

INVOLVEMENT
EXPERIENCE
VOLUNTEERING
INVOLVEMENT
EXPERIENCE
VOLUNTEERING
INVOLVEMENT
EXPERIENCE
VOLUNTEERING

Summary Report 2015/16

positive
about integrated healthcare

Welcome to this year's Annual Involvement Report. It highlights the changes our involvement, experience and volunteering work has made to our services. This document sits alongside our Trust Annual Report 2015/16.

Involvement, experience and volunteering at Nottinghamshire Healthcare is all about our partnerships with service users, patients, carers and volunteers and making sure these make a real difference to our services, the culture of the organisation and individual lives. Our two unique Involvement Centres have continued to play a key role in engaging people in the organisation.

SOME OF OUR ACHIEVEMENTS

Received 27,461 responses to our Trustwide Survey in 2105/16. In response to Friends and Family Test questions 96% of people said they would be either extremely likely or likely to recommend the service they received to their friends or family if they needed similar care or treatment.

Continued to develop our feedback website, 'Your Feedback Matters', (feedback.nottinghamshirehealthcare.nhs.uk). The site had over 46 changes posted in response to feedback this year.

Increased the number of stories on Patient Opinion.org.uk, the national independent feedback site, from 849 last year to 1,228 this year. These stories were viewed 148,791 times and led to 30 service changes.

Produced a monthly Patient Voice report for the Trust Board that focuses on one Directorate each month and highlights the key issues raised from feedback with stories, films and comments. The reports can be seen on our Feedback Website.

FEEDBACK

SERVICE CHANGE

Facilitated public engagement in the Trust's strategic vision consultation. This has included public events and an online survey.

Ran a visioning day on 3 March 2016 with service users, carers, members and Governors as part of the Bassetlaw Service Transformation project, which is looking at integrating mental and physical health services.

As part of the Trust's strategy to improve services for children and young people, a range of focus groups and other engagement work has been carried out with children, young people and families to help develop a new unit. This will create a hub providing services to children and families.

Held a Forensic Confirm and Challenge event in January 2016 to scrutinise plans in Forensic Services for the coming years.

Carried out an engagement process with Adult Mental Health services as they reviewed their community and inpatient services, to ensure that patients receive the most appropriate therapeutic and recovery focused care to meet their needs.

Ensured that all our Directorates have Involvement and Experience Plans and report every three months on what has changed as a result of people's involvement.

Involved volunteers to carry out a number of different audits to improve our wards including PLACE (Patient-Led Assessment of the Care Environment) Audits, MICE (monitoring infection cleanliness and the environment) audits and the 15 Step Challenge.

Undertaken a project looking at the ideal ward round. Over 100 questionnaires about an ideal ward round have been completed by staff, service users and carers. The group has recently put together a series of recommendations and the next step is putting these into practice

Involvement volunteers have been working with the Adult Mental Health Directorate and Turning Point over a number of months to review operational issues from a service user perspective and feedback with Haven House (crisis house).

Increased the use of Social Media for the service and volunteers. Involvement are now actively engaging on Twitter (@InvolveT1) and continuing their Involvement Blog sharing their work across the Trust involvementvolunteeringexperience.wordpress.com

We launched a revised second Strategy for Carers, Families and Friends. A Carers Conference, attended by 192 people, was held in July 2015 at which the strategy was launched. The Trust has begun implementing the Triangle of Care. To deliver the strategy all teams have been carrying out self-assessments on how they involve, support and communicate with carers.

We also undertook the annual Carers Survey in June/July 2015. Over 340 carers responded and of those 96% said they would tell friends and family that the service they had contact with was helpful to carers.

We improved the information for carers and families on the Trust website (nottinghamshirehealthcare.nhs.uk/families-and-carers) and are developing a simple guide for staff around sharing information with carers.

CARERS, FAMILY & FRIENDS

VOLUNTEERING

The Trust has over 500 volunteers who play a positive and valuable role on our wards and in our services, at Children's Centres, as part of the Involvement Team and as befrienders. Working in partnership with volunteers has been key to all our involvement and experience work. In addition to working with us on the range of activities above volunteers, including those at the Involvement Centres, have:

- Participated in the Story Shop in which volunteers challenge stigma and prejudice around mental health and long-term physical health conditions through discussing their stories. The Story Shop was an award winner at the Patient Experience National Network Awards in March 2016.
- Participated in the IIT's (Involvement Interview Team) success during this last year. We have been involved in interviews to recruit a wide variety of staff.

MEMBERSHIP

The Trust's membership in March 2016 was 18,427 and this included 9,640 public members.

- In July 2015 we held a vibrant Annual Members Meeting and there were 460 people attending including Governors, members and the public. A wide variety of stalls included a Membership/Council of Governors stall.
- Encouraged members to get involved in a range of opportunities, events and consultations via our monthly e-bulletins and regular e-mails.
- Members played an active role in the Trust via the Involvement Centres and in the range of meetings and activities to improve services, consultations and events outlined above.

In the coming year we want to continue to work in partnership to improve services and in doing so keep the focus on making a difference to people's lives and putting care and compassion at the heart of what we do.

For the first time, this year our report includes just short highlights to whet your appetite, with links to the full stories which we've published online to make them more shareable. The report will also be published on the Trust website at:

nottinghamshirehealthcare.nhs.uk



INVOLVEMENT

OUR COMMITMENT:

To engage patients, service users, carers, members and communities to work in partnership with us and other key health and social care organisations to co-produce future plans and services. Our Involvement Centres should continue to evolve into places where service user and carer volunteers are trained, supported and connected to a range of opportunities and where there is a community of peers who support each other and collectively improve the Trust.

Taking care of yourself

In Mid Nottinghamshire (Health Partnerships), patients within the Nutrition and Dietetics service requested more involvement in their medication and in the planning of their care. As a result, the team has been trained in a range of self-care management techniques which they are now encouraging amongst their patient case load.

bit.ly/SelfCareinMidNotts

Redesigning the Continence Advisory Service, with the help of patients and staff

The Continence Advisory Service in Mid Nottinghamshire has been attending Continence workshops to develop and redesign their service for patients and other Healthcare Professionals, with the aim of improving the service and reducing waiting times. Staff from the Continence Advisory Service are working closely across the Community Nursing Teams in Ashfield and Mansfield to provide specialist nurse support and continence product promotion.

bit.ly/Shorterwaitingtimes

Peer Review Panel – a common complaint?

As a response to the Francis Inquiry report, calling for organisational commitment to 'an open and responsive safety culture when it comes to complaints', involvement staff and volunteers have been running Peer Review Panels for the last year. The panels provide an opportunity for service user and carer volunteers to review how sample complaints have been handled by the Trust, and encourages their suggestions for how this could be improved.

bit.ly/ComplaintsPeerReview

Films starring service users show adults with Asperger's where and how to find help

Intellectual and Developmental Disability (IDD) services are making a series of nine informational DVDs and an information booklet, showing service users how to access local services including the GP, job centre, police, education and how to support their children in school. The films are shot using service users, who also wrote the scripts, and the voice over is done by a person with Asperger's Syndrome.

bit.ly/IDDvideos

Ideally Ambitious

Our second year of helping to devise the ideal ward round with a group of clinicians, volunteers, advocates, university staff and Trust staff has really moved things on. 97 people responded to a questionnaire about how ward rounds could be better, and well attended focus groups helped to put the issue into perspective. The recommendations have been written up, and the next step is to make them a reality in our services.

bit.ly/IdeallyAmbitious

Forensic Services lead the way with service user involvement in interviews

Service user volunteers have supported over 150 staff interviews within Forensic Services this year. Due to this success, staff nurse interviews for Rampton Hospital now take place within the Hospital's secure boundary meaning that current patients within the Hospital are now contributing to interviews with training from established involvement volunteers.

bit.ly/ITinForensicServices

Employee of the Month

Integrated Care Teams in Mansfield and Ashfield have instigated a new 'Employee of the Month', nominated for and chosen by patients, families and other staff. This is to recognise those members of staff who go above and beyond and deliver great care consistently.

bit.ly/PatientEOTM

"A big thank you to the Rosewood Involvement Team who have significantly supported the Involvement agenda across the Forensic Division over the last year. This has increased the uptake of SUCE surveys and supported the involvement of patients and carers in the recruitment of staff, as well as providing social support for patients in recovery focused activities." Lynne Corcoran - Head of Forensic Social Care and Involvement Lead, on behalf of Forensic Services

"I have been given hope to achieve great things in my volunteering role at The Involvement Centre at Duncan Macmillan House" Alissa - Volunteer

"It is always a privilege for me to help recruit staff for the Trust" Eric - Volunteer

A new Adolescent Unit, CAMHS Outpatients and Mother and Baby Unit

As plans for the new adolescent unit, CAMHS outpatients and Mother and Baby unit develop, involvement staff and volunteers have led on engaging children, young people and their families to understand what they want and need from the new facilities.

bit.ly/NewCAMHSunit

Patients at Rampton Hospital help to draw up their local ward guidelines

Patients on Topaz Ward at Rampton Hospital, part of the National Women's Secure Service, have been involved in drawing up mutual expectations and ward operational guidelines between the staff and the patient group. It has received very positive feedback and is being rolled out across all wards in the women's service as an example of best practice.

bit.ly/RamptonWardGuidelines

Creating a vision to bring together physical and mental health services in Bassetlaw

As part of the Bassetlaw Service Transformation project, which is looking at integrating mental and physical health services, a visioning day was held on 3 March 2016 with service users, carers, members, Governors and staff.

bit.ly/BassetlawTransformation

"The Involvement Centres have been influential in publicising our research studies and took part in an interview study asking for service users' experiences and user involvement in care planning. We really value everyone's input and time and energy; we really couldn't have done it without your partnership in this!" Andrew Grundy - Research Associate, School of Health Sciences, University of Nottingham

Co-written crisis care plans

As a response to feedback from patients and families, adult mental health services now ensure that all patients discharged from inpatient wards have a co-written crisis care plan which details how they wish to be supported if their health deteriorates, and also identifies the support networks they have available on discharge.

bit.ly/CowrittenCrisisPlans

Story Shop wins a national award!

This year The Story Shop project, which brings together students and members of the public with service users and carers who share their stories, was a winner at The Patient Experience National Network Awards for our work with medical students in Nottingham.

bit.ly/StoryShopwinsPENNA

"Training played a part in finding a role I love where I can use my experience to help others. I stood for the role of Public Governor in the 2015 elections. To my surprise and gratitude, I was elected for three years!" Mike - Carer, Volunteer and Public Governor

Tracking, targeting and improving!

Involvement volunteers are now providing specific support to patients to help them voice their views about services which traditionally receive less feedback. Volunteers are using the Your Feedback Matters website to track the number of returns from services, enabling them to help where it will really count.

bit.ly/SUCEatRampton

Wathwood patients become trainers!

As a response to feedback requesting more vocational and work skills opportunities, six patients at Wathwood Hospital have now completed the Train The Trainer City and Guilds course enabling them to deliver courses with staff at the Recovery College campus on site.

bit.ly/WathwoodTrainers

Improving how we respond to people in crisis

In a joint project between the Trust and Turning Point, service user and carer volunteers are supporting the recently opened crisis facility, Haven House, to review how it operates and to implement service changes suggested through service user, carer and family feedback.

bit.ly/HavenHouse

Volunteer for Nottinghamshire Healthcare and use your story to help us improve how we care for people. To volunteer for us, please contact volunteering@notts-hc.nhs.uk or call **0115 993 4567**

Make your experiences as a service user or carer count:

EXPERIENCE

OUR COMMITMENT:

To listen to our patients, service users and carers in meaningful, comprehensive and varied ways. To use the information we receive intelligently and with understanding so that we respond honestly, and make changes that improve people's health and wellbeing.

Arnold Lodge patients adopt part of the local canal towpath and local parkland!

The established workskills project at Arnold Lodge medium secure unit have adopted a section of the local canal towpath and an area of local parkland, in response to requests made by patients for more opportunities to integrate with the local community in Leicester. Patients will be responsible for maintaining both, while working alongside community volunteers.

bit.ly/ALadopttowpath

SLT APPT CNFRMD BY TXT

The Children's Speech and Language Therapy Team within Community Specialist Services now confirm initial appointments and all ongoing appointments by text messages, as a response to the request from patients about the value of text to encourage attendance.

bit.ly/SLTbyTXT

IAPT staff appraisals now include patient feedback

In IAPT (Improving Access to Psychological Therapies) services, comments from Patient Experience questionnaires are now included as a standing item within staff appraisals.

bit.ly/IAPTstaffappraisals

Dedicated crisis team for children and young people now in operation

As a response to a volume of feedback relating to the need for a dedicated CAMHS (Child and Adolescent Mental Health Services) crisis team, there is now a team in operation. This has been described via feedback from young people, their families and carers as 'much needed'.

bit.ly/CAMHScrisisteam

Looking after parents of children with disabilities

Parents of children with disabilities can now access clinics and a 'Look after yourself' support group at Kings Mill Hospital hosted by the IAPT service, as a result of feedback which identified the need for psychological support for this special group of parents.

bit.ly/LookingAfterParents

Living safely at home

Occupational Therapy services are working with the Fire Service and PART (Persons At Risk Team) in Mansfield and Ashfield to develop a leaflet aimed at clients with memory difficulties on risk enablement approaches, to encourage good communication and planning between community services and service users allowing them to continue leading their life to the full, in safety.

bit.ly/LivingSafelyAtHome

Service users at Highbury get busy!

Feedback over the last year from service users on our wards at Highbury Hospital has consistently raised the issue of a lack of activities. The ward staff, Highbury Live! Team and new Occupational Therapists are now working hard to deliver a 25 hour rolling programme of events per week to keep people stimulated, engaged and well – including sports, film nights, recovery-based groups and a new allotment.

bit.ly/TheLiveProject

Older people in crisis now have more support at night

As a response to feedback from older people who have experienced crisis, the Rapid Response Liaison Psychiatry team supporting older people has extended their working hours from 4pm until 8:30pm, to support people in need later in the evening.

bit.ly/OlderPeopleinCrisis

We want to hear from you

This year, we designed a new Trust survey form to better help people with an intellectual development disability (formerly known as a learning disability) to share their feedback on our services.

bit.ly/EasyReadSUCE

Safe Space for patients at The Wells Road Centre

In September, The Wells Road Centre held their annual Safe Space event, supported by advocacy services. The event brought together all but nine of the patients, as well as staff, carers and family to identify and agree areas for the service to work on. These were: use of leave, getting the best from ward rounds, use of technology, equality and diversity provision, collaborative risk assessments and lifestyle opportunities that can be continued after discharge.

bit.ly/WRCSafeSpace

Arnold Lodge embraces Skype to enable patients to speak to their families

In response to feedback and discussions at the Arnold Lodge Patient's Forum, staff have been able to work through the issues related to patients using Skype to enable them to now use this technology to keep in touch with family and friends.

bit.ly/ALSkype

New nurse call system quietens the wards at Lings Bar Hospital

A new nurse call system is now in place at Lings Bar hospital to reduce noise at night in a response to feedback from patients who found it difficult to relax and sleep at night due to various beepers and call systems.

bit.ly/NewCallSystemAtLingsBar

Better access to Gender Dysphoria Services thanks to feedback

Feedback from patients and families of the Gender Dysphoria service identified issues with access to the service. As a result, there has been an increase in the medical staffing for the service, and a new contract has been agreed to provide much needed endocrinology support to the service.

bit.ly/GenderDysphoria

Feedback keeps hold of a physiotherapist!

Hugely positive feedback about the impact of physiotherapy delivered alongside mental health care has resulted in the community mental health team in the city retaining a locum physiotherapist beyond the original contract.

bit.ly/CMHTPhysiotherapy

Carers said, we did

Carers of service users accessing support from Adult Mental Health services asked to be more involved and better informed. As a result, there has been an increase in carer and family training in Behavioural Family Therapies [BFT] and Open Dialogue. Consultants working on inpatient wards at Highbury Hospital are now spending more time on the ward, available to families and carers if they want to speak with them.

bit.ly/CarersSaidWeDid

Pulmonary disease patients receive help with the anxiety brought on by their condition

Feedback from COPD (Chronic Obstructive Pulmonary Disease) patients in Nottingham North and East identified that they wanted help managing the anxiety brought on by their condition. In response, CBT (Cognitive Behavioural Therapy) has now been delivered to the Respiratory team by a CBT practitioner to enable them to help patients manage their anxiety.

bit.ly/COPDanxiety

We had **27,461** responses to our Trustwide Survey in 2015/16. The Trust's Service Quality Rating was **94%**, and **96%** of people said they would be either extremely likely or likely to recommend the service they received to their friends or family if they need similar care or treatment.

These stories were viewed **148,791** times and led to over **30** service changes. We now have **734** members of Trust staff subscribed to Patient Opinion, over **300** of whom respond to stories.

This year, over **1200** stories have been published about Nottinghamshire Healthcare on **PatientOpinion.org.uk**, the national independent feedback site.

Over **9,500** people visited our dedicated website, Your Feedback Matters, in the last year.

To read, or share, feedback about Nottinghamshire Healthcare services and to see what we're doing as a result, visit our dedicated feedback website: feedback.nottinghamshirehealthcare.nhs.uk

VOLUNTEERING

OUR COMMITMENT:

To enable volunteers to play a key role as partners in the organisation. To provide training, clear roles and support to enable volunteers to have a real impact on the organisation and to develop and take up opportunities.

Volunteering in Forensic Services training package

In the last year, we have designed a specific 'Volunteering in Forensic Services' training package to give volunteers more confidence, and to reassure staff that volunteers are knowledgeable and competent. This includes input from the volunteering manager, Rampton Hospital recovery lead and the security department.

bit.ly/VolunteeringInForensics

Nottinghamshire Healthcare contributes to the National Association for Voluntary Service Managers

We proudly contribute to the National Association for Voluntary Service Managers, through our membership and with Jo Rapson holding the role of NAVSM Membership Secretary.

www.navsm.org

Hundreds of volunteers supporting children and families in the Sure Start Centres!

Hundreds of active volunteers working in the Children Centre services providing over 12,000 hours a year contribution to the community. All volunteers attend a 6 week course with a chance to attend a further short course to become a more specialist volunteer in breastfeeding peer support or as a perinatal befriender.

bit.ly/VolsinCC

Volunteers supporting recovery

27 new volunteers have been recruited this year to support the delivery of courses at the Trust's Recovery College.

bit.ly/VolunteersAtNottsHC

Over 30,000 hours of volunteering contributed this year!

The Kings Fund, in its November 2013 report on understanding the scale and impact of volunteering in the NHS, valued the contribution made by volunteers at the same level as a midpoint Band 2 employee. A modest estimation of the collective contribution made by volunteers at Nottinghamshire Healthcare each year is approximately 30,240 hours, which equates to almost £300,000. No small contribution!

bit.ly/ValuingVolunteers

WHAT HAVE OUR VOLUNTEERS BEEN DOING THIS YEAR?

- Supporting the Local Services National Institute for Clinical Excellence (NICE) Group
- Involved with the Trust's Equality and Diversity work
- Contributed to the Trust's Medicine Management initiative
- Worked with Human Resources on Values Based Recruitment
- Attended the Executive Leadership Council to represent service users and carers
- Involved in events and groups to help shape and challenge future plans and service change
- Attended and helped to run Patient's councils and forums on site in many services, including Wathwood, Rampton Hospital and Arnold Lodge
- Helped to codesign new services, such as community Adult Mental Health services and the Crisis House
- Contributed to the Carers' Strategy Group and carers' events
- Presented at Trust Induction, the Band 2-4 Development programme, and a conference for Carers Families and Friends
- Conducted audits of clinical areas alongside staff
- Volunteered as Befrienders for Forensic patients
- Supported Breastfeeding Peer Groups and other activities within the Children's Centres
- Helped capture feedback from patients, their carers and families

Two & Four Legged Volunteers working their magic at Lings Bar

A volunteer and her German Pointer PAT dog Flo have been regular visitors to the Lings Bar Hospital in Gamston since last year. Flo's visits give patients something to focus on that is not health related and can reinforce and retrieve good memories. Some patients who became withdrawn have blossomed when chatting with the volunteer and stroking a very patient Flo'.

bit.ly/PATdogLingsBar

Volunteers go Live!

A new volunteer placement was created this year supporting the Live! Project at Highbury Hospital. We recruited two volunteers to help out with the Highbury allotment and also to support staff to deliver activities to patients on the wards.

bit.ly/VolunteersAtNottsHC

PLACEing volunteers

In the last year, we have trained volunteers to carry out a number of different audits including PLACE (Patient-Led Assessment of the Care Environment) Audits, MICE (monitoring infection cleanliness and the environment) audits and the 15 Step Challenge. Over 20 volunteers have been involved with PLACE (Patient Led Assessment of the Care Environment) audits alone this year, in over 12 locations across the Trust.

bit.ly/VolunteerPLACE

Volunteers supporting the capture of feedback

This year, we recruited our first dedicated feedback volunteer at Bassetlaw Hospital, and also a volunteer to help input the feedback we receive onto our feedback website. We now include training on how to capture patient feedback in all volunteer inductions.

bit.ly/VolunteersAtNottsHC

Understanding the impact of volunteers

We conducted a Volunteer Impact Assessment in April this year, to capture feedback about the impact our volunteers feel they have on our services and on the lives of service users and carers. Many volunteers responded, most of whom felt very positively about their volunteering roles, and some who felt things could be improved by understanding more about the difference they make. We are working through this feedback to improve how we support volunteers.

bit.ly/VIAT2016

Volunteer befrienders highly valued by patients at Rampton Hospital

In March, a questionnaire asking patients for their feedback about the volunteer befriender scheme at Rampton Hospital resulted in unanimous positive responses, with some very poignant and touching replies from the patients about what it means to them to have a Befriender to visit: "I'm not a lost soul." The questionnaire also elicited very positive feedback from the volunteer befrienders about their roles: "I spend so much time smiling during my visit, my face aches when I leave the hospital." 46 patients at Rampton Hospital are supported by befrienders.

bit.ly/BefriendersAtRampton

530

volunteers in the organisation

173

volunteers involved specifically in shaping services and sharing their personal experiences as service users or carers

94

volunteers in Forensic Services

256

volunteers in Health Partnerships

90

volunteers in Local Services

18

volunteers in Corporate Services

46

locations around the Trust

19

youngest volunteer

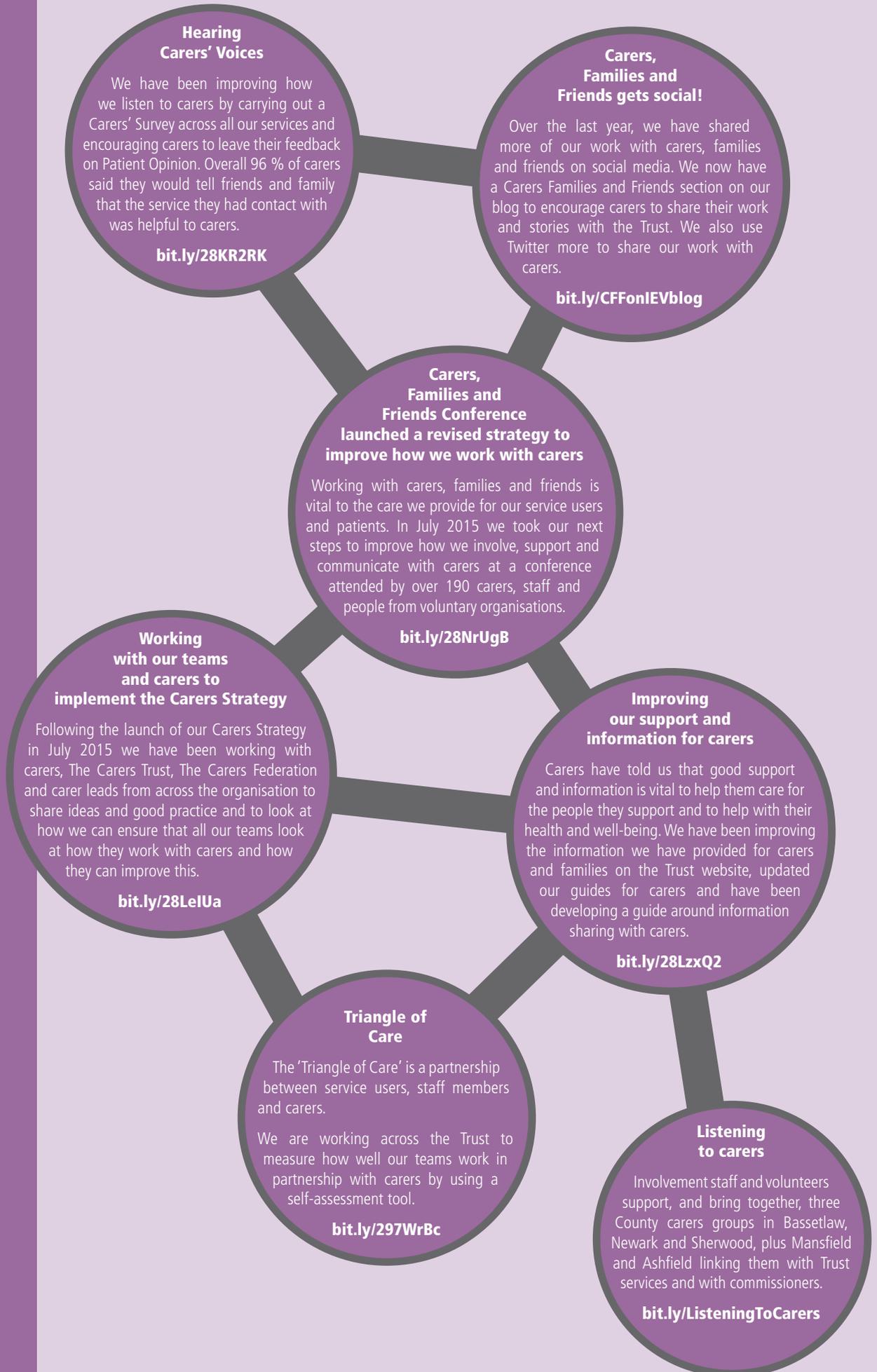
86

oldest volunteer

CARERS, FAMILY & FRIENDS

OUR COMMITMENT:

To work in partnership with carers so they are involved, informed and supported to play a key role in both individual care and service planning



GOVERNORS

It's been a busy year for the Council of Governors. Since Nottinghamshire Healthcare was authorised as a Foundation Trust in March 2015, the Governors have embraced their new statutory duties and have been actively involved in scrutinising the workings of the Trust and the Board of Directors.

- The Council of Governors, individually or collectively, has contributed to many important decisions in the last year, including:
- Undertaking the annual appraisal of the Chairman
- Recruiting two new Non-Executive Directors
- Observed and contributed to the Trust's Board Sub Committees
- Set the remuneration and terms of contract for all Non-Executive Directors, including the Chairman, post NHS Foundation Trust authorisation
- Provided comments for the Trust Annual Quality Account
- Approved the appointment of external auditors PriceWaterhouseCoopers for 2016/17

In addition to the statutory element of their role, Governors have attended local commissioning and service development meetings, been involved in developing and implementing the Trust Carers' Strategy and visited Trust services with Non-Executive Directors.

The Council of Governors work collectively together to represent the membership and the wider public. If you'd like to speak to a Governor, please visit the Trust website and complete the 'Contact a Governor' form or contact 0115 9691300 Ext:10509 and speak to Becky Cassidy, Governor Support and Development Officer.

MEMBERSHIP

Nottinghamshire Healthcare is a membership organisation, which means we are accountable to our members and Governor Members (our public and staff Governors are elected by our public and staff members respectively).

We have a large membership, of over 17,000 people, made up of local people, patients, carers, members of voluntary organisations and employees. They play an important part in influencing our services and the future of our organisation.

We want our membership to be representative of the local and wider communities that we serve, reflecting geographies, services and the demographic diversity of our local population. Having a representative and engaged membership is fundamental to the development and provision of high quality services.

Some of our members take up active roles in the Trust, and others simply like to be kept informed. Members receive a monthly e-bulletin of Trust news and details of opportunities in which they could get involved. Invites to events and conferences with the Trust are also sent to members on an ad-hoc basis tailored to their specific interests and location.

Over the last year, members and Governors have been involved in helping to shape our Business Plans. This included holding a series of 'Conversations with ...' events and a Clinical Strategy event with our Local Services Division, plus a 'Confirm and Challenge' event in our Forensic Services Division. We held a public consultation on the Trust's Strategic vision, and encouraged people to share their views on the proposed changes to our community mental health services, and the rebuild of CAMHS and Mother and Baby Unit. We also involved Governors, members and the public in developing our Carers, Families and Friends Strategy 2015-18.

STATS 2015/16

96440

Public Members (including patients and carers)

8775

Staff Members

221

New Members

12

e-bulletins

GOVERNORS / MEMBERS

INVOLVEMENT

EXPERIENCE

VOLUNTEERING

This report contains only a fraction of the great work that goes on within Nottinghamshire Healthcare to involve people, to listen to their views and their experiences and to recruit and support them as volunteers.

If you want to see what we are up to or how you can get involved then more information can be found at: www.nottinghamshirehealthcare.nhs.uk/get-involved

We would also encourage you to visit our dedicated feedback website to read more and to keep up to date throughout the year on how our services are responding to feedback, and how service users, their families and carers are helping us to deliver great care: feedback.nottinghamshirehealthcare.nhs.uk

In addition you can read more on our Involvement, Experience and Volunteering blog, and by following us on Twitter:

involvementvolunteeringexperience.wordpress.com

@InvolveT1

The examples in this report, and the many more examples we couldn't squeeze in, are due to the efforts of some very skilled and passionate people who believe in working in partnership.

We want to thank our Involvement, Experience and Volunteering team, who give their all to this work. We want to thank our Involvement and Experience Leads, Carer Leads and the staff in our services who work hard to make sure that as an organisation, we're always listening and learning. Last but not least, we want to thank all of our volunteers for their time, their generosity, and their dedication to helping service users, carers and families and to making a difference to the services people receive.

You all do a great deal, more than you know, and we can't thank you enough.

IENT

NCE

RING

MENT

EXPE

VOLUNTEERING

This document is also available in other languages and formats upon request.

Su richiesta, questo documento è disponibile in altre lingue e in altri formati.

Sur demande, ce document peut être fourni en d'autres langues et formats.

Na życzenie, dokument ten można uzyskać w innych językach i formatach.

यह दस्तावेज़ अनुवाद किए जाने पर अन्य भाषाओं और प्रारूपों में उपलब्ध है।

ਇਹ ਦਸਤਾਵੇਜ਼ ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ ਤੇ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਰੂਪਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

در صورت درخواست این سند به زبانها و شکلهای مختلف در اختیار شما قرار می گیرد.

یہ دستاویز دیگر زبانوں اور مطلوبہ شکلوں (فارمیٹ) میں بھی دستیاب ہے

مذہ الوثیقة متاحة بلغات اخرى وباشكال غير الكتابة المقروءة وذلك عند الطلب