

Whittington Health NHS Trust

Statement of Purpose

“Helping local people live longer healthier lives”

Name of Service Provider	Whittington Health NHS Trust
CQC Provider ID	Provider ID RKE
Business Address	Trust Offices Magdala Avenue London N19 5NF
Nominated Individual	Philippa Davies, Director of Nursing philippa.davies@nhs.net

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1. Introduction

Whittington Health was created in April 2011 when the Whittington Hospital merged with the community health services of the former Haringey and Islington PCTs to become a single integrated care organisation (ICO). In May 2011, the ICO was expanded when Haringey Children’s Services, which had formerly been managed by Great Ormond Street Hospital, joined the Trust. At this time, Whittington Health was used as the trading name, for the ‘The Whittington Hospital NHS Trust’. From 6th November 2017, Whittington Health NHS Trust has been approved by the Minister of State for Health as the legal name for the organisation.

Whittington Health provides hospital and community care services to 500,000 people living in Islington and Haringey as well as other London boroughs including Barnet,

Enfield, Camden and Hackney. As one organisation providing both hospital and community services, we are known as an 'integrated care organisation'.

2. Aims and Objectives

Our mission

Helping local people live longer, healthier lives.

Our vision

Provide safe, personal, co-ordinated care for the community we serve.

Our goals

1. To secure the best possible health and wellbeing for all our community
2. To integrate/co-ordinate care in person-centred teams
3. To deliver consistent high quality, safe services
4. To support our patients /Users in being active partners in their care
5. To be recognised as a leader in the fields of medical and multi-professional education, and population-based clinical research
6. To innovate and continuously improve the quality of our services to deliver the best outcomes for our local population

The full Clinical strategy is available to download as a pdf on the Whittington Health public website at:

<http://www.whittington.nhs.uk/default.asp?c=20804>

3. Accountability and Regulated Activities

The Accountable Officer for Whittington Health is the Chief Executive, Siobhan Harrington

The Nominated Individual is Mrs Philippa Davies, Director of Nursing and Patient Experience.

Whittington Health is registered to carry out the following Regulated Activities as defined by the Care Quality Commission:

- Treatment of disease, disorder or injury
- Surgical procedures
- Diagnostic and screening procedures
- Maternity and midwifery services
- Termination of pregnancies
- Assessment or medical treatment for patients detained under the 1983 Mental Health Act

4. Registered Locations and Premises

Registered Locations

Whittington Health NHS Trust (**Provider ID RKE**) is registered in respect of the named Regulated Activities at 2 locations:

4.1 Whittington Health NHS Trust **Location ID RKEQ4**

Trust Offices
Magdala Avenue
London
N19 5NF

Tel. 02072723070

- Assessment or medical treatment for persons detained under the Mental Health Act 1983
- Diagnostic and screening procedures
- Maternity and midwifery services
- Surgical procedures
- Termination of pregnancies
- Treatment of disease, disorder or injury

This is the HQ address for the organisation and also the '**Address for Service**' by the CQC.

The Trust delivers its acute hospital activities from this location. The Magdala Avenue address is, in addition, the Registered Location for all the community based services of Whittington Health, including all Health Centres, except for:

4.2 St Luke's Hospital (Simmons House) **Location ID RKEX5**

Woodside Avenue
London
N10 3HU

- Assessment or medical treatment for persons detained under the Mental Health Act 1983
- Diagnostic and screening procedures
- Treatment of disease, disorder or injury

Simmons House is an in-patient CAMHS unit for up to 10 young people between 13 and 18 years of age. Further details on **page 46**

The CQC Service Types provided at each Registered Location are as set out in the table below:

Service Type	RKEQ4	RKEX5
Acute Services (ACS)	Yes	
Rehabilitation Services (RHS)	Yes	
Long Term Conditions (LTC)	Yes	
Community Healthcare services (CHC)	Yes	
Community based services for people with mental health	Yes	

needs (MHC)		
Community based services for people with a learning disability (LDC)	Yes	
Hospital services for people with mental health needs and/or learning disabilities (MLS)		Yes
Community based services for people who misuse substances (SMC)	Yes	
Urgent Care Services (UCS)	Yes	
Doctors consultation service (DCS)	Yes	
Doctors treatment service (DTS)	Yes	Yes
Dental Service (DEN)	Yes	

4.4 Trust Premises

In addition to the two Registered Locations, community services are delivered from numerous hospitals, health centres and other facilities across Haringey and Islington. Some community services are additionally provided from bases in the London boroughs of Enfield, Hackney and Camden. In addition, staff see children in schools across Haringey and Islington and many services see patients in their own homes or in clinics at GP practices. The main addresses are:

Haringey:

- ◆ St Ann's Hospital, St Ann's Road, Tottenham, N15 3TH*
- ◆ Bounds Green Health Centre, Gordon Road, New Southgate, N11 2PF
- ◆ Crouch End Health Centre, 45 Middle Lane, Crouch End N8 8PH
- ◆ Hornsey Central Neighbourhood Health Centre, 151 Park Road, Hornsey, N8 8JD
- ◆ 1a Lansdowne Rd, Tottenham, N17 0LL
- ◆ The Laurels Healthy Living Centre, St Ann's Road, Tottenham, N15 5AZ
- ◆ Lordship Lane Neighbourhood Health Centre, 239 Lordship Lane, N17 6AA
- ◆ Stuart Crescent Health Centre, Wood Green, N22 5NJ
- ◆ Stroud Green Health Centre, 12-14 Upper Tollington Park, N4 3EL
- ◆ Tynemouth Road Health Centre, Haringey, N15 43H*
- ◆ 1 – 3 Edwards Drive, Gordon Road, London N11 2HD

Islington:

- ◆ Archway Community Care Centre, Vorley Rd, N19
- ◆ Bingfield Street Health Centre, 8 Bingfield Street, N1 0AL
- ◆ Calshot Community Care Centre, 57 Calshot St N1 9XH
- ◆ City Road Practice, 190-196 City Road, EC1V 2QH
- ◆ Finsbury Health Centre, 17 Pine Street, EC1R 0LP*
- ◆ Goodinge Health Centre, 20 North Road, London, N7 9EW
- ◆
- ◆ Highbury Grange Health Centre, 1-5 Highbury Grange, N5 2QB
- ◆ Holloway Community Health Centre, 11-17 Hornsey Street, N7 8GG*
- ◆ Hornsey Rise Health Centre, Hornsey Rise, N19 3YU*
- ◆ Hunter Street Health Centre, 8 Hunter St, London WC1N 1BN
- ◆ Islington Outlook, 133 St John's Way N19 3RQ
- ◆ Kings Cross Primary Care Centre, 264 Pentonville Road, N1 9JY*
- ◆ Michael Palin Centre, 13-15 Pine Street, EC1R 0JH
- ◆ Northern Health Centre, 580 Holloway Road, N7 6LB
- ◆ PULSE 164 Holloway Road, N7 8DD
- ◆ Partnership Primary Care Centre, 331 Camden Road, London, N7 0SL

- ◆ River Place Health Centre, Essex Road, London, N1 2DE

Camden

- ◆ Belsize Priory Health Centre, 208 Belsize Road, NW6 4DX*
- ◆ Crowndale Health Centre, 59 Crowndale Road, NW1 1TN*
- ◆ Gospel Oak Health Centre, 5 Lismore Circus, NW5 4QF*
- ◆ Kentish Town Health Centre 2 Bartholomew Road, London, NW5 2BX*
- ◆ South Camden Centre for Health, Stephenson House 146 Drummond St. NW1 2PL

Enfield

- ◆ Evergreen Primary Care Centre, 1 Smythe Close, Edmonton, N9 0TW*
- ◆ Forest Road Primary Care Centre, 308a Hertford Road Edmonton, N9 7HD*
- ◆ North Middlesex University Hospital, Sterling Way, Edmonton, N18*
- ◆ Chase Farm Hospital, The Ridgeway, Enfield EN2 8JL*

Hackney

- ◆ Hackney Service Centre, 1 Hillman St, E8 1DY
- ◆ Linden Children's Centre, 86/92 Rectory Road, N16 7SH

Barnet

- ◆ Vale Drive Health Centre, Vale Drive, Barnet, EN5 2ED
- ◆ Torrington Park Health Centre, 16 Torrington Park, N12 9SS
- ◆ Oak Lane Health Centre, Oak Lane, N12 8LT
- ◆ Mill Hill Health Centre, Hartley Avenue, NW7 2HX

Harrow

- ◆ Alexandra Avenue Health & Social Care, 275 Alexandra Avenue, Harrow, HA2 9DX

Middlesex

- ◆ Wembley Centre for Health and Care, 116 Chaplin Road, HA0 4UZ
- ◆ Grand Union Village Health Centre, Taywood Road, Northolt, UB5 6WL
- ◆ Heart of Hounslow, 92 Bath Road, TW3 3EL

Locations marked * are those providing dental clinics. Some dental surgery is carried out in theatres at North Middlesex Hospital, Chase Farm Hospital and children's dental surgery is carried out in Theatres in the Whittington Hospital.

5. Description of Services

Although listed as a 'medium acute Trust', Whittington Health is a very diverse Integrated Care Organisation and provides services corresponding with all eight of the Acute Core Services as well as three of the Community Health Services and four of the Specialist Mental Health Core Services as defined in the CQC Provider Handbooks, and a Primary Care Alcohol and Drugs Service.

The vertical integration of services in Whittington Health enables the Trust to provide a full range, level and intensity of services in primary and secondary care to patients from the local community and follows through into the design of services around individuals' needs and preferences.

Clinical services in Whittington Health are organised into seven Integrated Care Service Units (ICSU) designed to cross care boundaries. These are described in detail on pages **8 to 46**

The services in each ICSU do not correspond with the Core Services set out in the Acute, Community or Specialist Mental Health provider handbooks but are listed in the table below which shows how they relate to the CQC descriptors of Core Services.

5.1 Emergency and Urgent Care	Page	Corresponds with CQC Core service:
Emergency Department (A&E)	8	Urgent and Emergency services
Urgent Care Centre	8	Urgent and Emergency services
Ambulatory care centre (adults) and Virtual Wards	9	Urgent and Emergency services
Ambulatory care centre (children)	9	Urgent and Emergency services
Acute Assessment Wards (MAU)	10	Medical Care including older people's care
District Nursing services		Community Services for Adults
Community Matrons		Medical Care including older people's care
PCADS Primary Care Alcohol and Drug Services Clinical Site Practitioners		Drug and Alcohol services Medical Care including older people's care

5.2 Integrated Medicine	Page	Corresponds with CQC Core service:
Cardiovascular Medicine		Medical Care including older people's care
Care of older people (Whittington Hospital)		Medical Care including older people's care
Cavell Rehabilitation Unit		Medical Care including older people's care
Continence and Urodynamics		Medical Care including older people's care
Continuing Care (Islington)		Community Services for Adults
Diabetes (Haringey and Islington)		Community Services for Adults
Diabetes (Whittington)		Medical Care including older people's care
Diagnostics EEG/ECG		Outpatients and Diagnostic Imaging
End of Life Care (Palliative care)		End of Life Care
Endocrinology		Medical Care including older people's care
Gastroenterology		Medical Care including older people's care
Haematology		Medical Care including older people's care
Haringey Learning Disabilities Partnership		Community services for people with LD/Autism
Integrated Community Ageing Team		Community Services for Adults
Integrated Community Therapy Team (Haringey)		Community Services for Adults
REACH & Intermediate Care Team (Islington)		Community Services for Adults
Nephrology (kidney/renal disease)		Medical Care including older people's care
Neurophysiology		Medical Care including older people's care
Nutrition (In-patients)		Medical Care including older people's care
Occupational Therapy & Physiotherapy(In-patients)		Medical Care including older people's care
Respiratory Medicine (Chest Medicine)		Medical Care including older people's care
Integrated Community Respiratory (CORE)		Community Services for Adults
Rheumatology		Medical Care including older people's care

Speech and language therapy		Medical Care including older people's care
TB Service North Central London		Outpatients and Diagnostic Imaging
Facilitating Early Discharge Service (FEDS)	10	Medical Care including older people's care

5.3 Patient Access, Prevention and Planned Care	Page	Corresponds with CQC Core service:
Acute Outpatients		Outpatients and Diagnostic Imaging
Transcript and Health Records		Outpatients
Access Centre		Outpatients
Call Centre		Outpatients
Community Booking Service (CBS)		Community Services for Adults
Bladder & Bowel Service (Haringey, Islington and Camden)		Community Services for Adults
Health Centre Managers		Community Services
Expert Patient Programme (Islington and Haringey)		Community Services for Adults
Improving Access to Psychological Therapies (run by DN)		Mental Health Services for Adults of Working Age
		Community Services for Adults
		Community Services for Adults
Musculoskeletal CATS Service		Community Services for Adults
Musculoskeletal Physiotherapy		Community Services for Adults
Nutrition and Dietetics (Community)		Community Services for Adults
Chronic Pain Management Service		Medical Care including older people's care
Podiatry (Acute service)		Medical Care including older people's care
Podiatry/Foot Health (Community Services)		Community Services for Adults
Tissue Viability and Lymphoedema Service		Community Services for Adults
Self-Management		Community Services for Adults

5.4 Clinical Support Services	Page	Corresponds with CQC Core service:
Imaging (x-ray, MRI, CT)		Outpatients and Diagnostic Imaging
Interventional Radiology		Outpatients and Diagnostic Imaging
Phlebotomy		Outpatients and Diagnostic Imaging
Blood Sciences – Biochemistry, Haematology and Blood Transfusion		Outpatients and Diagnostic Imaging
Microbiology		Outpatients and Diagnostic Imaging
Histopathology		Outpatients and Diagnostic Imaging
Pharmacy		n/a
Infection Prevention and Control		n/a

5.5 Surgery	Page	Corresponds with CQC Core service:
General Surgery		Surgery
Day Surgery		Surgery
Bariatric Surgery		Surgery
Trauma and Orthopaedics		Surgery

Anaesthetics for Surgery		Surgery
Ear, Nose and Throat		Surgery
Dermatology		Surgery
Ophthalmology		Surgery
Urology		Surgery
Critical Care		Surgery
Oncology		Surgery
Community Dentistry		Community Services for Children YP and Families

5.6 Women and Family Services	Page	Corresponds with CQC Core service:
Gynaecology and Colposcopy		Maternity and Gynaecology
Maternity and Obstetric Services		Maternity and Gynaecology
Haringey HIV Prevention Programme (Haringey)		Community Services for Children YP and Families

5.7 Children and Young People's Services	Page	Corresponds with CQC Core service:
Audiology and New Born Hearing		Community Services for Children YP and Families
Neonatal Intensive Care Level 2 (NICU) and SCBU		Neonatal Services
Acute Paediatrics(Whittington)		Services for children and young people (inpatient)
Community Paediatrics (Islington)		Community Services for Children YP and Families
Community Children's Nursing (Islington)		Community Services for Children YP and Families
The Life Force Team (Palliative Care)		Community Services for Children YP and Families
Occupational Therapy		Community Services for Children YP and Families
Physiotherapy Service		Community Services for Children YP and Families
Speech & Language Therapy		Community Services for Children YP and Families
Michael Palin Centre		Community Services for Children YP and Families
Sickle Cell & Thalassaemia (Adults & Children)		Community Services for Children YP and Families
Community Paediatrics (Haringey)		Community Services for Children YP and Families
Family Nurse Partnership		Community Services for Children YP and Families
Health Visiting		Community Services for Children YP and Families
School Health Service		Community Services for Children YP and Families
Special School Nursing		Community Services for Children YP and Families
Child Protection		Community Services for Children YP and Families
Looked after Children		Community Services for Children YP and Families
CAMHS (Islington)		Specialist community MH services for Children
CAMHS Adolescent Outreach Team (Islington)		Specialist community MH services for Children
Community child psychology service		Specialist community MH services for Children
Simmons House Adolescent Unit (CAMHS)		Child and Adolescent Mental Health wards

5.1 Emergency and Urgent Care ICSU

Emergency Department (A&E)

The Emergency Department is open 24 hours a day, seven days a week for anyone needing treatment for an urgent problem caused by an accident or illness. It includes a dedicated, newly refurbished, child friendly paediatric area. Emergency surgery and medicine services are also provided, initially within the department, and then in our Medical and Surgical Assessment wards. Please note that we do not provide services for acute strokes, heart attacks (myocardial infarction) or major trauma. These patients are cared for in the relevant specialist centres.

Urgent Care Centre

The Urgent Care Centre is a collaborative service development delivered by Whittington Health and WISH, a consortium of GP practices in close proximity to the hospital providing sessional GP's and GP leadership. The service aims to meet the needs of local residents requiring care and treatment for minor illness, injury and other primary care presentations.

The Urgent Care Centre is collocated with the Emergency Department at Whittington Hospital to complement existing services and offer users increased choice and flexibility when accessing health care by directing patients to the service most appropriate to their needs. There is a strong emphasis on opportunistic health promotion and education with signposting to other services and proactive registration of patients with local primary care providers.

The aims include to:

- Reduce the number of patients presenting at ED who would be better treated by primary care clinicians.
- Improve patient's experiences in urgent care
- Reduce the number of unplanned hospital admissions through improved management of long term conditions.

Ambulatory Care Centre (adults)

Ambulatory care is same day emergency care. The ambulatory care centre offers easy access to diagnostic tests, hospital consultants and specialist staff in one place. It is a way of providing safe care designed around the needs of the patients and to avoid unnecessary hospital admissions.

The adult service is consultant led with a multi-disciplinary team of more than 20 staff including medical and emergency physicians, community matrons, GPs, surgeons and a full range of hospital based specialities working together in the acute care of patients.

The service is not pathway or condition led to ensure that all patients can be considered. All patients must be referred and clinically accepted by the ambulatory care team.

Clients may be:

- Adults needing emergency care who are referred by their GP
- Patients redirected from our emergency department

- Patients who have been in hospital, providing support to go home as part of our enhanced recovery programme

Ambulatory care centre (children)

Our ambulatory care centre is a safe way of providing care which aims to avoid unnecessary admissions but allows children to be observed for longer periods of time than is possible in our children's emergency department.

In coordination with our children's community nursing teams, it will continue to provide ongoing treatment and review for children who have been recently discharged. Our consultant supported hospital-at-home service will also work closely with the service.

The paediatric ambulatory care service is a fully integrated component of the Trust's acute paediatric service and is Consultant led with support from the full multi-disciplinary team.

Acute Assessment Wards

There are two acute assessment wards; Mary Seacole North (18 beds) and Mary Seacole South (16 beds).

District Nursing services

The District Nursing Service visits patients in their own home in both Islington and Haringey. There are ten daytime district nursing teams and two twilight teams. As well as the mainstream district nursing teams, there are two leg ulcers clinics which provide skilled assessments and treatments for patients with leg ulcers.

The district nursing team is made up of nurses with a wide range of nursing skills and knowledge. They provide expert care to patients living in their own homes and residential homes. The district nurse team manager is supported by community staff nurses and health care assistants.

The district nursing team works closely with GPs, social workers, hospitals, community matrons, continuing care nurses and voluntary agencies.

How we can help patients and carers:

- Co-ordinate care in the place the patient live
- Ongoing nursing care to aid recovery from illness and operations
- Assessment for equipment to promote and maintain independence
- Advice on how to live more healthily and manage long term conditions
- Care for patients with long term illnesses
- Expert specialist care when people are at the end of life
- Referral to other specialist services as necessary
- Work with people and other community services to prevent unnecessary hospital admissions
- Work with patients and families to prevent pressure ulcers and manage any pressure ulcers that patients have on referral to the service.

Client Group

To be eligible for district nursing care, patients need to be aged 16 year and over and housebound (that is they are unable to travel to their GP practice for nursing care).

Hours

The District Nursing Service work 24 hours a day 7 days a week

Community Matrons

Community Matrons work across Islington and Haringey. Each Matron is linked to a group of G.P practices. They provide:

- Case management for patients who are frequently readmitted to hospital or who are frequently requiring GP visits.
- Care co-ordination for the identified patients by coordinating the work of other professionals (for example district nurses, specialist nurses and therapists) and act as their main point of contact with health services.
- A comprehensive baseline assessment for each identified patient in conjunction with GP, patient, relatives, carers and other professionals. This will include an advanced Physical Assessment. The Health and Social Care Single Assessment process will be utilised to facilitate communication between health and social services about patient care and to minimise duplication.
- Proactive monitoring of chronic diseases plus identification and management of early symptoms of exacerbation (this also involves educating the patients and their carers to recognise these and to alert appropriately).
- Patient held management plans. These will define any 'trigger points' and be an agreed plan for the patient in the event of exacerbation/crisis rather than attending A&E or calling emergency services.
- Liaison with acute hospitals in the event of an admission/A&E attendance to facilitate a smooth safe and speedy discharge and undertake a review with the GP and primary care team within 3 working days, to see whether systems and/or management need to be amended to prevent a recurrence.
- Patient education (and education for families/carers) and ensure this is arranged to support self-management for the patient and that there is an ongoing ethos of self-management.

PCADS (Primary Care Alcohol and Drug Services)

The service provides a range of Tier 2-3 appropriate programmes of care that are in line with the National Treatment Agency substance misuse service frameworks "Models of Care for Alcohol (2006)" and "Models of care for Drugs (2006)". These include primary care and acute based treatments and support services to adults affected by substance misuse, including carers, with referral and joint working with other local treatment providers in order to promote co-ordinated care packages. Individuals from the age of eighteen who are assessed appropriate for treatment in a primary care setting can access the following services:

- Comprehensive substance misuse assessment.
- Brief interventions, motivational interviewing and longer term psychological therapy.

- Case management.
- Blood borne virus screening and vaccination
- Withdrawal management and relapse prevention pharmacotherapy.

PCS (Primary Care Service – Homeless persons / Substance misuse)

The Primary Care Service (substance misuse / homeless persons) is for people who live in Islington who are either homeless or using local drug services and who are not registered at a local GP practice. The service identifies and manages acute and chronic health problems and supports patients in fully registering with a local GP practice as soon as possible. The service cannot offer GP registration so the range of services is limited to those which best meet the needs of the target group. Individuals from the age of eighteen who are assessed appropriate for treatment in this primary care setting can access the following services:

- Long Term Condition management (Diabetes, Asthma, COPD)
- Wound Management and Suture removal
- Assessment and treatment of minor ailments
- Cervical Screening
- Contraceptive Services
- Sexual Health Services
- Vaccinations and Immunisations
- Blood Borne Virus (BBV) Screening, Immunisation & Treatment
- Smoking cessation and safer drinking interventions.
- Mental Health Assessment / Referral

5.2 Integrated Medicine ICSU

(Services listed alphabetically)

Medical wards

The Whittington Hospital has three medical wards: Nightingale (21 beds, respiratory), Montuschi (16 beds cardiology and coronary care) and Victoria (gastro, haematology and acute medicine)

Cardiovascular Medicine within the ICO

Cardiovascular medicine has long embraced an erosion of conventional primary/secondary care barriers for people with accredited access for local GPs to cardiovascular investigations and the early involvement of nurse specialists, health psychologists and pharmacists within the multi-disciplinary team that deliver care within and outside the hospital. The development of the ICO has allowed us to forge still stronger links and more effective mechanisms for delivering high quality patient centred care, wherever needed from home to hospital.

Key services:

Whittington outpatient cardiovascular services aim to deliver a friendly, efficient and timely outpatient service across the range of cardiovascular conditions. This has always been Consultant led and proportionately is increasingly Consultant delivered. It is supported by a GP telephone helpline on a Monday evening and a range of

diagnostic services. We have also developed a number of specialised and rapid access outpatient services which increasingly integrate with community and primary care delivered services:

1. Rapid access chest pain service – designed to detect and treat coronary disease early and thereby mitigate against muscle damage, arrhythmias and premature death. Chest pain nurse specialist with Consultant cardiologist – 5 clinics weekly. Supported by local exercise testing, nuclear medicine imaging and diagnostic angiography (Whittington) and intervention, undertaken at the Heart Hospital by our local interventionist.
2. Rapid access HF clinics – Consultant one stop clinic to confirm or exclude a diagnosis (including echocardiography and electrocardiography) 5 clinics weekly.
3. Advanced HF service – for those with high risk, complex or unstable HF, or where additional advice required by GP, nurse specialist and others, and or to assess for devices, transplantation and other select interventions. These are often multidisciplinary. 2 sessions per week.
4. Post discharge HF services – designed to ensure safe and timely review in keeping with NICE Quality standards for HF (2011) and to ensure secure and timely referral to community services. These clinics are often multidisciplinary and involve close working with the acute HF nurse, or community HF nurses (both Islington and Haringey).
5. Anticoagulation and stroke prevention – these services span hospital, GP based, Pharmacy based and emerging home based facilities across the North central sector.

Rehabilitation

Whittington Health offers a range of cardiac rehabilitation services, all community based, spanning a “fixed term programme” for those with more complex disease which includes patients with heart failure amongst others, and a “roll in roll out” gym based programme aimed at younger patients often following coronary intervention. The aim of all programmes is increased well-being and exercise for life. Some patients are unable or unwilling to attend a formal programme and for these we offer a one off assessment and advisory programme, with additional services being explored by the Community HF nurses.

Inpatient services

Cardiovascular expertise within the hospital covers the full range of care, and is supported by close working with colleagues at the Heart Hospital (including a number of Multidisciplinary meetings in which we participate), Harefield and Papworth Hospitals. Much of the care is delivered within the cardiovascular ward, Montuschi ward, which incorporates a CCU and additional monitored beds, alongside dedicated nursing and other staff. In addition there are HF rounds across the hospital (delivering shared care) and an active outreach cardiovascular service to the acute admitting and other medical, surgical, and obstetric, wards. There is a weekly MDT review of all known inpatients with HF.

Community Services

The community based HF team, supported by the British Heart Foundation, aims to improve the care and well-being of patients with chronic heart failure within Islington and Haringey, working closely with GPs, and the relevant Hospital Consultants (from

Whittington, UCLH and the North Middlesex) to that end. The long term aim is to ensure high quality care throughout the ICO. Community HF clinics are available across both Haringey and Islington, including in some instances GP based clinics, with additional home support, and the facilities to monitor less stable patients and to up-titrate in close consultation with primary care physicians and consultant colleagues. The specialist expertise of the HF nurses is supported by a wide range of other community services and diverse educational initiatives including patient self-management, and patient support groups.

Outcomes for Cardiovascular Conditions within the ICO

1. Patient experience

The Cardiovascular Service was first awarded the Government standard accolade of the Charter Mark Award 12 years ago for the overall quality of service with emphasis on patient experience. The Service has been successful in being re-awarded the Charter mark and its successor the Customer Service Excellence Award in every successive year, and most recently in 2012.

2. Patient Outcomes

The HF service across hospital and community has been recognised by NHS Improvement, whilst a number of National Audits (MINAP for acute MI, HF and Rehabilitation) demonstrate good outcomes when compared to the national and sector comparators for prescribing, and in hospital and subsequent 12 month mortality and readmission rates (HF). The standardised Whittington hospital mortality rate is overall lower than expected, reflecting low inpatient mortality rates across cardiovascular inpatient care including HF. Similar figures are found through interrogation of HES and other data sets. These are achieved even though many of the patients admitted have poor social deprivation ratings, which within the community reflect high (though decreasing) CV related mortality rates.

Care of older people (Whittington Hospital)

The Trust provides inpatient, day care and outpatient services for elderly patients, normally over the age of 75. There are three dedicated wards: Cloudesley, Cavell and Meyrick. A multi-disciplinary team of specialist nurses, doctors, and allied health professionals provide assessment, treatment, and rehabilitation. Frail patients and those who have had falls, where an assessment of mobility is key, are well suited for care here.

Bridges Rehabilitation Unit

The Rehabilitation Unit is a 10-bedded Ward in Whittington Hospital which offers a period of inpatient rehabilitation following an acute hospital admission, primarily following a surgical procedure. The multidisciplinary team includes nursing, medical and therapy staff and aims to enable patients to regain as much independence as possible. Patients admitted to the unit are either:

- Older people (65 years plus) who need a period of rehabilitation following an acute hospital admission or
- Over 50 years old and in need of specialist inpatient rehabilitation.

The aims of the service are to:

- Provide high quality rehabilitation to enable patients to regain as much independence as possible after leaving hospital;
- Provide high quality nursing care with a rehabilitation focus;
- Provide a swift response to enable patients to transfer from an acute hospital to a rehabilitation unit in a timely fashion;
- Support patients in returning to their own homes where possible.

Continuing Care (Islington)

NHS Continuing Health Care is care provided to a person 18 or over to meet their physical and mental health needs. This need may have arisen as a result of disability, accident or illness. It means that the person's primary need is a health need not a social need. A complete package of ongoing care is arranged and funded solely by the NHS. Care can be provided in any setting, in a person's own home, a care home or a hospital setting. The Continuing Care Service provides:

- The identification of patients and their assessment of eligibility for continuing care
- Expert care co-ordination of continuing care clients
- Expert professional nursing advice and training to a range of multidisciplinary and multi-agency services.
- The Nurse advisers for complex continuing care panels.

The continuing care service is an established service in Islington. It has actively collaborated with all health and social care services in identifying clients with complex health and social care needs to provide a seamless service within the resources available. It works closely with the district nursing, palliative care and the community rehabilitation services. It has remained an accessible and approachable service for all health and social care professionals. The Team also provides the a statutory nursing review to all those in receipt of Funded Nursing Care in Islington & Camden Care homes who have an Islington G.P. All these residents are screened to ensure that their needs do not meet eligibility for full NHS continuing care.

Diabetes (Haringey and Islington)

The Haringey and Islington Diabetes Specialist Nurse and Dietitian Service offers specialist support, education and case management to patients with diabetes across the two boroughs. The team consists of highly specialised nurses and dietitians who are able to provide expertise to support those living with Diabetes. The team works closely with the diabetes services at the Whittington Hospital, UCLH and NMUH, has worked in partnership with them to develop the Diabetes Guidelines for Primary Care in Islington and Haringey. Services offered by the team include:

- **DESMOND** (Diabetes Education and Self-Management for Ongoing and Newly Diagnosed). This is a structured self-management programme for people newly diagnosed with Type 2 Diabetes. This is a group session, run twice a month and held at 2 different venues in the borough (**ISLINGTON ONLY**)

- **Structure Patient Education** – 3 session delivered in a group setting for those who have diagnosed with Type 2 Diabetes in last 12 months – started October 2012 (**HARINGEY ONLY**)
- **Diabetes management** – helping people to maximize their diabetes treatment, including starting injectable (insulin and GLP-1 therapy), reviewing and titrating doses. This maybe within a clinic setting or in patient home if unable to attend clinic
- A **Nurse Led Intermediate Diabetes Service**, supported by Consultant Diabetologists and Dieticians to provide diabetes care in a primary care setting.
- Providing **clinical support** to health staff looking after people with diabetes e.g. the District Nursing Service and General Practice
- **New Referral Central Triage service:** To triage all secondary care referrals from general practice to the Hospital Diabetes Outpatient Services to ensure appropriate referrals go to Intermediate Diabetes Service and Hospital Diabetes Service (in Haringey only).

Diabetes and Endocrinology (Whittington)

The Department of Diabetes and Endocrinology aims to improve the health of people with all types of diabetes by education and training as well as by treating them. Both outpatient and in-patient care is provided for patients of all ages including the provision of insulin pump services.

The Endocrinology Department provides services to patients with a broad range of endocrine disorders both as outpatients and inpatients. A telephone clinic has also been set up to follow up patients in their own homes. The range of services provided is as follows:

- Outpatient clinic for patients with thyroid, calcium, adrenal and reproductive endocrinology disorders
- Radioactive iodine therapy for thyroid conditions
- Monthly specialist clinics
- Monthly specialist children's endocrinology clinic, in conjunction with the paediatric department
- Patients with pituitary tumours are treated in partnership with the National Hospital for Neurology and Neurosurgery.

Diagnostics (EEG/ECG)

Clinics are held in the main outpatient clinic block on the Whittington Hospital site.

End of Life Care (Palliative care)

The Whittington hospital team is led by a consultant in palliative medicine and includes a team of Macmillan specialist nurses. They provide care, support and advice for those patients with cancer and other life-limiting illnesses, and to their families.

Gastroendoscopy

The Gastroendoscopy service provides a comprehensive range of diagnostic tests and treatment for patients with suspected or established disease. Both outpatient and inpatient services are provided, and include:

- Inflammatory bowel disease
- Coeliac disease
- Hepatitis
- Dyspepsia
- Endoscopy, including emergency diagnosis and treatment of gastro-intestinal bleeds
- Colonoscopy
- Flexible sigmoidoscopy
- Bowel screening (from Feb 2015)

Haematology

The Haematology Department specialises in treating a wide range of blood disorders in adults and children and has an international reputation in treating patients with haemoglobin disorders. The range of disorders treated includes:

- General haematology
- Blood transfusion (24 hour service)
- Sickle Cell
- Thalassaemia
- Cancers of the blood (except acute leukaemia and aggressive lymphoma)
- Deep vein thrombosis

Haringey Learning Disabilities Partnership

This service is commissioned and provided through a Section 75 Partnership arrangement between Whittington Health and Haringey Social Services and Barnet, Enfield and Haringey Mental Health Trust and with Local Authority lead.

Services include a Multi-disciplinary Community Team, an Assessment and Intervention Team for adults with mental health conditions associated with their LD and a 5 bed respite care home for adults with complex needs. Nurses, OTs, SLTs and Physiotherapy staff are contracted employees of Whittington Health seconded to the Local Authority, but with professional line management provided through Whittington Health.

Integrated Community Ageing Team (ICAT)

The Integrated Community Ageing Team (ICAT) works with GPs and other community services to provide care for patients from care homes, according to their wishes and needs. (ICAT) aims to:

- Improve communication between secondary care and primary care for patients in care homes
- Maximise the number of days spent at home by reducing unnecessary hospital admissions and length of inpatient hospital stay
- Work closely with care home staff and support their education and development

- Work closely with allied GP practices to support ongoing professional development in complex geriatric case management

Client Groups

- Islington resident
- 75 years and over
- Islington care home residents

Integrated Community Therapy Team (ICCT) (Haringey)

This team is based at Stuart Crescent Health Centre and at Hornsey Central Neighbourhood Health Centre, and provides multi-disciplinary (OT, Physiotherapy and Speech Language Therapy) rehabilitation for adults living within Haringey. Haringey Integrated Community Therapy Team (ICTT) provides:

- Intermediate care and short-term rehabilitation for Haringey adults with predominantly physical conditions (e.g. stroke, complex neurological conditions, orthopaedic conditions and Parkinson's Disease)
- Community stroke rehabilitation service
- Care that enables clients to live as independently as possible at home and to integrate back into their communities by empowering them to manage their daily activities
- Long-term rehabilitation for those living with, and managing, long-term health problems (such as progressive neurological conditions, Motor Neurone Disease, MS or degenerative joint and bone conditions) who have shown the rehabilitation potential to achieve their goals
- Falls Prevention Service
- Hospital admission prevention response
- Mobility assessments for those adults who have applied to London Borough of Haringey Concessionary Travel for a Blue Badge and/or a Disabled Persons Freedom
- Pass on the grounds of reduced mobility
- Support to local day centres around mobility assessments and the safety checking of walking aids
- Support to both teams and clients in Palliative Care to maintain a client's independence for as long as possible, to maintain their respiratory status, to reduce any discomfort and/or to improve their ability to swallow.

Community Rehabilitation Team (Islington)

Rehabilitation services are integrated with Islington Social Services, with Health professionals employed by Whittington Health. CRT (including neuro-rehab) is managed from Outlook Centre, St Johns Rd. Various therapy sessions are offered including a weekly Hydrotherapy in Richard Cloudesley School.

Rehabilitation and Care in the Home (REACH)

The Islington REACH Intermediate Care Team provides for older patients and is an integrated multidisciplinary team which combines Whittington Health, London Borough of Islington, and Camden and Islington NHS Foundation Trust staff under a single management structure. The team contains Physiotherapy, Occupational Therapy, Speech and Language Therapists, Rehabilitation Assistants, Social

Workers, Nurses, and Psychologists. The team works in collaboration with older people and their relatives/carers, to promote health and maximise independence in mobility, communication, everyday activities, leisure and work. This work is carried out predominantly in clients own homes, but also in day centres, residential and nursing homes, or any other appropriate environment. The service also provides access to, and therapy assessment and intervention in the Islington Intermediate Care bedded facilities at St. Ann's Nursing Home (Finsbury Park) and Mildmay Park Extra Care Sheltered Housing Scheme. The service delivers complex care as outlined below:

- People with complex health needs associated with later life, who require an episode of assessment, treatment, advice and/or rehabilitation.
- People whose health needs are related to multiple pathologies or whose needs are related to illness, which typically manifests itself in later age, e.g. falls, Parkinson's disease, stroke, degenerative bone and joint disease
- People whose health needs are related to combined physical and mental illness, which typically manifests in later life e.g. combination of dementia and osteoarthritis.
- People who are at risk of or who have had a fall as a result of disease or decline associated with older age.
- Those with age related decline in function who require a period of rehabilitation and social care support to regain health and independence to remain living independently in the community.
- Rehabilitation and disability management service to Islington residents. Services are provided on the basis of need rather than age, but are geared towards the requirements of younger adults, addressing parenting, employment, sexuality, recreation, in addition to self-care and domestic needs, cognitive rehabilitation, health promotion, communication, swallowing and nutrition, risk management, and depression.
- Support access to specialist inpatient neuro-rehabilitation. The Service will work with the referring multi-disciplinary team to firstly establish if community based rehabilitation is a viable option. Secondly, where a need for in-patient treatment is identified the Service will consider with the referring authority recommendations for specialist services, and finally the Service will take a lead role in coordinating the discharge planning, including working closing with Social Services.
- Transport Benefits Mobility Assessment service – Completing mobility assessments for applicants of Freedom Passes, Taxi Cards and Blue Badges.

Nephrology (kidney/renal disease)

The Nephrology Department provides diagnosis and treatment for patients with all types of acute and chronic kidney disease, except for dialysis and transplantation, which are provided by the Royal Free Hospital. We also investigate and treat patients with hypertension (high blood pressure) and renal disease diseases associated with cancer and blood diseases. We treat patients both as outpatients and inpatients.

Neurophysiology

The neurophysiology department provides inpatient and outpatient diagnostic investigations for all ages. The department provides the following services:

- Routine EEG
- Sleep deprived EEG
- Melatonin sleep EEG
- Portable EEG
- Nerve conduction studies
- Electromyography (EMG)
- Multimodal evoked potential tests, used to investigate:
 - Multiple sclerosis
 - Auditory nerve problems
 - Optic pathway problems
 - Peripheral disorders
 - Visual pathways

Nutrition (In-patients)

The department of clinical nutrition provides a service to both in and outpatients of all ages. They give advice on dietary interventions to help manage a wide variety of clinical conditions and work closely with the Catering Department to provide appropriate meals to patients. They also manage and advise on artificial nutrition such as tube feeding. The team includes dieticians, nutrition nurse specialists and student dieticians. Specialist dieticians provide advice in specific fields including:

- Paediatrics
- Diabetes
- Gastroenterology
- Care of older people
- Patients with strokes
- Bariatric surgery

Occupational Therapy and Physiotherapy (Inpatients)

Occupational Therapy and Physiotherapy Whittington Hospital in-patient staff work in joint teams to provide acute care, rehabilitation and to ensure the safe and timely discharge of patients from hospital.

Occupational Therapists carry out functional assessments of patients to determine the degree to which patients can manage their own care. This may include assessments of the patient's home and advising on aids and equipment to promote independence. They see patients as inpatients on all the wards and also hold outpatient clinics to support orthopaedic, rheumatology and hand clinics.

Physiotherapists provide a comprehensive range of services to patients of all ages including diagnostic, acute and rehabilitative care. They see patients as inpatients on all the wards and also hold outpatient clinics to support orthopaedics, paediatrics, women's health, Dorothy Warren Day Hospital and respiratory services.

Inpatient physiotherapy services include assessment and treatment of patients in the following broad areas:

- Respiratory - including acute breathing problems, Intensive Therapy, Critical Care Outreach and physiotherapy led non-invasive ventilation
- Care of older people rehabilitation – including specific mobility and falls rehabilitation
- Neurology – assessment and rehabilitation of in-patients with acute neurological conditions
- Orthopaedics, trauma and amputee rehabilitation
- Women’s Health – including obstetric advice and after gynaecological surgery

Respiratory Medicine (Chest Medicine)

The department provides a wide range of inpatient and outpatient services to patients of all ages including: asthma, chronic obstructive pulmonary disease (COPD), pneumonia, lung cancer, tuberculosis, bronchiectasis, and sarcoidosis and lung fibrosis. Our respiratory diagnostic service provides bronchoscopies, sleep studies and lung function testing. The service also provides a respiratory early discharge service, which allows emergency patients to go home sooner, and a chronic respiratory support service that helps patients with long-term problems to remain at home where possible.

Integrated Community Respiratory (CORE) Team

The Whittington Health Integrated Community Respiratory (CORE) Team is a multi-disciplinary team committed to the provision of high quality, patient centred, and evidence-based care for people with chronic obstructive pulmonary disease (COPD). At the heart of our practice is commitment to optimising patients’ own knowledge of their illness and self-management skills.

The Service and Packages of Care:

Our service is accessible through a central referral form which is triaged daily by expert members of the team with consultant support, through to locality teams. Our referral form details the packages of care that are available including:

- Case Management of COPD patients requiring supported self management
- Specialist COPD Acute Exacerbation Follow Up at home following diagnostic assessment by the GP
- Pulmonary Rehabilitation (PR) and Long term Group Exercise
- Quit Smoking Support including domiciliary interventions for housebound patients (Islington patients)
- Spirometry (Haringey patients)
- Psychological Management of anxiety, depression and other mental health co-morbidities associated with COPD, including domiciliary visits for housebound patients requiring the service
- Liaison with and appropriate referrals to all Social Services Agencies

Rheumatology

The Rheumatology Department aims to improve the health of patients with musculoskeletal disorders of all ages. The team works closely with the hospital’s orthopaedic, physiotherapy and chronic pain departments. Patients are seen on the

inpatient ward, but much of the work is carried out in their outpatient clinic, including:

- Nurse-led clinic for patients on anti-rheumatic drugs
- Clinics to assess, support and treat patients with complicated inflammatory joint disease that does not respond to anti-rheumatic drugs
- Paediatric clinic for children , that is run jointly with the Department of paediatric and adolescent rheumatology at Great Ormond Street Hospital
- Lupus clinic
- Injection clinic
- Musculoskeletal service
- Community-based triage

Speech and language therapy (Inpatients and Outpatients)

The department provides a service for babies, children and adults referred for feeding, swallowing, communication and voice disorders. They see patients as inpatients and outpatients.

TB Service North Central London

The tuberculosis (TB) centre at The Whittington Hospital aimed at reducing London's high number of new cases and making it easier to receive treatment.

The new centre – in partnership with University College London Hospital NHS Trust (UCLH) and (RF) Royal Free (from December 2015) - offers a free walk-in service enabling patients to be diagnosed and treated quicker.

This is part of a new coordinated TB service for North Central London comprising two TB centres – one in the north of the region at North Middlesex University Hospital and one in the south of the region at The Whittington Hospital.

The TB centre brings together the Whittington and the UCLH and RF TB medical and nursing teams onto one site with Whittington Health as the lead provider for North Central London which currently has the highest percentage of TB cases in London (rates of TB of 36.3/100,000).

The service aims to provide a world-class, robust clinical service with the ability to manage medically complex and multi-drug resistant TB. The overall objective is to decrease the rates of TB in North Central London.

The Facilitating Early Discharge Service (STAR)

STAR provides therapist assessment of functional ability and plans discharge home as early as possible with patients who attend the Emergency Department, or are admitted to the Medical Acute Admissions wards and who do not need to stay in hospital for medical treatment. As part of this role the therapists (Occupational Therapists, Physiotherapists and Therapy Technicians) may accompany patients home or carry out follow up visits to the patient's home. The purpose of these visits is to ensure that the person can safely manage basic tasks, e.g. mobilising to the toilet, transferring to chair or bed, and able to answer the front door, as necessary, and to provide adaptive equipment to support independence as required. The team will

make referrals to other community services if ongoing enabling or rehabilitation is required.

5.3 Patient Access, Prevention and Planned Care ICSU

(Services listed alphabetically)

Access Centre - Call Centre

The Call Centre is one of the initial points of contact for patients.

The Whittington Health Call Centre service ensures that patients are managed swiftly and professionally for outpatient appointments and clinic cancellations within national guidelines and in accordance with Whittington Health Access Policy.

The service provides:

- Prompt/professional manner with appointment bookings, cancellations and queries (over the telephone, email or in person)
- Prioritisation of work loads within agreed time scales
- Escalation process for additional capacity
- Multi skilled role with rotation of all duties including messages, telephone queries, reminder + service, booking/rejecting of appointments and manage incoming of Choose & Book referrals
- Manage a partial booking waiting list

Access Centre – Level 1

The access Centre – Level 1 is the first point of contact for the management of all acute patient referrals including two week waits. This includes registration, accepting, scanning of referrals. Dealing and responding to GP telephone queries, front reception booking and rearranging of appointments and the management, auctioning, processing or re-direction of incoming post and correspondence.

The service also manages the choose and book referrals service.

Acute Outpatients

Outpatient and diagnostic clinics for 30 medical or surgical specialties for Adults are provided on the Whittington Hospital site. Consultants in Urology and Gynaecology also see outpatients in regular Health Centre clinics. There are separate outpatient clinics for children provided as part of the paediatric services on the Whittington site and at the Northern Health Centre in Islington.

Behavioural Self-Management Programme (Islington and Haringey)

The Expert Patients Programme (EPP) is a 6- week self-management skills course for people over the age of 18 living with one or more long-term health condition such as asthma, arthritis, Multiple Sclerosis (MS), depression, diabetes, Chronic Obstructive Pulmonary Disease (COPD), heart disease, sickle cell, HIV, ME/chronic fatigue or chronic pain.

Lay tutors, who themselves live with a long-term condition, deliver the course. Topics covered on the course include: agenda setting, goal setting, pain and other symptom management, healthy eating, coping with depression and remaining active. The course develops self-efficacy through these topics and through building effective collaborative relationships with health care professionals. The aims of The EPP service are:

- To help people feel more confident to manage their Long Term Conditions.
- To enable people to learn skills to optimally self-manage their long-term condition.
- To provide conditions for peer support to encourage people to continue to self-manage after the course is over.
- To support peer networks such as the EPP Club and Gardening Club.
- To train and supervise volunteer tutors according to the quality framework.
- To maintain capacity by recruiting new volunteers to train as tutors on the programme.
- To raise awareness of and provide training in self-management support with health, social care and other service providers

In Islington, courses are currently delivered in English and Turkish in a range of accessible locations throughout Islington. New courses begin approximately every 6 weeks. The service is based from the Partnership Primary Care Centre, 1st Floor, 331 Camden Road, London N7 0SL

Bladder & Bowel Service (Haringey, Camden and Islington)

The Bladder & Bowel Care Service provides a Specialist Service to Adults and Children resident in Haringey. Patients can be referred to this service by GPs or District Nurses.

Types of problems for adults: Urgency and frequency of micturition urge or stress incontinence, functional incontinence, nocturia, constipation, faecal incontinence and neurological bladder and bowel conditions.

Types of problems for children: Nocturnal enuresis (bedwetting), daytime wetting and constipation, developmental delay of continence, intermittent catheterisation. Neurological bladder and bowel conditions

Treatment plans available include:

- Assessment leading to treatment, management or containment.
- Responsible for continence assessments undertaken within care homes (but not nursing homes).
- Responsible for the training of care home staff with regards to all continence issues.
- Management of the supply and delivery of incontinence products to patients as prescribed by Haringey staff.
- Providing a local practice based centre for continuing education to add to the pool of skilled practitioners in the community.

- An annual user groups for users of the service.

Chronic Pain Management

The Chronic Pain Service is part of the Anaesthetic Department. Chronic Pain is longstanding pain and this service is provided by two Consultant Anaesthetists specialising in this. This service has access to a Psychologist and a Physiotherapist. The service is outpatient based. The service also offers acupuncture.

The **Pain Management Programme** is a psychologically based rehabilitative programme for people with chronic pain which remains unresolved by currently available medical and other physically-based treatments. The aim of the programme is to reduce the disability and distresses associated with chronic pain as well as improve the coping strategies of sufferers by teaching physical, psychological and practical techniques to improve the quality of life.

Patients must:

- Have experienced stable chronic low back pain for at least 6 months
- Be between 18 and 65 years old
- Have no symptoms of serious spinal pathology or inflammatory joint disease
- Have completed all diagnostic procedures

Patients referred into the service are offered a face-to-face joint psychology / physiotherapy detailed assessment to ascertain whether the programme will fulfil their needs. The assessment process includes management options, recommendations and onward referral when the patient is not suitable or able to attend the programme. The PMP runs for eight sessions, once a week for consecutive weeks. Patients participate in group based discussion sessions and graded exercise. The course is led by an experienced psychologist and physiotherapist who are experts in the field of pain management.

Pain is also managed by the Palliative Care Team and the Rheumatology Department. Collectively these services provide pain relief to patients of all ages with a variety of conditions. They also provide advice and support to other health care professionals so that they can better manage their patient's pain.

The Whittington Health Central Booking Service

The Whittington Health Community Booking Service is an essential Support Service that serves as the first point of access for Whittington Health Community Service Providers

The Community Booking Service has a responsibility to ensure that the Referral Management and Booking Processes for each of the different services are delivered efficiently and effectively

Referrals are received from:

- GP's:
- Self-referral
- Hospitals

- HCP's
- Social Services
- Other Community services such as IAPT, Community rehabilitation Teams (REACH/ICCT) etc.

The Central Booking Service aims to process all referrals within 48 hours of receipt.

Referrals are accepted for processing predominately for Adult Haringey and Islington Borough residents or patients with a Haringey or Islington GP depending on service criteria. The team also processes referrals for Children and residents of Barnet, Brent, Enfield, Westminster and Camden where accepted by services.

Referrers are encouraged to email referrals as this is encrypted and a much safer way of receiving and transmitting confidential data.

The CBS offers a wide range of referral management and appointment booking service which includes the following:

- Receipt of referrals
- Upload of referrals
- Forwarding referrals to appropriate services
- Dealing with rejected referrals in line with agreed SLA's
- Booking of first appointments and or follow-up appointments in line with agreed SLA's
- Discharging of referrals
- Booking of Interpreters
- Booking of Transport
- Information/Signposting

Health Centre Managers

The Health Centre Managers ensure the provision of an efficient and high quality administrative, reception and premises management service for the following Whittington Health Centres

Islington Health Centres

- River Place Health Centre
- Finsbury Health Centre
- Holloway Community Health Centre
- The Northern Health centre
- Bingfield Health Centre
- Goodinge Health Centre
- Highbury Grange Health Centre

Haringey Health Centres

- Hornsey Rise Health Centre
- Lordship Lane Health Centre
- The Laurels Health Centre
- Tynemouth Road Health Centre
- Hornsey Central Neighbourhood Health Centre
- Crouch End Health Centre
- Bounds Green Health Centre
- Stuart Crescent Health Centre

Health centre staff are the first point of contact and aim to provide excellent customer care, good advice and accurate information to all Health Centre users.

Health Centre Managers are responsible for the operations day to day running of each of the Health Centres and ensure that health and safety policies and procedures are adhered to by all staff and users at all times.

Health Records and Transcription Team

The Health Records Department is not a clinical service providing treatment but is an essential support service enabling the clinical services to treat patients through the provision of Health Records. From September 2017, Whittington Health has outsourced storage and management of health records to an external provider, Iron Mountain.

All records are stored in accordance with the Records Management: NHS Code of Practice, This involves maintaining the current and semi current libraries and storing patients records for their correct lifecycle.

Improving Access to Psychological Therapies (IAPT) (Haringey)

IAPT stands for Improving Access to Psychological Therapies. It is an NHS program rolling out across England between 2008 and 2015 that aims to make effective psychological therapies more available to members of the public experiencing Common Mental Health problems. The Haringey and Enfield IAPT service is part of the national initiative. IAPT is a partnership between Whittington Health and Barnet, Enfield and Haringey Mental health Trust (BEHMHT) and provides services across two boroughs. However Whittington Health is solely responsible for providing the service in Haringey whilst our partner BEHMHT are responsible for providing it in Enfield.

The service aims to provide easy access to friendly, responsive; evidence based effective psychological treatments for people with mild, moderate and severe depressive and anxiety based emotional disorders. The treatment approaches used within IAPT adhere to the National Institute for Health and Clinical Excellence (NICE) guidance for the treatment of depression and anxiety disorders. IAPT is a Community

based psychotherapy service that uses evidenced based and results measured interventions. We focus on improving access to treatments, particularly for BME communities, on helping people recover from their problems (and objectively measuring this), and in helping people return to employment as part of treatment and long term improvement. We work with all people from 16-years of age onwards, who present with disorders such as Depression, Generalised anxiety disorder-GAD, Social phobia, Health anxiety, Post Traumatic Stress Disorder, Obsessive Compulsive Disorder, Panic disorder with or without agoraphobia, Agoraphobia and other 'specific ' phobia's as well as body dysmorphic disorder

The treatments we can offer include Cognitive Behavioural Psychotherapy, Trauma focused CBT, EMDR, Mindfulness-based interventions, Counselling, brief Dynamic Therapy, Inter-personal Psychotherapy, Guided Self-help, Computer aided CBT and employment return and retention support. These treatments are delivered in a range of ways, including 1:1 sessions, group based workshops, telephone support and other multimedia techniques such as text, email and web based systems. We deliver treatments as close as possible to people's homes in a way that minimises possible stigma, such as GP surgeries, Children Centres, Libraries as well as from our dedicated IAPT centres.

Musculoskeletal Physiotherapy Service

Physiotherapy is a science-based health care profession. It uses physical approaches to prevent and improve functional limitations of the body which may have arisen from movement dysfunction or pain.

The Whittington Health MSK Physiotherapy Service offers Outpatient Musculoskeletal assessment, treatment and advice. We aim to provide a high quality and equitable service to all of our clients.

The focus of physiotherapy is to assess clients holistically, so we look at the overall picture of their health. We determine the most appropriate approach to target the healing ability of the local tissues and the related nervous system. We also help patients to self-manage their condition.

Our clients have musculoskeletal conditions that can be helped with physiotherapy such as the following:

- Recent injury - sprained ankle, whiplash, knee strain, recent onset of spine related symptoms.
- Post orthopaedic – knee replacement, ligament reconstruction, shoulder surgery.
- Spinal problems - cervical, thoracic and lumbar (lower back pain).
- Soft tissues problems.
- Assess the cause of the dysfunction and the predisposing factors involved.

The Whittington Health MSK Physiotherapy Service offers the following:

- Assessment, diagnosis and evidence based management of all musculoskeletal conditions where we aim to restore confidence and function,

relieve pain and muscle spasm, promote healing, provide advice on work, leisure and activities of daily living and encourage healthy living,

- Chronic Pain Services including IAPT's, CBT, workshops, move and stretch classes
- Spinal, Lower and Upper Limb Service including rehabilitation classes and OA knee classes in Health Centres as well as our Local Leisure Centres
- Injection therapy (internal physiotherapist referral to service only)
- Direct onward referral for investigations (including X-ray and MRI) and for specialist opinions from a Consultant if appropriate.
- Close working with Psychology service, Health Trainers and Cognitive Behavioural Therapists
- A dedicated Turkish speaking service including back to fitness classes
- Signposting to other NHS and community services

Musculoskeletal Clinical Assessment & Treatment Service (CATS) Service

The Whittington Health Musculoskeletal Interface Service is a Primary Care assessment, diagnostic and management service run by Extended Scope Physiotherapists and GP's with a musculoskeletal special interest.

These are highly expert staff with many years' experience in musculoskeletal medicine and close links with secondary care Consultants in Orthopaedics and Rheumatology

The service is for:

- Complex Musculoskeletal patients who have failed conservative management.
- Patients that may be suitable for peripheral joint injections
- Screening of patients who may need secondary care intervention.

The service provides:

- Expert musculoskeletal assessment, diagnosis and management planning
- Direct referral for investigations (MRI, US, X-ray, EMG)
- Streamlined onward referral into secondary care if necessary

Musculoskeletal Interface exclusion criteria (exceptions for direct referral to secondary care)

- Screened systemic inflammatory disease requiring medical management
- Suspicion of serious pathology (malignancy, infection, etc)
- Signs of cord compression / cauda equina syndrome
- Suspicion of recent fracture requiring intervention
- Age under 16 years

Nutrition and Dietetics (Community)

The Nutrition & Dietetic Department promotes health and wellbeing and prevents disease through good nutrition on an individual, community and population level, using evidence based practice and patient-centred care planning.

The team includes Registered Dietitians, Dietetic Assistants, Administration Assistants, and Student Dietitians. The team uses a collaborative approach to guide and empower individuals/groups to adopt healthier lifestyles and eating behaviours

as appropriate for their clinical condition by using behavioural tools such as Motivational Interviewing (MI) and Cognitive Behavioural Therapy (CBT).

The service is available to adults (18 years +) living in Haringey and Islington; and children (0-18 years) living in Islington and children (>18 months) living in Haringey and who are registered with an Islington/Haringey GP.. Individual dietetic appointments are available in Dietetic Clinics which are run across Islington and Haringey based in GP practices, health centres, special schools and children's centres. Domiciliary visits are provided for clients who are unable to attend clinic appointments for medical reasons. The service also facilitates patient education groups, healthcare profession training and health promotion events across the boroughs. The service offers a range of clinical dietary treatments including:

- Faltering growth
- Delayed weaning & food refusal
- Physical & behavioural feeding difficulties
- Food allergy & intolerance
- Nutritional deficiencies (anaemia, rickets)
- Weight management
- Diabetes
- Heart health
- Gastrointestinal (coeliac, Irritable Bowel Syndrome (IBS), Inflammatory Bowel Disease (IBD)),
-
- Malnutrition (weight loss/ underweight/poor appetite)
- Enteral Tube feeding
- Learning Disabilities

The N&D department has highly specialised Dieticians who provide a specialist service in areas of Nutrition Support e.g. home enteral tube feeding in the community; in-patients at St. Pancras Hospital; patients requiring Oral Nutritional Supplements (ONS) both at home and within clinics and within Special Needs Schools throughout Islington and Camden. The department also provides Sequential Oral Sensory (SOS) Approach to Feeding for children who are selective/fussy eaters in Islington and nutrition support for patients at St. Pancras Hospital as part of the In-Patient Rehabilitation & Camden Community Support Services for Central North West London (CNWL) NHS Foundation Trust.

Podiatry (Acute service)

The department provides a Consultant led service for the assessment and treatment of patients who have "high risk" and "at risk" foot problems. They work closely with a multidisciplinary team including diabetic, vascular and rheumatology consultants, diabetes nurses, Dietitian, tissue viability, microbiology, ambulatory care, orthopaedics and surgical appliances. The service is predominantly an Outpatient service with limited Inpatient ward provision.

Podiatry/Foot Health (Community Services) Haringey and Islington

The Podiatry service aims to improve the foot health of the local population by providing an equitable, accessible and fully comprehensive podiatry service within restricted eligibility criteria. Service is provided from a number of community health centre sites, Mon-Fri 9-5pm. Domiciliary care is given to housebound patients only. The service aims to empower and support individuals in taking responsibility for self-management of their foot pathology where possible by means of joint care planning, foot health education and advice.

The service has a strong role in the diabetes care pathway and undertakes diabetic foot screening for patients at increased risk due to their diabetes, and ongoing foot care and checks for high risk podiatry caseload patients, feeding results and care information back to support GP's in their patient management. The service has specialist biomechanics clinic undertaking gait assessment and provision of foot orthotics and insoles as appropriate to correct, stabilise and support foot function.

Podiatrists also carry out minor surgical procedures to alleviate pathological in-growing and dystrophic toenails. There is additionally specialist radiosurgery and corticosteroid injection therapy offered at the main Holloway site in Islington.

There are health gains for patients beyond foot health, as many patients accessing podiatry care have long term conditions and co-morbidities that mean health signposting by the department can have significant health gains for the population. Treatment is focused on relieving symptoms, improving function, supporting mobility and managing chronic disease to maintain patient independence and well-being. Treatments undertaken include:

- Diagnosis, curative, palliative and preventative treatment of podiatric dermatological conditions including corns, callus, fungal, bacterial and viral infections,
- Curative and preventative treatment of foot ulceration and wound management.
- Preventative and palliative treatments of foot complications associated with diabetes and Management of high-risk feet secondary to Diabetes, Rheumatoid arthritis, HIV, Ischaemia and neurological pathology.
- Surgical correction of ingrown toenail under local anaesthesia.
- Biomechanical assessment and orthotic management of musculoskeletal lower limb pathologies.
- Cryotherapy treatment of verrucae (Islington only)
- Radiosurgery
- Corticosteroid injection therapy

The service has a criteria based assessment process. Treatment undertaken is focused, appropriate and targeted to patients with greatest risk and clinical need.

All Haringey patients must be referred by their GP or a Health Care Professional. Islington residents may additionally self-refer for an initial assessment appointment. The service is appointment only and provided to borough residents only.

Tissue Viability and Lymphoedema Service (Haringey, Camden and Islington)

The **Tissue Viability** service provides specialist advice and clinical guidance to identified groups of healthcare providers on issues relating to the local and strategic management of patients with chronic wounds. This is achieved through the provision of specialist clinical advice based on holistic assessments, recommendations for evidence based care, research and audit, education and training in and on practice, and the development and implementation of local and national clinical practice guidelines and policies for tissue viability.

Recognition and the prevention of pressure ulceration by providing training and education to patients, family and other health professional is also a key part of the service.

The **Lymphoedema** Service (Haringey and Islington) is for people who have had swelling of any body part for more than 3 months which is not relieved by elevation of the limb or overnight. The service is also for people who have been treated for cancer and notice swelling following treatment. The service is commissioned for clinic based and domiciliary care in Islington but only operates a clinic in Haringey. It offers the following treatments:

- Initial assessment to determine the most appropriate treatment.
- Skin care to achieve good skin conditions and prevent infection.
- Compression/support - compression hosiery or Lymphoedema bandaging to reduce, then control oedema.
- Exercise programme to promote lymph flow with muscle pump activity.
- Manual lymphatic drainage – a gentle form of massage to move fluid to an area.
- Simple lymphatic drainage where lymph drains normally.
- Regular monitoring which is essential for effective management of the condition.

Transcript Service

The transcription team are responsible for the timely filing of patient letter into the patient records following activity in outpatients where dictate 2 has been used.

We are also responsible for the on-going training of new clinicians on the latest software.

5.4 Clinical Support Services ICSU

Imaging (x-ray, MRI, CT) and Interventional Radiology

The Imaging department is located on Level 3 of a purpose built PFI building opened in November 2006. It is therefore a new facility and the installed equipment base is part of a 15 year managed service contract to ensure it remains state of the art.

The Imaging unit operates a split-level site. The new Level 3 facility provides the Outpatient, Inpatient and General Practitioner services including 5 Direct Digital

Radiography (DR) rooms, 1 x 64-slice CT, 1 x Digital Fluoroscopy, 2 x 1.5T MRI, 6 x Ultrasound rooms, 2 x mammography rooms, 1 x DEXA room and 1 x Nuclear Medicine suite.

The facility on Level 2 provides support to the emergency department, ambulatory care and medical assessment units. It currently consists of 2 x plain digital radiography rooms, 1 x 128-slice CT scanner, 1 x Ultrasound room and a reporting office.

In addition to the above there is an interventional imaging suite within the day-case theatre on level 3. The imaging department also operates an ultrasound room at Hornsey Central Health Centre.

The hospital currently offers a Sectra PACS-RIS environment with all modalities being available on PACS throughout the hospital.

The department performs approximately 180,000 examinations per year, although since the introduction of new technology through the managed service scheme the number of complex examinations is increasing at a higher rate than general imaging. Reporting protocols ensure that all seriously abnormal results are communicated to the relevant referring clinician as soon as possible. The weekly rota nominates a designated consultant to check reports on special procedures of all trainee SpRs on daily basis. There are currently consultant led tutorials every week given to the specialist registrars in addition to tutorials provided as part of the supervision of cross sectional lists. A named consultant always covers SpRs on-call.

PHARMACY

The pharmacy provides a full clinical pharmacy service across the ICO to support medicines optimisation throughout the organisation:

Surgery and Cancer:

- Specialist clinical pharmacy services to ICU and acute surgery wards 7 days a week.
- Specialist clinical pharmacy services to oncology and a chemotherapy production service.
- Pharmacy services to theatres, day surgery, imaging and community dental services.
- Total Parenteral Nutrition rounds

Women and Children's Services

- Specialist clinical pharmacy services to NICU, paediatric wards paediatric ED, hospital at home 7 days a week
- Specialist clinical pharmacy services to maternity and gynaecology wards and day units.
- Specialist clinical pharmacy services to Simmons House
- Pharmacy services to special schools, health visitors, care homes, CAMHS, community midwives.
- Specialist pharmacist involvement in monthly Paediatric telephone MDT.

- Pharmacy services to community sexual health services and Safe Talk nurses.
- Specialist clinical pharmacy support to outpatients including paediatric TB and day case units.

Medicine, Frailty and Networked Services and Emergency and Urgent Care:

- Specialist clinical pharmacy services 7 days per week to the acute admissions units.
- Specialist clinical pharmacy services to medical wards, ambulatory care, ED and TB clinic.
- Community clinics in Islington and Haringey
- Integrated care for older people-Clinical pharmacy services to the acute wards, rehabilitation ward, Care Homes in Islington and Haringey, domiciliary visits in localities and GP clinics for older people in Islington.
- Re-ablement pharmacy services working with Islington LBI
- Clinical pharmacy services and education and training for District Nursing teams.
- Clinical pharmacist services supporting respiratory in the acute setting through to home oxygen and the management of medicines and inhaler use.

Outpatient Prevention and Long-term Conditions

- Outpatient pharmacy services
- Clinical pharmacist services to the community MSK services
- Outpatient and community anticoagulation clinics for WH and Barnet. Anti-coagulation GP training and governance support for Islington and Haringey

Cross Organisation Pharmacy Services:

- Procurement of medicines
- Electronic prescribing management and trust training
- Medicines information services for services across the ICO.
- Management of medicines for homecare patients.
- Formulary management
- Management of clinical trials.
- Education and training or pre-registration pharmacists and technicians, new doctors and undergraduate pharmacy and medical students for UCL.
- Lead the Drugs and Therapeutics Committee, support the UCLP Joint formulary committee contributing to its work and run the WH medicine safety committee.
- Medication Safety Officer in post to provide medication safety initiatives across the trust

[Pathology](#)

Phlebotomy

A phlebology service is provided for GP patients. Patients who have had blood tests requested by their GP can arrive without an appointment at any time Monday to Friday between 09.00 and 16.30. The only exception being for glucose tolerance tests which are booked via the diabetic clinic. Blood sciences also provide a

Phlebotomy service for the Anticoagulant Service, and also provide a number of community based clinics in Islington and Haringey.

Blood Sciences

- Blood sciences offers general chemistry, haematology, blood transfusion, coagulation, haemoglobinopathy studies, tumour markers and hormone testing for the diagnosis and monitoring of disease. The laboratory offers a 24 hour 7 day service to the hospital and a routine service to local GPs. The service includes analysis and advice on interpretation and further investigation.

The laboratory reports almost 2 million tests a year most of which are carried out on highly automated equipment. More specialised investigations are sent to appropriate specialist laboratories

Biochemistry and Haematology are fully accredited through Clinical Pathology Accreditation (UK) Ltd and is moving towards UKAS accreditation

Microbiology

The Department of Microbiology deals with the diagnostic and prevention of infections and we provide both a scientific diagnostic as well as a clinical ward based service. General Practitioners and other healthcare professionals can directly access medical advice through telephone and e-mail systems.

Services

Diagnosis and management of all microbial conditions, including:

- Bacterial diseases
- Viral diseases
- Fungal diseases
- Parasitic diseases

In addition we provide a diagnostic service for autoimmune disorders and an Andrology service comprising semen analysis

- Microbiology is fully accredited through Clinical Pathology Accreditation (UK) Ltd and is moving towards UKAS accreditation

Histopathology

The Histopathology Department offers both histopathology and cytopathology (cervical and diagnostic) services. General Practitioners and other healthcare professionals may directly access help and advice (both clinical and technical) via the telephone, fax or e-mail.

A wide range of tissue biopsies and resections are received and reported on site. In accordance with NICE guidelines, all haematological and lymphoreticular malignancies reported locally are reviewed centrally at London's Integrated Cancer Haematology Network System (LICHENS), based at University College London Hospital. Renal (non-tumour "medical") biopsies are processed and reported at The Royal Free Hospital.

The histopathologists are core members of several cancer multidisciplinary teams within the hospital, including breast, colorectal, upper gastrointestinal, urological, skin, lung and gynaecological malignancies. They also participate in regular multidisciplinary non-cancer meetings with the Colposcopy and Gastroenterology teams.

Adult post-mortem examinations are performed on-site for cases of medical interest (consented), as well as for H.M. Coroner.

- Histocytopathology is fully accredited through Clinical Pathology Accreditation (UK) Ltd and is moving towards UKAS accreditation

5.5 Surgery ICSU

Surgical Wards

The Whittington Hospital has three Surgical Wards: Coyle (24 bed trauma and orthopaedics and emergency surgery ward), Mercers (16 beds general surgery) and Thorogood (10 bed elective orthopaedics). In addition there is a 15 bed Critical Care Unit

General Surgery

The hospital undertakes all the main surgical specialities. The range of services provided is:

- One stop nurse-led clinics in benign upper gastro-intestinal diseases and rectal bleeding
- Breast surgery, including breast abscess and sentinel node biopsy service for diagnosis of breast cancer
- Bariatric surgery
- Colorectal surgery
- Vascular surgery
- Laparoscopic surgical services

Day Surgery

Day surgery is provided from our purpose built Day Treatment Centre. Procedures are undertaken for all specialities including:

- Breast Surgery
- Endoscopy
- Ear, Nose and Throat
- Gastroenterology
- Diagnostic cardiology
- General surgery
- Gynaecology
- Interventional pain management
- Ophthalmology – Royal Free Hospital uses theatre capacity here for their patients
- Orthopaedics
- Urology
- Dental surgery for children

Bariatric Surgery

The Whittington Hospital's Bariatric Service is part of the North London Obesity Service. We provide the following services:

- Eating disorder evaluation
- Self-help group for correction of eating disorder
- Cognitive behaviour therapy
- Supervised physiotherapy
- Gastric banding
- Gastric bypass
- Gastrectomy

Trauma and Orthopaedics

The department provides day case and inpatient surgery as well as outpatient care. We provide a full range of emergency (trauma) services as well as elective (planned.) A fracture clinic is held every morning Monday to Friday, so that a specialist can see patients with new fractures, and daily trauma operating lists are held, so that emergency patients can be operated on every day. The range of services provided includes:

- Joint replacements
- Fractures - all types
- Lower limb service for foot and ankle problems
- Back service for back pain and sciatica
- Sports injuries
- General orthopaedics
- Shoulder service
- Spinal surgery

Anaesthetics for Surgery

Senior clinicians provide a full range of anaesthesia to support surgery, including general anaesthesia, local anaesthesia, sedation, local-blocks and support preoperative assessment. They also ensure pain following surgery is well managed.

Ear Nose and Throat

Whittington Health works in partnership with University College London Hospital (UCLH) to provide this service. We provide daily outpatient clinics Monday to Friday, an audiology service and carry out minor operations in our Day Treatment Centre. Major operations are carried out at UCLH. The types of service provided here are:

- ENT paediatric problems (children)
- Middle ear and mastoid disease
- Sinus disease
- Sleep disordered breathing including snoring
- Voice problems
- Salivary gland problems
- Audiology service for children and adults
- Hearing aid service

Dermatology

This service is provided from our outpatient suite, which includes a dedicated outpatient theatre and treatment rooms. The range of services provided is as follows:

- General dermatology
- Rapid access for skin cancers, one stop clinic
- Specialist children's skin clinic
- Diagnostic skin biopsies
- Dermatological surgery
- Phototherapy and photo-chemotherapy
- Wound management

Ophthalmology

The Whittington Hospital's Ophthalmology Department works in partnership with the Royal Free Hospital, with consultants working at both sites. The Whittington Hospital provides outpatient clinics and day case surgery for with inpatient surgery sessions provided at the Royal Free Hospital. Services provided at the clinics are:

- Diabetic retinopathy
- Glaucoma
- Cataracts and oculoplastics

Emergency patients can be seen in clinic at the Whittington on Monday to Friday, with full emergency cover available at all times at the Royal Free Hospital

Urology

The Whittington Hospital Urology Department treats all common urological disorders and works in partnership with University College Hospital London (UCLH) for the provision of major and complex urological cancer treatment. Services include outpatients, procedure lists, day surgery and in-patient surgery, and include the following:

- General urology
- One stop Prostate Clinics
- Paediatric urology
- One stop Haematuria Services
- Specialist Cancer clinics and joint uro-oncology clinics
- Andrology
- Advanced Stone Service

Critical Care

Critical care encompasses intensive care and high dependency levels of support. We provide this in one dedicated purpose built ward. We provide critical care for patients with a range of conditions including:

- Emergency conditions
- Following major surgery
- For patients needing complex monitoring
- Support for patients with organ failure

- Critical care outreach team – provides a service to very sick patients on the wards

Oncology

The Whittington is a designated cancer unit and we provide the services listed below for adults. Some types of cancer surgery and chemotherapy for all common cancer is provided at the Whittington, whilst radiotherapy is provided at both University College of London Hospitals and The Royal free. We also work in partnership with Great Ormond Street Hospital to provide cancer care for children. The cancer services provided for adults are:

- Multi-disciplinary teams for lung, urology, breast, gynaecology, dermatology, haematology, colorectal and upper gastro-intestinal
- Breast screening
- One stop clinic for patients with suspected breast cancer
- Health and Well Being events including - cancer support group; HOPE programme; Exercise programme; Look good feel better master classes
- electronic - Holistic Needs Assessments
- Lung cancer team that includes specialists in delivering both chemotherapy and radiotherapy treatment and a clinical nurse specialist in lung cancer
- Colorectal cancer service including rapid access diagnostic service laparoscopic and surgical treatment. The team also has specialists in delivering both chemotherapy and radiotherapy for local patients and two colorectal nurse specialists
- Breast cancer team that includes specialists in delivering both chemotherapy and radiotherapy treatment and two clinical nurse specialists in Breast cancer
- Nurse led breast prosthesis clinic
- Counselling/Quiet room for patients and relatives
- Psychological support clinics
- Complimentary therapy sessions
- A fully comprehensive Acute Oncology service
- Chemotherapy service, including one-stop clinic for those on oral chemotherapy (tablets)
- Drop-in clinics for patients, carers and health care professionals wanting advice and support, either in person or via the telephone
- A clinical research trials team
- Hospital based palliative care team
- 24 hour helpline for chemotherapy patients

Community Dentistry

Whittington Health Dental Services provide dental care by referral against eligibility criteria for adults and children with complex needs who find it difficult to use general dental services owing to severe physical or medical disabilities, severe learning difficulties, severe mental illness, complicated medical histories, having blood borne viruses that cannot be inoculated against, or are housebound. The Dental Services are based at community clinics across London. Locations are marked with an * in the list on page 2 of the Statement. The following dental services are provided:

- Paediatric dental services

- Adult Special Care Dental Services
- General anaesthesia and Sedation
- Domiciliary dental services
- Oral Surgery Service (Islington and Camden)
- Urgent Care / walk-in Dental Service (Camden)
- Community-based Fluoride Varnish programmes
- Community-based Oral Health Promotion service

In addition to the Urgent Dental Service in Kentish Town Health Centre (8.00 to 20.00 Mon-Fri), Whittington Health has the contract for providing Out of Hours Services covering; Haringey, Islington, Camden, Enfield, Barnet, Waltham Forest, Tower Hamlets, City and Hackney and operating from:

- King Cross Primary Care Centre in Islington
- Tynemouth Health Centre in Haringey
- Evergreen Health Centre in Enfield

5.6 Women's HealthICSU

Gynaecology and Colposcopy

Gynaecology is part of our Women's Health Service. We provide a full range of diagnostic and non-surgical treatments as well as surgical services including:

- General gynaecology
- Gynae-oncology, including rapid access for treatment of cancer
- Gynae-endocrinology (hormones)
- Colposcopy
- Hysteroscopy
- Menorrhagia
- Fertility treatment
- Urogynaecology
- Andrology
- Menopause
- Vulval

Services are delivered from outpatient clinics at the Whittington Hospital as well as at Health Centres in Haringey and Islington to improve access, while surgical procedures are carried out at the Day Treatment Centre at the Whittington. We also have an emergency gynaecology assessment unit to which our GPs can directly refer women for fast track attention, avoiding waits in the Emergency Department.

Maternity and Obstetric Services

We provide a comprehensive maternity and obstetric service in both the hospital and in the local community, and offer the following services:

- Pre-conception clinic
- Antenatal clinics

- Maternal Medicine clinic
- Community clinics, including HMP Holloway
- Education classes
- Early pregnancy unit
- Acupuncture
- In patient antenatal and postnatal care
- Delivery in hospital, either in labour ward or midwifery led birth centre
- Home births
- Neonatal service
- Post-natal outpatient care
- Bereavement counselling
- Teenage pregnancy midwifery team

Haringey HIV Prevention Programme Partnership

Haringey works in partnership with Enfield to provide a shared programme of HIV prevention work. The programme aims to reduce new HIV infections by raising awareness of HIV within the community; supporting people at risk of HIV infections to take and HIV test and if necessary access treatment and to promote safe sex and campaign against HIV related discrimination and stigma.

For the last three years the programme has delivered free condoms and HIV information resources in 200 business, social and community venues across the two boroughs; HIV testing promotion service and a one to one intervention to help people who have multiple sexual partners to assess their personal risk of HIV infection and to take an HIV test. These services have recently been supplemented with a community HIV testing service, which is based at Wood Green library on Wednesday afternoons.

The partnership is also working with 40 mainly African Christian churches to raise awareness of HIV and to provide Christian spiritual support to people living with HIV in Enfield and Haringey. HIV prevention for gay men in the two boroughs is separately commissioned through the Pan London HIV prevention programme. However, this is mainly accessed by older gay men. The local partnership works with PACE, who provide Outzone; a support group for young gay men at Jackson's Lane Arts Centre. This service promotes emotional well-being and healthy living to gay men aged 15-25

The programme provides practical and emotional support to people living with HIV through the Community Support Service based at the PACSH project. The partnership also provides the only dedicated support service for women diagnosed with HIV through ante-natal screening at the North Middlesex University Hospital Trust. This service supports more than 60 women a year to access ante-natal care; manage HIV treatment and disclose their HIV status to their partners.

5.7 Children and Young People's Services ICSU

Audiology (Haringey and Enfield)

The Department of Audio-vestibular Medicine is a Consultant led service which serves to provide a comprehensive hearing and balance assessment, treatment, and rehabilitation service for children and adults in Haringey and Enfield. ~~We also see patients from other boroughs.~~ The service is supported by Clinical Scientists and Audiologists. The tertiary service operates from St Ann's hospital and is the tertiary site for referrals from the Newborn hearing screening program for children in Haringey and Enfield. The second tier Paediatric Audiology service provision operates from the Northern health centre and sees children for hearing assessment and management from Camden and Islington. The Adult diagnostic service is based at Whittington hospital. Outreach clinics are also held at Bounds Green and Hornsey Rise health centres.

The service works closely with Teachers of the Deaf for families with children diagnosed with a permanent hearing loss.

Audiology (Children)

- **Newborn Hearing Screening:** We offer a neonatal hearing screening to all newborn babies across the five London boroughs of Islington, Camden, Barnet, Enfield and Haringey. This service is hospital-based and screening is done in the local maternity unit.
- **Second tier audiology clinics:** Routine hearing assessments, diagnosis and management are offered to all children up to the age of 19 years residing in Haringey, Islington and Camden. We also routinely see children with complex needs, where professionals of the family are unable to rule out a hearing loss.
- **The tertiary children's service** operates from St Ann's Hospital and offers multidisciplinary assessment, diagnosis and management in children with permanent hearing loss and also manages referrals from the Newborn Hearing Screening Programme for children in Haringey and Enfield.

Neonatal Intensive Care Level 2 (NICU)

The Neonatal Intensive Care Unit cares for newborn babies born at the Whittington; accepts antenatal and ex-utero transfers from Level 1 neonatal units (27- 34 weeks gestation), and transfers extremely prematurity infants (< 27 weeks) to the local Level 3 unit, within the North Central London Perinatal Network.

The Neonatal Unit is supported by allied personnel from paediatric speech and language, physiotherapy, dietetics and nutrition and pharmacy. The team works closely with our obstetricians and midwives. There are 23 cots, including six intensive care, six high dependency and eleven for special care, but is flexible to accommodate clinical need. Special Care has the facility of five mother and baby rooms, which allow for transitional care on the neonatal unit for well mothers and their growing premature babies.

Our neonatal outpatients' service includes antenatal counselling, neonatal follow up and neonatal new referrals. Specific clinics are held jointly with obstetricians.

Paediatrics (Whittington)

The Paediatric Department provides a comprehensive service to babies, children and young people from birth to 17 years. They include an elective day care unit, general and specialist outpatient clinics, children's ambulatory care unit, inpatient care on a dedicated 23 bed paediatric ward (Ifor ward) including a high-dependency unit and children's community nursing care. Surgical services are provided for children over two years of age, and include: planned general surgery, ENT and urology, which take place in the Day Treatment Centre. Emergency orthopaedic and general surgery is also undertaken from the day and inpatient wards. The Emergency Department includes a recently refurbished separate area for children, and has a separate waiting area, play area, nappy changing and breast-feeding rooms.

Community Paediatrics (Islington and Haringey)

The service is for children age 0-16 (or up to age 19 if still attending school) with developmental problems or disabilities, and associated health problems. It offers assessment, diagnosis and management of children with a range of developmental difficulties and disabilities, and associated conditions. We provide ongoing follow-up to children with significant disabilities in dedicated clinics or in schools. We see children under the care of child development and specialist disability services and those referred for Medical Assessment as part of statutory assessment of Special Educational Needs.

Community Children's Nursing (Islington)

The Community Children's Nursing Service is made up of teams of specially trained nurses who have the necessary skills, knowledge and expertise to provide nursing care and support to sick children in the community. The service includes the Life Force and Complex Care teams which provide care for families in Haringey, Camden and Islington. It also includes the Hospital and Home service, a service which provides skilled nursing care, professional advice, support and training to enable sick children with acute and chronic illnesses or disabilities to remain in their home or other familiar environments. We work in partnership with the child and family and provide support and education. We provide designated support for children and young people with asthma and eczema and care for children and young people with complex health needs. Children and young people from the age of 0-16 years old (up to 19 years if the young person has special needs) that require nursing care at home. The team can see children who live within (or whose GP practice is in) Islington. Complex continuing health care is provided to children and young people in the boroughs of Camden, Islington and Haringey.

The Life Force Team (Palliative Care)

This team supports children with life limiting illnesses primarily through play, respite, specialist nursing, psychology and medical support. The team provides support for the family and aims to work to improve their quality of life through:

- The provision of respite care,
- The management of distressing symptoms, and
- Support and care through death and bereavement.

We aim to ensure that optimal support and home care is achieved for children with life threatening illnesses in Islington, Camden and Haringey. We complement and expand on other healthcare services and offer increased flexibility and choice. We also provide bereavement care for siblings and other family members of children who are expected to die or have died following a period of palliative care.

Islington additional needs and disability service

The service supports babies, children and young people aged 0-19 years with additional needs and disabilities to reach their full potential. This can mean being active in their community, developing friendships and enjoying an ordinary life the same way as other children.

The service provides parents with appropriate information, support and advice for them and their family.

The Islington additional needs and disability service triages all new referrals into the following care pathways teams:

- Early years development/ NICU/ hospital
- Mainstream schools
- Musculoskeletal physiotherapy
- Social communication (0-5 yrs)
- Special schools health

The teams are made up of various health care professionals, including speech therapists, occupational therapists, physiotherapists, clinical psychologists, specialist nurses, family counselling, therapy assistants, health care assistants, and specialist key workers. We work in partnership with Islington local authority.

The teams work across various locations in Islington, including the Northern Health Centre, mainstream and special schools, children's centres & at the Whittington hospital.

Training and development opportunities are available to health, education and social care professionals who work with children with additional needs and disabilities.

Children's Speech & Language Therapy

The service is for children in Islington, Haringey and Camden who have difficulties in developing speech, language and communication skills. A service is also provided to children who have difficulties with eating, drinking and swallowing. Staff work in clinics, early years and school settings.

In partnership with Action for Stammering Children we manage a specialist unit for children and young people who stammer, the Michael Palin Centre. The centre was set up in order to assess and treat children who stammer from all parts of the UK, offering a second opinion service as well as specialist therapy where none is available locally, funded by the local NHS trust. The centre also has an international training programme and a research department.

Sickle Cell & Thalassaemia (Adults & Children)

The Sickle Cell and Thalassaemia Service provides dynamic, integrated, holistic services that places people with or at risk of a haemoglobin disorder at the centre of care, recognising and addressing the complex needs of individuals and families affected by sickle cell disease or thalassaemia. The Sickle Cell and Thalassaemia centre, offers genetic counselling to women with abnormal blood results and a blood test for fathers once results are received from Whittington and UCLH. The SCaT centre receives new-born results from Central Middlesex Hospital. Parents are informed of carrier results by letter; offered diagnostic testing in some cases and visited at home (Camden and Islington residents) if babies have a SCD. Integrated care services are provided on site with the Community Matron, clinical psychologist providing targeted intervention to improve community care outcomes.

Child Development Service (Haringey)

The Child Development Team (CDT) is a multiagency service in Islington and Haringey which specialises in assessing, diagnosing, treating and advising on children who have severe and complex developmental difficulties. These difficulties can be physical, mental, social, emotional, behavioural, sensory or related to learning ability. We provide an early support service to families which is coordinated, accessible, consistent and comprehensible and act as a single point of contact to support families through complexity services that are available and enable parents and carers to get actively involved in assessing, managing and reviewing their child's needs.

Parent Infant Psychology Service

Our parent infant psychology service (PIPS) is an early intervention and prevention service for residents of Haringey. We offer direct interventions to parents and infants aged 0-2 years where there is a difficulty in the developing attachment relationship.

We also offer an indirect consultation service to colleagues, e.g. health visitors, midwives and children centre staff, where there are attachment related/mental health concerns for children aged 2-5 years.

The parent infant psychology service is available in children's centres, health centres and in client's homes across Haringey.

Family Nurse Partnership

The family nurse partnership is an evidence-based nurse home visiting programme for first time young parents living in Islington, Haringey, Camden and Hackney & City. The programme's primary focus is improving the health and wellbeing of the child and mother in pregnancy, supporting parents understanding of their child's development and encouraging parents to fulfil their aspirations for their baby and themselves. Family nurses have been selected for their healthcare backgrounds as midwives, health visitors or paediatric nurses and have been specially trained to deliver this programme. The Family Nurse will continue to work with the family until the child is two years of age.

Health Visiting

The Health Visiting Service is offered to all families with children under the age of 5 years who live in Islington and Haringey and promotes the physical health, mental health and social wellbeing of children, young people and families within the community. Health Visitors provide practical help and advice to the whole family. They are proactive in promoting good health and preventing ill health and work closely with GPs, Children's Centres and Nurseries

School Health Service

The School Health service is for all children of school age and their families who attend Islington and Haringey schools. We promote the mental, physical health and social wellbeing of children, young people and families within the community and provide practical help and advice to the whole family. Our School Health Advisors work from primary, secondary schools and pupil referral units in both boroughs. The service is proactive in promoting health and preventing ill health. We provide advice on key issues like nutrition, obesity, sexual health, immunisations, substance misuse and support for children with special needs.

Special School Nursing

This service is for children with complex health care needs associated with their disability. This includes children attending local special schools (2-19 years) as well as students with complex needs in mainstream schools.

Child Protection

The child protection service is staffed by expert nurses and doctors and provides a specialist training and support service to all directly employed Whittington Health staff. The aim of the service is to ensure that all health professionals are aware of their responsibility to safeguard and promote the welfare of children and young people. The service delivers multi-agency and multidisciplinary training; advice, support, consultation and supervision to individuals and groups of staff; examination by a doctor for children and young people suspected of being abused and neglected; It also promotes and contributes to effective working with other agencies.

Looked after Children (Islington, Haringey and Hackney)

These children have a higher risk of experiencing difficulties with their physical and mental health and emotional well-being than those who are not looked after. In Islington the Looked After Children Health Team aims to ensure that looked after children and their carers are provided with timely and appropriate health services, to promote the child's physical psychological health and to support their placement. In Haringey team have a similar role but are not formally integrated with mental health services. The teams also offer advice and consultation to those working with looked after children, including social workers in the local authority childcare, fostering, adoption and residential services and local health and education staff

Child and Adolescent Mental Health Services (CAMHS) (Islington)

CAMHS is a mental health service for children and adolescents in Islington. It is a multidisciplinary service consisting of clinical psychologists, child and adolescent psychiatrists, psychotherapists and family therapists. We provide specialist and multidisciplinary assessment and treatment services for young people who may be experiencing a range of emotional and behavioural difficulties or suffering from

psychiatric disorders. We work closely with children's centres, schools and other local services and provide advice and consultation to professionals who are concerned about a child or young person's mental health.

The service prioritises children severe difficulties such as risk of self-harm and serious mental illness and will offer an appointment within 2 weeks. We have a specialist team for children with Neuro Developmental problems such as ADHD or Autism. We also see children with a range of emotional and behavioural difficulties.

The Islington Community Child Psychology Service aims to help parents find solutions for difficult behaviours in their children. The problem-solving plan will be designed to suit individual families. Parents and their children will be seen by a Clinical Child Psychologist who specialises in behaviour problems in children.

CAMHS Adolescent Outreach Team (Islington)

The team provides intensive community support to young people aged 13-17 with severe mental health problems and their families living in Islington. The team offers a range of treatments including medication, family work, cognitive behavioural therapy (CBT) and care coordination. The team closely collaborates with the adult Early Intervention Service for young people with psychotic illnesses. The team is also able to provide consultation and advice.

The service helps 0-11 year olds with emotional or developmental difficulties. Some common problems which parents experience with children: sleep disturbance, eating problems, communication problems, tantrums, over-activity, toileting, sibling rivalry, non-compliance. Up to 26 weekly clinics are delivered from 12 different sites including many Islington Health Centres

Simmons House Adolescent Unit (CAMHS)

This is an in-patient CAMHS unit for young people between 13 and 18 years of age. The unit has places for a maximum of 12 young people. Up to 10 can be resident in individual single bedrooms with no mixed sex accommodation with 2 places for day patients. Young people who attend as day-patients receive the same range of treatments and education as those attending as residents. The unit works closely with community CAMHS and offers:

6.0 Assessment or treatment of persons detained under 1983 Mental Health Act

Whittington Health is not a mental health trust however it does provide some limited services for adults and children with mental health needs as described above. Patients may be admitted for physical health problems who are detained under the 1983 Mental Health Act. Under these circumstances the patient is under the joint care of their own mental health provider, with whom Whittington Health will liaise.

Whittington Health provides for their physical care and carries out the instructions of mental health staff with regard to their mental illness. Sometimes a patient may present at the Emergency Department with psychiatric symptoms or a patient may become mentally unwell following admission. In these circumstances they are referred to the Psychiatric liaison team of Camden and Islington Mental Health Trust who provide support under a service level agreement. Occasionally it may be necessary for Whittington Health staff to apply the relevant section under the Mental Health Act to detain them whilst we await the arrival of the mental health team, in order to ensure their safety or the safety of others.

Statement Ends