

Dear Members,

Thank you for your interest in our Trust.

Your 'Trust Matters' bulletin follows, including information on:

- The Latest Governors' Bulletin ([click here](#))
- Trust celebrates 1,230 years of service
- Trailblazing Engagement Project Begins
- Ambitious £40m plan to improve service user facilities in Norfolk and Waveney
- Have your say! An opportunity to feed back on mental health services.

Trust celebrates 1,230 years of service

Dedicated staff employed by our Trust who have clocked up a total of 1,230 years of NHS service have been recognised for their commitment during a special celebration event.

A total of 47 staff were presented with certificates and £100 high street shopping vouchers to thank them for their hard work. In addition, everyone who reached a milestone was invited to a celebration lunch during a meeting of the Trust's Board of Directors, which was held in Diss yesterday.

Awards for 25 years of NHS service have been given to 44 staff, while two people have been recognised for 40 years' service. In addition,

Caroline Britton, who works in a memory clinical for patients with a diagnosis of dementia in King's Lynn, received an award for completing 50 years of service.

"I enjoy getting up in the morning and going to work," she said. "I like the people I work with and it's a rewarding job.

"When I get amazing feedback, it's really satisfying. Recently, the daughter of one of my patients said that if gold medals could be handed out for nursing, I would deserve one, which was really lovely."

Chief Executive Antek Lejk said: "We are really pleased to be able to recognise the hard work and dedication of our long-serving staff, and thank them for their loyalty over the years.

"Everyone who has received a long service award has shown incredible commitment both to Norfolk and Suffolk NHS Foundation Trust and the people we serve. We are very grateful to them."

Trailblazing engagement project begins

Our Trust is inviting parents and carers of children and young people accessing mental health services to take part in a trailblazing project which is exploring ways to involve them more fully in improving the experience of care.

NSFT has been selected as one of just 12 sites nationwide to take part in YoungMinds Amplified, which aims to build participation in every part of the children and young people's mental health system.

The six-month project will see the Trust work with parents, carers, young people and clinicians in Norfolk and Waveney to find out how to engage them more effectively in improving care and developing services. It will also explore the best ways to collect ongoing feedback so that care can be continually improved.

When the initiative comes to an end later this year, NSFT staff, together with young people who have been involved in the project, will share their findings and best practice with YoungMinds and other mental health services from across the country at a special event in London.

Dr Tim Clarke (pictured), Research Clinical Psychologist and Children, Families and Young People's Research Development Lead with NSFT, said: "I am really excited about this project, as it gives us a real opportunity to learn by genuinely listening to parents and carers, young people and clinicians.

"We already do a lot of work to engage with young people through our Youth Council and Youth Participation Lead, but need to do more when it comes to involving parents and carers. This initiative will give us the chance to find out what would work for them, while also putting some sustainable structures in place so that we have a continual feedback loop.

“By working together, we hope we can come up with some innovative and creative ways of engaging with parents and carers and supporting them, so that they can help us shape and improve our services in the future.”

The project will see listening events held with parents and carers, while members of NSFT’s Youth Council run workshops with clinicians to explore how they engage and ways in which improvements could be made.

Jacqui Mann, who is an Amplified Parent Advisor working with NSFT, said: “It is exciting that the trailblazers are committed to working with families in a more collaborative way. As a Parent Advisor with the YM Amplified programme, I am delighted to be involved in helping NSFT develop their approach to parent participation and supporting the engagement of local families in this work”

Any parent or carer of a child or young person accessing mental health services who would like to know more about getting involved should email: involvement.team@nsft.nhs.uk

Ambitious £40m plan to improve service user facilities in Norfolk and Waveney

The Norfolk and Waveney Sustainability and Transformation Partnership (STP), with our Trust leading the bid, has applied to the Department of Health (DoH) for funding to replace three adult acute mental health wards at Hellesdon Hospital (comprising 49 beds). The bid includes a maximum of four 20-bed wards with the fourth ward being considered when the design and planning for the unit is underway.

The £40m development will pave the way for a new model of care based on three tiers – assessment, treatment, and rehabilitation and recovery – which will result in better outcomes and help to reduce the length of time that service users have to spend in hospital. The reduced lengths of stay will also contribute to reduced waiting times and eliminating out of area placements.

The state-of-the-art unit will allow for other improved facilities, such as a physical health clinic; large external courtyards; and dedicated therapy areas, including activity and group rooms, occupational therapy type workshops and a gym.

If the submitted outline bid is accepted by the DoH at this early stage, the STP can develop the proposals in more detail. At that stage, there would be extensive work with service users and carers, mental health staff, Governors, and colleagues in the third sector and in primary care, to develop plans for the modern and developed services and facilities on site.

These co-produced proposals would then be reviewed by NHS Improvement (NHSI) and require final approval from the DoH later this

year. If given the go-ahead, the building work could begin late next year and be completed by summer 2021.

Have your say!

PEOPLE living in east and west Suffolk are being urged to have their say about local mental health services as part of a unique engagement opportunity.

The NHS Ipswich & East Suffolk and NHS West Suffolk clinical commissioning groups (CCGs) want to transform the way mental health provision is delivered across the county.

In order to do that, they first need to find out how effective the people who deliver and receive the current services think they are.

Commissioners want to hear from people who currently use or have previously used mental health services, those who care for them and the staff who deliver those services.

All three groups are being asked to input their feedback via three surveys that 'go live' from this morning (Monday 2nd July).

The surveys are part of a much larger engagement exercise that aims to help create a new model for east and west Suffolk that will bring mental and physical health services much closer together.

In a break from usual practice, the CCGs have commissioned four local voluntary sector organisations to engage with local people under the banner "The future of mental health – a very different conversation".

Suffolk Family Carers, Suffolk User Forum and Suffolk Parent Carer Network will co-ordinate a whole host of mental health workshops and events to gather feedback on the current services.

Healthwatch Suffolk will then gather and analyse the feedback before preparing a report making a case for change for the CCGs' governing body meetings in November.

Dr John Hague, Mental Health Lead for the NHS Ipswich & East Suffolk CCG, said: “In the past we’ve asked people to share their views on individual services, but this is very different.

“Now, for the first time, we want people to help shape the mental health and emotional wellbeing support system as a whole.

“This is their chance to input into and influence the way mental health services are delivered in the community, in GP practices, hospitals, care homes and in specialist settings.

“We are committed to listening to what they have to say – this is a unique opportunity to let us know what they think.”

Dr Roz Tandy, Mental Health Lead for NHS West Suffolk CCG, said: “We want people’s views on mental health and emotional wellbeing in all their variations.

“We need the people who use our mental health services, those who care for them and those who work in them to respond to these surveys.

“We want to know what they feel is currently being done well, what needs to be done a lot better and what we can do to integrate mental and physical health services much more effectively.

“Our aim is to create a new model of mental health service provision that is safe, sound, supportive and cost effective.”

To respond to one of the surveys please use one of the links below:

- People who use, or have previously used mental health services, should respond [HERE](#)
- Carers of people who use, or have previously used mental health services, should respond [HERE](#)
- Professionals who work in mental health services or support people with mental health needs should respond [HERE](#)