

HEALTHIER NORTHWEST LONDON

WINTER
2015



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WELCOME



Across North West London, NHS teams are working hard with their partners in the health and social care system to deliver the best possible care to patients, carers and their families.

This newsletter aims to tell you how these partners are working in new and different ways so that whether you visit your GP, local hospital, or a service closer to your home in the community, you get the right care at the moment you need it most. It also includes details of where you can get accurate and up to date information about the NHS in your area.



MORE INDEPENDENCE FOR PATIENTS AT HOME

A new service bringing health and social care to patients' own homes for up to six weeks is proving a major success.

Community Independence Service 'plus', a flagship service from Hammersmith and Fulham Clinical Commissioning Group (CCG) and local health and social care organisations, has so far supported more than 400 patients. A team of experts work together to plan and look after patients in their home. This includes their GP, a social worker, hospital consultant, community matron, nurses and therapists, a health and social care coordinator and their own case manager.

Dr Tim Spicer, chair of Hammersmith and Fulham CCG, said: "This is a great example of integrating health and social care services to put patients at the centre of their care. By supporting people at home, we can help reduce the need for them to go to hospital."

The service has been such a success that it is being extended to also cover residents of Westminster and Kensington and Chelsea, while Imperial College Healthcare NHS Trust has been appointed to coordinate the service.

To find out more speak to your GP or visit
www.hammersmithfulhamccg.nhs.uk/cis

HELPING PATIENTS TO STAY WELL AT HOME

Vulnerable patients in Hounslow are being supported in their own homes to help reduce unnecessary hospital admissions. The Integrated Community Response Service (ICRS) team is made up of GPs, nurses, a mental health nurse, occupational therapists, physiotherapists, a social worker and a handyman.

If a patient using the service needs help, the team will get to work within two hours to help prevent the need for the patient to go to hospital. The team also helps patients who are admitted to hospital to be discharged as soon as possible so their care continues at home. The team can be involved with a patient for up to seven days, and during this time plans will be made to ensure all on-going needs are supported. From March to December 2014, almost 2,000 patients in Hounslow benefited from the service. Patients who might be eligible to use this service will be referred by their GP.

SHAPING A HEALTHIER FUTURE FACT AND FICTION

There has been a lot of speculation about the SAHF programme and what it is all about. Sometimes claims are made which are not factually true. Here, we list some of the more common 'myths' and tell you what is actually happening in each case.

Is this about closing hospitals in North West London?

No, we are not closing any hospitals and in fact are building new hospitals in Ealing and at Charing Cross that are suitable for the 21st century.

You closed the A&E departments at Hammersmith and Central Middlesex. Are you closing more A&Es?

No, we are not closing any more A&E departments and are not planning to make further changes to local A&E services in the next three years. Beyond that period, the A&Es at Ealing and Charing Cross Hospitals will continue to operate as A&Es from new buildings on the hospital sites, providing a range of services, meeting the requirements for modern A&Es as laid out in the forthcoming report from the NHS Medical Director, Sir Bruce Keogh.

Aren't beds being closed and services lost in hospitals?

Overall we have slightly increased beds in North West London compared to the same time last year. However in the long term we have always been clear that we expect bed numbers to reduce as more care is provided in the community and advances in medicine mean people need to be in hospital for a shorter time. There are better places to treat

people locally in out of hospital locations, like Heart of Hounslow Centre for Health for example. This is why there has been an investment in more of these across North West London, with 19 new primary care hubs being built, for example in Acton, so that care can switch to better settings once improvements have been made and sufficient capacity is in place.

Haven't these plans caused winter pressure problems, especially at A&Es?

No, that is not correct. The A&E system nationally and in London saw unprecedented pressure this winter – but this was not specific to North West London and in fact, while performance nationally dipped, the North West London sector was the highest performing in London in the last few months of 2014 – at 92.87% – for all types of A&E performance and was above both the London and the national average performance for the quarter.

I've heard you are closing maternity services at Ealing. Why?

The planned maternity changes in North West London involve the consolidation of maternity services on six sites. The decision to do this was made in February 2013. This is to provide high quality care, in line with new guidelines, for all Ealing women. The six sites



will all have upgraded facilities and a choice of midwife-led or consultant-led deliveries. There will be more consultant-led care and more community midwives.

When are you closing maternity services at Ealing?

There has been no date set for the closure of inpatient maternity services at Ealing. We have always said that a date would only be set after the capacity and capability in the other hospitals had been increased.

I am booked to have my baby at Ealing Hospital. What does this mean for me?

Ealing Hospital continues to provide safe care for women. Anyone currently booked to give birth at Ealing Hospital should continue to attend their appointments as usual and go to Ealing Hospital as normal for their delivery. If you have any further questions, please speak to your midwife.

How do I find out more about Shaping a Healthier Future?

If you would like more information on the changes to health services in North West London, visit www.healthiernorthwestlondon.nhs.uk or follow us on twitter [@HealthierNWL](https://twitter.com/HealthierNWL).

MAKING IT EASIER TO SEE A GP

Local GPs in Harrow will be putting on extra urgent appointments that don't need to be booked in advance as part of their plans to make it easier for residents to see a family doctor.

These appointments will be provided close to where people live so they do not have to visit the Urgent Care Centre or A&E department at Northwick Park Hospital. If you urgently need to see a GP and cannot get an appointment at your local practice, you will be able to use a walk-in service instead. The practices taking part will be open 7 days a week, from 8am to 8pm. The scheme will be provided as part of a successful bid by local GPs for extra funding through the Prime Minister's Challenge Fund.



NEW BENEFITS FOR MUMS-TO-BE

West Middlesex University Hospital has unveiled brand new and enhanced facilities for mums-to-be.

The maternity unit was opened by Queen Mary in 1932 and the latest developments will ensure it is able to provide women with the very best service and choice when having their babies. This includes home births, a natural birth experience in a home-from-home environment, as well as having provision for more complex births. Last year it helped deliver more than 4,800 babies.

Tonie Neville, Head of Midwifery, said: "The extensions include six new clinic rooms, and an additional five antenatal and five postnatal rooms, each with their own en-suite bathroom. There is also a purpose built transitional care area for babies who need ongoing treatment and monitoring but are not unwell enough to need our special care baby unit. Our vision is to provide the full range of birthing options to suit the needs of our community, and these new facilities will further support this both now and into the future."

For more information visit www.westmidmaternity.org.uk

INNOVATIVE TRANSPORT HELPS VULNERABLE PATIENTS GET ABOUT

Ealing CCG has launched an innovative scheme to transport vulnerable residents from their homes to GP appointments.

In partnership with Ealing Community Transport, the driver is made aware of any special requirements and can ensure the patient is looked after throughout their journey. Carers or escorts can also accompany the patient. Sixteen GP practices are already taking part and the pilot has reduced the number of missed appointments due to patient confusion and has made it easier for patients with limited mobility to get the medical care they need.

A SKYPING SUCCESS

A trial of GP consultations via Skype at Cavendish Health Centre in Westminster has proved successful for Central London CCG. 95% of respondents to a feedback survey said they would use Skype for a GP appointment again.

More than three-quarters of respondents said that they were "satisfied or better" with the key aspects of the service, including the assessment of their medical needs and privacy. Skype consultations are suitable for a wider range of conditions than telephone appointments, and were used by a variety of people who found them more convenient than visiting the practice. As well as the benefits for patients, Skype consultations also hold advantages for GPs who can work remotely from the practice. The pilot is now completed and the service continues.

Dr Alice Fraser said: "This service proved especially useful for patients with mobility or transport problems."

To find out more visit www.centrlondonccg.nhs.uk/skype

A NEW DERMATOLOGY SERVICE

Hillingdon CCG has introduced a community dermatology service which means people can be treated closer to home.

Consultant-led dermatology clinics have been set up in three locations: the Wood Lane Medical Centre, the Cedar Brook Practice and the Mountwood Surgery. The new service means that patients can now be seen by a specialist in less than four weeks.

Dr Mehboob Saleh, Hillingdon CCG governing body member and planned care clinical lead, said: "The new service means people can be seen by a specialist faster than they could if they were referred to hospital. It also gives people choice as they can choose the location and appointment times across the three community based clinics."

NEW DIABETES SERVICE LAUNCHED

In a bid to help the increasing number of people living with type 2 diabetes, Brent CCG has invested in an integrated diabetes service which will ensure patients receive high quality care at a time and place convenient to them.

The Brent CCG Integrated Diabetes Service (BIDS) will offer dedicated diabetes education packages, the DESMOND (diabetes education and self-management for on-going and newly diagnosed) programme, and pregnancy advice, to help patients understand how to manage their condition. This service, which is provided in the community and works across all 67 GP practices in Brent, will also work collaboratively to deliver a single point of access to an integrated service including consultant, GP with special interest and specialist nurses, triage to the right clinician first time and prompt discharge back to GPs supported by clear treatment plans.

CARING FOR CHILDREN CLOSER TO HOME

Children in the area covered by West London CCG (Kensington and Chelsea and Queen's Park and Paddington) can attend specialist paediatric appointments at their GP surgery, thanks to an initiative introduced by the CCG.

Eleven GP practices are taking part in the Connecting Care for Children programme, which puts the GP practice at the centre of child health and sees paediatricians from Imperial Healthcare NHS Trust and Chelsea and Westminster NHS Trust work with GPs and community support to deliver specialist expertise in a primary care setting. The service creates better outcomes for children through coordinated care management, assessment and treatment in the right setting. This means unscheduled care, inpatient admissions and outpatient referrals are reduced as families can be seen in a familiar setting with professionals they know and trust. The service will soon be delivered by a further 15 practices.

SHARING YOUR MEDICAL RECORDS TO SUPPORT YOUR CARE

A multi-million pound IT investment is allowing GPs to share medical records online with hospitals and community services to improve patient care and clinical safety. GP practices in Ealing, Hammersmith and Fulham, Hounslow, Kensington and Chelsea and Westminster have made the ground-breaking choice to use the same IT system, allowing them to share patient information and update their record.

Dr Laurie Slater, GP and Information Governance Lead for Hammersmith & Fulham CCG, said: "Clinicians can provide better, safer care if they have access to a patient's full medical history. Using the same IT system allows GPs, hospital consultants and community clinicians to view a record with the patient's permission, helping support and improve their care. Patients can have confidence that their information is being managed safely and securely."

Patients will be asked at the point of care if they're happy for their full medical record to be made available to the clinician treating them.

Find out more by speaking to your GP practice.



NEW AMU SPEEDS UP EMERGENCY CARE

Hillingdon Hospital has recently opened a brand new £12.3 million, 46-bed Acute Medical Unit (AMU) linked to the emergency department ensuring patients are treated and discharged within 72 hours.

Benefits include a reduction in the number of times a patient is moved between wards and better access to senior clinicians and a multi-disciplinary team. It also means patients benefit from a 'one stop' service.

Dr Mark Edwards, consultant in charge of the AMU, said: "One of the biggest challenges facing any hospital is managing patient flow. The demand for beds is always there so our job is to treat people and get them back home with the minimum of delay. The AMU handles up to 60 per cent of the hospital's turnaround. It's a great new facility for patients and staff."

CHOOSE THE RIGHT CARE – URGENT 24/7 SERVICES IN NORTH WEST LONDON

Doctors and nurses in Accident and Emergency (A&E) departments across North West London continue to do a fantastic job treating people every day who suffer from life-threatening illnesses and injuries. However, they also see a lot of people walking in with minor illnesses and injuries that are urgent, but not life threatening.

With demand for health services increasing, you can help manage pressure on the NHS by choosing the right care for your needs. Did you know there are nine Urgent Care Centres (UCC) across North West London open 24 hours a day every day of the year; and able to treat both adults and children?

You do not need an appointment to attend a UCC – you can just walk in – and they are staffed by GPs and nurses with specialist skills in urgent care. UCCs are often located alongside A&E departments, but some hospitals without an A&E do have a 24/7 urgent care centre, and a full list of locations can be found below.

Some of the things an urgent care centre can treat:

- Sprains and strains of ankles, wrists and knees
- Minor burns on a small area
- Cuts, including cuts that need stitches
- Minor broken bones, such as toes, fingers and collarbone
- X-rays where needed

If you are not sure if an Urgent Care Centre is right for your condition, you can call NHS 111 free of charge, 24 hours a day, 7 days a week to speak to a trained advisor.

24/7 services in North West London:

Hospitals with both 24/7 A&E and a 24/7 Urgent Care Centre:

- Northwick Park Hospital, Watford Road, Harrow, Middlesex, HA1 3UJ
- Hillingdon Hospital, Pield Heath Road, Uxbridge, Middlesex, UB8 3NN
- Ealing Hospital, Uxbridge Road, Southall, Middlesex, UB1 3HW
- West Middlesex Hospital, Twickenham Road, Isleworth, Middlesex, TW7 6AF
- St Mary's Hospital, Praed Street, Paddington, London, W2 1NY

- Chelsea & Westminster Hospital, 369 Fulham Road, London, SW10 9NH
- Charing Cross Hospital, Fulham Palace Road, London, W6 8RF

Hospitals with a 24/7 Urgent Care Centre:

- Central Middlesex Hospital, Acton Lane, London, Greater London, NW10 7NS
- Hammersmith Hospital, 150 Du Cane Road, London, W12 0HS

Hospital with 24/7 A&E:

- Royal Free Hospital, Pond Street, London, NW3 2QG

Details can be found at www.rightcarenwondon.nhs.uk

UNDERSTANDING CANCER AND RARE DISEASES

Several hospitals in North West London are contributing to the Prime Minister's 100,000 Genome Project.

London North West Healthcare NHS Trust is one of six hospital trusts in North London joining forces, and in a separate collaboration Imperial College Healthcare NHS Trust is working in partnership with Chelsea and Westminster Hospital NHS Foundation Trust, Royal Brompton and Harefield NHS Foundation Trust and Royal Marsden NHS Foundation Trust. They will recruit patients to help deliver more personalised diagnosis and targeted therapy for patients with cancer and rare diseases.

Patients receiving care at all these hospitals will be asked with consent to provide blood samples for genetic analysis. The genome project aims to position the UK as the first country in the world to sequence 100,000 whole human genomes, helping researchers and clinicians to better treat rare and inherited diseases and common cancers.

IMPROVING END OF LIFE CARE

Chelsea and Westminster Hospital is improving patient and family care at the end of life, with seven day, face-to-face specialist palliative care nursing, and ensuring all staff are supported to deliver the key principles of good care.

The Trust's End of Life Care Steering Group includes staff, governors, bereaved family members, community representatives, voluntary services and the charity sector, to ensure consistency and excellence in delivering 24-hour care in the last 12 months of life. This includes working with community partners to ensure patients are in their preferred place of care, supporting families, identifying those who may be moving into their last year of life and working with them and their family to ensure their wishes and plans are acted upon.

The Trust is using Coordinate My Care (CMC) so people with chronic health care conditions and or life-limiting illnesses can create a personalised care plan. This is then accessible by trained professionals involved in the patient's care.

ROYAL POP-UP CELEBRATES DESIGN TO TRANSFORM DISEASE

A pop-up studio at St Mary's Hospital harnessing design to transform approaches to diseases and prevent everyday healthcare problems has been unveiled by His Royal Highness The Prince of Wales.

HRH visited the Health Innovation Exchange (HELIX) pop-up studio before opening the Surgical Innovation Centre, a joint initiative of Imperial College Healthcare NHS Trust and Imperial College London.

HELIX is a collaboration between the Royal College of Art and Imperial College London's Institute of Global Health Innovation. Scientists, engineers, designers, policy makers and psychologists work together with doctors, nurses and patients to explore and co-develop new ideas into prototype products, processes and services.

WANT TO PROVIDE COMMENT, FIND OUT MORE ABOUT YOUR LOCAL CCG, GET INVOLVED OR SIGN UP TO THIS NEWSLETTER? HERE ARE SOME USEFUL CONTACTS BELOW:

Brent CCG: brentccg.engagement@nhs.net

Central London CCG: clccg@nhs.net

Ealing CCG: eccg@nhs.net

Hammersmith and Fulham CCG:
hf.ccg@inwl.nhs.uk

Harrow CCG: harrow.ccg@nhs.net

Hillingdon CCG:

hillccg.hccgcommunications@nhs.net

Hounslow CCG: houccg.contacts@nhs.net

West London CCG: wlccg.team@inwl.nhs.uk

Shaping a Healthier Future:

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