



Transforming

Some of our progress so far...

The Partnership:

- **Developing an Integrated Care and Urgent Care Pathway**

Will ensure patients across east London have a consistent way of entering into the urgent care system through the 111 telephone number. All seven CCGs are involved, sharing best practice and pathways so there are fewer layers for patients to navigate.

- **Mental Health Awareness and Job Centres**

Staff and service users at East London Foundation Trust (ELFT) are training all job centre employment support staff in mental health and stigma awareness. Only about 20% of people with severe mental health problems are employed compared to 65% of people with physical health problems and 75% for the whole adult population. Trust staff are training how to support service users more effectively and sensitively.

- **Clinical Improvement Work**

Violence reduction in acute inpatient mental health wards. 50% reduction in physical violence being seen across three boroughs (approx. 18 wards) Estimated cost avoidance for the six wards in Tower Hamlets was £180k per annum. Work just published in British Journal of mental health nursing

- **Quality Improvement Work**

Mental health service users at ELFT are now preparing and sharing evening meals together each day, with average 60 per cent taking part. Helping to improve people's functional living and process skills. Project published in the BMJ.



East London Health & Care Partnership

Transforming

Some of our progress so far...

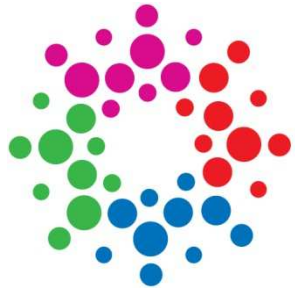
The Partnership:

- **Sharing information between consultants and GPs, has slashed waiting times for people with chronic kidney disease**

Unnecessary trips to hospital are being avoided thanks to the sharing of patient records between consultants and GPs. Experts at The Royal London Hospital are able to view the patients' test results and provide instant advice to their GP about the next steps for their care. It is freeing up appointments for those who do need to see a specialist face-to-face. Automatic triggers are also put in place to alert GP practices to patients most at risk following routine blood test results.

The scheme, which was piloted in Tower Hamlets by Barts Health NHS Trust, has now been extended to the Newham and City and Hackney commissioning areas, and will go-live in Waltham Forest this month. It means more than one million people living in the four boroughs will now have a live community kidney service.

It's one of the most dramatic examples so far of how the NHS can implement its national commitment to moving care closer to home, ensuring patients are treated in the community rather than in hospital.



East London Health & Care Partnership

Transforming

Some of our progress so far...

Barking and Dagenham, Havering and Redbridge

- **Redbridge Integrated Adult Health & Social Care Service**

North East London Foundation Trust and the London Borough of Redbridge have come together in an innovative partnership which is seeing multi-disciplinary community health teams set up across the borough based on GP clusters. It allows earlier intervention and prevention and a high quality of integrated care and support for people over the age of 18, with a single point of access. These include vulnerable older people, adults with a learning disability and/or on the autistic spectrum, those with a physical and/or sensory disability and people with a mental health issue. Four teams have been established so far. See here:

<http://www.nelft.nhs.uk/news-events/redbridge-leading-the-way-on-integrated-health-and-social-care-services-2393/>

<http://www.nelft.nhs.uk/community-health-and-adult-social-care-service>

- **K466 Partnership**

NELFT and London Ambulance Service are jointly providing the award-winning K466 service – a collaborative emergency response car scheme staffed by a community nurse and a paramedic to attend low acuity 999 calls for the over-65 population. The service enables patients to stay safely at home, avoid hospital admissions and releases frontline ambulances to attend other calls.

<http://www.nelft.nhs.uk/search/text-content/k466-partnership-wins-another-award--1945>

- **My Mind App – CAMHS**

My Mind is both a mobile app and a website designed to meet the growing need for better communication and universal support in children and adolescent mental health care. The app was co-produced with young people, clinicians and IT. The team behind the NELFT My Mind app has been shortlisted for the NHS Digital Pioneer Awards 2017.

<http://www.nelft.nhs.uk/my-mind>



East London Health & Care Partnership

Transforming

Some of our progress so far...

Barking and Dagenham, Havering and Redbridge

- **Pilot Local Social Prescribing Scheme**

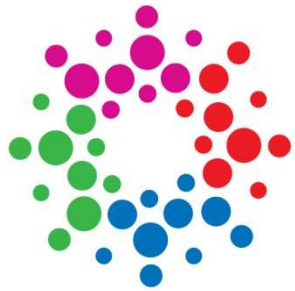
Redbridge Council is setting up a pilot local 'social prescribing' scheme in partnership with the NHS (CCG) and local community and voluntary sector. It provides a range of community based activities, information and advice, befriending and community transport services in order to improve the health of people with long-term conditions.

Social prescribing is a model that acts as a conduit for primary care services to refer people with long term health conditions or social, emotional or practical needs to a range of local, non-clinical/care services, some of which are provided by the voluntary/statutory sector.

The existing Redbridge First Response Service (ReFRS) will be integrated into the scheme.

- **Asset Based Approach to Public Health**

Redbridge Council is working with local communities to identify and collate all public health assets in the borough to improve accessibility to services for local people and reduce health inequalities.



East London Health & Care Partnership

Transforming

Some of our progress so far...

Barking and Dagenham, Havering and Redbridge

- **Integrated Care Partnership Pilots**

Havering Council is leading on integrated care pilots in north east London with partners from across the NHS, local pharmacies and voluntary sector to improve the way services work together. The pilots are learning from best practice across the rest of the country, Europe and the USA.

The aim is to allow social workers to spend more time doing direct work with families, supporting them to make and sustain positive change. An elite team of systemic family therapists has been created to examine and test new ways of working.

- **Patient Safety Campaigns**

Barking, Havering and Redbridge NHS University Hospitals Trust have created a unique and innovative series of patient safety campaigns to increase staff engagement and drive quality improvement. The campaigns feature staff promoting the message that patient safety is everyone's responsibility. Topics covered are: duty of candour; falls; medicines management; raising concerns; and patient records management

Some of our progress so far...

Barking and Dagenham, Havering and Redbridge

- **Working with our Patients with Additional Needs**

Barking, Havering and Redbridge NHS University Hospitals Trust has done a huge amount of work to help support patients with additional needs, such as those who are deaf or hard of hearing, or have learning difficulties (LD). Working with patient representatives from these groups, the trust has developed and launched a wide range of initiatives improve the care and support they provide.

The trust's work to be more accessible for deaf patients has been recognised nationally and it has been nominated in the Communicating Effectively with Patients and Families category at the Patient Experience Network Awards 2017. The trust is also working to become the first London hospital accredited as 'deaf aware', which it hopes to achieve in early March.

New initiatives include:

- Set up a Deaf Working Group to improve their experiences at our hospitals
- Developed a training video so staff communicate better with patients
- Provided deaf awareness training to staff
- Developed a new Hospital Communication Book to help patients who face communication barriers access our services
- The first patient story shared at our Trust Board was Danny French, one of our LD patients and a great advocate for our Trust – we chat to him on Twitter!
- Introduced a Learning Disabilities Passport for our paediatric patients, which includes their personal information, so they feel comfortable and welcome
- We have a Paediatric Learning Disabilities Nurse in post



East London Health & Care Partnership

Transforming

Some of our progress so far...

Barking and Dagenham, Havering and Redbridge

- **Referral to Treatment Times Improve**

Last year the CCGs developed a referral to treatment (RTT) recovery plan with BHRUT to address unacceptably long waits for some patients. This work involved developing new pathways, contracting with alternative providers and increased efficiency in our hospitals.

As a result, the backlog of longest waiting patients has now been largely cleared, with GPs redirecting more than 20,000 patients so far to alternative settings mostly in the community.

- **More Late Evening and Weekend GP Appointments**

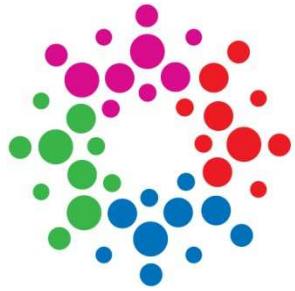
GP hubs give vital support to local urgent and emergency care services by providing bookable, same day appointments to anyone who needs urgent medical care but is not a serious emergency.

BHR CCGs have continued to support and invest in the hubs, and this year they have extended their opening hours. They are now open 8am to 8pm on weekends, as well as weekday evenings. Anyone registered with a GP in BHR can use the hubs, and appointments can be booked by calling 020 3770 1888.

- **Commissioning GP Services Locally**

Since BHR CCGs took on responsibility for commissioning local GP services, we have developed a Primary Care Transformation Strategy to help strengthen GP provision across BHR.

Early successes include setting up new GP networks, based around specific local areas, so practices can share ideas and pool resources. The networks are working together to learn and share best practice for managing people who are at risk of diabetes or stroke.



East London Health & Care Partnership

Transforming

Some of our progress so far...

City and Hackney

- **Improving Access to Psychological Therapies (IAPT) Waiting List Reduction**

Waiting list numbers down from 1,300 to 375 and average waiting times from referral to treatment down from six months to below 18 weeks.

- **Integrated Dementia Care Navigation Pathway**

A comprehensive pathway for service users, carers and providers has been developed. It shows the services available to them before diagnosis and following diagnosis, services available to support them to live well with dementia in the community, where to go for help when needed and how to prevent crisis.

- **Hackney Devolution Pilot**

The nine partners - Homerton University Hospital, Hackney Council, City & Hackney CCG, East London NHS Foundation Trust, City & Hackney GP Confederation, City & Hackney Urgent Health Care Social Enterprise, City & Hackney Pharmaceutical Committee, Healthwatch Hackney, City & Hackney Health & Social Care Forum - are looking at how to better integrate health and social care, with a focus on prevention.

- **The One Hackney & City pilot**

The pilot is just coming to an end, but saw integrated teams of health, social care and voluntary sector navigators providing support to vulnerable, high risk patients across the area.

- **Mental Health Crisis Pathway**

Service User Network Crisis groups have reduced A&E usage by 1.9 visits per service user per annum and inpatient bed usage by 16.8 bed days per service user per annum. East London Foundation Trust has launched the Street Triage Pilot in City of London. The pilot has been warmly received by the police, who believe it is already beginning to make an impact on the high rate of 136 admissions from the City.



East London Health & Care Partnership

Transforming

Some of our progress so far...

Newham

- **Integrated Children's Health Transformation Programme – a Joint Commissioning Approach for Children's Community Health Services**

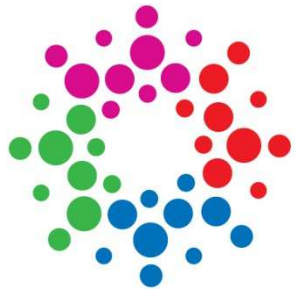
Through this programme, NHS Newham CCG, London Borough of Newham (LBN) and local health providers have worked together to re-shape community health services, and continue with improvements to maternity services and the interface between primary care and acute paediatric services.

Working with neighbouring CCGs, health professionals and stakeholders including GPs and Barts Health professionals, they are jointly reviewing, re-designing and improving the patient journey for children with long-term conditions i.e. Asthma and Diabetes.

- **Using Technology to Help People Manage Diabetes**

Back in 2011, the diabetes team at Newham University Hospital was routinely rearranging between a third and a half of follow-up appointments for young people because they didn't turn up. Now online video appointments via Skype are offered to patients with diabetes who do not require physical examination. The number of missed appointments has reduced each year since then and is currently running at a rate of about 12%. An outpatients improvement group is exploring extending remote consultations and the idea has been taken up in the north east London Sustainability and Transformation Plan.

More detail can be found here - <http://bartshealth.nhs.uk/media/latest-news/2016/january/diabetes-skype-clinic-increases-young-people%E2%80%99s-attendance/>



East London Health & Care Partnership

Transforming

Some of our progress so far...

Tower Hamlets

- **East London NHS in collaboration with Docklands Light Railway – project ‘Back on Track’, rail safety initiative for mental health service users in partnership with the DLR in Tower Hamlets**

This project aims to help people with mental health, social or psychological difficulties get more out of life and feel part of their local communities. Some people can find themselves limited when it comes to travel by feelings of anxiety, shyness, and a lack of confidence. This project aims to address these issues and get people out and about in East London, enjoying the facilities and experiences around them. The initiative has involved training of DLR staff to provide optimum support and guidance to people venturing onto the DLR. KAD Ambassadors alongside mental health workers have organised group trips and excursions to help people to get used to travelling with the support of others around them.

- **Building Resilience in Primary Care**

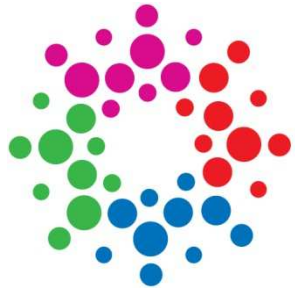
The *Building Resilience in Primary Care Programme* started in October 2015 and aims to empower Tower Hamlets practices by allowing them to make strategic, operational and team changes that would both directly and indirectly address challenges that they are facing in the short to medium term (i.e. growing population, increasing demand, changes in contracts, recruitment and retention). To achieve this, NHS Tower Hamlets CCG will provide the primary care workforce with a robust quality improvement methodology (QI training, QI coaching sessions, data software) that will help practices to think strategically, make operational changes and use data to track the impact of these changes.

After a year-long pilot phase in five GP practices in Tower Hamlets, NHS Tower Hamlets CCG is taking the programme to a further 22 practices in the borough.

- **Social Prescribing**

Following a number of pilots across practices in Tower Hamlets, NHS Tower Hamlets CCG has invested £240,000 to help roll-out social prescribing across the borough.

The idea for this programme is that all patients going to a GP practice in Tower Hamlets will have the opportunity to be signposted to local community and voluntary sector organisations that could help to meet their non-medical needs e.g. coffee morning and lunch clubs to alleviate social isolation. This holistic approach to health and wellbeing will be piloted until the end of March 2018 and the evaluation will be used to identify if the project has resulted in improvements in patient outcomes and/or their usage of the health system.



East London Health & Care Partnership

Transforming

Some of our progress so far...

Waltham Forest

- **New service to improve support for disabled young people**

Families with disabled children are receiving greater support after helping to shape Waltham Forest's new approach to providing education, health and social care services for young people with special educational needs and disabilities (SEND).

Following 18 months of engaging with local families, schools and health professionals, about changes and improvements they would like to see to disability support services in the borough, in September 2016 the council launched its new Disability Enablement Service (DES) for children and young people with SEND aged up to 25 – offering a single point of access for families seeking support from the range of services on offer in the borough. Through the DES, council officers aim to identify and assess need as early as possible in order to fully support the needs of children and young people with SEND in the area – in turn improving their education, health and social care outcomes.

- **Next Steps in Redeveloping Whipps Cross Hospital**

Barts Health NHS Trust is preparing to submit a bid to redevelop Whipps Cross hospital as a health care campus. If approved, this could see the 100 year-old site overhauled to combine hospital, community, primary and social care fit for the changing needs of patients in future.

Following a review by a team of experts, the Trust is preparing a case for change which shows:

- To fix all the ongoing maintenance issues across the hospital would end up being more expensive in the long-term than a redevelopment
- The A&E department is already one of the busiest in the country and now sees more than 450 emergency attendances a day
- The ageing buildings and sprawling layout makes it increasingly difficult to provide the breadth and depth of health services that patients expect
- The population of the area is growing and ageing and patients will need different packages of care in future to manage their conditions more effectively and appropriately

The case for change is being developed with the support of NHS Waltham Forest Clinical Commissioning Group, the London Borough of Waltham Forest and North East London NHS Foundation Trust. Following a public meeting last October, the organisations are setting up a group where residents can help shape the development of the plans.