

Chairman

Mrs Joan Davis

Email. [joandavis@onetel.com](mailto:joandavis@onetel.com)

Tel. 01895 636095

Hon. Treasurer

Mr Jon Spain

Email. [jonesse@ntlworld.com](mailto:jonesse@ntlworld.com)

Tel. 020 8537 2835

Website. [www.communityvoicehealth.org.uk](http://www.communityvoicehealth.org.uk)

---

## GENERAL NOTE

### 1. Content of the news sheet:

Ideally, in our news-sheets we would like to offer comparable information for the various sectors of our large geographic area, but that is rarely possible.

Meetings at which we acquire information are variable in their frequency, and rarely occur on dates convenient for assembly of our news-sheet, both factors over which we have no control. Also our volunteer representatives can have conflicting demands on their time, which may prevent attendance at particular meetings, although we always try to find substitutes.

We hope members will always find some items of interest in our news-sheets, but please be understanding if some editions are short of news from your own area.

## DATES FOR YOUR DIARY

**1. Lynda Jackson Macmillan Centre's Moor Park 10k & Junior Fun Runs:** 25<sup>th</sup> September at Merchant Taylors' School, Moor Park. Entry forms and information [www.moorpark10k.org.uk](http://www.moorpark10k.org.uk) or Tel: 077799 458285

**2. 'Living Well with and Beyond Cancer' event for Herts. cancer patients:** The Macmillan Nursing Team at West Hertfordshire Hospitals NHS Trust is holding an Information and Support Event for cancer patients and their carers on Tuesday 27<sup>th</sup> September from 11am to 2.30pm at Holywell Community Centre, Watford. This will allow people to talk about their experiences, find out about support services and meet the Cancer Nursing Team from West Hertfordshire Hospitals NHS Trust. Tel: 01923 436 327 for full details.

**3. RunRowRide Triathlon in support of Mount Vernon Cancer Centre:** Sunday 16<sup>th</sup> October at a gym near you! Sprint: Run 5k.Row 2k.Ride 20k Endurance: Run 10k.Row 4k.Ride 40k See [www.runrowride.org](http://www.runrowride.org) for details.

**4. Harrow Carers' Afternoon Drop-in for mental health carers** at 376-378 Pinner Road, North Harrow is from 1.30-3.0 pm on the second and fourth Fridays of each month – next is on 23<sup>rd</sup> September. For details of mental health support at Harrow Carers and to receive the quarterly newsletter by post or electronically call 020-8868 5224 and see [wellbeing@harrowcarers.org](mailto:wellbeing@harrowcarers.org)

## NATIONAL NEWS

**1. NHS Improvement Single Oversight Framework:** This replaces earlier monitoring plans for NHS providers. It will go live in September/October 2016 and will

rate all organisations on a score of 1 to 4 (1 being best) to identify potential support needs for NHS providers. It will have five themes:

- **Quality of Care:** Related to CQC assessment and implementing 7 day services.
- **Finance and Use of Resources:** Control totals and the Carter Review recommendations.
- **Operational Performance:** A&E, 18 weeks, 62 day cancer waits and other targets.
- **Strategic Change:** New models of care and devolution.
- **Leadership / improvement capability:** Building on existing tools / working with CQC.

**2. Deficits in the NHS:** According to the latest figures by NHS Improvement, the NHS providers had a deficit of £2.45 billion for 2015/16, around £650million more than was planned and nearly three times higher than in 2014/15.

Nearly two-thirds of all providers reported a deficit last year but mental health, community and specialist providers collectively reported a surplus for the year.

## REGIONAL NEWS – North West London

### 1. NHS NW London:

The NHS in North West London delivers care to a population of 2 million people spanning 8 London boroughs and over 400 GP practices. The Shaping a Healthier Future (SaHF) programme is led by the 8 North West London CCGs through their Strategy and Transformation team.

The team's provisional Strategy and Transformation Plan (STP) was submitted to NHS England, as required, on 30<sup>th</sup> June. That plan is now available to view on the Healthier NW London website.

The final STP is required by 21<sup>st</sup> October and the team asked for feedback from partners – staff, health services, local government and the public - by Friday 9<sup>th</sup> September.

### 2. North West London collaborative plans:

Collaboration between the eight Clinical Commissioning Groups in North West London, including both Harrow CCG and Hillingdon CCG, has provided a joint focus on:

- New models of proactive and co-ordinated care, including out-of-hours care
- Intensive support for self care
- Social factors including housing, employment and isolation
- Rapid response and intermediate care
- Reductions in acute care and better hospital discharge arrangements

### 3. London Ambulance Service response times:

Targets are not yet being met but a successful recruitment drive has brought staffing up to full numbers - and improved funding from Clinical Commissioning Groups is allowing implementation of the Care Quality Commission's improvement priorities.

### 4. Royal Brompton & Harefield FT's research on inherited conditions:

A groundbreaking study, led by experts from Royal Brompton Hospital and the University of Oxford, has discovered better methods to interpret the significance of gene mutations in patients who are tested for genetic conditions. The findings mean that, in future, more diagnoses could be made through genetic testing.

In the study, which has been published in [Genetics in Medicine](#), researchers compared genetic data from nearly 8,000 patients who have the heart condition cardiomyopathy, with more than 60,000 reference samples from the general population. The aim was to reassess the role that variants (changes) in different genes play in causing the condition, which is a disease of the heart muscle that reduces its ability to pump blood around the body. It affects around 1 in 500 people in the UK.

## HARROW NEWS

### London North-West Healthcare NHS Trust

#### 1. **Launch of new Dementia Strategy:**

Dementia is one of the biggest issues facing the health service today. There are currently around 6,023 people within Brent, Ealing and Harrow boroughs with dementia and this is expected to rise to over 7,077 by 2021. The launch of the Trust's new Strategy took place on 2<sup>nd</sup> September. It builds on the Trust's existing care for patients who suffer from dementia.

#### 2. **Signing up to John's Campaign:**

To coincide with the launch of its new Dementia Strategy the Trust has signed up to John's Campaign, which enables carers to continue to have an active role when their loved one is admitted to hospital. Carers of patients in Central Middlesex, Ealing and Northwick Park hospitals are invited to ask ward staff for a Carer's Passport entitling them to visit outside normal visiting hours and to discuss with staff how they can continue to have an active role in caring for their patient.

#### 3. **Request for help in providing dementia patients with twiddlemuffs:**

A woollen twiddlemuff warms cold hands and provides stimulating activity for the restless hands of disorientated or confused patients, particularly those with dementia. The trust is asking people who can knit or crochet to help it by providing these muffs. Twiddlemuffs are embellished with buttons, ribbons, zips, etc. so each one is unique. See the Trust's website for suggestions and patterns. The main reception desk at each of the Trust's hospitals will be pleased to accept muffs and donations of wool, buttons etc which will also be appreciated. A constant supply of twiddlemuffs will be needed as the aim is to give each patient a new muff which can be taken home on discharge.

## Harrow Healthwatch

#### 1. **New faces and some uncertainties:**

The Chairman, Arvind Sharma has resigned and a new Chairman has not yet been appointed. However, Mina Kakaiya has been appointed as the full-time Manager.

Both these changes are interesting in view of there being a report on Harrow Healthwatch, commissioned by Harrow Council, which has not been published. We continue to press for publication of the report and the holding of a public meeting to discuss its findings. Healthwatch exists to represent the public and we contend that its affairs should be transparent and in the public domain.

## HILLINGDON NEWS

### The Hillingdon Hospitals NHS FT

#### 1. **Accident and Emergency Remedial Action Plan for Hillingdon Hospital:**

Both attendances and blue-light ambulance attendances have increased by 9% with other ambulance attendances up by 7.7%. Difficulty in achieving the four hour waiting target has been addressed jointly by the hospital and the CCG with the following introductions:

- Early senior consultant assessment
- Two new triage rooms.
- Additional Clinical Decision Unit beds are being considered
- A longer term solution is proposed in the Shaping a Healthier Future business case, which would allow the department to see 220 patients per day.

#### 2. **Infections:**

One case of clostridium difficile in July brought the year total to 2 cases, well within the target of maximum 8 cases. The Trust's only true bacteraemia case since July 2014 arose in June 2016.

### **3. Pressure ulcers:**

The rate in July was 0.8 per 1000 bed days, well within target; the all day training events for Registered Nurses continue to be well attended.

### **4. Staffing:**

The Trust is developing a three year recruitment and retention strategy with input from staff across the organisation, to address short term staffing pressures and to develop mechanisms to improve retention and support the shift to new roles and ways of working in the longer term.

### **6. Finances:**

The Trust ended July with an in month deficit of £152k, £130k behind plan but the year to date deficit was £148k, £47k better than plan, due to receipt of Sustainability and Transformation funding. Substantive, bank and agency expenditure have all increased compared to April and May. Medical pay costs continue to rise.

## **Hillingdon Clinical Commissioning Group**

### **1. Mental Health Priority Setting:**

The "Five Year Forward" view requires parity of esteem for mental and physical healthcare. In 2015/16 Hillingdon CCG increased funding for mental health services by 7.8%. To achieve parity with physical health services in 2016/17 this CCG will need to invest an additional £1m in mental health services.

### **2. Finance:**

Overall at end of July, the CCG was achieving its year to date planned surplus of £1.2m and its £3.6m planned surplus by year end. However the CCG has fully deployed all its available reserves in both Programme and Running Costs so it faces risks ahead without fall-back resources.

## **SOUTH WEST HERTFORDSHIRE**

### **West Herts Hospitals NHS Trust**

#### **1. Closure of Vicarage Road Watford:**

Part of Vicarage Road, which is the main route to Watford General Hospital, is closed until further notice following a critical sewer failure related to a sink hole appearing. Emergency repairs are taking place between Harwoods Road and A4178 Farraline Road and Merton Road. Patients attending the hospital are urged to leave more time than usual to travel to their appointments due to the traffic congestion in the local area.

#### **2. The Windsor Unit, Watford General Hospital, for frail emergency patients:**

This unit opened in August to support frail adults attending the hospital as an emergency. It builds on the integrated frailty service introduced last April. The service has improved the quality of care by better identification and awareness of people living with frailty, as well as early proactive assessment and management.

A multidisciplinary team comprising a frailty nurse specialist, physiotherapist, occupational therapist and social worker assess patients jointly and produce a comprehensive geriatric assessment which includes the medical, psychological, and functional capabilities of the patient and describes a coordinated and integrated plan for treatment and follow-up.

The Windsor unit team are helping to reduce unnecessary hospital admissions by thoroughly assessing whether hospital admission is needed, rather than admitting people to hospital for an assessment. Patients who would not benefit from hospital admission are provided with alternative support including going home with rapid response support, or transfer to a community bed, social respite care or voluntary sector support.