

# ***The North West London health and care partnership***

*Progress update February 2018*



# ***Our plan is simple***

We are investing more in preventing illness, in more GPs and more care in or close to home.

We want to try and keep people out of hospital if we can. If hospital treatment is needed, we will make sure people see the right experts at the right time in the right place, allowing people to get home again safe and well, as quickly as possible.



## **Our health and care plan has five main priorities:**

1. Improving your health and wellbeing
2. Better care for people with long term conditions
3. Better care for older people
4. Improving mental health services
5. Safe, high quality and sustainable hospital services

This is our update on what we have achieved across North West London (NW London) since we launched our plan in October 2016.



# *Improving your health and wellbeing*

- Making every contact count – **we have trained 200 frontline staff**, who speak to the public everyday, to talk to them about health and wellbeing services, which could help them. This training will continue throughout 2018
- Launched parental support programmes in Ealing to ensure that children get the best start in life and are ready for school
- Winter campaign 2017/18 – Sir Trevor McDonald supported our promotion of flu jabs for the over 65s. Our stay well campaign also promoted the use of pharmacies, GP extended hours and NHS 111
- The ‘Health Help Now’ app helps people find the right NHS service for their health needs. The app provides advice, guidance and information about local health and care services. Initially launched in Harrow, the app is being adapted to support all NW London boroughs.



# I've had my flu jab. It's free if you're 65 or over

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Flu can be serious if you're 65 or over.

I have my free flu jab every year because it helps to protect me and the people around me.

We're frequently reminded how important it is to have the flu jab.

So don't put it off.

Speak to your GP receptionist today.

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**STAYWELL  
THISWINTER**



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

Sir Trevor McDonald OBE,  
Newsreader and journalist

# ***Better care for people with long-term conditions***

- Talking therapy services to specifically support people with diabetes and breathing conditions have been rolled out across NW London. Therapists have been trained and a new online training tool launched
- The NW London wide diabetes transformation programme has:
  - Launched a new diabetes self-care website [knowdiabetes.org.uk](http://knowdiabetes.org.uk)
  - **controlled 3,088 patients** against the NICE three treatment targets for diabetes (since June 2017)
  - **55,000 patients have a collaborative care plan** providing coordinated care
  - the work so far has won the programme a number of national awards.
- New NW London ultrasound academy launched to train specialist sonographers

- GP appointments now available from 8am to 8pm seven days a week. By October 2017 **an additional 21,000 appointments were available** across NW London. This included appointments everyday over the Christmas holidays
- **17,000 patients** have had their knowledge, skill and confidence to manage aspects of their own condition assessed, using the patient activation measure (PAM). PAM supports patients to proactively manage long-term conditions and supports healthy lifestyle choices
- New guidance for GPs and pharmacists launched to reduce prescriptions for medicines that can be bought over the counter, and avoid unnecessary repeat prescriptions.

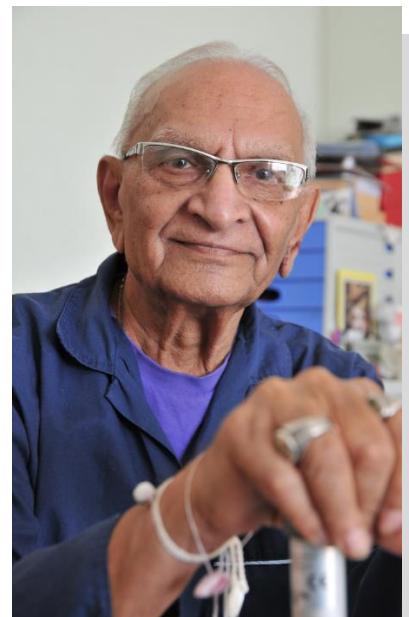
# ***Better care for older people***

- ‘Home first’ is a new way of working across all of our hospitals, helping to get patients home as soon as they are well by providing support at home. Since launch, more than **1000 patients have returned home from hospital up to \*two days earlier**
- Worked with NW London geriatricians to agree a set of clinical standards for older people’s care across NW London
- Launching 111 for care homes, to provide care home staff direct contact with a clinician, rather than calling 999
- A procurement process is underway to provide clinical support to care homes through new technology
- Integrated plans developed, joining up health and social care.

*\* figure based on an eight week pilot at Hillingdon Hospital where the average reduction of length of stay was 2.2 days*



- Piloted a frailty service at Ealing, Northwick Park and Hillingdon hospitals to get frail patients to the right service quickly on arrival at A&E
- Training programme with London Ambulance Service and community rapid response teams has seen **100 extra people a month cared for at home**, rather than taken to A&E
- It's been a tough winter for the NHS across the UK and NW London is certainly no exception, but the combination of many months of detailed planning and the hard work of our staff across every part of the system has meant that **A&E performance was better in NW London than last year**, and our services more resilient than other parts of the country.



# *Improving mental health services*

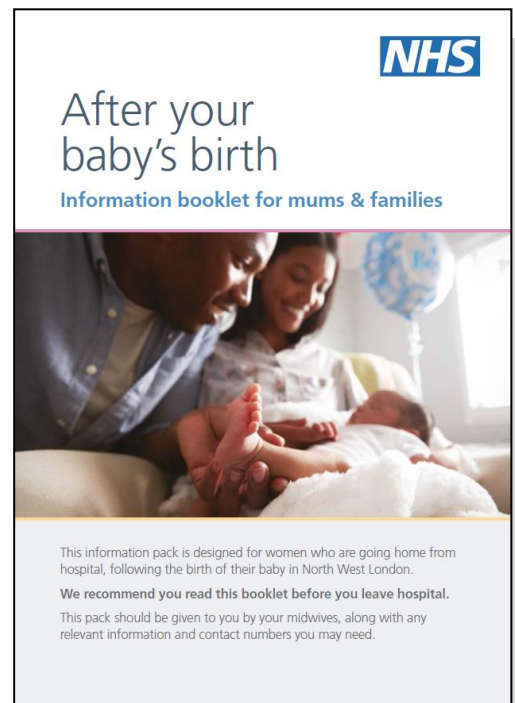
- Developed new ways of working to provide better care for people with serious and long term mental health needs. We have started by focussing on proactive community support and greater attention to physical health, enabling people with serious mental illness to live full and healthy lives in their community and reduce the need for hospital care
- Launched a 24/7 single point of access for adults in mental health crisis. This telephone service receives an average of **8000 calls a month** across NW London
- Working to make sure patients have 24/7 liaison psychiatry support when arriving in A&E

- New children and young people eating disorder service and an out of hours service have been launched to provide timely support
- Redesigning how our crisis services support children and young people in the community, minimising admissions to hospital and providing support to leave hospital
- Launched specialist community perinatal services providing support to expectant and new mothers, improving the quality of life for them and their children
- Developing local services to support people with complex learning disabilities in their local communities.

# ***Safe, high quality and sustainable hospital services***

- A first for the UK – our radiology career framework was launched in 2016 to address the high vacancy rates in our radiography departments, retain staff and increase career progression opportunities. In one month alone following the launch, one NW London hospital **recruited 15 new radiographers** which is a record
- New radiography practice educator roles introduced to support staff and improve patient experience
- Pilot for seven day occupational therapy services in hospitals, showed positive results for a faster recovery for patients and getting home quicker, as well as improving staff moral. **Length of stay reduced by 10 per cent** for those aged 65+
- Working with clinical teams and buying together has standardised the use of trauma surgery kits, improving safety and reducing costs
- We have reduced the costs of agency staff and have **reduced the agency staff bill by £69m.**

- The evaluation of our children's service changes, showed that the changes were made safely and all children now have improved access to specialist nursing staff and children's consultants
- Launched a programme to transform outpatient services, to provide the right specialist advice, in the right place, improving quality and increasing patient and staff experience
- Launched a new booklet for mother and baby, making postnatal information easy to access and consistent across our maternity departments
- We continue to meet the 62 day cancer waiting target.



# Resilience

The period of time this update covers has seen three unprecedented incidents that have affected many lives across NW London.

March saw the attack at Westminster Bridge and June the attack at London Bridge and fire at Grenfell Tower.

- *Following the fire in north Kensington there have (so far) been **4514 contacts with our outreach team.***

These incidents have seen all agencies within our health and care partnership working together to respond to those affected and to support local communities now and in the future.

As with any unprecedented event we have learnt lessons from our response and will put these into action.

# *North West London*



# ***Who we are***

*The North West London health and care partnership is made up of 30 NHS and local authority organisations working together to improve health and social care across North West London*

**We look forward to working with you and achieving more for those that live and work in North West London**

**If you would like to be involved email us at: [NWLCCGs.healthiernwl@nhs.net](mailto:NWLCCGs.healthiernwl@nhs.net)**

**[www.healthiernorthwestlondon.nhs.uk](http://www.healthiernorthwestlondon.nhs.uk)**