

Summary Annual Report and Quality Account 2017/18

CWP provides mental and physical health care from **66 sites** across Cheshire and Wirral, serving more than **1 million people**. The Trust also provides specialist services in Bolton, Liverpool, Halton, Sefton, Warrington and Trafford.

Annual Report and Quality Account for 2017/18

Our vision at CWP is "Leading in partnership to improve health and wellbeing by providing high quality care". Our values are the 6 C's:

- Care
- Compassion
- Competence
- Communication
- Courage
- Commitment

Listening and Learning from Others

Our **Learning from Experience report** is produced three times a year and is based on patient feedback.



Quality Improvement Reports issued three times a year, evidencing action on feedback received.



We scored **higher than the national average** in the annual Patient-led Assessment of the Care Environment (PLACE).



Membership and Involvement



14,398 members

Young Advisors share expertise of being a young person living with a mental health condition to improve our engagement with younger people.



Through the efforts of our **Patient and Carer Experience Team**, we have improved our engagement with members.



Our Achievements

The **Cheshire and Mersey Specialist Perinatal service** was established in summer 2017, providing support for women experiencing mental health problems during pregnancy and in the first year after birth.



We were awarded the contract to provide primary care services at **Willaston Surgery**. Our second GP Practice.



There were **4 national award wins** for CWP, one for our Facilities team, one for our CAMHS team in Wirral, and two for our CAMHS unit Ancora House.



We launched our new **Starting Well 0-19 service**, for children and young people, across West Cheshire.



Financial and Operational Performance



Operational surplus: **£2.932m**



Capital investment: **£2.588m**



97.5% of Care Programme Approach (CPA) patients receiving follow-up care within 7 days of discharge.



90% of IAPT patients referred within 6 weeks threshold.

Safe and Effective Services



93.5% of respondents to our NHS staff survey said that they were able to provide a person-centred approach in their provision of care.



Trust rated as **Good** overall in a pilot "Well led" inspection by the CQC.



Greatly improved patient flow due to our **Red and Green bed days** pilot project.