

# Membership News



Dear members,

A warm welcome to our new update from HPFT to all our members.

As a member of our Trust, you are incredibly important to us – you are part of the connection we have to our local community and an important way of ensuring local people have a voice in how we run our services. Starting from this month, we will have a new regular newsletter keeping you up to date with what's going on in the Trust. In the news below you can find out about the Trust's five year Great Together strategy; we share news about a new service opening for survivors of sexual assault and a new children's home in partnership with the council; and we celebrate some award wins, our staff survey results, our university partnership and our important veteran aware accreditation.

Later this month we will be calling for nominations for Trust Governors. As members, any of you can stand for Governor and these are really important roles to represent the interests of members of our community. One of our current public Governors Tim Dobson shares his insights to the role in the newsletter below and we hope it encourages some of you to want to join us on the Council of Governors.

Karen & Sarah



**Karen Taylor**  
Chief Executive



**Sarah Betteley**  
Chair

**Great Together!**



Last year we launched “Great Together”, the Trust’s five year strategy which we are proud to have developed and co-produced with our service users, carers, staff, partners and local communities. Over 2000 people shared their views and helped shaped the strategy so a big thank you to all of you who were involved. A really important part of the strategy – and something which absolutely guides how the Trusts operates every day – is putting service users and carers at the heart of all that we do.

The strategy sets out six priorities which will drive how the Trust works over the next 5 years: Our service users and carers are at the centre of our strategy and at the heart of all that we do.

- We will improve service user and carer experience, placing emphasis on shared decision-making, co-production and recovery.
- We will provide high quality care and support that is safe and achieves the best outcomes for service users and carers.
- We will be a learning organisation that encourages innovation, research and continuous quality improvement.
- We will collaborate and work in partnership in everything we do to meet the needs of communities and the people we support.
- We will attract, develop and retain a skilled, compassionate workforce by creating inclusive and thriving workplaces for our people.
- We will address inequalities to improve outcomes and advance equity for people from all communities.

You can read the full strategy on our website to see our key areas of focus under each strategic priority: [www.hpft.nhs.uk/about-us/great-together-our-5-year-strategy-2023-2028](http://www.hpft.nhs.uk/about-us/great-together-our-5-year-strategy-2023-2028)

## Veteran partnership

## 10 year celebration



Hertfordshire Partnership University NHS Foundation Trust (HPFT) has been accredited as Veteran Aware.

In January we celebrated ten years as a University Trust and the extension for a further six years.

The accreditation means the Trust has been recognised as taking account of the needs of the Armed Forces Community when providing health and social care services for those with mental health needs, learning disabilities and autism across Hertfordshire, Buckinghamshire, Norfolk and Waveney and Essex.

- It is believed the Armed Forces Community across HPFTs service area accounts for about 10 per cent of the population it serves, totalling around 485,000 people.
- This figure includes just over 138,000 veterans, 10,030 serving members and more than 333,350 families

Having our ongoing partnership confirmed means we will continue to have a strong focus on training and development, across a range of professions, with great opportunities for even more staff. We'll also be able to explore new areas of research together, collaborating with service users and carers and working with researchers on a wider variety of projects to improve the care we deliver.

We were originally awarded University Trust status by the University of Hertfordshire (UoH) in 2013 and we remain one of a very small number of mental health and learning disability trusts to hold this status. It was an incredible achievement at the time, and following our success at the formal review, it's been great to celebrate that our partnership with UoH not only continues, but is set to go from strength to strength.

## Award winning people



Over the last few months, we are delighted to have the achievements of our staff and teams recognised with a number of national awards.

- Our Simulation Hub was highly commended for patient safety, education and training at the HSJ Patient Safety Awards
- The Norfolk Forensic Community Learning Disability Team won Psychiatric Team of the Year (Intellectual disability) at the Royal College of Psychiatrists (RCPsych) annual awards.

## Belonging & Inclusion



Great care and great outcomes come from having a great workforce which is why People are a key priority within the Trust's Great Together Strategy. The Belonging and Inclusion strategy, launched in November, builds on that work and sets clear commitments to:

- focus on embedding an inclusive culture,
- building our diverse workforce,
- eliminating all forms of discrimination.

It recognises that for people to thrive at work, they need to feel safe, feel they belong and feel included. As part of the launch the Trust

- Also at the PCPsych awards, Gisele Jefferis won Carer contributor of the Year
- Rob Marsden won Silver in the Approved Mental Health Practitioner of the Year category at the Social Worker of the Year awards
- The CAMHS Forest Lane team won two awards at the Building Better Healthcare Awards for the sensory and wellbeing garden and retreat at 15 Forest Lane. They won Best External Environment/Landscaping Project and the Patient's Choice Award.

signed up to the Unison Anti Racism Charter and the NHS England Sexual Safety at Work Charter.

You can read our strategy on our website:

[www.hpft.nhs.uk/about-us/equality-and-diversity/belonging-and-inclusion-strategy](http://www.hpft.nhs.uk/about-us/equality-and-diversity/belonging-and-inclusion-strategy)

## NHS Staff Survey 2023



The results of the national NHS Staff Survey were released in March. Overall, the results are hugely positive and again place HPFT as one of the best mental health and learning disability organisations in the country to work for and we achieved the highest score nationally across all mental health & LD organisations for development opportunities.

- 85% of staff felt that care of service users was the top priority of the Trust
- 73% would recommend HPFT as a place to work
- 78% of staff felt they had the opportunity to develop skill and knowledge within the Trust

Following the launch of our Belonging and Inclusion strategy to create a culture across HPFT where everyone feels they belong, we were delighted to see this reflected in our results:

- 80% of staff feel that the organisation respects difference
- 79% feel that colleagues are polite, respectful and understanding

However, some of our scores, even where they are better than the national average, are not where we would want them to be.

- 25% of staff have experienced harassment, bullying or abuse from service users or the public
- 17% have experienced physical violence at work in the last year

And some of our scores, even though they are high, demonstrate we still have a journey to travel to get it right for everyone. Not all staff across the Trust have the same experience of working in HPFT. This includes those who are LGBTQ+ and those living with a long term condition or illness. In the feedback received there has been demonstrable improvement in

experience for Black, Asian and Minority Ethnic people working across HPFT – but here we also have more to do.

We are continuing conversations with staff across all our sites in the coming months to work on action plans to improve together.

## New adult service



HPFT has been successful in a bid to develop an Enhanced Mental Health Service (EMHS) for adult survivors of sexual assault and abuse across Hertfordshire and West Essex.

The new service will improve access to professionals best able to support and offer interventions to help people with complex trauma-related mental health needs who have experienced sexual assault and abuse.

The professional support provided will promote healing and recovery for those who do not meet the existing criteria for secondary care services. The service will cover the Herts and West Essex area, strengthening the existing offerings from local voluntary, community and social enterprises and Talking Therapies services.

A phased implementation is planned from April 2024 with a full service expected to be operational from July 2024.

## Cherry Tree Lodge



HPFT and Hertfordshire County Council have opened an innovative new service, Cherry Tree Cottage, in Baldock. The Ofsted registered specialist children's home for Children Looked After will offer young people and their families a step down from Tier 4 mental health services (which support those with severe and/or complex mental health disorders).

Cherry Tree Cottage offers a space for three young people in a light and airy house and will cover an intensive 12-week programme incorporating well-being, health, and social care support. Set within spacious grounds, service users will be able to partake in yoga in a designated building and other wellbeing activities.

This new service will provide a holistic approach to care by ensuring children always have access to the right support for their health and wellbeing. Social care staff will provide the day-to-day care and nurture as within any Children's home, together with the input and guidance of mental health clinicians. This multi-disciplinary care will help to meet all the needs of all of the children admitted.

## Meet the Governor - Tim Dobson

We have 39 Governors and any member is eligible stand as a Trust Governor. Our Governors represent the interests of members and partner organisations in the governance of the Trust. Governors give up their time voluntarily. The Trust is run by the Board but the Governors can



influence their decisions and the direction of the Trust. Our Governors are appointed as follows:

- 21 Public Governors, elected by the Trust's membership
- 5 Staff Governors, elected by the Trust's staff
- Up to 13 Appointed Governors, nominated by the Trust's partner organisations



**Public Governor Tim Dobson** has been a service user at HPFT and is in his second year as a Trust Governor. He is a qualified Barrister and a Board Director of a Lloyds of London Insurance Brokerage. In his spare time you might find Tim reading an autobiography or in the gym training for long distance cycling sportives and triathlons. He's completed nearly 100 of these events and came second in The World Triathlon Championship (Over 40 Category) in London in 2014. Here is speaks about why he decided to become a Governor...

#### **What made you want to stand as a Governor?**

Having been a service user I had come into contact with doctors, nurses, social workers, care co-ordinators and star workers. As they gained an understanding of my life story and my experiences, the idea of being a Governor was gently floated to me as they all felt I could make a valuable contribution. During my time with the PATH Team I came to fully appreciate how hard every member of staff works - from the most senior to the newest members of the team. I saw the challenges they faced on a daily basis with the sole aim of helping those facing mental health challenges regardless of age, race, gender or sexuality. The work of the PATH Team and the effective management of my treatment during the covid period helped me turn my situation around and make a crucial difference to my mental and physical health for which I am eternally grateful. It was this overall experience of the services provided by the Trust that made me want to contribute as a Governor in any way I could.

#### **What is your view of the Trust?**

It is a geographically wide ranging service that strives on a daily basis to provide an extensive and effective service across a wide range of mental health services to every person in need of those services. I find it awe inspiring that over 4000 employees of the Trust are dedicated to delivering the Trust's strategy of being Great Together. I genuinely believe this not just empty corporate speak and that under the inspiring leadership of Karen Taylor, as Chief Executive, and Sarah Betteley, as Chair, every member of the organisation approaches their specific role with the strategy of being Great Together at the forefront of their minds. This is reinforced in my mind with the Trusts aim of not resting on their laurels and having the constant goal of improvement, learning and making sure that if any errors occur, the error is recognised, taken ownership of and learning from those errors takes place and is implemented for the future.

#### **What do you have to do as a Governor?**

It is up to the individual Governor what their area of interests are and what they feel capable and qualified to get involved in. Personally I have tried to be as proactive as possible in my role as a Governor and combine it with my other role in the Trust as an Expert By Experience to learn as much about the Trust and enabling me to be effective as possible. Over the past

year I have attended all the quarterly Governors Meetings, where the Governors oversee the executive report and performance of the Trust. A particular pleasure of these meetings is that we always have a guest speaker, usually a service user, who relates their story of their experience of the service they have been provided with. I find it amazing that so much positive impact is related to these brave people and what their goals, hopes and dreams are now that they have started on the road to recovery. I have contributed to the formulation of the Trusts Great Together Strategy 2023-28 by sharing my experiences in the planning sessions. I have also completed a site visit to Kingfisher Court Hospital along with Sarah Betteley, Chair of the Trust which gave me a great insight into the workings of the facility and it was a genuine pleasure to meet the hard working staff and lovely service users.

### **What do you get out of being a Governor?**

You feel you are genuinely being listened to and that the Trust wants to hear from you and your own experience. I see how this really helps to inform and influence the Trusts functioning and in doing so, you are contributing to the Trust performing more effectively and efficiently - that in itself is a highly valuable achievement. I think anyone who gets involved will find it a highly satisfying and fulfilling experience.

### **For anyone wondering whether they are the right person to be a Governor, what would you say to them?**

Fundamentally, I would say...have a go and get involved! I have learned that the Trust values everyone's experience whether they be a service user, a parent of a service user, a carer of a person, or from a totally different background. Every individual has valuable life experiences that the Trust is interested in. There are a multitude of ways of making a contribution and I genuinely feel everyone should get involved.

## **Our newsletter**

We want to share our news with you on a regular basis and this is the first of a new e-newsletter. We'd love to hear from you...

- What should we call this membership newsletter?
- What would you like to read about?

Contact the Trust communications team and let us know your thoughts. Email: [hpft.comms@nhs.net](mailto:hpft.comms@nhs.net)

## **Dates for your diary**

April – We will be writing to ask for nominations for members who wish to stand as Governors.

May-June – Voting is open for Governor positions

July – Governor election results announced

26 September – Annual General Meeting (AGM)

### **Updating your details**

We hope you enjoy our membership news. If we have your details wrong or you no longer wish to be a member, please contact us by email [hpft.comms@nhs.net](mailto:hpft.comms@nhs.net). If you have already informed the Trust of some changes to your contact details but we have not updated our membership database, please accept our apologies but our membership database is not linked to patient records.

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