



Berkshire Healthcare
NHS Foundation Trust

Welcome to our Annual General Meeting 2022

Wednesday 28 September



AGM agenda

Wednesday 28 September 2022



Berkshire Healthcare
NHS Foundation Trust

- **2.00 – 2.30pm - Arrival, refreshments and opportunity to meet your governors**
- **2.30 – 2.40pm - Welcome** by Martin Earwicker, Chair
- **2.40 – 2.50pm - 2021/22 review, financial report and future plans**
by Julian Emms, Chief Executive and Paul Gray, Chief Financial Officer
- **2.50 – 3.00pm - Presentation on the work of our Governors**
by Martin Earwicker, Chair
- **3.00 – 3.10pm - Questions from the public** on the presentations
- **3.10 – 3.50pm - Service presentations**
 - **Ageing Well**
 - **Op Courage**
- **3.50pm - Close of meeting** by Martin Earwicker, Chair

Welcome to

Berkshire Healthcare

NHS Foundation Trust

Annual General Meeting – September 2022

Julian Emms, Chief Executive

About us

- **Main provider of community and mental health services to the population of Berkshire**
- Annual income of around **£300m**, employing approximately **4,800 staff** and providing services from **98 sites**
- In terms of scale the **Mental Health** and **Community Health** services portfolio are of equal size – **we are a combined trust**
- We are key partners in **two integrated care systems** – **BOB** (Buckinghamshire, Oxfordshire and Berkshire West) and **Frimley**



Our CQC rating

- **March 2016** – awarded ‘Good’ – the first trust of our kind to achieve this
- **October 2018** – awarded ‘**Outstanding**’ for being a well led (and maintained overall ‘Good’).
- **March 2020** – awarded ‘**Outstanding**’ overall and have four services also holding this rating:
 - Community Physical Health services for adults
 - End of Life service
 - Learning Disability In-Patients
 - Older Peoples Community Mental Health services
- **2021/22** – all our core physical and mental health services now rated **Good** or **Outstanding**



Grand openings...

- We opened our new **Phoenix** and **Campion** units



Post Lockdown Demand

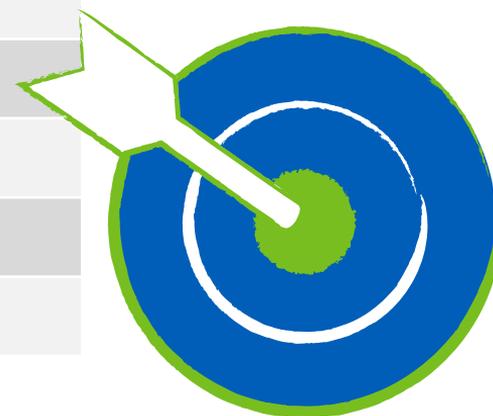
- Some services have seen large increases in demand and/or significant workforce shortages
- Waits in some services are unacceptable e.g:
 - Children's neurodiversity
 - Community speech and language Therapy
 - Podiatry



National Targets

Nationally mandated service performance is holding up

	Target wait time	Met by Trust?
Community Paediatrics	< 18 weeks	✓ Yes
Diabetes Outpatient Service	< 18 weeks	✓ Yes
Audiology diagnostics	< 6 weeks	✓ Yes
A&E (MIU)	< 4 hours	✓ Yes
IAPT- Assessment	< 6 weeks	✓ Yes
IAPT Treatment	< 18 weeks	✓ Yes



Patient Experience

- We launched our new **I Want Great Care Patient Experience** measure

This provides:

- Our patients with more ways to leave feedback i.e. website and app, QR code scanning, post appointment SMS messages and kiosk points
- Us for the first time with access to real-time anonymous feedback to drive improvements, make it easier to identify health inequalities and share our progress with patients, carers and our wider communities



The poster features the NHS logo and Berkshire Healthcare NHS Foundation Trust branding. The main headline asks 'Did you get Great Care?' in green and blue. Below this, a green box contains the text: 'Having your say helps care for everyone so please give us your feedback'. The central image shows a hand holding a smartphone. Below the phone are five colored smiley face icons: green, blue, yellow, orange, and red. A green box at the bottom left says 'Have your say' next to a QR code. To the right of the QR code is a text box labeled 'Enter this code:'. Below the QR code and text box are three icons: a smartphone with a QR code, a paper form with a pen, and a laptop with a Wi-Fi symbol. Text below these icons reads: 'Simply scan this code with your smartphone or tablet', 'Fill in a paper form or use IWGC app on a tablet', and 'Go to our website BHT.iwgc.net'.

A great place to work...

We succeeded in realising the **highest engagement score (7.5)** of all Community and Mental Health combined trusts

- **91%** of staff feel trusted to do their job
- **82%** said they're able to make suggestions to improve the work of their team
- **77.8%** would recommend the organisation as a great place to work



Celebrating our diversity...



Berkshire Healthcare
NHS Foundation Trust



- Pride Month and LGBTQ+ events
- Heritage months and events
- New COURAGE Network
- Awards and accreditations



and embracing a
'Just Culture'

Our Wellbeing service



Berkshire Healthcare
NHS Foundation Trust

Wellbeing Matters has been a great addition, providing mental health, wellbeing and support to all of our staff.

How are you?

Maybe you just need a chat
Or maybe you need a bit more help
Contact us and we'll work through it together

If you work in health or social care and you live or work in Berkshire, we offer you fast, free, confidential support. Including wellbeing coaching and mental health care if you need it.

- Call **0300 365 8880** (9am-4pm, Monday to Friday except bank holidays)
If we're unable to answer your call straight away, please leave a message.
- Email WellbeingLine@berkshire.nhs.uk
We aim to reply to your voicemail or email by the next working day at the latest
- Visit wellbeingmatters.berkshirehealthcare.nhs.uk
to get support, self-help tips, or to book a 1:1 wellbeing hub

How are you?

If you need a chat, or a bit more help, Wellbeing Matters is here for you. Visit our new website!

Visit WellbeingMatters >

Self-monitoring chart: Which colour fits you best?

WellbeingLine@berkshire.nhs.uk

Physical wellbeing	Emotional wellbeing	Social wellbeing	
<ul style="list-style-type: none"> • Physically well • Exercising as normal • Sleeping well and feeling rested • Eating and drinking as normal 	<ul style="list-style-type: none"> • Enjoying leisure activities • Feeling mentally well and able to focus on concentrate • Interested and curious about what's going on around you 	<ul style="list-style-type: none"> • Feeling connected to colleagues • Regular meaningful contact with friends and loved ones 	<p style="margin: 0;">Green</p> <p style="margin: 0; font-size: small;">If you see yourself mostly here, you're doing okay.</p>
<ul style="list-style-type: none"> • Feeling more tired or weaker than normal • Poor sleep and/or exercise patterns • Infrequent or unhealthy eating and drinking 	<ul style="list-style-type: none"> • Feeling angry, anxious, low or sad much of the time • Difficulty concentrating • At the edge of your personal "stretch" zone • Can't stop thinking about difficult events • Guilt about decisions made 	<ul style="list-style-type: none"> • Limited sense of connection with work colleagues/team • Reduced social contact • Withdrawing mentally from loved ones • Reducing activities that bring a sense of enjoyment and meaning 	<p style="margin: 0;">Amber</p> <p style="margin: 0; font-size: small;">If you're regularly in this zone, it's time to do something as your wellbeing is at risk.</p>
<ul style="list-style-type: none"> • Disrupted or no sleep, nightmares • Exhausted or lethargic • Using alcohol or substances to cope • No physical or leisure activity 	<ul style="list-style-type: none"> • Feeling afraid, numb or overwhelmingly sad • Unable to focus or concentrate • Unable to distract yourself from thoughts • Feeling hopeless or unable to cope much of the time • Feeling intense anger and/or acting on anger 	<ul style="list-style-type: none"> • Isolated from or avoiding colleagues • Cutting self off from family and friends • Avoiding and/or dreading any social activity • Not experiencing enjoyment 	<p style="margin: 0;">Red</p> <p style="margin: 0; font-size: small;">If you're experiencing difficulties in this zone, it's time to stop and act.</p>

If you work in health or social care and you live or work in Berkshire, Wellbeing Matters is here for you

Call the wellbeing line: **0300 365 8880** (9am-4pm Mon-Fri, excl. bank holidays)

Email us at: WellbeingLine@berkshire.nhs.uk

Visit: wellbeingmatters.berkshirehealthcare.nhs.uk any time for more support options

Delivered by Berkshire Healthcare NHS Foundation Trust

Working with Partners

We are a key partner in two integrated care systems (ICSs) – BOB and Frimley

Examples of joint working include:

- Establishing **virtual wards** and **rapid community response teams**
- Reducing agency spend
- A shared care record known as **Connected Care**



Thank you
questions...

Annual General Meeting

Financial Review

2021/2022

September 2022

Paul Gray, Chief Financial Officer

2021/2022 Context for the year

Financial regime in response to the COVID pandemic continued into 2021/22

- Trust set a breakeven plan for 2021/22
- Continued central **funding** for COVID
- **PPE** procured and funded
- Plan to **invest £7.9m capital expenditure** agreed with BOB ICS



2021/2022 Financial performance

	2021/2022 £'m	vs 2020/2021 £'m
Total income	£320.1m	+£18.9m
Expenditure	£318.5m	+£17.9m
Pay costs	£228.5m	
Premises	£19.1m	
Services from healthcare providers	£18.9m	
Drugs, clinical services and supplies	£11.2m	
Establishment	£3.0m	
Capital charges	£8.7m	
Other	£24.8m	
Surplus	£1.6m	+£1.0m
Capital investment	£7.2m	
Cash	£53.9m	+£14.8m

To Note

- COVID costs inc PPE **£2.6m**
- Profit on asset disposal of **£1.4m**
- Asset revaluation resulting in restatement of opening asset for 2020/21 valuations **£13.2m**

Capital investment

- IM&T Equipment & Infrastructure **£4.2m**
- Estate Improvements & Developments **£3.0m**

External Auditors E&Y:



Unqualified audit opinion

Looking forward

Moving back towards 'business as usual' for 2022/23

- Trust has submitted a plan for 2022/23 with planned **deficit of £0.9m**
- Cost improvement programme set at **£10m, c3%** of turnover
- Reduced **financial support** for COVID costs
- **Inflation** pressures, supported with additional funding
- Plans to **invest £11.0m capital expenditure** agreed with BOB ICS
- Decrease in **cash of £7.2m**



Thank you
questions...

Council of Governors Report 2021/22

Martin Earwicker, Chair, presenting on behalf of
Paul Myerscough, Lead Governor

Purpose and background

This report provides an **overview of the work** of the Council of Governors since the last annual meeting. The Council of Governors:

- Adds a level of **public scrutiny** to NHS Foundation Trusts
- Has a number of **statutory responsibilities**
- **Hold the Non-Executive Directors to account** for the performance of the Trust
- Has the authority to **appoint and remove the Chair and other Non-Executive Directors**

Since the start of the COVID-19 pandemic, in-person meetings have been replaced by screen-based forums.



Elections and appointments

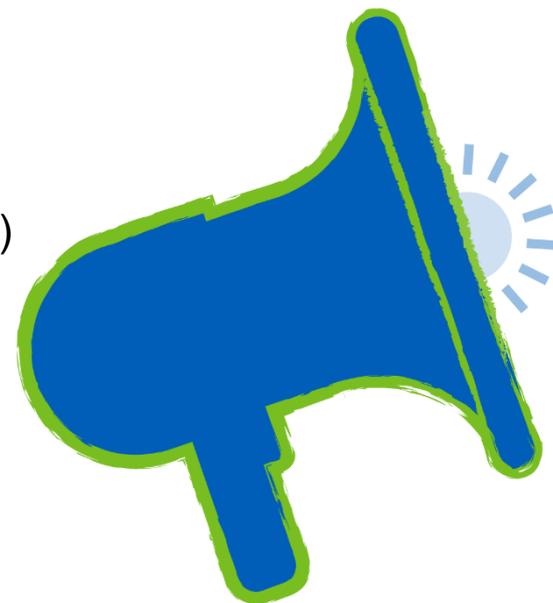
Public Governor elections were held in the following constituencies and the following Governors were elected:

- **Slough** – Steven Gillingwater
- **Wokingham** – Baldev Sian
- **Wokingham** – Debra Allcock
- **Windsor, Ascot and Maidenhead** – Tom O’Kane (re-elected)

There was also an election for Clinical Staff Governor and Tina Donne was elected.

The following new partnership Governors were appointed to the Council:

- **Young People with Dementia** – Charlie Drape
- **Wokingham Borough Council** – Cllr Tahir Maher



Meeting topics included:



Neurodiversity



New patient
experience measure



Virtual wards



Digital strategy



ICS mental health
and wellbeing hubs



Mental health
support in schools



Quality Improvement
Programme update



Carers strategy
update

Trust Chair Appointment

Martin Earwicker is to be re-appointed for another three-year term of office as Trust Chair, following the recommendation of the Appointments and Remuneration (A&R) Committee, when his current term of office expires on 1 December 2022, subject to the outcome of satisfactory annual appraisals.

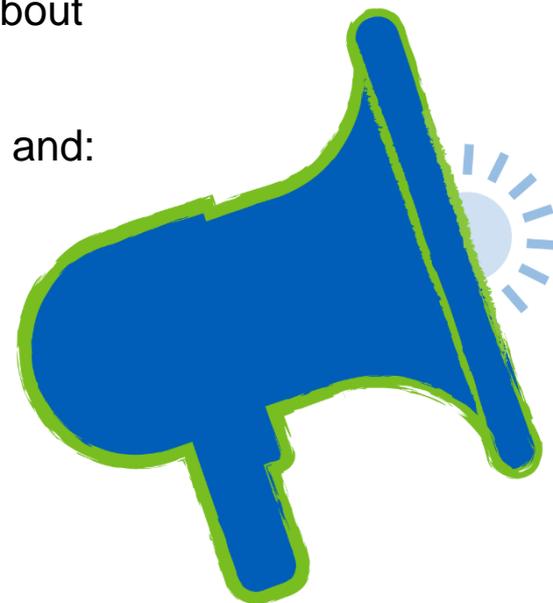


Non-Executive Director Appointments

The A&R Committee recommended that, if possible, terms of office should be managed to **limit the frequency of appointments to one new director a year**, in recognition of the time it takes to learn about the Trust and to become an effective member of the board.

The Council of Governors followed committee recommendations and:

- Extended the term of **Mehmuda Mian** by one year
- Extended the term of **Mark Day** by one year
- Re-appointed **Aileen Feeney** for a second three-year term
- Following a recruitment process, appointed **Sally Glen** in June 2022 as the new Non-Executive Director and Chair of the Trust Quality Assurance Committee



Quality Assurance Group

- Following requests from this group, a **quarterly report on Trust's waiting times for individual services** is now produced for review
- Saw presentations on **CAMHS and neurodiversity** and the actions taken by the Trust to **reduce waiting times**
- Received an explanation of the **Trust's Mortality Review process**
- Pre-reviewed the **Trust's 2021-22 Quality Account** on behalf of the Governors in advance of all Governors being given the opportunity to offer comments
- **Visits in person have recently re-started** with Governors required to comply with the prevailing national COVID-19 infection prevention and control measures when joining a service



Membership and public engagement

- **Energy, innovation and commitment** was found in public engagement by services which need to communicate strongly - School Nursing and Talking Therapies
- The Trust's **use of social media was reviewed** and the team believe the Trust need to strengthen common branding to **improve recognition** and support the spread of knowledge about the Trust's public governance



Living Life to the Full

The main items reviewed during the year have been:

- A video on **Recovery In Mind**
- No 5 Youth Counselling Charity's presentation on the **Youth Ambassadors Scheme**
- Progress made by the **Friends, Family & Carers Strategy Focus Group** in preparing and implementing a new system across the Trust



Looking ahead

Please get in touch if you are interested in our work!
We are also keen to meet those who would like to join us as Governors of the Trust.

You may send questions on this report or any other matter to the Trust's Company Secretary:



Julie.Hill2@berkshire.nhs.uk



Julie Hill, Company Secretary

Berkshire Healthcare NHS Foundation Trust
2nd/3rd Floor, Fitzwilliam House,
Skimped Hill Lane, Bracknell, RG12 1BQ

Governors may be contacted directly or via the Company Secretary or the Trust website.



Thank you
questions...

Urgent Community Response and Virtual Community Wards

Joanne Blackburn, Head of Community Ageing Well Services

Kam Purewall, Berkshire West Urgent (2hr) Community Response
and Care Home Support Manager



Ageing Well - a national priority



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- ‘Ageing Well’ is the delivery of the NHS Long Term Plan vision for integrated out of hospital care – it represents transformational change for Community Health Services



“move to a new service model in which patients get more options, better support, and properly joined-up care at the right time in the optimal care setting... creating genuinely integrated teams of GPs, community health and social care staff. New expanded community health teams will be required under new national standards to provide fast support to people in their own homes as an alternative to hospitalisation, and to ramp up NHS support for people living in care homes”.

Services

Urgent Community Response



8am - 8pm
Monday to Sunday
365 days a year

Community service 2 hour response time

- Supports people in usual place of residence
- Approaching or following a crisis
- Delivers treatment to avoid hospital admission

Virtual Community Wards



Admitted from a number of services e.g. Urgent Community Response, acute hospital, GPs etc.

- Supports people in usual place of residence
- Delivers treatment to avoid hospital admission

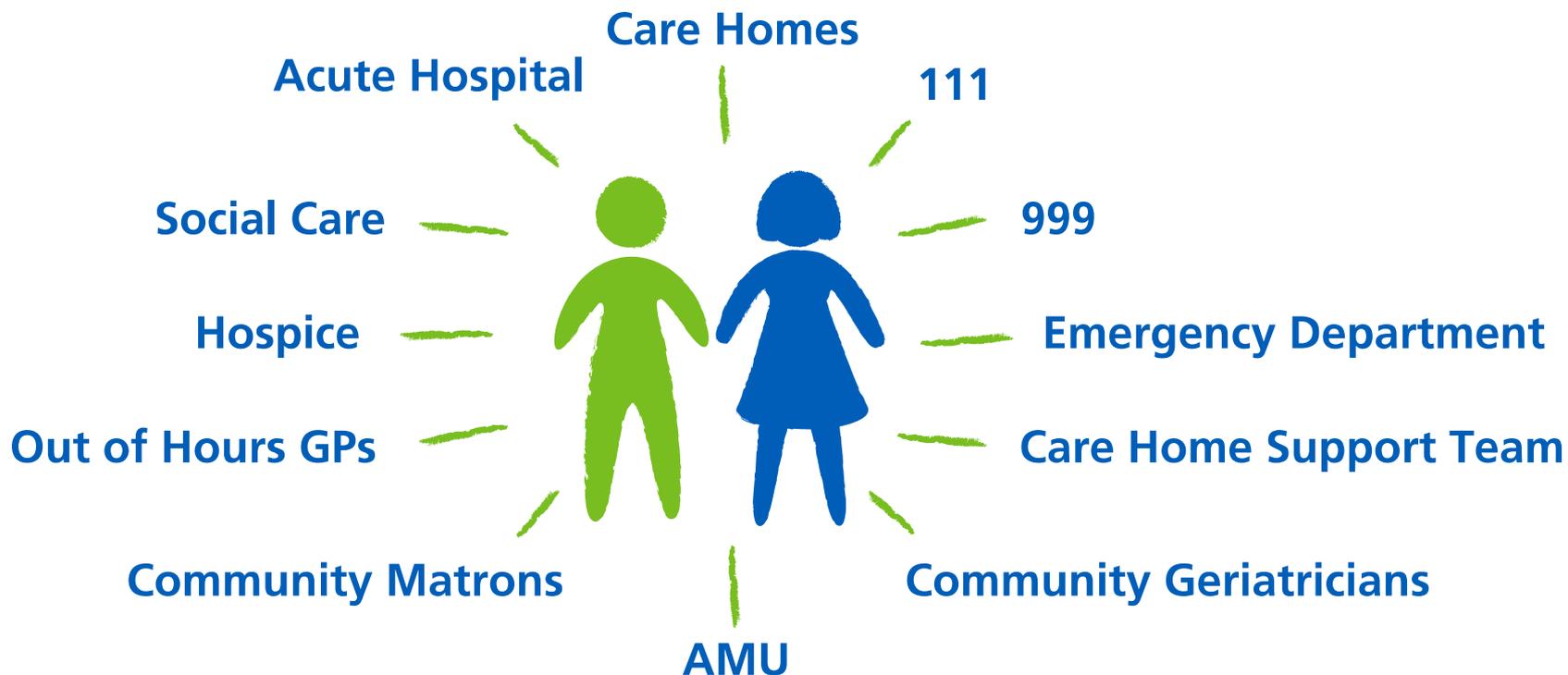
Video – Urgent Community Response and Virtual Wards



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UCR & Virtual Community Wards - Referral Routes



Urgent Community - Referral Conditions

- **Fall**
- **Decompensation of frailty**
- **Palliative/end-of-life crisis support**
- **Urgent equipment provision**
- **Reduced function/deconditioning/reduced mobility**
- **Confusion/delirium**
- **Urgent catheter care**
- **Urgent support for diabetes**
- **Unpaid carer breakdown** which if not resolved will result in a health care crisis for the person they care for



Berkshire West - UCR & VW Teams



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Berkshire West - UCR & VW Teams



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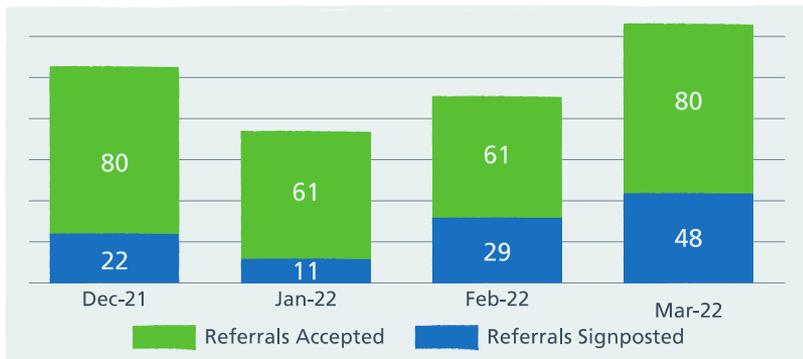
Urgent Community Response and Virtual Wards - East Berkshire

(1 April 2021 - 31 March 2022)

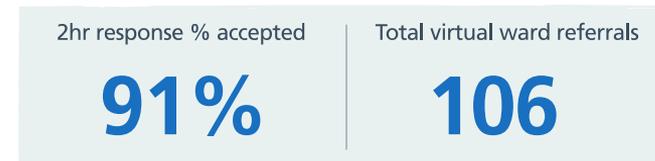


Berkshire Healthcare
NHS Foundation Trust

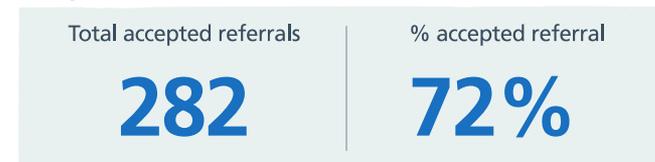
Monthly referrals to the Urgent Community Response



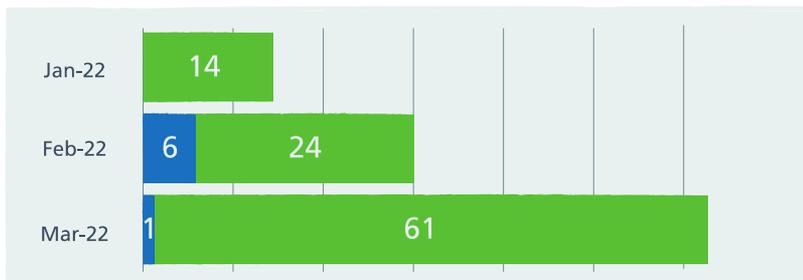
Urgent Community Response % response rate for accepted referrals



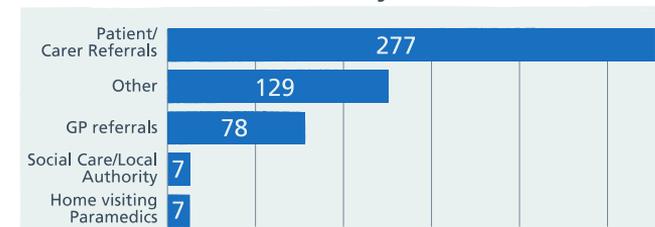
Total number of referrals accepted and the % rate of accepted referrals



Monthly referrals to the Virtual Ward



Total number of referrals by referrer



Urgent Community Response and Virtual Wards - Berkshire West

(1 April 2021 - 31 March 2022)



Berkshire Healthcare
NHS Foundation Trust

Total number of referrals accepted and the % rate of accepted referrals achieved

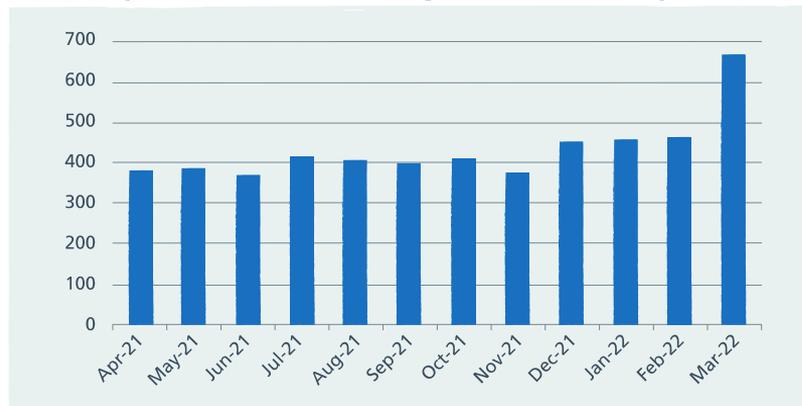
Total accepted referrals

5162

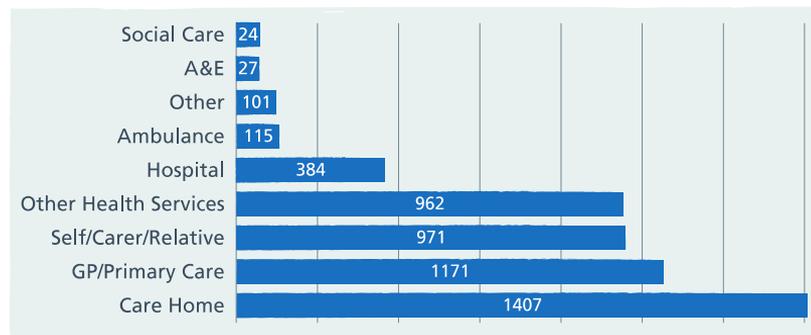
% accepted referral

85%

Monthly referrals to the Urgent Community Response



Total number of referrals by referrer



Case study – 90 year old Edna

Referred by her GP after fall and long lie refuses to go to hospital lives alone, no children but friends close by

- **Assessments:** Physical, psychological and mental
- **Mobility/balance:** referred to a physio for walking frame adjustments
- **Equipment:** commode and electric bed
- **Personal care:** UCR supports and dosset box advised and live-in carer
- **Socioeconomic and environmental:** Next door has a key, friends close by, cousin is next of kin but moving away, no clubs and declined social services assessment
- **Medication review:** low sodium and diuretics
- **Medical plan:** referred to heart function team and supported with activities daily life
- **Outcome:** patient going into hospital and supported at home along with her wishes

Team supporting:

- Community
- Geriatrician
- UCR (nurse and paramedic)
- Support workers
- Occupational
- Therapist
- Heart Function nurses
- Social Services
- District Nurses

Case study – 69 year old Marcus

Referred by NHS 111 to the UCR team, right sided abdominal pain, diarrhoea and weakness for 7 days

- **Assessments:** Physical, psychological and mental
- **Socioeconomic and environmental:** lives with family, until this episode independent and self-caring
- **Medication:** on medication for diabetes & hypertension – diabetes medication amended and hypertensive medication stopped. Reviewed daily.
- **Medical plan:** UTI symptoms, commenced antibiotics, urine cultures samples sent & bloods taken and AKI diagnosed
- **Action taken:** Patient transferred to Virtual Community Ward & began 4 days IV fluids and monitoring. Abdominal pain investigated with a scan and small cyst discovered.
- **Outcome:** Patient well and discharged, extremely grateful not admitted to hospital. GP feedback excellent service and brilliant example of unwell patient treated at home with very good outcome.

Team supporting:

- NHS 111
- Geriatrician
- UCR nurse
- Acute diagnostics

Urgent Community Response and Virtual Ward - Communications



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Information for patients

NHS
Berkshire Healthcare
NHS Foundation Trust

Urgent Community Response

What is the Urgent Community Response service?

The Urgent Community Response service is a 24-hour nurse led multi-disciplinary specialist team that aim to prevent unplanned hospital admissions by supporting people in their usual place of residence when they are in health or social care crisis. They will carry out an urgent assessment and put in short-term intervention(s). They will make onward referrals as appropriate.

Why have I been referred?

Your GP or a health or social care professional has asked us to see you as you have become unwell suddenly and we might be able to give you the care you need to prevent you having to go into hospital. This might also be due to your carer being unwell or unable to continue caring for you.

How will it help me?

Whilst you are unwell, our service can provide an increased level of support and rehabilitation to help you get back to being able to carry out your usual daily tasks. Our team includes specialist nurses, paramedic practitioners, therapists (occupational and physiotherapists), healthcare assistants and doctors. As part of the multidisciplinary assessment we will identify and provide the right equipment and any additional care support needed. We can also signpost you to other services if you need them.

When will I be contacted and who will visit me?

A member of our team will contact you by a phone call, or will visit you within 2 hours of us receiving a referral from your health or social care professional to find out how you are managing, explain our service and answer any questions you may have. We will contact your GP to let them know you are under the care of our team. They will gather further information from you about the issues you are currently experiencing and work with you to create a plan of action. You may be visited up to four times a day between 8am and 8pm, or as little as once or twice a week depending on how much help you need. We cannot offer specific visit times, but we will try to plan our visits around your needs. We may arrange for district nurses or other services to visit out of hours.

The list below details the people in the team who may visit you, and this may vary depending on your need.

- A Geriatrician is a senior doctor who may review and advise on your medical needs if required

Information for patients

NHS
Berkshire Healthcare
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Virtual Ward Patient Leaflet

What is Virtual Ward?

This is a new service that we, Berkshire Healthcare NHS Foundation Trust, and our health and social care partners have set up to provide medical care directly in a patient's home. This means that you will no longer have to go to hospital for some conditions and will be able to remain at home for your treatment. This service will provide the same level of high patient care, with access to all the same investigations and treatment you would receive in hospital.

How long will I be part of the Virtual Ward service?

Normally you will remain under our care on the 'Virtual Ward' for about 3 or 4 days, although sometimes this can be up to seven days.

What to expect?

Once you have been referred and accepted on to our Virtual Ward, a member of the team which aim to be at your home within two hours. They will undertake a full medical assessment and carry out any tests required. The team will discuss a treatment plan with you and if you need any additional investigations such as X-rays and scans, we will organise this for you at your local community hospital.

Your care will be reviewed every morning by our multi-disciplinary team which is made up of a consultant, an advanced clinical nurse practitioner, experienced senior nurses, healthcare assistants, a pharmacist and a therapist. Any changes to treatment and new investigations required will be put in place by the team, and you will have a minimum of one daily visit depending on your needs, where we will update you about your care plan.

Discharge:

If you are deemed medically stable you will then be discharged back to your GP, just like a discharge from hospital.

What if my condition deteriorates?

The Virtual Ward team is available seven days a week between 9am-5pm and can be directly contacted on number 07623 532015. Outside of these hours, if you are concerned about your health, please contact your GP or call 111.

Thank you
questions...

OpCOURAGE

Supporting our Veterans



Need of Veterans

- Transition
- Substance Misuse
- Mental Illness
- Physical Injury
- Criminal Justice
- Relationship Breakdown
- Employment
- Family Needs
- Homelessness



Supporting veterans in our region

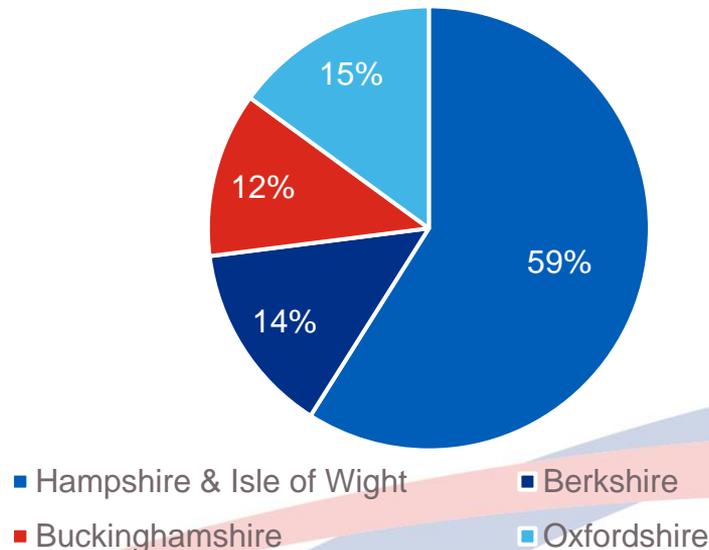


The Veterans Mental Health and Wellbeing Service

- Number of veterans in England: 2,041,000

County	Veteran population
Berkshire	28,000
Buckinghamshire	23,000
Oxfordshire	28,000
Hampshire	104,000
Isle of Wight	10,000

Veteran population - South Central

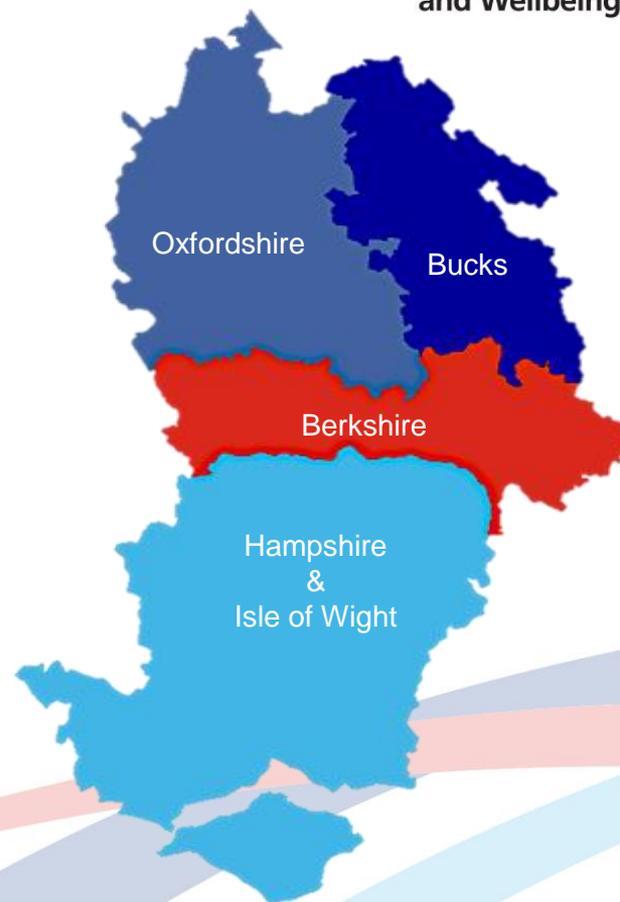


Berkshire Healthcare



The Veterans Mental Health
and Wellbeing Service

- **2012:** South Central Veteran Service
- **2017:** Transition Intervention & Liaison Service (TILS)
- **2018:** Complex Treatment Service (CTS)
- **2021:** High Intensity Service (HIS)
- **2021:** **OpCOURAGE**
- **2023:** Re-tender



Making a difference to veterans' lives



The Veterans Mental Health
and Wellbeing Service

- ✓ Veteran co-produced
- ✓ Lived experience
- ✓ Cutting edge clinical innovation & collaboration
- ✓ Compassion at heart of service



Veteran informed care



Language



Engagement



Clinical Intervention

The team

We are a team of specialists:

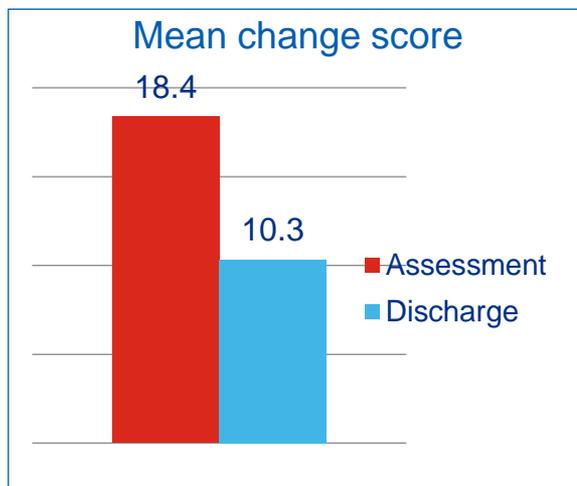
- Mental Health Nurses
- Psychological Therapists
- Social Workers
- Occupational Therapists
- Lived Experience Leads
- Peer Support Workers
- Family Worker
- Drugs/Alcohol/Gambling



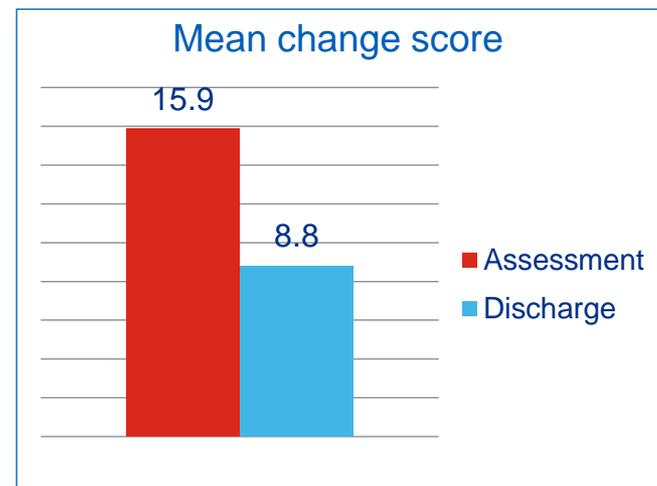
Making a difference

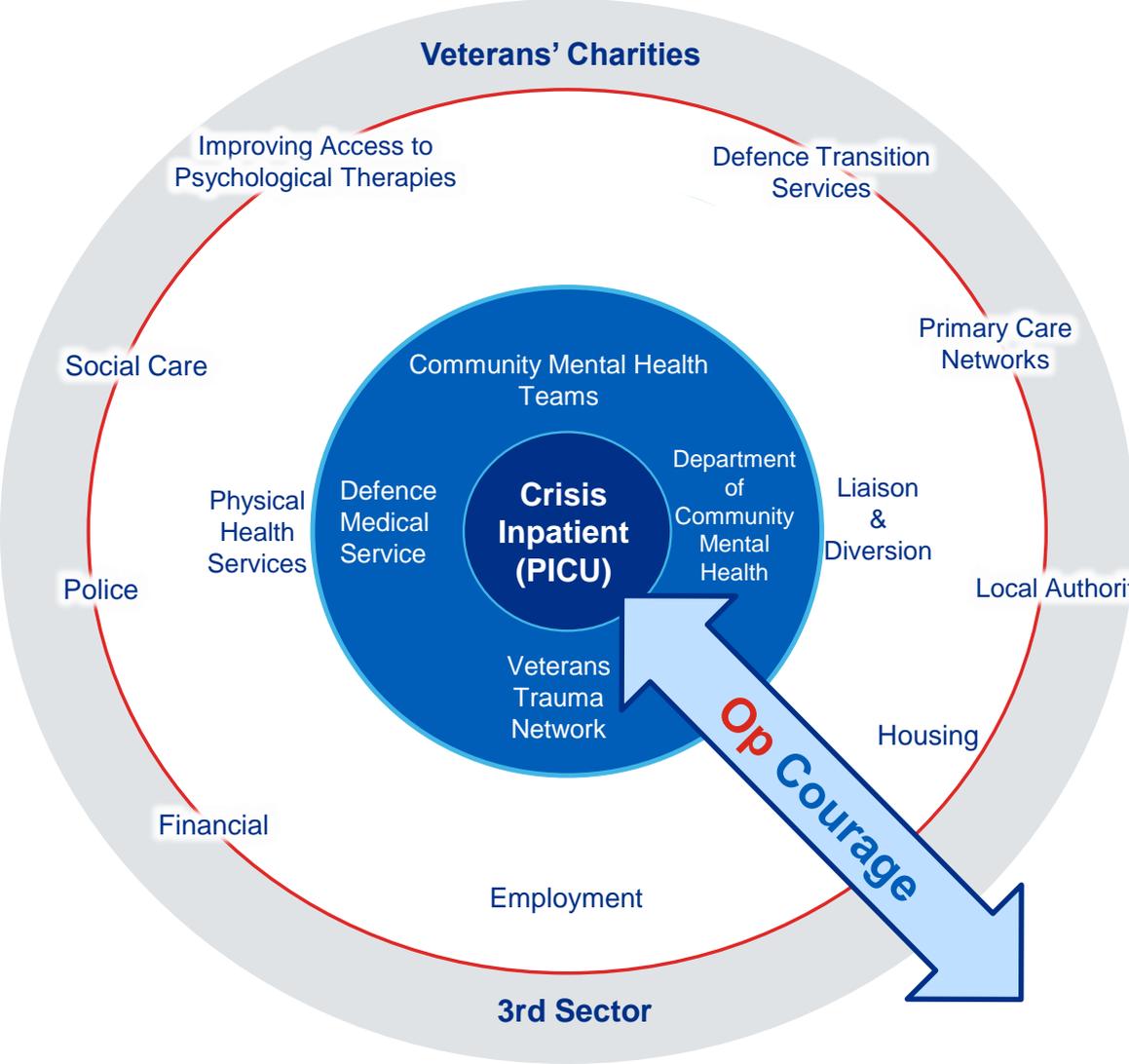
Referrals 20/21	
Transition, Intervention & Liaison Service	403
Complex Treatment Service	104

Patient Health Questionnaire - 9 (PHQ-9)



Generalised Anxiety Disorder - 7 (GAD-7)





Veteran Integrated Care

1. **Complex operating environment**
2. **Interdependencies**
 - Op Courage brokers social, physical and mental health support

Gemma's Story



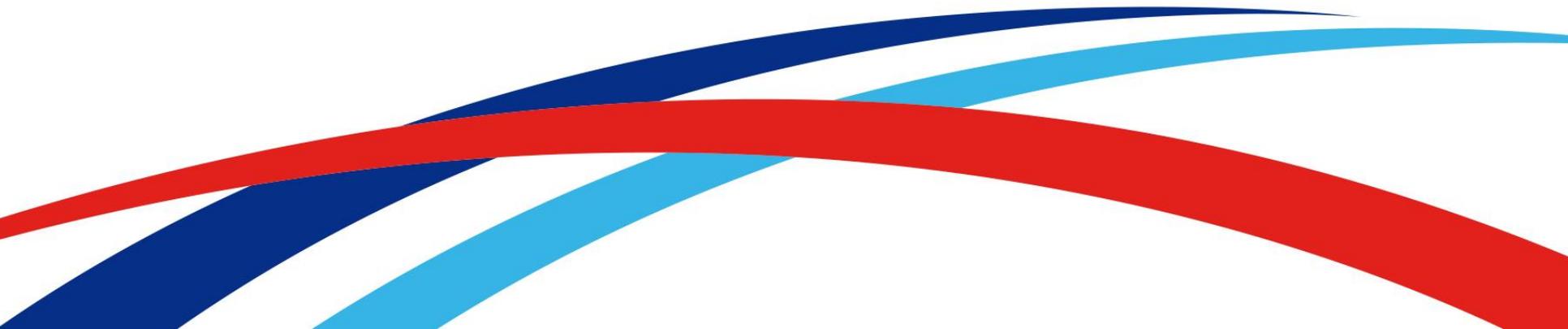
The Veterans Mental Health
and Wellbeing Service



I joined the army in 1999.

Thank you

Any questions...



Thank you for joining us

All of the presentation slides from today will be available on **our website** from tomorrow afternoon.

berkshirehealthcare@nhs.uk

