

# Building confidence



**NHS**  
Southern Health  
NHS Foundation Trust



Improving care today, planning for the future

Includes a summary of our annual report 2016/17



SERVING A POPULATION OF  
**1.3million**



# Welcome

This booklet aims to give you a brief overview of who we are and what we've been doing over the last 12 months to provide the best possible care for patients, service users, carers and families.

It's also a look forward to the year ahead and how we'll continue to build on this progress for the benefit of the communities we serve.

Our organisation has faced many challenges and we have been the subject of sustained criticism. We have taken this extremely seriously and know we need to make significant improvements to the quality of our care and the way we involve patients and their families. Achieving this has been the focus of all our efforts during the last year, and remains of paramount importance. We are encouraged that our regulators have recognised that we have turned a corner and are taking the right approach to improve.

As you will have seen in the national news, the NHS is facing some real difficulties and these are affecting local services like ours, too. This includes limited resources, increasing demand for care, and challenges in recruiting and keeping our nurses, doctors and other staff. We also know that too many people are receiving mental health care far from home which is simply unacceptable.

But despite these obstacles, there is much cause for hope and optimism.



PATIENTS RECEIVED CARE IN OUR  
HOSPITAL BEDS FOR A TOTAL OF

**247,000 days in 2016/17**



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**At its heart the NHS is about people, and we remain indebted to our fantastic staff who work tirelessly to provide the best possible care.**

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We are confident we have addressed many of the concerns raised about our care. We have considerably more to do, but have a clear approach that sets out how we're going to make the necessary progress.

As well as making the urgent improvements to our services today, we now have the right foundations in place to make more fundamental changes that patients, carers, and their families deserve in the longer term. We call this our Clinical Services Strategy.

At its heart the NHS is about people, and we remain indebted to our fantastic staff who work tirelessly to provide the best possible care. Supporting and involving our workforce is pivotal to improving care. So we now have comprehensive plans to recruit more people, nurture our existing staff, and develop new job roles to meet the changing needs of our patients.

Our teams have played a big part in finding new ways to work alongside colleagues and communities to deliver better care out of hospital, and better mental health care. This success is now

being taken forward across Hampshire and is a testament to their hard work and commitment.

The expertise and input of people using our services and their support networks has been invaluable. We must continue to work even more inclusively in the months ahead and now have a strategy which will guide us to do just that.

We thank everyone who has worked with us and welcome the scrutiny, feedback, support and expertise of countless staff, patients, families and partners.

The year ahead will be about how we build your confidence in the services we provide. We will do this by demonstrating the quality and safety of our care, and by striving to work more openly and collaboratively with all those whose lives we touch. If you want to join us in this mission, we would love to hear from you – ways to get in touch can be found on page 23.

*With best wishes,  
Lynne and Julie*



Lynne Hunt (CHAIR)



Julie Dawes (CEO)

# About us

We are an NHS Foundation Trust providing community physical, mental and learning disability health services across Hampshire. This includes some community hospitals and specialist inpatient units. In 2016/17 we also provided learning disability services in Oxfordshire, which we transferred to Oxford Health NHS Foundation Trust in July 2017. **Our aim is to improve the health, wellbeing, independence and confidence of the people we serve.**

## Southern Health in numbers:

We provide care to around 240,000 people each year, and serve a population of 1.3million people. Over 6,000 people work for us, including doctors, nurses, therapists and support staff. As a Foundation Trust, we have over 9,000 public Members drawn from local communities, who elect a council of Governors which holds our Board to account. We are funded by NHS England, local NHS commissioners and local authorities, receiving around £300million each year. We deliver over 4,600 outpatient appointments each week, and patients received care in our hospital beds for a total of 247,000 days in 2016/17. We provide nearly 1.5million contacts with people in the community each year.

# in numbers

 x **240,000** INDIVIDUAL PEOPLE CARED FOR EACH YEAR



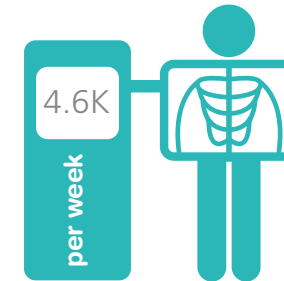
 **£300 million** FUNDING

**6,000** STAFF



**4,600**

OUTPATIENT APPOINTMENTS EACH WEEK

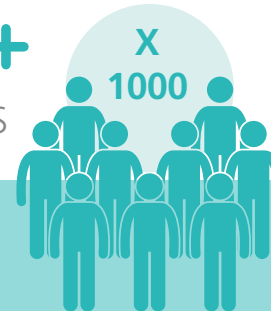


SERVING A POPULATION OF



**1.3million**

**9,000 +**  
PUBLIC MEMBERS



PATIENTS RECEIVED CARE IN OUR HOSPITAL BEDS FOR A TOTAL OF

**247,000 days in 2016/17**



**1.5million** CONTACTS WITH PEOPLE IN THE COMMUNITY EACH YEAR

# What drives us:

## Our values

Last year we worked with hundreds of our staff to better describe what drives us as individuals and as an organisation. This resulted in three simple yet meaningful values that will guide everything we do from the frontline to the Board. They are already being used in staff appraisals and all new recruits are assessed against these values:



### Patients and People First

- Providing compassionate, safe care
- Listening to each other
- Doing the right thing
- Appreciating each other
- Delivering quality



### Partnership

- Communicating clearly
- Supporting each other
- Working as a team
- Building relationships
- Making things happen



### Respect

- Acting with honesty and integrity
- Respecting each other
- Taking responsibility
- Getting the best from our resources
- Doing what we say we will do

## Progress we've made and priorities ahead

We know that we have many areas that we need to make better for our patients. The quality of care, the way we involve people in it, and the way we investigate and learn when things go wrong have all been highlighted as in need of improvement. This section describes some of the big developments we've made in 2016/17, and how we are building on this in 2017/18.



# Quality



## Improving the quality and safety of our care

### 2016/17

Over the last year we made significant progress to improve the quality and safety of our care and our buildings, and the way we report, investigate and learn. We have also been working to better involve staff, patients, families and carers in decisions and in developing services. Our regulator the Care Quality Commission (CQC) has recognised that we have turned a corner in recent months which gives us confidence we are heading in the right direction.

#### Some important examples of this progress include:

- Working with a group of families to understand their experiences of being involved in investigations where a loved one has died, which led to a series of recommendations which we are now carrying out.
- Ensuring all reports into serious incidents are completed within 60 days, and that 95% of investigations are reviewed within 48 hours.
- Appointment of a Family Liaison Officer to provide impartial support when someone comes to harm whilst under our care.
- We launched our quality improvement strategy and priorities.
- We launched our patient engagement strategy describing how we will work more inclusively to develop services now and in the future
- More than nine out of ten (93%) of patients who completed the 'friends and family test' would recommend our services to a loved one.
- Ensuring more people at the end of their lives are able to die in the place of their choosing
- We improved the safety and quality of the physical environment at a number of our hospital sites, to reduce the risks to patients with severe mental health problems.



“ More than 9 out of 10 people would recommend our care to friends and family ”



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Although improvements have been made we must keep up the momentum.

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## 2017/18

Although improvements have been made we must keep up the momentum. We still have much to do to become the organisation our patients, communities and our staff deserve.

### What are we focused on now?

- Continuing to deliver our CQC, mortality and serious incident action plans – making sure they are giving the results our patients and services users want and need.
- Delivering our strategy to better involve service users, families and carers
- Supporting staff to improve quality in a consistent and measureable way across the whole organisation.
- Focused efforts to make the best use of mental health beds, so more people can get the care they need closer to home.
- Ensure every patient and service user, and their families and carers (where appropriate) are offered the opportunity to be involved creating a care plan, in a format they understand and own.
- Improving the consistency and quality of our community physical health services across Hampshire, so staff know exactly what their role is and how best to do it.
- Make sure we are doing more to improve the physical health of people using our mental health services
- Improving the timeliness and the quality of our response to complaints and concerns



If we can achieve the above, we aim to receive a rating of at least 'good' by the Care Quality Commission when they carry out their next comprehensive inspection later on in 2017/18.

 X **240,000** PEOPLE CARED FOR EACH YEAR 

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## SPOTLIGHT:

### Meet Elaine, our Family Liaison Officer

“ Hello my name is Elaine Ridley and I’m the Family Liaison Officer. I started at the Trust in December 2016.

My role is pretty varied but the main part is to support families and loved ones through the difficult process of an investigation into a serious incident or complaint. I also work closely with Investigating Officers to ensure that families are treated appropriately.

Having worked in the Coroners service for 15 years I could see that there was a need for this type of role. I was aware of the criticisms of the Trust before I applied and was a little apprehensive but I like a challenge! So far it has been massively rewarding and I’m very much enjoying it.

I am involved in a lot of the groups the Trust has set up to help it improve the way it works with families. I’ve learned so much from these and it has been a real privilege to be involved. I’m really keen to use the feedback and ensure families have a voice.

Over the last few months I have been developing some training with the Trust Chaplain which I am really proud of. The training is for Investigating Officers, and will help them when sharing reports with families following an investigation into a death. The Trust has improved its reporting process but I think there are lots we can do to improve how we share reports with families.”



SERVING A  
POPULATION OF **1.3million**





## SPOTLIGHT:

### Mental health support for mums in Andover

One in five women will experience some form of mental health difficulty during pregnancy or the first year following the birth of their baby. Our Health Visiting Team in Andover is working hard to find new ways of supporting these women that help make a real difference.

The team, in partnership with Andover Mind, has set up a group called "Knowing Me, Knowing You", for mothers with mild to moderate perinatal mental health problems. The group provides up to eight mothers and their babies with a two-hour group session, which runs for seven weeks with the aims of supporting mothers to talk about their feelings and develop new coping strategies.

The group has had positive results, with reduced levels of depression and anxiety, and mums feeling more confident at the end of the sessions.

One mum said, "Until the group I felt like I was the only one and was very isolated which made me scared to ask for help as I didn't really understand what was wrong. The group helped me do something about what was wrong and understand my feelings and reactions. For the first time I feel that I can tell someone how I feel safely, without anyone telling me I'm wrong, or I should be happy, or I'm a bad person."

We're now looking at how we can share the Knowing Me Knowing You concept with other NHS Trusts who are interested in learning from us.



“ For the first time I feel I can tell someone how I feel safely ”

# People



## Supporting and developing our workforce

### 2016/17

We know that staff who feel included by their employer contribute to improved patient care, and staff involvement in the organisation is an area where we identified we could do better. We have introduced several staff engagement initiatives this year including a new forum for staff to feedback directly to the Executive team. We have increased the number of visits the Executive team and Board make to front line teams, and we have also launched a trust-wide Team Brief session to discuss key issues as well as providing an opportunity for two-way communication.

#### This year we:

- Achieved a small overall improvement in the results of the annual staff survey, which also helped us target key areas to focus on.
- Appointed Freedom To Speak Up Guardian to support staff to raise concerns
- Started a range of initiatives to increase staff health and wellbeing, included fast-track schemes to access physiotherapy and psychological support programmes
- Saw over 2,000 staff (about a third of our workforce) nominated for a Star Award, our reward and recognition scheme.



OVER  
**6,000**  
STAFF WORK FOR US





## 2017/18

Next year will see us take staff engagement to the next level with a series of big topics, the development of a staff engagement group and the introduction of new ways to empower staff to innovate and resolve issues locally. We will also bring to bear a new plan to tackle our recruitment and retention challenges.

### Priorities for the year ahead include:

- Launching a Trust-wide staff engagement programme 'Your Voice', led by a steering group of staff from all levels and services. This is improving how involved staff feel in their Trust, and giving them more confidence to carry out local changes.
- Finding new ways to recruit the right workforce to meet the needs of our patients, including new roles such as nurse consultants and nurse associates.
- Better understanding the reasons people leave the Trust, so we retain and develop our skilled and experienced health workers
- Improving the number of staff who would recommend Southern Health as a place to work to their friends and family
- Building on our reward and recognition schemes, for example launching an Employee of the Month award.
- Launching a new clinical leadership programme to ensure our doctors, nurses and other clinicians play a lead role in the trust and their talent and skills are properly developed.



9,000 +  
PUBLIC MEMBERS



X 1000

## SPOTLIGHT:

### Living life with a learning disability

James Elsworthy from Winchester has used our learning disability services to help identify and manage his needs. James is also working with us by taking part in service user groups, interview panels and he presented one of our staff awards at last year's ceremony.

"My support worker says I have complex needs. Having a learning disability affects me most when there's a lot going on. I tend to get quite upset. One minute I'm happy and the next minute I'm sad. It takes me a little while to process things.

"I have lived on my own since I was 18, but I have support workers twice a week. Before that I lived in a house for people with learning disabilities. They still have some houses for people with learning disabilities, but I think they should get their own places really – you've got to learn to live on your own.

"I have a cleaning job at the police headquarters. I do that from 6.00am to 9.30am every day, Monday to Friday. I've worked there since 2004. I like my job but I don't like cleaning at home.

"I do football on a Monday and Tuesday at River Park Leisure Centre with the Saints Foundation. It's open to people with Learning Disabilities, as well as everyone else. We warm up first and play a match at the end. I can be really competitive. I'm also doing a play – it will be at the Theatre Royal.

"I really enjoy working to help Southern Health. Southern Health has had a lot of bad news lately, but the only way is up and we've got to promote the good things. I run a service user group. That is to do with how the NHS can help us – people with learning disabilities."



“Southern Health has had a lot of bad news lately, but the only way is up”



## SPOTLIGHT:

### The importance of care at home: Peter's story

Peter, 90, has a number of health conditions related to being frail and elderly. But he's adamant he wants to stay at home. His daughter Lis tells us how her family has been working closely with Southern Health's community team to support Peter at home.

"Dad is a true gentleman, so full of life and thrives on making people laugh. He has vascular dementia and is very frail. Over the years his memory has got worse and he doesn't remember a lot of things. We knew from previous experience that Dad doesn't do well in hospital and deteriorates both mentally and physically.

"Ally [from Southern Health] was fantastic; she completely understood our situation, knew that dad wanted to be at home and did everything she could to make this happen. She referred us to Abigail Barkham [Consultant Frailty Practitioner] who met both me and Dad and immediately started to put together a wellbeing plan based on dad's needs to help us care for him at home.

"Since the plan has been put in place, dad has been doing really well. In fact from October to April, we had to call an ambulance out to him more than 11 times. But since April we haven't had to call anyone out and I truly believe it's because he is happy and has all the help he needs.

"I just can't thank the team enough. We feel so supported and the care we have received has been first class, we have felt involved right from the start and really feel they genuinely care about my father. Meeting Ally and Abby and her team, it's so evident that for them it's not a job, it's a passion."



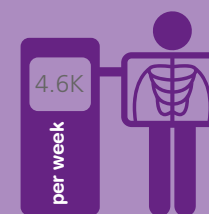
### Peter's care package

- An Occupational Therapist inspected the house and identified the equipment that Dad needed.
- A tissue viability and community nurse ensured that dad had the right mattress, and gave advice to help prevent him from getting pressure sores.
- A nurse gave advice about nutrition and medication and even prescribed dietary supplements to keep him healthy.
- We were advised by the team to create a memory book for dad about key aspects of his life - it really helps him especially when he is having a bad day.



# 4,600

OUTPATIENT APPOINTMENTS EACH WEEK



# Transformation



## Changing our services to better meet people's needs

### 2016/17

The NHS is transforming to meet the growing needs of the population, and Hampshire is no exception. Towards the end of 2016/17 all the health and care organisations in Hampshire and the Isle of Wight published a joint plan called a Sustainability and Transformation Plan (STP). Services provided by Southern Health are included in the STP and we are committed to making sure we play our part. Since 2015 Southern Health staff have been leading a pilot called Better Local Care, to improve the way people are supported out-of-hospital. This has led to a number of benefits for patients and communities, and built stronger relationships between our staff and GPs, volunteers and other partners across the county. In October 2016 we carried out a major four-month review of our mental health and learning disability services which resulted in a new Clinical Services Strategy. Hundreds of staff, alongside service users, families and carers helped to shape this important work which will be one of the driving forces behind improving our care in 2017/18.

#### Here are some examples of how we have helped to transform care for local people:

- The Same Day Access Service in Gosport has helped over 60,000 people get the right care from the right professional, on the same day, preventing the need to wait many days for a GP appointment.
- We launched a new web-based service to connect patients across Hampshire with their GP practice. Called eConsult, the service has proved very popular with around 1,500 people using the service each week. With 60% of patients able to get the help they need without visiting their practice, it has also freed up 3,500 GP appointments, which can be spent supporting people with more complex health needs.
- Our health visitors teamed up with Barnardo's volunteers to deliver enhanced services for new parents in Hampshire.
- Our highly-regarded mother and baby mental health community services were awarded additional funding to expand into other parts of Hampshire, including Portsmouth, North East Hampshire and the Isle of Wight, where there were previously no specialist services.
- We've joined forces with Solent NHS Foundation Trust and the Isle of Wight Trust to form a Mental Health Alliance – to make sure we are planning together in the best interests of people who use these services: pooling our ideas and resources and aiming for more consistent and effective mental health care across the region.
- It became apparent that a number of our services would be able to develop further as part of other organisations, and we supported them to successfully transfer. This includes our community physical health services in North East Hampshire, our learning disability services in Buckinghamshire and Oxfordshire, and our social care services. We wish all staff and people using these services the very best for the future.

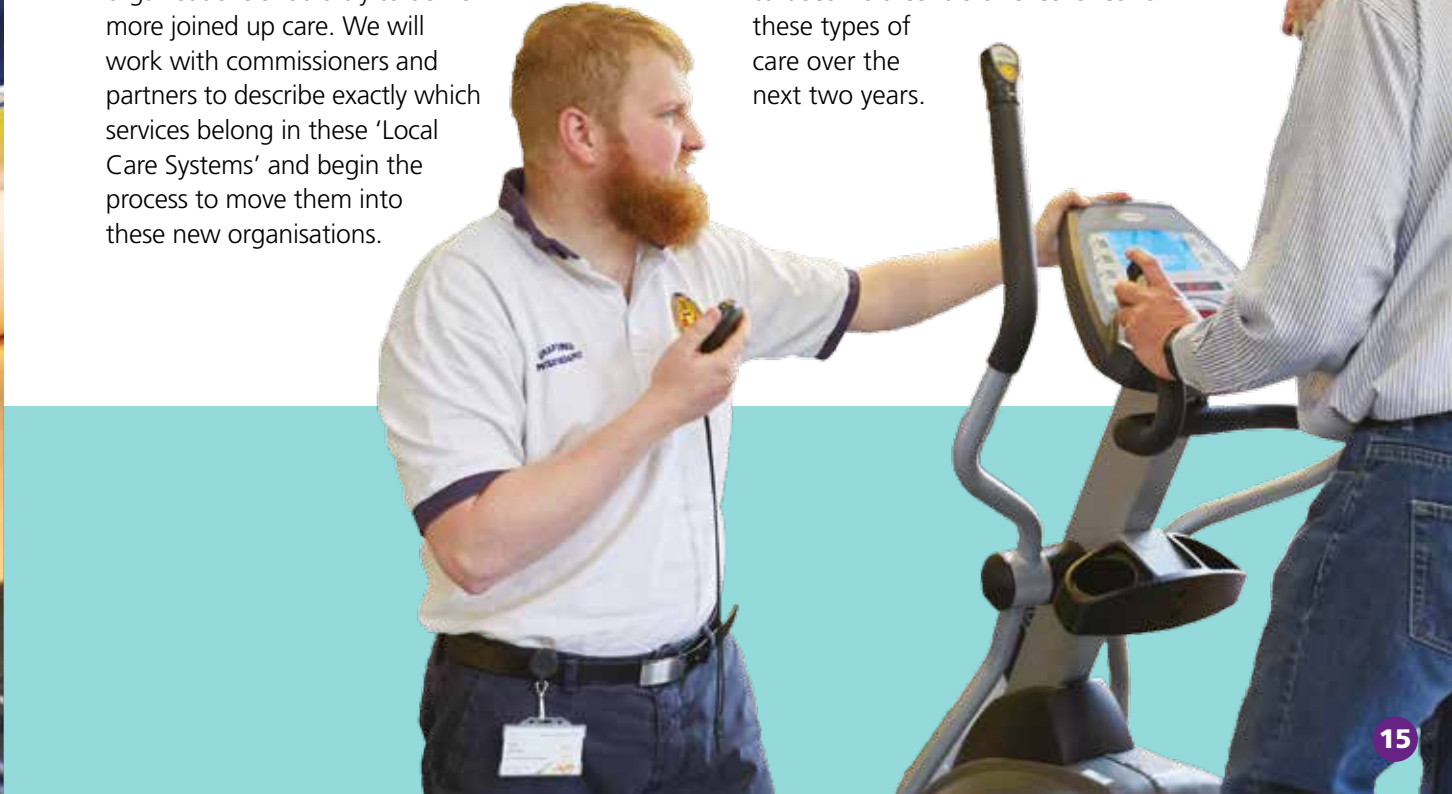




## 2017/18

**We will continue to deliver the plans set out in the STP, the Mental Health Alliance, and our Clinical Services Strategy, including:**

- Carrying out the priorities identified in the Clinical Services Strategy to make our mental health and learning disability services easier to access, more consistent, and better able to support people in a crisis. This will involve significant changes to current models of care and will continue beyond 2017/18.
- As part of the STP, a number of areas of Hampshire have been identified, around which all local organisations should try to deliver more joined up care. We will work with commissioners and partners to describe exactly which services belong in these 'Local Care Systems' and begin the process to move them into these new organisations.
- Building on the Better Local Care pilot, we will continue to work with GPs, clinicians, social care colleagues and volunteers who support the same people, to work as joined-up extended primary care teams.
- Expanding our inpatient services for children and adolescents with mental health and learning disability health problems, and our secure mental health services, aiming to become a centre of excellence for these types of care over the next two years.



## SPOTLIGHT:

# Fantastic feedback for our Older People's Mental Health Team in Havant

"We support any older person living in Hampshire (normally aged 65+) who is experiencing mental health problems due to an organic mental illness such as Alzheimer's disease and a functional mental illness, which predominantly has a psychological cause such as depression, schizophrenia, mood disorders or anxiety. We are an integrated service and work closely with other services for example, social services, occupational health, physiotherapists, GPs and speech and language."





## What do our staff say?

What do people say about this service?

“

My father died in February but he was supported wonderfully by your nurses. You even visited when I was at crisis point and looking back you really listened to my Dad about his physical symptoms as well as his mood. You were right to listen, as it was the physical symptoms that he told you about which led to his death a few weeks later. I would like to thank you and your team for the professional, kind and caring support.

There is a lot of fun and laughter!

I can speak up. My colleagues listen to me. No question is a silly question. We work closely together.

I'm learning about the service and being asked to contribute towards the future.

An opportunity to enhance my knowledge, and my skills whilst not being made to feel pressured and stressed.

”

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**£300 million** FUNDING

# Money



## Making the best use of resources and balancing our books

This has been a difficult year for NHS finances, with around half of all Trusts spending more money than they received, to a total deficit of around £800million nationally. In order to balance our books, locally, we made savings of about £10million. We also benefited from extra funding which had been set aside for NHS Trusts which could demonstrate they were in control of their costs. This meant we finished the year with a surplus of £1.2million, and our auditors confirmed that we had provided sound financial management.

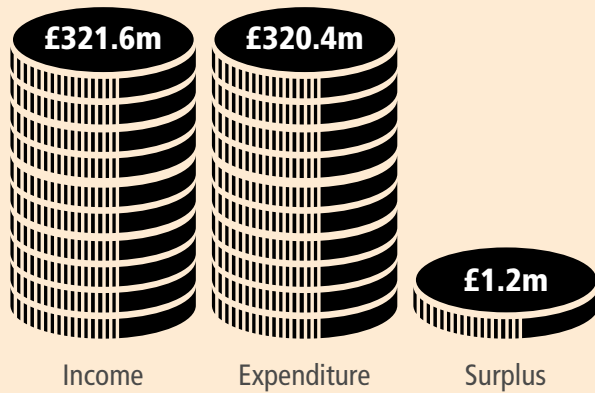
### Some of the big challenges facing our finances include:

- The amount we spend on agency staff, including locum doctors and nurses, due to difficulties recruiting and retaining permanent staff.
- The cost of placing mental health patients in beds provided by other organisations, because we are unable to discharge patients from our own beds to the community swiftly once their treatment has finished.
- Delivering more care than we are paid for in some areas, or filling the 'gaps' in care that no other organisation is set up to provide, because contracts are not clear.

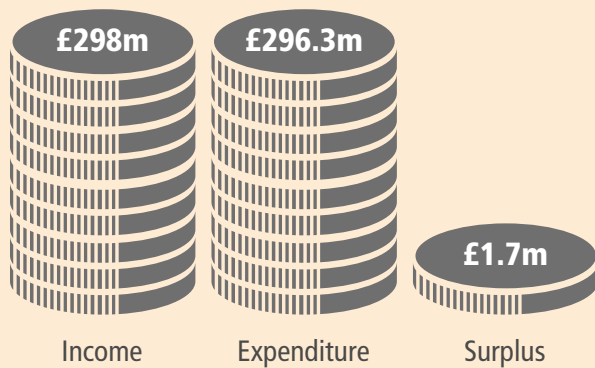
Tackling all of these problems will not only make sense financially – it will also lead to better care for people using our services. So it is vital we get this right.



## 2016/17



## 2017/18 (planned)



As a Foundation Trust we are required to make a surplus each year and in 2017/18 we plan for this to be £1.7million. Achieving this relies on us making £12.8 million savings which is even more than last year. These savings are planned to be delivered from internal efficiencies and will also require transformational change across the region, for example by developing the new models of care which we've described earlier in this booklet. It is only by doing this that services we provide will be sustainable in the future, enabling us to provide the best possible care.

### The numbers:

	2016/17	2017/18 (planned)
<b>Income</b>	£321.6m	£298m
<b>Expenditure</b>	£320.4m	£296.3m
<b>Surplus</b>	£1.2m	£1.7m



# Measuring our progress

As part of the NHS we have a number of important measures that help to show we are delivering good care. We are pleased to report that in 2016/17 we met all the targets set by the national regulator, NHS Improvement. We also have targets set by our commissioners (who fund our services) and we set our own internal targets, too. We met some of these and are working hard to achieve them all in the year ahead.

## Targets set by the NHS national regulator:

Mental health and learning disabilities:	Target	Our Performance	Did we achieve it?	National average (if available)
Patients discharged from psychiatric hospital have a follow up contact within 7 days	95%	97.3%	✓	96.6%
Proportion of people admitted to psychiatric hospital who had prior access to crisis support in the community	95%	99.7%	✓	98.5%
Proportion of patients whose transfer of care to another service was delayed	7.5%	3.7%	✓	
Proportion of patients in secondary mental health care who've had at least one formal review in the last 12 months	95%	97%	✓	
Proportion of patients who have had the right identifying information about them recorded	97%	99.7%	✓	
Proportion of patients who have had important information about their outcomes recorded	50%	81.4%	✓	
Proportion of people experiencing a first episode of psychosis who have been treated within two weeks of referral	50%	85.4%	✓	74.4%
Proportion of people referred to our Improving Access to Psychological Therapies service treated within six weeks	75%	87.2%	✓	
Proportion of people referred to our Improving Access to Psychological Therapies service treated within 18 weeks	95%	99.9%	✓	

## What people have been saying about their care:

“

My husband was admitted to Hawthorns 2 almost 7 weeks ago into the armed forces section. I was very sceptical and scared for him. However my fears were unfounded from the first moment to the last, the staff were caring, compassionate and tailored his care to his needs. Their care and expertise has literally saved my husband's life and put our little family back together and I can't thank you enough.

– Hawthorns 2, Parklands Hospital

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### Physical Health:

	Target	Our Performance	Did we achieve it?	National average (if available)
Proportion of people waiting less than 18 weeks from referral to treatment	92%	93.9%	✓	90.3%
Proportion of patients using our minor injuries units treated/ transferred or discharged within four hours	95%	99.3%	✓	87.6%
Proportion of patients who received a diagnostic test within six weeks	99%	100%	✓	98.9%
Proportion of patient records completed in line with the Community Information Data Set	50%	98%	✓	

Health Visitor visits have been a pleasure. She is friendly, non- judgemental and made me feel that she had all the time in the world for me. As this is my second child, I did not think I would really need the service but I have been very glad of the support.

– Fareham Central, Health Visiting team

I have had 5\* treatment of a broken ankle from staff today. Nothing was too much trouble. Everything was explained carefully and professionally. Wonderful. Thank you to all.

– Lymington Hospital

Just dropping my commendation for the continuous, excellent, professional support that my client, family and myself have received from the team. I found K very approachable, flexible, timely, knowledgeable, having good communications skills and always willing to impart her knowledge to other people in an empowering manner.

– Learning Disabilities North and Mid Hants Community Team

## Targets set by our commissioners and those we set ourselves:

Mental Health:	Target	Our Performance	Did we achieve it?	National average (if available)
Proportion of people receiving an assessment within agreed timeframes	90%	94.3%	✓	
Proportion of patients who have had a risk assessment recorded	95%	92.0%	✗	

Physical Health:	Target	Our Performance	Did we achieve it?	National average (if available)
People spending more time in hospital than they need	7.5%	13.4%	✗	
Proportion of people receiving an assessment within agreed timeframes	90%	75.2%	✗	
Proportion of patients seen within two hours of referral to our rapid response service	80%	97.3%	✓	
End of Life: Proportion of patients dying in preferred location	80%	88.4%	✓	
Health Visiting: Proportion of pregnant mothers who received an antenatal contact at 28 weeks or above	84.8%	82.5%	✗	
Health Visiting: Proportion of mothers who received a new birth visit within 30 days	99.6%	99.4%	✗	

# Get in touch or join us

At a time of such change and challenge we need your involvement like never before. We also know it's an area we need to improve. Your views and ideas, no matter how big or small, positive or critical, are very welcome.

If you want to get involved or find out about opportunities to help shape your local services, contact our communications team by phone or email.

 023 8087 4666

 [communications@southernhealth.nhs.uk](mailto:communications@southernhealth.nhs.uk)



**1.5million** CONTACTS WITH PEOPLE IN THE COMMUNITY EACH YEAR



# Become a Member

If you want to play an even more active role, becoming a member means you can have a much greater say in your local healthcare.

We're always striving to improve. As a member, you can help us do this. We want to hear your experience of our services. We want to know how you think we should invest our money, and where we should develop services further.

We want to know when things go well, and when they don't, so we can address issues and problems quickly. In order for our services to meet the needs of local people and communities, we need to know what you expect and want.

## What our members do

You can be involved as little or as much as you'd like, and in a variety of different ways. You may just want to receive updates about what the Trust is doing, through our members magazine and website. Or you may want to come along to local meetings and focus groups, or take part in surveys and questionnaires.

Being a member won't affect the care and treatment you receive. You also don't have to agree with everything our Trust does, or share our views.

## What are the benefits?

As a member you'll be able to:

- Present your ideas, feedback or concerns to the Trust
- Elect fellow members to become Governors (or stand for Governor yourself)
- Meet and interact with the Council of Governors
- Attend exclusive 'medicine for members' events to hear fascinating talks from our amazing clinicians.
- Go to constituency meetings to discuss health care in your local area
- Attend the Annual Members Meeting
- Register for Health Service Discounts, where you can find a huge range of offers and benefits

## To learn more contact us on:



023 8087 4253



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