



# East London Health & Care Partnership

## Appendix 3: Our goal and highlights of 2017

### Our goal: To help the people of east London live healthy and independent lives

We are doing this by:

- Protecting vital services and giving the best possible treatment and care built around the needs of all local people.
- Supporting our nurses, doctors, therapists and carers to provide the best quality care to people and achieve the right outcomes.
- Improving our services, so they are easy to access and provided at a time and in a place where people want them, ideally in their homes or close by.
- Helping people to stay well. We are doing all we can to help them take good care of themselves and enjoy healthy and independent lives – now and in the future.

## Highlights of 2017

### Prevention

We agreed a shared ambition to reduce obesity, smoking, diabetes, high blood pressure and heart disease. We want to support people to do more physical activity, educate people around how to avoid or better manage health conditions and see more use of ‘social prescriptions’.

We secured extra funding to support people with diabetes and help smokers quit.

We held a successful conference on workplace health and established a community of practice to promote it. We also launched a project with the Healthy London Partnership to improve staff health in GP practices and pharmacies.

### Mental Health

We successfully bid for additional funding to increase mental health support for people in hospitals.

We were awarded more money to support children and young people in mental health crisis.

We began work to improve access to psychological therapies, local crisis services and maternal mental health services.

We increased the number of physical health checks for patients with a mental illness and are opening up more employment opportunities for people as part of their recovery.

### **Urgent & Emergency Care**

We worked together to improve access to health services. In the New Year, patients will be able to:

- CLICK – using NHS 111 online to access information and support regarding their health.
- CALL – calling NHS 111 to access advice or reassurance from a healthcare professional
- COME IN – when patients need to be seen, because it is an emergency, we are supporting direct booking into either their own GP or appropriate service. This will also help reduce the pressures on A&E departments so that people who need to be seen there will be treated as soon as possible.

We have shared learning to improve patient flows through our hospitals, valuing our patients' time and reducing delays in transfers of care following an admission.

We implemented measures to enhance care provided in care homes and people's own homes, helping develop a skilled workforce.

Social care providers told us it is often difficult to support people who become unwell in their own home. As a result, we will shortly be launching a pilot to give domiciliary care workers increased direct access to clinical advice via NHS 111.

### **Primary Care**

We launched a series of programmes to improve and standardise the quality of primary care across east London. This includes training plans and a common system for sharing improvement projects, with 500 free licences available to commissioners and providers.

We established business intelligence systems to collect clinical outcome data and help improve the efficiency of patient services.

We successfully set up a development framework to help our primary care providers (GP federations and networks) improve quality across local health and care systems.

We introduced a model to help us evaluate future workforce needs and a potential skill mix for multi-professional working.

We implemented a range of plans recruit to and retain our primary care workforce across east London.

### **Cancer**

We set up three local programmes to improve cancer outcomes at a local level across east London.

We achieved cancer waiting time targets and secured more funding to help earlier diagnosis.

The one-year survival rate is continuing to improve for our local population – although there is still much to do.

## **Maternity**

We completed and submitted (in November) our East London Maternity Transformation Plan and Funding Bid in line with the Better Births strategy to improve maternity care for our local women. We are awaiting the outcome of the bid.

We initiated joint procurement arrangements that will save money for the maternity system without impacting on services.

We became one of seven maternity 'Pioneer' sites in the country.

We finalised our East London Midwifery Workforce Programme for launching in the New Year.

We secured FIVE nominations in the Royal College of Midwives annual awards! Two of these being in the prestigious 'Team of the Year' category. Fingers Crossed!!

## **Learning disabilities**

We have been working hard to move our patients with learning disabilities and/or autism out of long-stay hospitals and back into the community. We have so far managed to support 14 patients to go home from hospital in time for Christmas.

## **Medicines optimisation**

Hospital providers and clinical commissioning groups are now working together to switch to medicines that do the same thing as others, but for a better price.

A national consultation on the value and cost of medicines that have a low clinical value was completed at the end of October. The results of will help steer our future decisions on this in east London.

## **Digital**

Health and social care professionals are able to make better and safer decisions by sharing records through the east London Patient Record (eLPR) system. NELFT, LB Newham & LB Hackney have also recently connected to the system, which is now getting over 80,000 views per month – more than anywhere else in the country.

2.3m patient records are now placed in Discovery – a population health analytics platform.

## **Organisational development (OD)**

East London Health & Care Partnership is now the pilot site for the national STP OD programme, partnering with the staff college to develop collaborative working.

## **Workforce recruitment**

We have been working together, across the NHS and councils, to help recruit and retain essential staff for east London, such as doctors, nurses and care workers. This includes helping find them somewhere to live, and developing career opportunities.

## **Provider productivity**

A cap on the use of medical agencies was introduced in October, thanks to an initiative we ran in conjunction with a pan-London group.

The introduction of a new procurement scheme has led to economies of scale and greater value for money in the buying of provider consumables.

## **Infrastructure**

We established an East London Health & Care Partnership estates board – in line with the formation of a London Estates Board and the requirements of London Devolution.

We have been working together to identify opportunities to share accommodation, office and back office functions. This includes agile and new ways of working, such as shared booking systems.

We are focusing on maximising the clinical utilisation of estates, thereby supporting seven-day working while increasing efficiency and releasing savings through disposal.

We are working to complete a prioritised pipeline of sites, mapping current demand and capacity so we can ensure the right infrastructure is in place to meet future needs.

## **Health & Housing Conference**

Developing the relationship between housing and health, and bringing the various providers and services closer together was the subject of our highly successful Health & Housing Conference in October 2017.

Delegates from across east London, with an interest in health, social care, housing and regeneration discussed a range of topics, from the provision of accommodation for key workers to how digital technology can help care for people, especially the most vulnerable, in their own home. They also talked about ways of combating homelessness and how housing services can help reduce delays in discharging people from hospital because of a lack of suitable accommodation and support.

The conference was the first of its kind in east London, generating lots of ideas – many of which were simply the result of everyone coming together.

***We look forward to doing more in 2018, working together with you to help the people of east London live healthy and independent lives.***