



## Board of Directors

<b>subject</b>	Chair's Report
<b>Date of meeting</b>	15/04/2019
<b>author</b>	Jonathan Wells
<b>purpose</b>	For Discussion

### 1. Summary.

In quarter 4, I have continued to promote our work to partner agencies and to seek ways of us positioning ourselves more centrally within the local mental health and substance misuse system. Our quarterly experience reports on CPFT's primary care mental health services (previously known as PRISM) are valued by the Trust and commissioners and enable those who have used the service to see how they can have a role in improving it.

It has also been good to see the team getting out and about through roadshows where we make it as easy as possible for people to have their say about services. The performance indicators show that we have made progress in extending our reach, although we can still do more in Peterborough.

Some challenges remain. We still find that whilst organisations may say they put the patient "at the heart of everything they do", this is not always reflected in the priority they may give to our projects, which aim to do just that. We recognise the multiple and competing pressures partner organisations face, and will continue to engage positively with all in order to achieve our aims.

### 2. Achievements.

In Quarter 4 the main achievements that I would like to highlight are as follows:

- The quarterly experience reports on CPFT's primary care mental health services (previously known as PRISM) continue to be appreciated by partners; our Q3 report was significantly weakened by the failure of CPFT to provide contact details of those people who had accessed the service and who were consenting to being contacted. These issues have now been addressed so that a robust Q4 report will be provided
- Having reviewed our financial position and noted a possible underspend, we have moved quickly to recruit a new member of staff – Charlotte – on a full time one year contract
- Lois also managed to move quickly to recruit to the post left vacant by the departure of Russell to a new post locally; I enjoyed meeting KC our new permanent full time staff member and Charlotte this week and welcoming them to our small and friendly team



- Our roadshow approach to engaging with those many people who have mental health and/or substance misuse issues and who may want to be part of what we do has intensified in Q4, enabling us to meet or exceed our primary targets as well as promoting what we offer to so many people
- I have been keen to see us “looking outwards” and operating closely alongside other voice organisations, and in that regard I am pleased that we are currently part of a campaign led by Healthwatch Cambridgeshire and Peterborough to draw attention to the major challenges people face in accessing core mental health services such as the Locality Teams. This initiative is based on the experience information that SUN and others had gathered

### **3. Challenges.**

These include:

- Despite my escalation of the issue within CPFT, it is regrettable that we still do not have a signed off memorandum of understanding with them. Without such a document it is hard for us to negotiate a project plan with any particular CPFT service when we have proposed an experience-based review
- Having decided on the basis of our data that people’s experience of assessment by Locality Teams was an important area to be explored through a specific project, it was unfortunate to encounter a delay of around two months before we could start; this project is now being implemented
- Whilst we have consistently increased our numbers of members, I hope to see more members getting involved in particular aspects of our work (such as representing the public at meetings), which will enhance our credibility and strengthen our voice; as a CIC we are not yet significantly “member-led” and this remains a weakness
- Like many other voice organisations, we still too often feel peripheral to the important activity to improve the quality of local services, rather than central; my aim is that we will correct that situation over time, by developing our expertise so that our contributions are seen as essential rather than “nice to have”

### **4. Conclusion.**

I am very grateful to all colleagues at The SUN Network – above all, Lois – for their dedication to the important work that we do, over the past three months.