promoting recovery – Improving outcomes through the delivery of recovery focused, positive and safe services
- Enhancing quality of life for people with dementia and older people with functional illness
- Physical Health – Improve assessment and treatment and promote health improvement
- Reducing the number of service users placed outside of the local area for care
- Further develop and improve IAPT services that reflects the needs of people with long term conditions

Why These?

- Builds on progress in 16/17
 - Complements and strengthens wider quality agenda for example national CQUIN's .
 - National CQUINs 17-19 support previous QA16/17 priorities Staff Health and Wellbeing and CAMHS
 - Greater Manchester Mental Health Strategy
 - National Mental health priorities – Five Year Forward View
 - Service user and carer feedback
 - Manchester clinical transformation workstreams
 - Locality and neighbourhood approaches
 - Reflects consultation feedback
 - National Quality Account Guidance
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Trafford Directorate

- Achieving all key performance indicators and quality targets (April - March 17)
 - Low sickness figures – below Trust target level of 5.75%
 - Significant improvements to waiting times in Memory Assessment services
 - Achieve 6 and 18 week targets for access to psychological therapies.
 - Achieve 2 week referral to treatment target for Early Intervention services.
 - Local areas for development – supporting locality and GM developments, all age RAID, developing integrated psychological therapy services, developing early intervention, working with commissioners to reduce the number of people placed outside the area due to specialist needs.
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General

- CBT Training Centre – Well recognised regional centre commissioned by national and regional bodies eg Health Education England. Partner with Manchester University. Projects include training on evidence based psychological therapies for children and young people. Access for all involved in delivering projects.
 - Gardner unit can be accessed by Trafford residents.
 - Staff sickness reducing. Supported by range of staff physical and mental health and wellbeing initiatives. Positive staff survey. Continue to achieve quality and performance targets
 - Use of agency reducing although above target as other Trusts, part of national workforce issue. Continuing to promoting recruitment opportunities and work at GM and national level
 - Patient survey top overall rating in England
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General

- Open Doors – dementia dining club in Salford – not aware of current club in Trafford Work is ongoing developing the Dementia Alliance in Trafford Suicide Prevention – National ambition for 10% reduction. GMMH suicide prevention strategy in place. Local CQUIN target.
- During 16/17 – launched suicide prevention website, hosted suicide prevention conference, delivered suicide prevention training to clinical staff, promoted MDT learning around patient safety, self harm and suicide.
- Plans for 17/18 – Promote bereavement support to staff, carer and families. Further develop partnership working with the Samaritans. Develop 48 hr wellbeing call after inpatient discharge. Further develop self harm best practice for staff.

General

- Learning Lessons – continuously developing innovative ways to share learning, positive learning events held and outcomes monitored at Executive level, positive lessons learnt splash screens developed.
- CQC Safety - CQC inspection in 2016/17 , overall rating Good. Safety – requires improvement. Comprehensive post CQC action plan was put in place and monitored at Executive level. All actions addressed.

Any Questions?

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