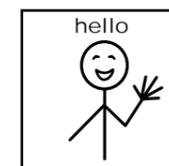


# Annual Review

2008 - 2009

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# Welcome

## Our values:

- *To be the best for everybody everyday*
- *To treat people with openness, decency and consideration*
- *To learn and improve*
- *To be effective and honest in communications*
- *To lead, not blame*
- *To take on challenges and not look for excuses*
- *To listen to others and respond*
- *To put others first*

## Welcome from Chris Butler, Chief Executive

Welcome to this year's annual review of Leeds Partnerships NHS Foundation Trust. It is a useful opportunity to pause and reflect on the great work that has been done over the last year and look at the progress made in delivering mental health and learning disability services across Leeds and further afield.

Everything we do at the Trust has our service users at heart. We aim to deliver patient-centred care, to continually improve our services to meet the needs of the communities we serve, and to provide excellence in mental health and learning disability services. Our ambition is that:

***"In 2011 people choose our Foundation Trust because we always deliver the best mental health and learning disability care."***

This year has seen some great achievements which are a credit to partnership working and the dedication of our staff, volunteers, and governors. All of these take us ever closer to realising our 2011 ambition. Examples include The Becklin Centre being the first mental health inpatient unit in the country to achieve advanced accreditation as a practice development unit. In learning disability, our specialised supported living service again receiving an "excellent" rating from the Commission for Social Care Inspection.

Our Learning Disability Service won a Regional Health and Social Care Award and the Trust was listed in the Health Service Journal and Nursing Times Awards as one of the top 100 healthcare employers to work for in the UK. We also hosted the first national conference on patient safety in mental health services linked to our "Year of Patient Safety" with the National Patient Safety Agency.

These achievements have been delivered through commitment, hard work, and team effort. All of us are pleased with the progress the Trust continues to make, but we are far from complacent. We remain committed to further improving what we do, alongside improving the standing of our Trust locally, regionally and nationally.

Another important priority for the Trust continues to be raising awareness and reducing the stigma associated with mental ill health. Over the past year our campaign to 'Stamp out Stigma' has enabled us to engage with local communities to improve people's understanding of mental health issues. Much work has been done to inform local people about the work of our Trust and we have increased our membership to over 14,000.

I hope that this annual review, in taking a look at the last twelve months, will highlight some of our key achievements and look towards new service developments.

**Chris Butler**  
Chief Executive

Chris Butler, Chief Executive

# About the Trust

Leeds Partnerships NHS Foundation Trust provides specialist mental health and learning disability services to over 572,000 adults within the Leeds metropolitan boundary. Each day we provide help to over 2,000 people.

As an NHS Foundation Trust, we work closely with local communities to provide services which best meet their needs. We are accountable to local people through our members and Board of Governors. This means that local people can have a direct say in our services. We listen to their views and give opportunities for members, volunteers, carers, service users and the wider community to have a voice in shaping future services.

The Trust remains an integral part of the NHS, but is free from the direct control of central Government.

Working together in partnership, the Trust, its commissioners, members, governors and service users decide the best way forward for the provision of mental health and learning disability services.

## Stamping out stigma

Statistics show that one in four people experience a mental health issue at some point during their lives. Despite this mental illness is often misunderstood and discriminated against. The Trust is committed to continue challenging misconceptions, to raise awareness and work to reduce the stigma of mental ill-health in local communities

## Our services;

Our clinical services are delivered by:

- Adult Services
- Learning Disability Services
- Older People's Services
- Specialist Services

## Adult Services:

This is a modern, specialist service for adults aged between 17 and 65 who suffer from serious and complex mental health problems. Care is delivered in a variety of settings ranging from service users homes to acute inpatient wards.

## Learning Disability Services:

This is a specialist service for people with a learning disability and complex health needs. It also includes the Specialised Supported Living Service. This year has seen the service take forward person centred planning, which sets out the steps needed to help a person with a learning disability do the everyday activities of life.

## Specialist Services:

Specialist Services is made up of 11 services providing a range of treatments and therapies to service users across Leeds, the region and sometimes across the UK. It includes the Yorkshire Centre for Eating Disorders, Perinatal Service, Leeds Addiction Unit, Personality Disorder services, Gender Identity Service and Forensic Services. This year has seen the development of new projects including the gender identity buddy service which teams new service users up with established service users to give them additional support.

## Older Peoples' Services:

This service provides a range of community and inpatient services to older people. The last year has seen some important changes with a redesign of services taking place under the partnerships for older people programme, and the extension of services provided by the adult carer support team to include older people.



The Newsam Centre

Trust Headquarter, Thorpe Park, Colton, Leeds



Paul Flint (3rd from the left) with the transport services team

# April 2008



Paul Flint, Transport Operational Manager at the Trust said:

*"We are keen to do our bit for the environment at the Trust and hope that this will be the first step in converting all our vehicles to LPG."*

## Going Green

The Trust is committed to the protection of the environment locally and globally, and developments such as the introduction of Liquefied Petroleum Gas (LPG) vans are part of this. During 2008/09 the Trust undertook some work to define its carbon footprint and has now set targets to reduce this through reducing the consumption of gas, electricity and water and the volume of clinical and non-clinical waste.

### Trust becomes Leaner and Greener with New LPG Van

In April we invested in our first LPG vehicle in a move aiming to reduce transport costs and the Trust's impact on the environment.

This was the first step in a long term plan to replace the current fleet of 46 vehicles with LPG powered ones. LPG vehicles are more environmentally friendly than petrol and cost 30 to 40 per cent less to run than their petrol equivalents. They release less carbon dioxide than petrol and a massive 80 per cent less nitrous oxide emissions than diesel.



## Year of Patient Safety 2008/09:

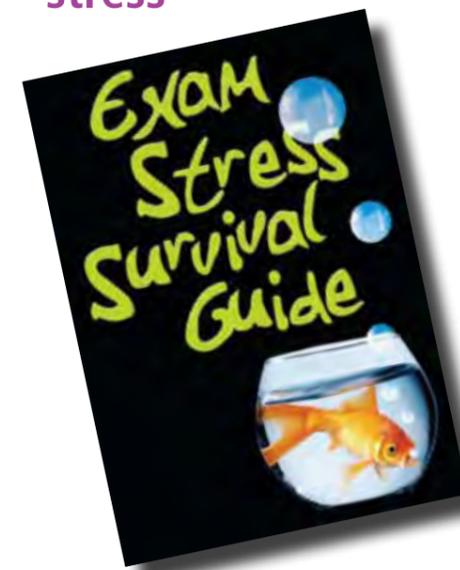
The year of patient safety saw the Trust push ahead with a range of initiatives to bring further improvements to the safety and reliability of services. This has included a major investment of over £1 million in enhanced staffing for acute inpatient services, to improve the management of medicines and a clinical risk training programme to support our most vulnerable service users.



Gareth Flanders - Patient Safety Manager

# May 2008

## Trust helps Leeds students beat exam stress



A free guide produced by the Trust to help the city's students survive exam stress was handed out across the campus of Leeds University. The Trust teamed up with Leeds University Student Union to produce the 'Exam Stress Survival Guide', offering valuable advice to students in the busy exam period.

Exams can be a stressful time and the guide was designed to help students recognise and manage the symptoms. It included tips on reducing anxiety, stress and had crisis contact numbers for those needing extra support.

Richard Winspear, Post Traumatic Stress Coordinator at the Trust said: *"Feeling some stress and anxiety is a normal response around exams, but too much stress can be overwhelming. We hope these guides helped students manage what can be a difficult time and get the support they needed."*

## Supported Living Service Rated 'Excellent'

Our Specialised Living Service was awarded a rating of 'Excellent' by the Commission for Social Care Inspection. The service achieved a top score of three stars out of three.

The service supports 94 adults with learning disabilities to live in their own homes.



# June 2008

## Marathon Mum Raises Funds

In June, former service user Bev Whittam raised £600 for the Mother and Baby Unit by running the London Marathon in just under four hours. This achievement brought her fundraising total for the unit to £2500.

Since leaving the Mother and Baby Unit a few years ago, Bev has spent much of her time raising money for it. She decided to run the marathon to show other mums that a full recovery is possible.

It proved to be a real challenge but she managed to keep going by thinking about an elastic band. It may seem an odd thing to inspire you but it was something that helped Bev while she was at the unit.

Bev said:

*"I used to get anxiety attacks where I could hardly catch my breath and I used to hit myself with frustration at being unable to control it. One day a member of staff gave me an elastic band to 'twang' against my wrist instead and it worked. During the marathon I remembered that pain and it motivated me to keep going."*

Fundraiser - Bev Whittam

*"I just want to say to any mum who is going through the same thing as me – don't worry, be patient and you will get there."*

## Five Star Ratings for Hotel Hygiene

The Trust's hotel service staff received top five star ratings for hygiene and food safety in the annual environmental health inspections by Leeds City Council.

The stars were awarded under the 'Scores on the Doors' system which provides information about hygiene standards and compliance with the law for all food businesses nationally. Eight premises including the Becklin Centre, St Mary's Hospital and St Mary's House were awarded the maximum five stars.

Scores on the Doors recognises those food businesses that are hygienic and produce safe food.

Andrew Briggs, Quality Assurance Food Hygiene Training Manager at the Trust said:

*'This is a great achievement for everyone involved. These are some truly fantastic results that are graded using nationally recognised guidelines'*



Five Star Award for Staff at the Becklin Centre



Membership team celebrating NHS 60 Event



# July 2008



## NHS 60th Birthday

The 60th birthday of the NHS was celebrated in style with a series of local and national events.

## Health and Well-being Extravaganza

The membership team marked the occasion with a health and well-being extravaganza in Millennium Square. They joined local NHS Services, voluntary organisations, ambulance drivers, nurses and others to mark the occasion. 'Be Happy, Be Healthy' was organised by NHS Leeds to bring local NHS organisations together and give free information and advice to people.

## Westminster Celebration Service

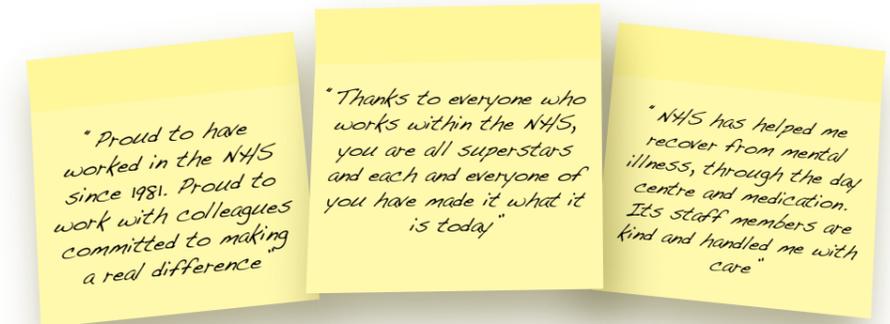
Volunteer Peter Wooton and member of staff Beverley Thornton represented the Trust at a celebratory service held at Westminster Abbey alongside HRH Prince Charles, Gordon Brown and other dignitaries. The historical event saw guests from across the country who had made significant contributions to the NHS join together with ministers for health past and present.

## Tea and Cake

Staff, service users and carers were able to have their cake and eat it as part of the NHS birthday celebrations. Trust directors and the communications department visited several sites across the city to serve up slices of cake and tea.

The celebration also provided a moment for reflection as people filled out postcards with their personal memories of the NHS over the last sixty years and commented on what our Trust means to them:

## What the NHS means to you:



**"We can be rightly proud of the NHS and the work and dedication which has gone into the achievements of the last 60 years. We must now build on them both locally and nationally, and ensure we have a health service that generations to come can also be proud of."**

Dr David Newby, Medical Director

**"I have worked for the NHS for 30 years. I have had the best and worst of times but seen some fantastic changes. I have worked with some of the finest people I have ever met....Would I do it all over again? You bet"**

Chris Butler, Chief Executive



Domestic assistants, St. Mary's Hospital



Jo Third - Development and Events Business Manager, signing up 'Ronnie the Rhino' at Chapeltown Carnival

# August 2008

## Flying the Flag for Mental Health

In August the membership team were out in force flying the flag for mental health at a series of high profile community events.

The annual **Chapeltown Carnival** at Potternewton Park attracts 100,000 people and was a great opportunity to take the message of the Trust into the local community. The team even managed to sign up rugby mascot 'Ronnie the Rhino', and over 160 new members.

**Leeds Pride** was another success. Along with its colourful parade on the theme of heroes, more than 60 new members joined the Trust. The Trust also made in-roads to help students understand more about mental health at 'The Mind Matters', an event hosted by the University of Leeds.



Photo Left: **Andrew Howorth**, Head of Social Inclusion said:

Raising the profile of the Trust and of mental health issues is an important part of the work done by the membership team. It helps connect us to the lives of local people and plays a valuable role in overcoming the stigma of mental ill-health across Leeds.

*'As an NHS Foundation Trust it is important that we engage with all areas of our local community. Social inclusion is about working with the different communities of influence in Leeds, and as such we aim to have a high profile at many different events in the city.'*



Leeds Pride 2008

## Membership

Our Foundation Trust members are important to us, they play a valuable role in the life of the Trust and have a say in the services we deliver. Members receive regular information about the Trust, future plans and service innovations and are given the opportunity to voice their views. They are also eligible to vote in board of governors elections and can stand as a governor. Membership is free and you can sign up online at [www.leedsaft.nhs.uk](http://www.leedsaft.nhs.uk), email [ftmembership@leedsaft.nhs.uk](mailto:ftmembership@leedsaft.nhs.uk) or call (0113) 305 55900.



## Recruitment

**1648 new members joined the Trust from Apr 08 to Mar 09.**

The latest figures show the Trust has **14225** members.



# September 2008



## Student Police Training

Student police officers are being given a useful insight into mental health services through a new ongoing partnership between the Trust and West Yorkshire Police. Trainee officers can opt to spend a week based in Ward 5 of The Becklin Centre as part of their official police training which requires them to undertake two community placements. The project builds on the joint working between West Yorkshire Police and the Trust established during the development of the Section 136 Suite devised for people detained under the Mental Health Act.

The placement has received positive feedback from officers taking part and has helped develop a greater understanding of working practices between the Trust and the police.

**Michele Moran**, Director of Service Delivery and Chief Nurse said:

***"The initiative is a great opportunity to understand each others roles within the community and improve the quality of our services. The Trust looks forward to the continued success of this work in partnership together."***

## Leadership Forum

A new leadership forum took place in September 2008 to give staff the opportunity to shape the future direction of the Trust. The event aimed to promote and enable leadership and was designed to engage staff in achieving the Trust's ambition that:

***"In 2011 people choose our FT because we always deliver the best mental health and learning disability care."***

The day involved a mixture of workshops and discussions to focus staff on how they can make a contribution at a personal, directorate and organisational level.

## BBC Headroom Campaign

The Trust joined forces with Headroom, a BBC campaign encouraging people to look after their mental wellbeing. Headroom was devised to help people cope with the everyday stresses and strains of life and provide a safe place to start finding answers to more complex problems.

The Trust worked alongside the BBC on a number of different parts of the campaign including radio interviews, online recovery articles and a relaxation event held at the Carriageworks Theatre where people could find out more information about our services.



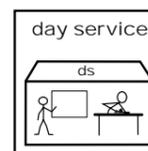
BBC Headroom Event, Arts and Minds stall

Judith Barns, Julie Killips with West Yorkshire Police



The Team at Touchstone House

# October 2008



## Trust and Touchstone Partnerships

In October, the Trust started a dedicated day care service for people with a personality disorder in partnership with community mental health service provider, Touchstone. The managed clinical network based at Touchstone House sees Diverse Pathways, Journey Day Service and dialectal behavioural therapy skills group training working together to assist people with a personality disorder manage their stress and relationships more effectively and improve their quality of life.

Tom Mullen, Clinical Services Manager said:

***"We're delighted to be offering this range of options. Touchstones agreement to host the services is a fine example of partnership working."***



## A New Working Partnership for NSCAP

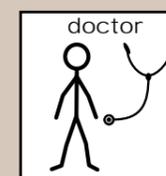
A new venture was started working in partnership with the Northern School of Child and Adolescent Psychotherapy (NSCAP).



NSCAP is an NHS centre for psychoanalytic psychotherapy training for professionals working with children, young people and their families in the North of England. Child and adolescent psychotherapy is for children and young people with complex and severe mental health problems. As well as providing a secure institutional base for the centre, the Trust will be working closely with centre staff to develop areas of shared interest and develop collaborative work.

Chris Butler, Chief Executive said:

***"This is a fantastic opportunity for some collaborative working and development of our services. There will be great prospects for taking our relations with NSCAP further and enhancing our affiliations."***



## Medical and Allied Professions

This department covers doctors, occupational therapists, psychologists, research and development and clinical governance. It holds responsibilities for key areas such as professional leadership, clinical governance functions, Mental Health legislation, Psychology and Psychological Therapies, Research and Development.



# November 2008

## Annual Staff Survey Launch of Nursing Strategy

In 2008/09 the NHS conducted its sixth annual NHS staff survey. Our survey was conducted by Quality Health using a sample of 800 staff.

Our best four rankings were in the areas of harassment and bullying (lowest 20% of similar Trusts), health and safety training (top 20% of similar Trusts), providing equal opportunities for career progression and commitment to work-life balance.

The Trust's nursing strategy was launched with over 100 nurses attending events at The Becklin Centre, The Mount and St. Mary's Hospital. The strategy aims to raise awareness of the great contribution that nurses and healthcare support workers make to our patients quality of life. It outlines the Trust's priorities for nursing over the next three years and the developing nursing structure. It also aims to promote the pursuit of excellence in every day nursing care and to develop professional autonomy and accountability within the nursing profession.



## Nursing and Risk Management

This team drives, develops and supports all agendas in nursing development and risk management throughout the organisation. The directorate has overseen the development of the recent Nursing Strategy and aims to promote excellence in everyday nursing practice and care throughout the Trust.

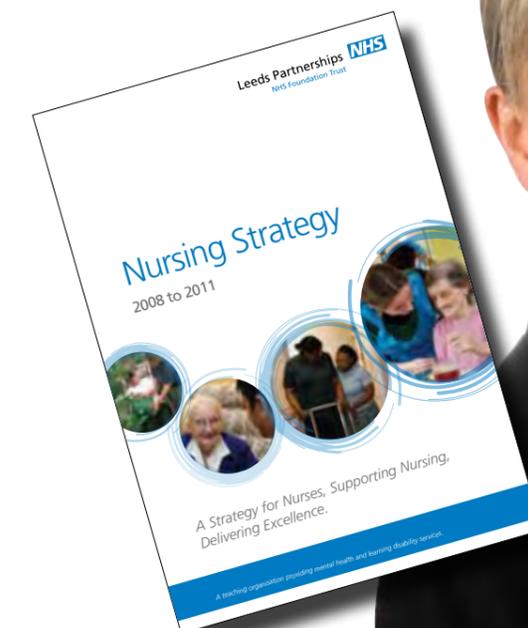
## First National Patient Safety Conference



The Trust hosted the first national conference dedicated to patient safety in mental health and learning disabilities in partnership with the National Patient Safety Agency and the Department of Health.

'Driving Seven Steps for Safer Services' featured key note speeches by a host of senior healthcare figures including the Healthcare Commission's Head of Mental Health, Anthony Deery, and Chief Nursing Officer for England, Dame Christine Bleasley.

The event also saw the launch of 'Seven Steps to Patient Safety,' a framework to help mental health professionals work towards improving the safety of service users.



Michele Moran

Members of the Professional Nursing Advisory Forum

# December 2008

## Pantomime stars advise shoppers on avoiding stress

Pantomime stars joined Trust staff and volunteers in Leeds city centre to spread some Christmas cheer and give shoppers valuable advice on how to avoid stress during the current credit crunch.

Stars from the Carriageworks Theatre's production of Aladdin including, John Lyons from TV show 'A Touch of Frost' (playing the sorcerer), and James Cohen (playing Aladdin) joined volunteers and staff to hand out stress survival guides and chocolate coins. The guides included useful information on how to decrease stress and anxiety, and crisis contact numbers for those in need.

John Lyons

## Becklin Centre first in country to achieve stage two accreditation

The Becklin Centre became the first mental health inpatient unit in the country to achieve stage two Practice Development Unit accreditation for an initiative to create a centre of excellence in patient care.

The Trust worked together with the University of Leeds to bring the major national initiative into the unit. The award is accredited to services that have the highest level of evidence based care and treatment, and works towards understanding patient needs and increasing patient experience.

**Michele Moran**, Director of Service Delivery and Chief Nurse said:

*"Being the first inpatient mental health unit in the country to achieve stage 2 PDU is an incredible achievement. I would like to thank all of the staff involved for their hard work and dedication, without them none of this would have been possible."*

## Yorkshire Centre for Eating Disorders Hosts National Network



A national network event to set standards of care around the country for eating disorders was hosted by the Yorkshire Centre for Eating Disorders (YCED) in December.

The day focused on commissioning eating disorder services and measuring outcomes in relation to recovery. Speeches were made by national experts including Professor Hubert Lacy from St. George's Hospital Medical School in London, and the Trust's Medical Director and Consultant Psychiatrist, Dr David Newby.

**Dr John Morgan**, Consultant Psychiatrist, YCED said:

*"The eating disorders network is one of the biggest in the UK. This gives the YCED and its partners strategic advantage to operate joint clinical policies, deliver national research and improve patient care."*

**The Mental Health Foundation estimate 'a 26 per cent rise in people suffering mental health disorders by 2010 due to the recession.'**

# January 2009

## Trust shortlisted for top healthcare employer award



Staff gave the Trust a thumbs up when it was shortlisted in the Healthcare 100 Awards as one of top healthcare organisations to work for in the UK.

The Trust entered the awards in a bid to be recognised as one of the best 100 employers among UK healthcare providers.

The Healthcare 100 Awards is jointly run by the Health Service Journal and the Nursing Times, supported by NHS Employers. Entries are taken from both the NHS and the independent sector.

The awards are based on the views of employees, taken from employee online surveys or questionnaires. It provides healthcare organisations with an opportunity to benchmark their employment practice against others in the same sector and generates a list of the best healthcare organisations to work for.

*Matthew Watkins - PARIS*

Chris Butler, Chief Executive said:

*"It is a fantastic achievement for the organisation to have come this far in such a prestigious survey. Our employees are the people that make this organisation what it is today and we are very grateful for their continued hard work and support."*



## PARIS improves patient centred care

A new clinical information system to help improve the delivery of patient centred care was launched during 2008. The PARIS system was introduced as part of the National Programme for IT which is bringing modern computer systems into the NHS to improve the experience of patients. It replaced the Trust's current patient administration system and all other clinical systems with a single modern programme. The new system improves the Trust's ability to deliver patient centred care by allowing information to move around more quickly. This makes health care records, appointment details, prescription information, up to date research into illnesses and treatments accessible to patients and health professionals whenever they need it.

Over 1,800 staff have been trained to use the system and work is ongoing to complete the expansion of PARIS into all relevant areas of the Trust.



# February 2009

## 'Invisible man' self help book to support men with eating disorders

In February, one of the UK's leading eating disorder specialists released the first self help book for men with eating disorders.

The Invisible Man by Dr John Morgan, Consultant Psychiatrist at the Yorkshire Centre for Eating Disorders gives insight into the issues and treatment of eating disorders in males. According to the National Centre for Eating Disorders, one to five per cent of patients with anorexia nervosa are male and prior to puberty approximately 50 per cent of sufferers are boys. The book provides help to all males with body image disorders, as well as families and professionals involved in their care.

**Dr John Morgan** said:

*"Eating disorders are not something to be taken lightly; they are not a fad or a craze. My book gives insight into the real issues that so many males face everyday and the treatment to help people through their disorder."*



Dr John Morgan

Gemma Wright and Andrew Howorth at the Staff Awards 2009

## Annual Staff Awards

The great work the Trust does is only made possible by the commitment and dedication of our staff. The annual staff awards were an opportunity to highlight the achievements of some individuals who had made an outstanding contribution to the Trust during the year.

The event organised by the Andrew Sims Centre, was held at the Hilton in Leeds. Staff and volunteers were honoured across ten different award categories.



## The Winners

**Best Contribution in a Support Service Domestic Services**

**Outstanding Contribution to Improving Services**  
Graham Firth

**Newcomer of the Year**  
Carl Starbuck

**Outstanding Service to the Trust**  
Celia Strobehn

**Best Contribution in Supporting the Delivery of Direct Care**  
Martin Savage

**Temporary Staff Member of the Year**  
Emma Cracknell

**Best Example of Involving Service Users and/or Carers**  
Diane Mitchell

**Volunteer of the Year**  
Bev Whittam

**Outstanding Contribution to Patient Safety**  
Pregnancy and Parenting Team, Leeds Addiction Unit

**Emerging Leader of the Year**  
Ian Cowell



### Our workforce:

Our dedicated staff team make everything we achieve as a Trust possible and they are our most valuable asset. We are committed to developing our staff, to growing leaders within the organisation and ensuring they are given every opportunity to contribute their skills and experience into the future development of the Trust and its services.

**At the end of March 2009 the Trust employed: 2400 substantive staff and 381 bank staff**



(L-R) Gill Marshall, Andy Church and Duncan Jefferies

# March 2009

## The power of flowers

The power of flowers has been brightening up The Mount after a fantastic partnership was set up with Sainsbury's. The Meanwood store agreed to donate any out of date flowers to be displayed in the ward reception areas and given to service users



The deal was set up by information officer Gill Marshall after her husband Duncan (who is responsible for flower displays at Sainsbury's) suggested that instead of disposing of out of date flowers they could be given away to service users. Gill now picks up the flowers and delivers them to The Mount.

*There was a great response to the flowers with many service users and visitors commenting on how welcoming and beautiful they are.*



## Launch of new patient focused website

A new easy to use website was launched to give service users, carers and health professionals the information they need about the Trust's services.

The website has been developed entirely with the user in mind and has accessibility features including 'Browsealoud', a service designed to improve website access for people who find it hard to read. This includes people with visual impairment, dyslexia or those who do not speak English as their first language. The site also features interactive mediums such as vodcasts, podcasts and online blogs.

Chris Butler, Chief Executive

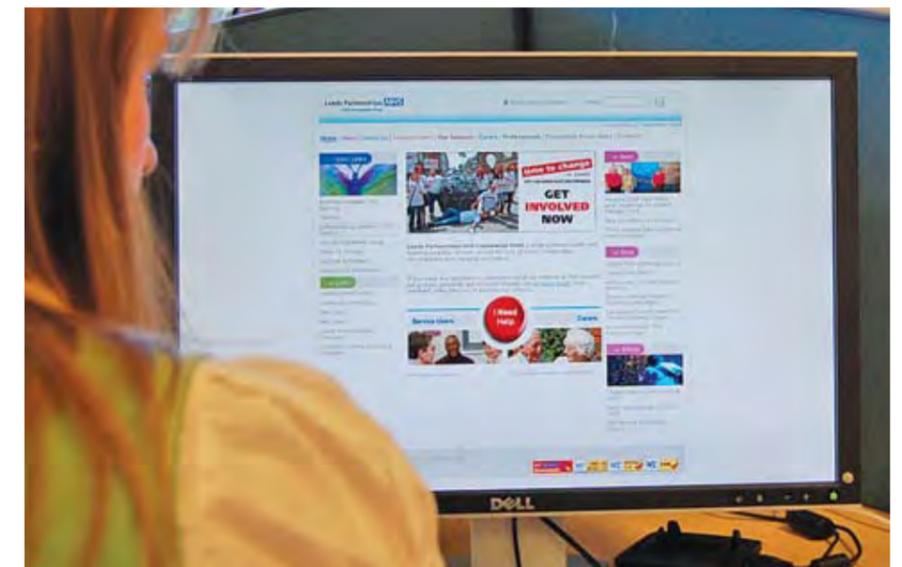
*"Helping patients and carers is at the heart of everything we do in our Trust, and we want to provide people with the best possible information about our services."*



[www.leedspft.nhs.uk](http://www.leedspft.nhs.uk)



facebook



# Contact us

## Leeds Partnerships NHS Foundation Trust

Trust Headquarters  
2150 Century Way  
Thorpe Park  
Leeds  
LS15 8ZB  
Tel. 0113 305 5000  
[www.leedspft.nhs.uk](http://www.leedspft.nhs.uk)

## Patient Advice and Liaison Service (PALS)

If you need any help or advice about our services, please contact:  
Tel: 0800 0525 790 (freephone)  
Email: [PALS@leedspft.nhs.uk](mailto:PALS@leedspft.nhs.uk)

## Membership

We'd like to recruit as many service users, staff, carers and members of the public as possible to become members of our Foundation Trust.

Being involved in our Trust is the best way to influence the decisions we make. Membership is free.

If you would like to become a member of the Leeds Partnerships NHS Foundation Trust, please contact:

## Membership Office

Tel: 0113 305 5900  
Email: [FTmembership@leedspft.nhs.uk](mailto:FTmembership@leedspft.nhs.uk)  
Web: [www.get-involved.co.uk](http://www.get-involved.co.uk)

## Communications

For a copy of this annual report, or for further information about the Trust, please contact:

Marketing & Communications Department  
Tel: 0113 305 5977  
Email: [communications@leedspft.nhs.uk](mailto:communications@leedspft.nhs.uk)