Best care by the best people
Here at NELFT, our top priority is your health and wellbeing.

So whether you are experiencing a physical or mental health condition, NELFT provides professional and caring healthcare so that you, your family and friends can feel confident that your health needs are well met.

With an excellent reputation for research and development, our skilled health professionals are at the cutting edge of evidence based innovation, opening up possibilities for new and better ways of working.

John Brouder, NELFT chief executive
About NELFT

NELFT provides an extensive range of integrated community and mental health services for people living in the London boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest, and community health services across Brentwood, Basildon and Thurrock. We also provide emotional wellbeing mental health services for young people in Essex. We are the provider of all age eating disorder services and child and adolescent mental health services across Kent and Medway.

NELFT became a foundation trust in 2008. This means that we work slightly differently from other NHS organisations. We are still firmly part of the NHS, and are subject to the same standards and inspection frameworks as all other NHS trusts, but we have greater freedom in how we use our resources to improve patient care.

With an annual budget of £355 million in 2016/17, NELFT provides care and treatment for a diverse population of about 2.15 million and employs around 6,000 staff.
Your services

Our expert teams cater for people of all ages from newborn babies to older people. We provide care and support for patients in a range of settings, including health centres, community hospitals and their own homes.

Working from around 210 sites across north east London, Essex and Kent, we aim to ensure that local people can receive the care they need close to their homes.

Community health services

- care and support for people living with long-term conditions such as diabetes
- speech and language therapy, occupational therapy and physiotherapy
- health visiting, community and school nursing
- many services that in other areas may be provided in hospital, such as blood testing, foot care and children’s audiology
- health promotion
- walk-in centres in Barking and Orsett

Inpatient rehabilitation and stroke care are provided from community wards at:

- Ainslie Rehabilitation Unit in Chingford
- Brentwood Community Hospital
- Grays Court in Dagenham
- King George Hospital at Goodmayes
- Mayflower Community Hospital in Billericay
- Mayfield Unit in Thurrock Community Hospital
Mental health services

- specialist inpatient and community-based treatment and care for people experiencing acute mental illness
- help for children and young people with emotional, behavioural or mental health difficulties
- care for people with dementia
- improving access to psychological therapies (IAPT) can help with a range of problems such as depression, anxiety and stress
- early intervention in psychosis – for people experiencing a first episode of psychosis
Our partners

Putting you, the patient or service user, first is our top priority. We want you to receive quality healthcare that is right for you, at the right time, in a community setting that is familiar to you. NELFT wants you, your family, carers, and friends to feel confident that your health is in expert, professional hands.

That is why building and sustaining a close working partnership with other NHS partners, social care partners, clinical commissioning groups, Healthwatch, voluntary and third sector organisations is so important to us. NELFT aims to provide you with seamless care so you make a swift recovery or are supported with a long-term condition, giving you and your family and carers confidence that, with NELFT, you are in good hands.

We know that illness can have an impact on the rest of your life and may mean you need extra support to meet housing needs, or perhaps coping with long-term conditions. We have a close working relationship with organisations such as local authorities, advocacy groups and branches of local health charities. These organisations can offer knowledge, expertise and support to help you cope with long-term conditions such as diabetes, stroke and heart disease.
Innovation

Research and development is a cornerstone to maintain high quality and develop innovative services through evidence-based research.

On a national level, NELFT was named by the National Institute for Health Research Network, (the research delivery arm of the NHS) as one of the top NHS trusts in the country for increasing opportunities for patients to take part in clinical research studies in mental health in 2012/13.

We currently host more than 60 studies in NELFT, of which about half are grant funded studies. We produce several international publications in peer reviewed journals per year as well as presenting at international conferences and contributing to training both nationally and internationally.

We have introduced agile working for staff in the community. Equipping them with mobile devices such as tablets means patient records can be updated immediately while with the patient in their own home rather than later in the office. We plan to extend this approach across NELFT so that all staff can work more flexibility and efficiently, cutting down the amount of office space and travel time. NELFT is also part of UCLPartners, Europe’s largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gains for patients through partnership across settings and sectors, and through excellence in education.

Our staff

NELFT recognises the importance of valuing and developing staff. We know there is a strong
relationship between healthy and happy staff and a positive patient experience. That is why we use our NELFT awards scheme to recognise our staff who have gone the extra mile to care for patients and service users.

We support staff health and wellbeing through regular forums to contribute their ideas and experiences, and we encourage innovation through a programme that encourages staff to pitch their ideas and access funding for quality improvement projects to improve our services.

**Involving you**

**Volunteers**

We have many opportunities for local people to support our work through volunteering. The Friends of Goodmayes provide a range of volunteer activities and have raised funds for a new calming room for mental health inpatients at Sunflowers Court in Goodmayes and a tennis court for young people at NELFT’s Brookside unit.

**Patients, service users and carers**

One of NELFT’s key values is being positive about the contribution that service users and carers can make to continually improve the services we provide.

Patients, service users and carers take part in steering groups for NELFT projects and support teams with training activities and developing ideas for new services. As well as listening to views on the big decisions, we also carry out a wide range of patient and service user surveys that capture individual experiences. Patient surveys are a vital source of information on areas in which our clinical services are doing well, and areas that need to be improved.

The feedback we get from patients and service users about their experiences of our service improves each year. However, we are never complacent and we know that by working in partnership we can continue to improve the experience of everyone who uses our services.
Our values
NELFT has a core set of values outlining what is important to our staff and the people who use our services.

- People first
- Prioritising quality
- Progressive, innovative and continually improving
- Professional and honest
- Promoting what is possible – independence, opportunity and choice
Membership
Through our Council of Governors and our members, local people can have a greater say in how their local health services are run. NELFT has a strong base of 10,000 public members.

Our members
Becoming a member of our trust is a great way for you to have your say, learn more about what we do, and have a direct influence on the decisions we make.

Being a member means you can:
• become actively involved in the work of the trust and shape our future plans
• get a better understanding of the health services we provide
• make sure your views are heard
• receive our quarterly newsletter
• elect the Council of Governors, and stand for election yourself
• work with us to improve your services

Being a member is free – it doesn’t cost you anything.

Our governors
Our governors provide an ‘ear and a voice’ for our members, ensuring their views are heard and their opinions on the future delivery and development of services influence the trust board’s decisions.

The Council of Governors appoints the chair and the non executive directors of the board. It works with the board to determine the future.
**Contact us**

**Feedback on our services**
You can give feedback about our services via our website with an online survey, or by email, writing or phone.

Web and online survey: www.nelft.nhs.uk/your-feedback
Email: communications@nelft.nhs.uk

Write to us:
NELFT NHS Foundation Trust,
CEME Centre – West Wing,
Marsh Way, Rainham,
Essex RM13 8GQ.

Or telephone: 0300 555 1299
(NELFT communications)

**Become a member**
Go to www.nelft.nhs.uk and then ‘Members’ and apply using the online form.
Or email us:
membership@nelft.nhs.uk
Or telephone 0300 555 1299
(NELFT communications)
Find out more about membership in the above web pages or by contacting us by email or phone.

**Work for us**
All our vacancies are advertised online at: www.nelft.nhs.uk/work-for-us
Or email: recruitment@nelft.nhs.uk

**NELFT switchboard**
Telephone **0300 555 1200**

**Find out more**
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