



Shining a light on the future

Northumberland, Tyne and Wear  
NHS Foundation Trust



# Recovery Through Involvement and Participation

Refocus on Recovery Conference  
September 2010

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&  
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# How we got here?

- Who we are and what our story is?
- Why does this work attract us?
- How our roles are complimentary
- Willingness to share our experience today





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St George's Park



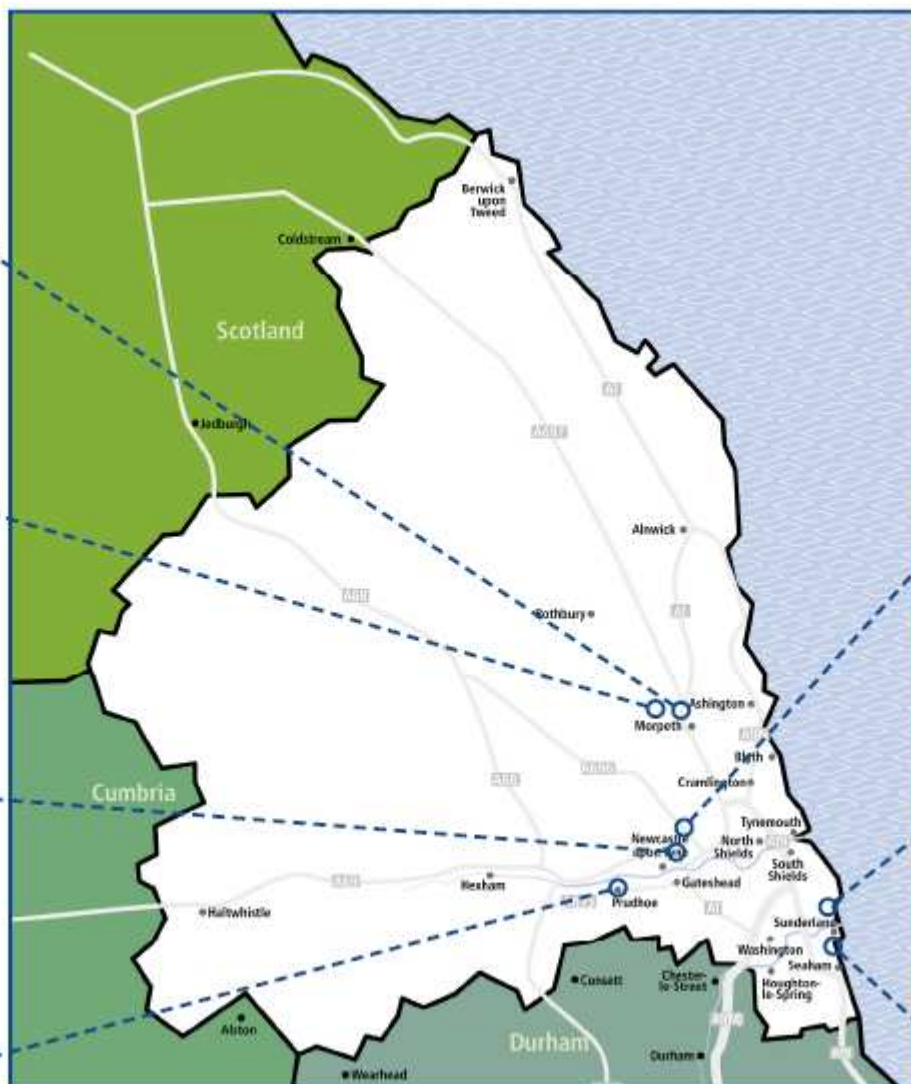
Northgate Hospital



Walkergate Park



Prudhoe Hospital



St Nicholas Hospital



Monkwearmouth Hospital



Cherry Knowle Hospital



# What will we be doing this afternoon?

- Reminding ourselves of the context to this work (National & Local)
- Consider our local strategy & the work done to support a culture of involvement & participation in our Trust.
- The tools for the job
- Questions & discussion



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WorldClassCommissioning  
 RecoveryAgenda  
 Monitor  
 AuditorsLocalEvaluation  
 CommissioningaPatientLedNHS  
 AuditCommission  
 LiberatingtheNHS  
 ComprehensiveAreaAssessments  
 FoundationTrust  
 LINKS  
 NHSConstitution  
 RaceEqualityDuty  
 DisabilityEqualityDuty  
 New Horizons  
 OurHealthOurCareOurSay



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- Translating the national picture into local practices
- The local Rehabilitation & Recovery Strategy, supporting recovery orientated values

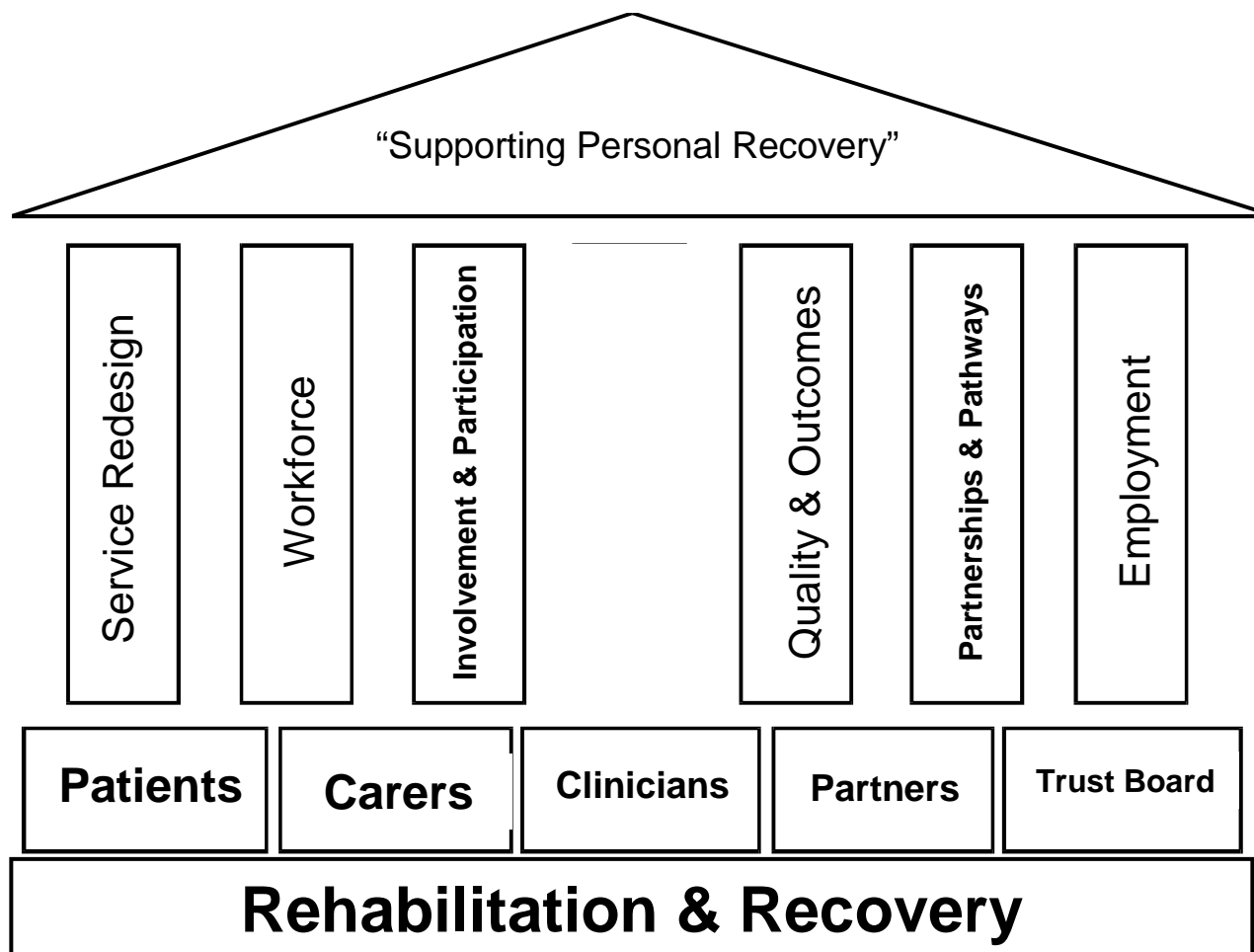


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# Focus on Workstream 3: 'Meaningful Involvement and Engagement' : A critical understanding

- What do mean by 'meaningful'
- What do we mean by engagement?
- For whom is this important?
- Does (or would) Involvement & Engagement make a difference?
- Involvement & Engagement in what?
- How would we know a difference had been made?



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# A question of balance





## Why go to all this bother?

- The chore of change
- The personal stories
- Services for future as well as current need
- Benchmark as to what you would want for yourself or for others
- The duty to involve
- But...you would want to do it anyway even if the evidence was not there



# The nature of change

- We are not experts in organisational change
- Change is always problematic & challenging
- Hoping that our observations & experiences help give an insight & encouragement
- Value driven
- Self assessment puts us at 1+
- A time of change within our own Foundation Trust

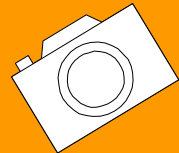


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# Tools for the Job – The Four Steps



**Capture the experience**



**Understand the experience**



**Improve the experience**



**Measure the improvement**



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# Tool Box

Local best Practice

Involvement Lead Roles

Quality Accounts

University Accredited Modules

Points Of You

Action Plan

Creating Capable Teams Approach

Patient Opinion

EBD

AIMS

Care Quality Commission

D  
E  
E  
M

Rehabilitation & Recovery Strategy

Newsletter

Involvement Booklet

Recovery Self-Assessment

Recovery Star

LINKS



# Where does the future lie?

- What have we achieved thus far?
- How far reaching and long-lasting are those achievements?
- What difference have we made to individuals in our care?
- How will future developments impact on supporting the involvement & participation of service users?



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# Any Questions

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