



The Community Voice

MONITORING THE **NHS** IN
NW LONDON AND SW HERTS
NEWS-SHEET—AUGUST 2017

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DATES FOR YOUR DIARY

Friday 1st September, Comedy Night for Paul Strickland Scanner Centre: Featuring Paul Tonkinson, 8pm at The Comedy Bunker, Ruislip, £12.50, Tel: 01923 844290 or online.

Sunday 3rd September, Garden Jazz and afternoon tea for Paul Strickland Scanner Centre: 2pm, Chorleywood £17 adults, £10 under 12s. Tel: 01923 844290 or book on line.

Sunday 24th September, Feel Good, Look Good: Pampering includes massage, aromatherapy, reflexology, reiki, Indian head massage, facials, manicures, 7.30pm, The Lecture Hall Michael Sobell Centre. Tel: 020 3826 2367 or book on line.

Sunday 1st October, Moor Park 10k & Junior Fun Runs for Lynda Jackson Macmillan Centre: Merchant Taylors' School, Moor Park, Junior Runs in morning, 10k run at 3pm. Entry forms online www.moorpark10k.org.uk

LONDON REGIONAL NEWS

Central & North West London FT:

- 1. Access to Mental Health Services:** This remains a challenge in the London boroughs, mainly linked to increase in demand, lack of capacity and the need to strengthen internal processes, all of which are being addressed. The use of out of area beds helps to manage the challenges faced by London's Mental Health Adult Acute inpatient services.
- 2. Incident reporting:** For Mental Health there is a small continuing reduction from actual physical assault to disruptive behaviour suggesting that staff are successfully de-escalating potentially violent incidents. The most common incident from in-patient wards is patients not returning from agreed leave, but over two years absence problems have dropped by 40%. In community services the most commonly reported incident concerns pressure ulcers and the number of such reports since 2015/16 has risen by 18%. Reports of trips, slips and falls have increased although most cause little or no harm.

London Ambulance Service:

Response times for most urgent calls: According to the Hillingdon CCG's papers for its July Board meeting, the LAS target to reach 75% of its most urgent calls within 8 minutes had again improved. Where the patient had stopped breathing or suffered cardiac arrest, Red 1 calls, the target had recently been met and for other life threatening conditions, Red 2 calls, LAS achieved 73.63%, only just missing the target. Welcome improvements!

Royal Brompton & Harefield NHS FT:

Public consultation on NHS England's proposal to move the Royal Brompton's Congenital Heart Services to other hospitals: The consultation ended on 17th July. Both The Community Voice and many of our members responded to this consultation, deploring the proposals. The outcome is awaited. We shall monitor closely.

NHS North West London

- 1. GP prescriptions:** The 8 NW London boroughs need to save nearly £135m this year so they are considering prescription changes (i) Asking patients to buy items available cheaply without prescription (ii) Asking GPs not to prescribe such items (iii) Obliging patients to re-order prescriptions if needed, to avoid pharmacists doing so automatically.
- 2. Shaping a Healthier Future:** This is the NW London CCGs' plan to improve local health services. The next step is to seek approvals from the Department of Health and HM Treasury to access the £500m of capital investment required to deliver this programme. In parallel, a number of outline business cases are being developed for (i) community hubs and (ii) the development of models of care in the community to support changed ways of working in local hospitals.
- 3. Diabetic eye screening:** The North West London Diabetic Eye Screening Programme serves people in Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Kensington, Chelsea and Westminster. Eye screening is an effective way of detecting diabetic retinopathy as soon as possible. This occurs when diabetes affects the small blood vessels in the retina of the eye which, left untreated, is one of the most common causes of blindness in the working-age population. If you live in any of the above boroughs and would like to have your eyes screened Tel: 020 8099 1122.

HARROW NEWS

London North-West Healthcare NHS Trust

- 1. More patients taking part in clinical research:** Figures published on 2nd August show that more of the Trust's patients than ever before are taking part in clinical research.
- 2. Volunteers needed:** LNWHT runs Northwick Park, St. Mark's, Ealing and Central Middlesex hospitals. They all need volunteers. The Trust hopes to recruit 350 additional volunteers to support its staff and patient services.
- 3. Meadow House Hospice:** This was one of the first NHS hospices in London, opening in the grounds of Ealing Hospital in 1987. It celebrates its 30th birthday this year. It provides specialist palliative care services to the residents of Ealing and Hounslow with a 15 bed inpatient unit and an active day hospice. Patients are admitted to manage their symptoms, for pain control, respite care and end of life care. Many have cancer, others have non-malignant diseases such as heart disease and dementia.

Harrow Clinical Commissioning Group

- 1. CCG Function:** Harrow CCG is responsible for planning and buying (commissioning) most of the health services needed by the 239,100 people who live in Harrow. Its work is overseen by the Governing Body which ensures the CCG has appropriate arrangements in place to exercise its functions effectively and economically.
- 2. Tuberculosis in Harrow:** A screening service for Tuberculosis is available to patients visiting GP surgeries in Harrow. Harrow has the fifth highest number of people with TB in London reflecting a large migrant community from countries with high risk of TB.

HILLINGDON NEWS

The Hillingdon Hospitals NHS FT

- 1. Car parking charges:** In September the Trust's pay on exit car parks will get automatic number plate recognition, fewer barriers, and payment machines giving change and accepting credit and debit cards as well as cash. Other car parks will be updated later - but disabled drivers will pay £1 per visit and staff will pay an extra 10p per day.
- 2. Frequency of Board Meetings:** After the July meeting, Board Meetings of the Hillingdon Hospital NHS Trust will take place every two months, instead of the previous monthly cycle – so there are no meetings ahead in August, October or December.

Hillingdon Clinical Commissioning Group

- 1. Primary Care Commissioning 2017/18:** Following the decision of all NW London CCGs except Brent and Hounslow to take on delegated responsibility for GP led Primary Care, an allocation of funding has been made to each CCG for 2017/18, £38.2m for Hillingdon CCG. Legally, NHS England will retain residual liability for the performance of primary medical care, but delegated responsibilities include budget management.
- 2. Northwood & Pinner Community Hospital:** NHS Property Services sees this site as a key opportunity for early delivery of a new health facility and residential development, subject to the necessary consents. Planning consultants are already appointed.
- 3. Care Homes:** Hillingdon's care homes, and home care market, face difficulties in recruiting and retaining staff, leading to delayed transfers of care from hospitals. To help stabilise the market the Council is requiring providers to pay their staff a minimum rate of £9.75 per hour, the London living wage.
- 4. Child and Adolescent Mental Health Service:** Only 50% of patients are seen within 18 weeks against a target of 85%. In 2016/17 the CCG received £128k from NHS England to improve performance, which was directed at staff recruitment, particularly nursing staff. However although the target has not yet been met, 185 patients were seen in May 2017 against a plan of 119 – a first step towards improvement.
- 5. New Lymphoedema Service:** The lack of primary, non cancer related lymphoedema services has been addressed through intervention by Hillingdon Healthwatch. Cancer care will continue at Mount Vernon – other patients will go to Harlington Hospice.

Mount Vernon Cancer Centre

Cyberknife Overview: Cyberknife provides very accurate radiotherapy, and is particularly useful for brain treatments. A generous donor made Mount Vernon the first NHS hospital in the country to have cyberknife, so when it became available elsewhere Mount Vernon staff taught others how to use it. However, NHS England has restricted payment for its use for brain metastases to just 17 centres. Cancer centres had to apply for funding, but unfortunately the Mount Vernon application by East & North Herts NHS Trust was submitted unsigned and was thus disqualified from consideration – requests to sign the application later were refused. So, local cancer patients unlucky enough to develop cancer secondaries in the brain cannot have treatment from staff they know and trust, they must travel to other sites, and face the consequent problems – long journeys, repeated tests, unfamiliar surroundings and staff. We are protesting on behalf of (i) Patients (ii) Others in the NHS – other donors could be deterred from potential gifts if this gift is not fully used - and (iii) Our local Cancer Centre, which loses a third of its former cyberknife income.

Paul Strickland Scanner Centre

- 1. Recycle your holiday cash, used stamps and more:** The Scanner Centre is pleased to receive foreign cash, even old coins now out of circulation, as well as used stamps, old jewellery and watches (broken or not) and old gadgets. Just drop them off at the Scanner Centre.

SOUTH WEST HERTFORDSHIRE

West Herts Hospitals NHS Trust

- 1. Emergency Department:** Earlier this year the Trust was struggling to meet the four hour A&E target - it was often in the bottom 10% of 138 hospital trusts. Patients were waiting on trolleys or having extended time in A&E when they should have been on a ward. Now the Trust is hovering around the top 10% in the country! By mid June it was 14th out of 138 hospital trusts - great news for patients and a fantastic boost for staff!

2. **Simpson Ward, Hemel Hempstead:** From 1st August responsibility for this ward will transfer from West Herts Hospitals NHS Trust to Hertfordshire Community NHS Trust. The switch will not require patients or staff to move physically but it means that staff currently employed by WHHT will soon be working for HCT. WHHT runs a range of outpatient services from Hemel Hempstead Hospital but Simpson Ward was its only inpatient service on the site. The ward's 21 beds are used for patients who no longer require acute care but need decisions on how their long term care will be provided.
3. **Video link between new mothers and their babies:** This new link between the delivery suite and the neonatal unit allows mothers to see their babies and to speak to staff to get updates and be involved in their baby's care, despite being in different wards!

Three Valleys Clinical Commissioning Group

1. **Public consultation on how to make best use of limited resources:** Herts. CCGs face a range of challenges. The number of people needing NHS support is growing and many people are living longer, often with complex health conditions. National and local shortages of NHS staff make it essential to use their time wisely. People must be encouraged to think about their own wellbeing so that they live healthier lives, avoid preventable illnesses and have the best chance to recover well from surgery. Many meetings have already taken place but the last event is on Wednesday 6th September, 2 to 4pm at Allum Hall, Elstree. Tel: 01442 898884 to book a place.

Public consultation proposals include:

- People who smoke or are obese could have to improve before non-urgent surgery.
- Specialist fertility services, currently suspended, could be stopped.
- Medicines available without prescription could cease to be prescribed.
- Prescription of gluten free food could be stopped.
- Routine funding of female sterilisation and male vasectomies could be stopped.

To find out more or to fill in a survey, go online to www.healthierfuture.org.uk/nhsletstalk

2. **Advanced Eating Disorders:** East and North Hertfordshire CCG, Herts Valleys CCG and Hertfordshire County Council have given an extra £110,000 to the specialist eating disorders team at Hertfordshire's Child and Adolescent Mental Health Service so they can recruit extra staff to support more families and do more work in the community.
3. **Improved 111 service:** An enhanced NHS 111 service was launched in Hertfordshire at the end of June, by Herts Urgent Care, which also provides GP out of hours service to Herts. residents. The enhanced NHS 111 service now gives patients direct access to a wider variety of healthcare professional including GPs, nurses, dentists, prescribing pharmacists and mental health professionals. It is available 24 hours a day, 365 days a year. Calls are free from both landlines and mobile phones.

NATIONAL HEALTH NEWS

The NHS is still the best *(From The Week 22 July 2017)*

The NHS has come top in an in-depth comparison of 11 healthcare systems around the world. It is the second time in a row that the NHS has received the highest ranking in the survey, conducted every three years by think tank The Commonwealth Fund. Australia and the Netherlands came second and third, while the US was judged to have the worst system – although it invests the most in healthcare, at 16.6% of GDP, far more even than the second-biggest spender, France, on 11.4%. The UK invests 9.9%. Only New Zealand (9.4%), Norway (9.3%) and Australia (9%) put in less than that.

The UK came top overall, and in four of the 11 categories: it was judged to deliver the safest care, to be the best at "care processes", to provide the most affordable care and to offer the most equity. However it came tenth on patient outcomes, a measure of how successful treatment has been - a significant weakness.