

COMMUNITY FORUM



MARCH 2017

WELCOME

This is the first monthly edition of Whittington Health Community Forum newsletter. You are in the Forum because you have expressed interest in hearing about our work.

We want to regularly share what is happening at the Whittington because there is a lot going on.

Please encourage your friends and family to sign up to our forum here

whh-tr.whittingtonforum@nhs.net.



HEALTH AND HOSPITALS IN THE NEWS



There's been lots of coverage on TV and in the newspapers about the NHS and how busy hospitals have been. We have experienced extreme pressures in our Emergency Department (ED). In December over 8200 people attended ED. Our target is to treat or admit 95% of people within 4 hours. Thanks to the hard work of our team we achieved 85.8% - or over 7,000 people treated in less than 4 hours. But that means over 1200 people attending waited longer than we or they wanted so we have new plans to make sure we improve.

We aim to deliver high quality care and we are pleased to be meeting or exceeding all our national targets for cancer – treating all referrals for cancer treatment within 31 days. This is excellent news for our patients.

But there's no getting away from the fact that there are pressures to maintain all of our targets. This is why it makes sense to work other organisations in Islington and Haringey and other local hospitals so that we can tackle the challenges together to continually improve services in North Central London.

The purpose of the Forum and this newsletter is share with you our progress and provide you with ways to share your views.

WORKING TOGETHER IN NEW WAYS

People are living longer, but often in poorer health and with a longer term conditions like diabetes or breathing problems. There is a very high demand for services and everyone knows that the public sector is striving to create new ways to overcome financial constraints to meet the growing needs of patients and carers. There are lots of organisations involved in identifying new ways of working such as social services, GPs, hospitals, mental health trusts. Navigating through these services can be confusing.

We need to simplify access to these multiple services and change the way we do things. We intend to do this by working with all of the above organisations. In order to do this we are considering lots of big ideas which will improve services in North Central London.

These ideas will only be a success if they provide services for people that are easy to access, that are local, where appointments are flexible and easy to book and change and where they give people more in control of their own care and in maintaining their independence.

HARINGEY AND ISLINGTON WELLBEING PARTNERSHIP

This is where the two Councils, local GPs, the Whittington, University College London Hospital (UCLH) and North Middlesex and our local mental health trusts all get together. We want to see how we can work together to do things better.

Things won't change overnight but we are all ambitious to make some changes in these areas first:

- Support older people with health and social care needs to be more independent
- Seeing all of the needs together of a person with learning disabilities
- Providing better services for things like physiotherapy, rheumatism, and managing chronic pain (sometimes called musculoskeletal care)
- Preventing diabetes, or providing care that makes managing it easier
- Helping people manage their mental health so they feel well and able to return to study and work
- Care for children
- Providing care for people who don't need to be in hospital but not quite well enough to be at home.



A NEW PARTNERSHIP WITH UCLH

UCLH and Whittington Health have had a strong history of working together, delivering care to our local population. We have taken that a step further and signed a memorandum of understanding.

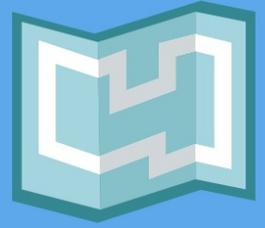
What does this mean? We started to work together last summer on a clinical collaboration so this creates a framework to accelerate our work. This aligns with the work of the Haringey and Islington Wellbeing Partnership (see above), and the North Central London STP (see below).

The clinical collaboration aims to improve the quality, safety and experience across people in Haringey, Islington and Camden by improving services across the two Trusts and supporting a population approach to health care. That means looking to treat all the health and care needs of people together – rather than basing it on which health care organisation should do it.

It aims to reduce costs by sharing best practice, strengthening clinical relationships, changing the way services are provided and joining up support services where they overlap.

NORTH CENTRAL LONDON SUSTAINABILITY AND TRANSFORMATION PLAN

The NHS and local councils have come together in 44 areas covering all of England to develop proposals and make improvements to health and care. Ours is based around the five council areas of Barnet, Camden, Enfield, Haringey and Islington and all the clinical commissioning groups and hospitals in the area – including the Whittington, Royal Free, UCLH, North Middlesex and other community care organisations. The wellbeing partnership we talk about above fits in to these bigger plans.



Both the wellbeing partnership and the STP will result in change and there is only room for headlines in this newsletter. We will share more updates in each monthly newsletter. We want to also share more detailed information and what our plans will mean for the Whittington in meetings of the Forum. Come along if you can to one of our quarterly meetings and we will share the dates on our website.

WORKING MORE EFFICIENTLY

Here at the Whittington we have to think of ways to make our resources (people, money, buildings, equipment) go further so all of our future plans will help us do this.

Using our land and buildings

Across the Whittington – and don't forget we work in the community not just at the hospital site – we have buildings: old and new, fully occupied, under-used, well maintained and some not fit for purpose; this is our estate. We have to make best use of our assets to provide modern facilities for patients and our staff.

Our estates priorities are to

- Redevelop the maternity service and buildings – we intend to modernise our maternity and neonatal accommodation.
- Modernise staff accommodation – to attract and retain staff to continue to provide high quality care we need to provide modern living space.
- Our community properties that provide children's services need refurbishment and renewal.
- Reduce our 'carbon footprint.' We know we can improve.
- Information technology is a vital part of our estate and is essential to provide modern care. We will intend to invest in IT improvements.

We are developing a relationship to form a strategic estates partnership (SEP).

This means we will partner with a firm with expertise on estate planning to help us optimise the use of our land. They will advise us on accessing capital and income to enable the above improvements.

We are taking a long time to consider who best to work with in the future. We are in a process called 'a competitive dialogue'. At present the potential partners are submitting proposals. We will conclude this process in June. Any plans or proposals will need the involvement and engagement of local people and as a member of our forum you will be able to read monthly updates on our progress.

Making the most of new technology - going digital:

Digital technology can deliver improvements in quality and efficiency, as well as revolutionise the patient experience by transforming how and where they access health and care services. We have agreed a five year year IT strategy and our ambition is to:

To be the most digitally advanced integrated care organisation in the NHS.

We want to empower patients and staff to access secure information anytime, anyplace, on any device.

What are we prioritising?

- Electronic Referrals from GPs – doctors' letters to a consultant will become a thing of the past.
- Outpatient bookings online - patients will have flexibility to change appointments and this will help minimise missed appointments and save the money.
- Safeguarding children - lessons we have learned show that health and social care staff must be able to access information on when a child receives healthcare if there are child protection concerns. Information can 'fall between the gaps' of each organisation and we will be improving our electronic systems to prevent it happening in future.
- Paperless - when a healthcare professional, such as a doctor or nurse, sees a patient, rather than paper copies of the patient's records, we want them to be able to see and update that information on a computer tablet. To do this we will be moving to paperless systems.

THE COMMUNITY FORUM

As well as sending out this newsletter to keep you informed about our work, plans and changes we are thinking of ways to involve the community (you) in our work.

Art competition - We are holding an art competition open to all ages with great prizes such as free cinema tickets, books, chocolates and so much more. Look out for further news on our website.

Events for members - There is a lot of good work going on at Whittington that we would like to share with you in terms of special events that we hold. For example, a day in the life of an A&E doctor, including a tour of the Emergency Department; how people with diabetes are cared for in the community and in hospital; becoming involved in volunteering.

Whittington Open Day: Saturday 16 September 2016 we are holding this event at the Whittington Hospital Archway site. Please let us know the kind of things you would like to see and take part in.

Forum meetings: Not everyone likes to attend meetings, but we plan to hold 4 forum meetings a year to provide the opportunity to discuss some of the things we have covered in this newsletter to hear your views. We will be meeting in May and the details will be shared in the April newsletter and on our website.

If you would like to opt out of receiving this newsletter email whh-tr.whittingtonforum@nhs.net and reply 'unsubscribe'.