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Foundation Focus

newsflash

Working together to shape the future



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**Welcome to our latest
issue of Foundation
Focus Newsflash,
updating you about
developments across
the Trust.**
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We were delighted with our recent rating of 'Good' from the Care Quality Commission which reflects the dedication and commitment to quality of everyone in the organisation. You can read more about that inside this edition, as well as updates about how we have improved services from your feedback, the work of our Governors and the Governor election process, which is currently underway.

There are some dates for your diary too, with one of the key ones being our forthcoming Annual Members Meeting on Tuesday 27th September 2016, from 1pm-4pm. There is more information about this inside the newsletter.

You may also be aware of work underway in Manchester on the development of a Single Hospital Service to bring about real improvements to quality of care, patient experience, workforce,

operational efficiency and research/innovation. There is more inside Foundation Focus Newsflash about this and we will keep you all updated as plans progress.

You can share your views with us at any time – our Membership Office is always happy to hear from you at ft.enquiries@cmft.nhs.uk or telephone 0161 276 8661.

Finally, thank you for the contribution you make to our Trust as a member, and I look forward to seeing you at the Annual Members' Meeting.

Yours sincerely

Steve Mycio OBE
Chairman



/ Members in Action

Members make a very significant contribution to our Trust, helping to shape our future plans and providing valuable feedback on our services.

“I’d like to thank all the members who completed questionnaires as part of the forward planning process during 2015/16,” said Trust Chairman Steve Mycio. “We really appreciated your involvement - your views and feedback played an important part in developing our Forward Plan for 2016/17, which is on our website: <http://www.cmft.nhs.uk/foundation-trust/our-forward-plan>

“We’ve also listened to your suggestions for improving CMFT’s services, and our Quality and Transformation teams are putting many of your ideas into action.”

Young people forwarded their views around our priorities, membership involvement opportunities and our services. We also recruited a number of new young members at our Annual Young People’s Event in June.

This free event is open to our young members, children & young people (aged 11 - 21) plus students from any schools and colleges.

Read more about it at <http://www.cmft.nhs.uk/foundation-trust/young-peoples-event>

The planning process for 2017/18 begins in winter 2016.

Governors are your voice. To share any views or comments on our forward plans, or if you have any other ideas and suggestions, you can contact them directly – see page 6 for details.



School delegates enjoying our Young People’s Event in June

You said	We did
Find faster solutions to patients’ complaints	We developed the ‘Tell us Today’ initiative, enabling patients and families to share concerns immediately, via a dedicated telephone number, with a senior nurse or manager. Issues can be resolved, the patient’s experience is improved and a complaint is averted.
Improve the food provided (and so reduce food wasted) and the support provided to patients to eat/drink	After a detailed review of patient feedback on the whole dining experience, in July we had a ‘Perfect Dining Week’. This offered “a perfect personalised dining experience to all patients at every meal throughout the week and beyond.” The information gathered during the week is being analysed to identify areas for improvement for the next 6-12 months.

/ Governors in Action

David Edwards, the Trust's Lead Governor, outlines how Governors have been carrying out their role of representing members and the public and seeking assurance from the Board of Directors on their behalf.

A key part of our role is to consider and share the views and opinions of members, patients and the public with the Board of Directors. We focus particularly on CMFT's performance and future plans, to ensure that the Trust is meeting the needs of the communities it serves and fulfilling its vision.

Our other major activity is to feed information back to our constituents about how the Trust is performing and to keep members up to date with developments.

We attend regular meetings with the Board of Directors to share views and opinions, assess and seek assurances around the performance of the Board of Directors. Governors also participate in groups focusing on key areas such as patient experience, corporate citizenship, staff experience and membership matters.

Here are just a few examples of your Governors in action:

- attending regular meetings to review the Trust's performance across patient quality, clinical effectiveness, patient experience, finance and productivity and taking part in range of quality assessments.
- sharing member feedback and suggestions as part of the forward planning process and identifying quality indicators and priorities, then agreeing local quality indicators for the forthcoming year.
- sharing their views and experiences directly with CQC inspectors during the Trust's recent assessment.
- attending Complaints Scrutiny Panel meetings to gain assurance that lessons are learnt and improvements put into action.
- observing Trust member and patient initiatives, including the Youth Forum and the new Disabled Forum.



David Edwards (right) and fellow Governors want to hear your views

A new vision for health services

Our Governors would like to update members on progress with plans to provide better, more consistent and co-ordinated hospital care across Manchester, delivered by a single organisation.

The Single Hospital Service review, independently led by Sir Jonathan Michael, looked at the services provided by University Hospital of South Manchester NHS Foundation Trust (UHSM), North Manchester General Hospital (NMGH) run by The Pennine Acute Hospitals NHS Trust (PAHT), and CMFT.

The review demonstrated that the creation of a single hospital service for Manchester would deliver significant benefits in areas such as quality of care, patient experience, workforce, operational efficiency and research/innovation. It also concluded that the creation of a new organisation, which would take responsibility for the full range of services currently provided by CMFT, UHSM and PAHT at NMGH, provides the best opportunity to deliver those benefits. The Manchester Health and Wellbeing Board accepted the review recommendations in June.

Peter Blythin, a highly experienced and senior NHS leader, has now been appointed as Programme Director to oversee delivery of the programme. The process will also involve a two-way conversation that is open, honest, timely and clear with staff, patients, governors and the citizens of Manchester.

Welcome to new Non-Execs

Governors were actively involved in selecting and approving the appointment of four new Non-Executive Directors during 2015/16.



Mrs Chris McLoughlin

Chris worked as a nurse in Manchester Royal Infirmary in the 1980s then became a social worker. Since 2012 she has been the Director for Safeguarding and Prevention at Stockport Metropolitan Borough Council.



Dr Ivan Benett

Ivan has worked as a GP in Central Manchester for 30 years. He trained in Manchester at CMFT, and was a junior doctor at St Mary's Hospital and the MRI.



Professor Colin Bailey

Colin became the Deputy President and Deputy Vice-Chancellor at The University of Manchester in January 2015. His early career was in engineering and draughtsmanship.



Mr Nicholas Gower

A chartered accountant, Nic spent most of his professional career as a partner at PricewaterhouseCoopers LLP specialising in audit and assurance. He is now on the board of a number of not for profit organisations.

You can read more about Chris, Ivan, Colin and Nic at <http://www.cmft.nhs.uk/your-trust/meet-the-board-of-directors>.

Why not come along to our Annual Members' Meeting (details below) and meet our Board of Directors (including our new Non-Executive Directors).

/ Working Together to Care for You



Members are warmly invited to our Annual Members' Meeting on Tuesday 27th September 2016, 1.00 to 4.00 pm in the Post Graduate Centre, Oxford Road, Manchester M13 9WL.

There will be a short presentation from 1.30 pm about the Trust's 2015/16 performance and our plans for the future, including:

- A review of the Annual Report 2015/16
- Highlights of the Annual Accounts 2015/16
- A Membership Report
- The Year Ahead.

This free event is open to our members, patients, staff, family, friends and anyone from the local community.

Our staff will be running information stands with our partners, showcasing how we all work together to care for you and your family – and celebrating our CQC rating of 'Good'.

Don't delay, book your free place today!

Contact Victoria Hellowell on 0161 276 4841 or victoria.hellowell@cmft.nhs.uk

For a copy of our Annual Report and Accounts 2015/16, please go to our website <http://www.cmft.nhs.uk/your-trust/annual-reports> or contact Victoria. A summary version will be available at the meeting.

CMFT is delighted with CQC rating of 'Good'

On 13th June, the Care Quality Commission (CQC) published its report into the care provided at the hospitals and community services run by Central Manchester University Hospitals NHS Foundation Trust (CMFT).

We were delighted to receive an overall rating of Good, and very proud that our Child and Adolescent Mental Health Service (CAMHS) was rated as Outstanding, the only CAMHS in the country to have achieved this.

The report followed a planned inspection by the CQC in November 2015, covering Manchester Royal Infirmary (MRI), Manchester Royal

CMFT Chairman Steve Mycio said: "We are delighted that a Trust of our size and complexity has received such a positive recognition from the CQC. The report is an acknowledgement of the tremendous commitment, dedication and hard work shown by all of our staff to delivering the highest quality patient care. We are especially grateful to members for sharing their feedback with the CQC inspectors.

"We can all be proud of this fantastic achievement and we will build on this and strive for even better in the future. I am so proud to be a part of this organisation which is delivering such excellent care to the people of Manchester and beyond."

You can read the full CQC report at <http://www.cqc.org.uk/provider/RW3>.



Chairman Steve Mycio with just some of the CMFT staff who played a part in our Trust gaining the CQC 'Good' rating

Eye Hospital (MREH), Saint Mary's Hospital, Royal Manchester Children's Hospital, Trafford General, and Altrincham Hospitals, plus adult community services in Central Manchester and children's community services citywide.

The inspectors found many examples of outstanding practice across a range of specialties and a deep commitment to the innovative and active development of services, and to research. They were particularly impressed with the care and compassion shown by staff, the willingness to report and learn when things went wrong and the high standard of clinical care delivered by all of our teams.



Find out more about CMFT's performance by:

- Contacting your Governor (<http://www.cmft.nhs.uk/foundation-trust/council-of-governors/meet-the-governors>)
- Attending Board of Directors' and Council of Governors' meetings (see page 6)
- Reading the Annual Report and Accounts (<http://www.cmft.nhs.uk/your-trust/annual-reports>) and Board papers and minutes (<http://www.cmft.nhs.uk/your-trust/meet-the-board-of-directors/board-meetings>)

/ Get involved!

Council of Governors Elections 2016

Each summer, elections are held for our Council of Governors. Thank you to everyone who took part in the nomination phase of our current Governor Elections, which concluded on 5th August. A list of valid nominated candidates was published on our Governor Election webpage: <http://www.cmft.nhs.uk/foundation-trust/governor-elections>.

Voting packs were sent to all members in constituencies where Governor seats were contested with the closing date for voting being 15th September. The results of our Governor elections will be formally announced at our Annual Members' Meeting on 27th September (please see event calendar below for meeting details).

/ Membership Events Calendar 2016

Members are encouraged to attend our public events, and here is a calendar of what is coming up. More information is available on the Foundation Trust pages of our

website (<http://www.cmft.nhs.uk/foundation-trust>) or by contacting ft.enquiries@cmft.nhs.uk or 0161 276 8661.

Date/Time	Event	Location
September Tuesday 27th 1.00pm – 4.00pm	Annual Members' Meeting Open to members (staff and public) and the general public. Your chance to talk to our Governors and Board of Directors, share your views and visit health information stands. For more information visit: http://www.cmft.nhs.uk/foundation-trust/events	Post-Graduate Centre, Oxford Road, Manchester, M13 9WL
October Wednesday 12th 1.30pm – 4.00pm	Council of Governors' Meeting Members (staff and public) are welcome to attend, and meet our newly-elected Governors.	Seminar Rooms 1, 2 & Lounge, CityLabs Building, Nelson Street, Manchester, M13 9NQ
November Monday 14th 2.00pm - 3.30pm	Board of Directors' Meeting Open to members (staff and public) and the general public. Come along to hear about how our Trust is performing.	Seminar Rooms 1 & 2, CityLabs Building, Nelson Street, Manchester, M13 9NQ

/ Get set for winter!

Here are some tips to help you and your family stay well through the approaching winter:

- Get a flu jab from your GP if you are in an at-risk group. This includes older people, the very young, pregnant women and people with underlying medical conditions.
- Get advice from your pharmacist about tackling colds, flu and other winter illnesses and stock up on cold remedies, cough medicine, aspirin and paracetamol.
- Have a look at the NHS Choices 'Stay Well This Winter' website <http://www.nhs.uk/staywell/> for lots more information and advice.

Get in touch - Governors are your voice

Our Governors make a real difference to the way our Trust looks after its patients and staff, and welcome your views and suggestions.

You can contact Governors directly (find their email addresses via our "Meet the Governors" webpage at <http://www.cmft.nhs.uk/foundation-trust/council-of-governors/meet-the-governors>) or through the Membership Office (details below).

/ Useful contacts

NHS Choose Well health advice & information

www.choosewellmanchester.org.uk

NHS non-emergency advice line
Call 111

Phone numbers for all our hospitals

www.cmft.nhs.uk/contact-us

/ Become a member

If you, your family, friends or colleagues are interested in membership, applications can be found on our website - www.cmft.nhs.uk - and click the blue "Become a Member" button.

Alternatively, contact our Membership Office for a paper form.

Post

Freepost RRBR-AXBU-XTZT, CMFT NHS Trust, Oxford Road, Manchester M13 9WL

Call

0161 276 8661

Email

ft.enquiries@cmft.nhs.uk

Thanks for reading!