

North east London Health update

15 December INEL JHOSC

NELFT and ELFT



- **System resilience:** To ensure services remain resilient and to protect the health and wellbeing of staff over the winter, **the Covid and Flu Vaccination programme is underway** across north east London.
 - The East London Vaccination Centre, based at Mile End Hospital, is running an outreach programme to engage harder to reach groups, and includes sessions for people in supported living accommodation and people attending the East London Mosque.
 - The Liberty Centre based in Havering, have set up additional out-reach opportunities via pop up clinic and are due to begin next week.
 - The Polio booster programme continues, running until the end of December, approx. 1/3 eligible children in London have attended, an extension has been agreed to increase the uptake.
 - The BCG workstream continuing at the Liberty at weekends.
- **Demand remains high** for access to Mental Health services, particularly crisis services and bed occupancy. Work is being undertaken with systems partners, aligned to winter planning, to ensure a joined-up and continuous focus on areas of high activity and pressure.
 - Teams continue to work demand and capacity challenges, and additional in-patient capacity has been procured across London to support demand on services during the course of the winter.
 - Both trusts continue to work collaboratively to ensure that residents are treated as close to home as possible. A particular focus at present is the joint working between our acute hospitals and our mental health teams.
- **Community health services** previously implemented an Urgent Care Response car which means patients are referred directly into the community teams from the ambulance stack (people who are awaiting an ambulance) allowing them to have swift access to appropriate care and reduce demand on ambulance services.
 - We are currently expanding this service and hope to offer a total of 3 cars in BHR over the winter months.

Barts Health update November 2022



- **Winter pressures and planning:**
 - The number of occupied beds across our hospitals - more than 1,500 – is already as high as last winter.
 - We have almost completed our annual Winter Planning process and will be working across the system to reduce pressure in emergency department (ED) and getting ambulances back on the road as soon as possible.
 - Our REACH programme enables clinicians to engage with primary care, 111 and ambulance teams to agree the most appropriate emergency care for patients rather than patients coming straight to A&E. This has significantly reduced ED attendances, and the scheme will extend across BHRUT for winter
 - There will be a system wide response and we are discussing with Tower Hamlets, Newham and Waltham Forest the appropriate mitigations, including step down beds, virtual wards and support for complex discharge where out of hospital support is required.
 - We are still caring for up to 80 Covid positive patients, though most are primarily being treated for other illnesses or injuries. The numbers are a third of the level at the Omicron peak, but our winter planning includes a scenario where Covid increases significantly
- **Elective**
 - Our longest waiters are now almost cleared, with the last remaining patients due to receive treatment in December
 - As part of our winter planning we will include options to maintain our elective programme over what will be a challenging winter
 - This will include a prioritisation framework that will ensure those most in need of treatment will be prioritised
- **Staffing:**
 - We welcomed the first cohort of security and reception staff (Soft Facilities Management services) who were previously employed by Serco into the Barts Health family in November. Further teams will transfer to Barts Health over the coming months.
 - There are over 70 new midwives set to join the Trust in the coming months to strengthen our maternity services.
 - Members of the Royal College of Nursing employed at Barts Health hospitals will not take industrial action this winter, as the number of staff members taking in the strike ballot did not meet the workplace legal threshold for their vote to count.
 - Other ballots will take place over the coming weeks, so we will continue to develop our contingency plans
- **Award-winning discharge project:** A Barts Health project to cut the time spent in hospital for heart attack patients won a 2022 HSJ award for 'Acute Sector Innovation'. The 'AMI early discharge pathway' was established at the start of the Covid-19 pandemic by Barts Heart Centre clinicians concerned about a shortage of beds and the risk to patients of catching Covid whilst recovering in hospital.

Reducing our waiting lists

- The total number of patients waiting 18 months or more reduced from 474 in July to 59 at the beginning of last October – the largest reduction of any London trust
- Our ‘super’ clinics continue; [Gynaecology ‘Perfect’ Week](#) treated 81 women. It would usually take around a month to carry out this number of operations
- Construction has also started on our [£14m Surgical Hub at KGH](#), which will see us complete, on average, at least 16 additional operations per day
- Patients are also benefitting from faster diagnosis thanks to more [diagnostic equipment at Barking Community Hospital](#). We’ve also submitted a planning application for a £15m Community Diagnostic Centre at the site, which would provide a range of tests and scans, such as CT, MRI and ultrasound

Care Quality Commission (CQC) inspection: November 2022

- Inspectors visited our Emergency Departments (EDs), medical wards at Queen Hospital (QH) and King George hospital (KGH) and diagnostics at KGH. They also conducted [a well led review](#)
- CQC had particular concerns about the lack of flow across our hospitals and long waits in EDs. We are waiting for their full report, however we have already started work to address the issues
- Positive feedback included how welcoming our staff were and praise from some of our patients about the care they were receiving

Urgent and emergency care (UEC)

- We’ve seen an increase in mental health (MH) patients in our EDs waiting longer than they should be for the MH services they need. In October we had 42 patients (compared to 28 in September) who waited over 36 hours to be referred to MH services. We’re working with MH trusts and councils to reduce delays and we’re adapting our departments to provide a better environment
- At QH we launched Operation Snowball to reduce waiting times by proactively moving patients each hour out of ED and onto the relevant ward
- In September, an additional 75 patients moved through the Frailty Unit, with more patients transferred earlier in the morning. Average length of stay in the unit decreased by four hours. We’re now doing the same with other departments and continue to work with partner organisations to improve discharges

Supporting our staff with cost of living

- We’ve held two more marketplaces, which were expanded to include toys, clothes, household items and food
- Together with other initiatives including uniform vouchers and free period products, we’ve supported nearly a thousand members of staff so far

Senior leadership

- Our Executive team has been boosted by the appointment of Janine La Rosa who has joined us from NHS London as our new Chief People Officer