



Welcome to HPFT

Presentation to the Soroptimists 9 October 2017





About HPFT



Hertfordshire Partnership University NHS Foundation Trust (HPFT) provides services for people with:

- Mental ill health
- Learning difficulties
- Physical ill health

Our services are delivered in:

- Hertfordshire
- Essex
- Norfolk
- Buckinghamshire



Single Point of Access SPA



Whilst the majority of referrals for our services come via GPs a great many requests for support are made directly to our Single Point of Access (SPA).

The SPA is open from 9am-5pm, 365 days of the year. We also have an Out of Hours Helpline which is opens from 5pm – 9am.

Last year the SPA received 24,709 referrals.



Our Mission



We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well



Our Vision



*Delivering great care,
achieving great
outcomes together*



Our values

We are **welcoming**
so you can feel
*valued as an
individual*

We are **kind** so
you can feel
cared for



We are **positive**
so you can feel
supported and included

We are **respectful**
so you can feel
listened to and heard

We are **professional**
so you can feel *safe
and confident*



Care Quality Commission

We have been rated as 'Good' by the CQC.

We received praise for our staff:

“Dedicated, kind and patient-focused”

“Good caring practice...”



	Safe	Effective	Caring	Responsive	Well led	Overall
Acute wards for adults of working age and psychiatric intensive care units	Requires improvement	Good	Good	Good	Good	Good
Forensic inpatient/secure wards	Requires improvement	Good	Good	Good	Good	Good
Specialist community mental health services for children and young people	Good	Good	Good	Good	Good	Good
Wards for older people with mental health problems	Good	Good	Good	Good	Good	Good
Community-based mental health services for adults of working age	Good	Requires improvement	Good	Good	Good	Good
Community-based mental health services for older people	Good	Good	Good	Good	Good	Good
Long stay/rehabilitation mental health wards for working age adults	Good	Good	Good	Good	Good	Good
Mental health crisis services and health-based places of safety	Requires improvement	Good	Good	Good	Good	Good
Community mental health services for people with learning disabilities or autism	Good	Good	Good	Good	Good	Good
Wards for people with learning disabilities or autism	Good	Requires improvement	Good	Good	Requires improvement	Requires improvement
Child and adolescent mental health wards	Requires improvement	Good	Good	Good	Good	Good



Great people



In March HPFT we were rated as the top trust for staff motivation for the second year running in the 2016 National NHS Staff Survey.

*A total of 70% of staff agreed that:
“If a friend or relative needed treatment,
I would be happy with the standard of
care provided by this organisation.”*

Great networks and partnerships



HPFT prides itself on being a forward thinking and innovative Trust. In 2016 we introduced the Mental Health Street Triage Scheme.

The police and HPFT health professionals make an on street assessment to ensure an individual gets the best possible care when concerns about their mental health are reported to the police.

This scheme has already seen a significant reduction in the number of people in mental health crisis being detained under the Mental Health Act.



Great organisation



A great year for HPFT

- Named as one of the top performers and providers of low secure mental health services
- Hugely positive feedback from Health Education England (HEE)
- Results published in the 2016 Community Mental Health Survey found that we exceeded the CQC score in four areas

Members are vital to our success



We really value the support and insight our members give us and are able to deliver better services because of them.

Benefits of membership

- Partnership Matters magazine twice a year
- Advance information about events and meetings
- Opportunity to make a positive contribution to HPFT's services and the way we are run
- Information about the role of members and governors
- Opportunity to stand for election to the Council of Governors



Any questions?

