



258<sup>th</sup> Meeting, Thursday 1<sup>st</sup> December, 2016, Mount Vernon Hospital

**1. WELCOME AND ANNOUNCEMENTS:**

**a. Welcome:** The Chairman welcomed all present, including visitors and our guest speaker, Dr Susan Labrooy, Joint Medical Director NHS North West London.

**b. Apologies:** Valerie Rees (*League of Jewish Women Northwood*), Margaret Bishop (*Mount Vernon Comforts Fund*), Pam Grimwade (*Mountwood Patients*), Connie Evans and Chris Hickman (*Oak Farm RA*), Dianne Passmore (*Rickmansworth RA*), Donald Edwards (*Ruislip RA*), Carol Melvin (*Ruislip, Northwood & Pinner Conservatives*), Janet Gibson and Sadie Wright (*Southbourne WI*), Linda Clarke (*South Ruislip RA*), Liz Segal (*Vine Lane RA*), Janet Baddeley, Mark Grimwade, Susan Grunewald, Neville Hughes, Susan Smees, Mary Perkins, Margaret Ross, Jon Spain, Jenny Stephany (*Individual Members*)

**2. GUEST SPEAKER: Dr Susan Labrooy**, Joint Medical Director, NHS North West London addressed the meeting on 'Shaping a Healthier Future for North West London.'

**a. History:** Three years ago it was realised that some of the nine hospitals were unsustainable and that with a population of 2 million, change was needed. Various developments ensued.

- Some acute services were concentrated in fewer hospitals eg heart attack, stroke and orthopaedics, as a result of which recovery and survival rates have improved.
- Hammersmith and Central Middlesex A&E departments were closed in 2014, but both hospitals now have a 24-hour Urgent Care Centre.
- Maternity and paediatric services improved with centralisation, with 24-hour consultant care at Hillingdon Hospital, and improvements were also introduced in Primary Care

**b. Sustainability and Transformation Plan (STP):** This current plan is agreed by the 8 Clinical Commissioning Groups in North West London. Broader than the original Saving a Healthier Future proposals, it has a 5-year forward view. Its main benefits are:

- Upgrading prevention and wellbeing
- Achieving better outcomes and experiences for the elderly
- Improving outcomes for children and adults with mental health issues
- Eliminating unwanted variation and improving long-term condition management
- High quality sustainable acute services.

**c. North West London care improvements:** Care is currently reactive, often responding to crises. The 2020/2021 vision is proactive self-care plus community interventions based on the Sustainability and Transformation Plan above.

**d. Primary Care:** Plans include:

- Extended GP hours 8am – 8pm and weekend access
- New technology at 80 GP practices, e.g. online, emails, video, phone consultations
- 11 primary care hubs with access to primary and social care services
- Rapid access services to help keep those with long-term conditions out of hospital
- Single discharge agreement across N W London, reducing hospitalisation by up to 3 days
- Nearly 2/3 of NW London GP practices signed up to information-sharing agreements

**e. Seven-Day services:** Aim to deliver 4 clinical standards by April 2017:

- Time to consultant review
- Access to diagnostics
- Access to consultant-directed interventions
- Ongoing review

**f. Patient benefits:**

- Too many patients are waiting more than 4 hours in A&E
- Reduction in length of hospital stay
- Robust transfer pathways for emergency interventions
- Reduced mortality rates for inpatients
- New single discharge process planned by the end of 2016 / early 2017 across 6 of 8 CCGs

**g. Radiology:**

- Plan for better models of inpatient care and better services at weekends
- New career framework to help recruit and retain radiologists

**h. Mental Health:**

- Aim for 24/365 single point of access for support, advice and information for patients, carers and professionals and aim to reduce A&E attendances by 300-400 per year
- New specialist assessment, treatment and support services for peri-natal women or who have given birth in last year in Ealing, Hounslow, Hammersmith and Fulham hospitals
- New services for children and young people with eating disorders - launched in June 2016
- Aim to develop new ways of caring for long-term patients with mental health needs

**i. Maternity:**

- Ealing maternity services now closed and a NW London service set up
- Improved midwife-birth ratio
- Consultant cover increased from 101 hours to 122 hours
- 100 new midwives recruited
- 79% of women now get post-natal care from their antenatal hospital (up from 21%)

**j. Paediatrics:** Ealing hospital paediatric ward closed on 30 January 2016 and this has led to:

- Better 24-hour access 7/7 to more specialised senior children's doctors
- Additional inpatient and paediatric assessment beds at West Middlesex, Hillingdon, Northwick Park, St Mary's and Chelsea & Westminster hospitals
- 4 new paediatric assessment units
- Extra 48 paediatric nurses and 10 paediatric consultants, 7 of them at Hillingdon Hospital
- 79% existing children's services remain at Ealing Hospital e.g.24/7 UCC and day-time clinics

**k. Frailty:** A new pathway was launched in November 2016 with the following aims:

- To agree a set of outcomes and to improve present outcomes
- To deliver individual care
- To improve experience of care for patient and carer
- To agree pathways for the elderly across NW London
- To reduce hospital admissions lasting over 48 hours for the elderly
- To reduce time spent in institutions
- To agree how to manage performance

**l. Deliverable 2016/2017:** A capital plan is going to the Department of Health

- End of life care
- Integration of care
- Mental health and eating disorders
- Reduction in cost of agency staff
- Continued improvement in paediatric care
- Consolidation of pathways

Dr. Labrooy answered questions before being thanked by the Chairman, with audience applause.

**PART II**

**3. MINUTES OF LAST MEETING - Thursday 3<sup>rd</sup> November 2016:** Item 2f: Sarah Brierley requested that 'due to the lack of available funding' be changed to 'due to the need to save money'. This was agreed by majority vote and the Minutes were then signed as a correct record.

**4. MATTERS ARISING:** There were no matters arising.

**5. URGENT BUSINESS:** Get well cards were available for messages to various sick members.

**6. ANY OTHER BUSINESS:** The Chairman offered seasonal greetings before inviting all present to adjourn to the outer hall to welcome in the festive season with traditional refreshments.

**NEXT TWO MEETINGS:** At 7.45pm in the Post Graduate Centre, Mt. Vernon Hospital, a: Thurs. 5<sup>th</sup> January 2017, a discussion meeting b: Thurs. 2nd February 2017, guest speaker Tenvir Ahmed, Senior Campaigner in Public Affairs, Action on Hearing Loss (*Formerly RNID*) speaking on "Deafness".

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Chairman

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