



Newsletter 1  
31 January 2012

**NHS**

North West London

# Shaping a healthier future

## Service change in North West London

This newsletter marks the official launch of the *Shaping a healthier future* programme in North West London. It will become a regular source of news and information about the programme and we hope you find it useful.

### About Shaping a healthier future

*Shaping a healthier future* is a programme set up to respond to the challenge of providing high quality healthcare to the two million people who live in North West London. This is a challenge that requires continuous change, development and improvement.

The programme is being led by the eight clinical commissioning groups and other clinicians across North West London who have seen first hand the changing needs and health inequalities in the area – life expectancy in different parts of NW London varies by as much as 17 years and there is a failure to meet staff and patients' expectations and standards when it comes to the quality of services delivered.

These clinicians have identified a compelling Case for Change which highlights the inconsistencies and failings of the current system and sets out objectives for a better, healthier future for North West London.

You can read the Case for Change [here](#) or request a hard copy version or different format via the contact details below.

### What happens next?

The Case for Change is the basis of the programme and will, over the next few months, form the starting point for detailed conversations with other local clinicians, healthcare providers, patients and the public to identify the best possible solutions.

We believe we can make significant improvements by putting the right care in the right places. This will mean investing more in GPs and other local and community services in order to provide better quality care closer to where patients live, and to support more services being delivered outside hospitals.

We want to work with others to establish this vision and work up proposals for change in more detail. We will then consult formally on these proposals, which we expect to happen from June 2012. It is important to note that no decisions will be made without a full and robust engagement and consultation process – we want to know your views.



## How can I find out more?

We will be in touch over the coming weeks and months to involve you in these discussions and inform you of our progress. In the meantime, you can contact us:

**By telephone: 0800 881 5209**

**By email: [communications@nw.london.nhs.uk](mailto:communications@nw.london.nhs.uk)**

You can also learn more from our [website](#).

Please let us know if you did not receive this newsletter directly and would like to be added to our mailing list.

## Key facts

- The NHS in North West London covers nearly two million people living in eight boroughs.
- These are Brent, Ealing, Harrow, Hillingdon, Hounslow, Hammersmith and Fulham, Kensington and Chelsea and Westminster.
- It covers nine acute and specialist hospital trusts, two mental health trusts and four community health providers.
- There are 423 GP practices, 1,187 GPs and 8 shadow clinical commissioning groups in North West London.
- NHS North West London has a £3.4 billion annual health budget and needs to find £1 billion of required savings by 2014/15.

## The urgent challenge – some hard truths

- Some local units are already having to reduce the hours they are open because not enough clinical staff, of the right level and expertise, are available.
- Fewer than half of emergency general surgery admissions in London are reviewed by a consultant within 12 hours.
- 130 extra lives could be saved each year in North West London if better consultant cover could be provided at A&Es on weekends.
- In some NW London hospitals, more than half of staff do not recommend them as a place to work or to be treated.
- No maternity services in North West London score more than the national average in terms of care during labour and birth, postnatal care, and support for breastfeeding.
- Six of the eight boroughs in NW London are in the bottom 10% nationally for patient satisfaction with out-of-hours GP service.
- And of course, we are living longer but not always healthier; there is an increasing prevalence of lifestyle-related diseases that, if we can't prevent, we need to manage better.



## Meeting the challenge – our commitments

- You can be supported to take better care of yourself, lead a healthier lifestyle, understand where and when you can get treatment if you have a problem, understand different treatment options and better manage your own conditions with the support of healthcare professionals if you wish.
- When you have an urgent healthcare need, you can easily access a primary care clinician 24 hours a day, seven days a week by telephone, email or face to face consultations in local, easily accessible facilities.
- If you need to see a specialist or receive support from community or social care services, this will be organised in a timely way and GPs will be responsible for co-ordinating the delivery of your health care.
- If you need to be admitted to hospital, it will be to a properly maintained and up-to-date facility where you receive care delivered by highly trained specialists, available seven days a week with the specific skills needed to treat you.

Clinicians have identified a strategy for meeting these challenges based on three principles: centralising specialist services where necessary, localising more common services where possible, and integrating all services across primary and secondary care.

These challenges and the evidence behind them are contained in the full Case for Change document which can be found [here](#).

The eight leaders of North West London's clinical commissioning groups have issued the following [pledge and commitments](#) to steer the programme and their vision for the future.

## Who's Who?

The *Shaping a healthier future* programme has been established by NHS North West London as the organisation that commissions health services in the area, working closely with local GP leaders.

[Dr Anne Rainsberry](#), chief executive of NHS North West London is the senior responsible officer for the Programme.

[Dr Mark Spencer](#), medical director for NHS North West London is the clinical expert and lead for the Programme.

Three Programme Medical Directors have also been appointed to join Mark Spencer. They are; Susan LaBrooy, Tim Spicer and Aumran Tahir.

[Daniel Elkeles](#), Director of Strategy for NHS North West London is the programme director.

