



# The Community Voice

MONITORING THE **NHS** IN  
NW LONDON AND SW HERTS

NEWS-SHEET—August 2016

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## DATES FOR YOUR DIARY

**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. For details of mental health support at Harrow Carers and to receive the quarterly newsletter by post or electronically call 020-8868 5224 and [wellbeing@harrowcarers.org](mailto:wellbeing@harrowcarers.org).

**Paul Strickland Scanner Centre Garden Party.** 11 September, 2.0-4.30 pm. There will be music provided by the BSV Jazz Band and tea in support of the scanner centre. The event will take place in Long Lane, Heronsgate, Chorleywood, the full address is on the tickets and they are taking advance bookings only. Ticket price £15 per person (£10 for the under-12s) to include a cream tea. Call 01923 844290 or e-mail [appeals@stricklandscanner.org.uk](mailto:appeals@stricklandscanner.org.uk) to book your ticket.

## NATIONAL NEWS

**Politics.** Jeremy Hunt remains Secretary of State for Health in the May government. Diane Abbott has been appointed shadow health secretary.

**Junior doctors' contract dispute.** Despite the Junior Doctors rejection of the new contract the Department of Health proposes to employ new doctors on this contract when they take up posts from October 2016 The terms of the new contract have been agreed by the BMA, the Government and NHS employers. However, BMA junior doctors committee are planning further escalated industrial action beginning in early September

## LOCAL NEWS

### London Ambulance Service (LAS)

The Care Quality Commission (CQC) inspected LAS last June, they noted the good clinical care and compassion provided by front line staff but identified several areas for improvement which led to the trust being rated as "inadequate" overall. LAS now has a programme to fix the issues raised and are confident these are already leading to improvements for patients and staff. Heather Lawrence has taken over as chairwoman of the service and Dr Fionna Moore has been appointed as chief executive. LAS has also put plans to become a foundation trust on hold.

### Central & North-West London NHS Mental Health Trust

**Hillingdon mental health.** Highlighted due to underperformance for four consecutive months involving three indicators, as well as having one of the highest reports of complaints, sickness and vacancy and turnover rates in the Trust.

**Harrow concerns.** Also highlighted as an emerging concern due to deteriorating performance against indicators, as well as reporting the highest number of complaints

and second highest vacancy rate in the trust. Harrow Mental Health had team capacity problems and data entry issues.

**Community health services.** These services achieved all relevant indicators in May. All three community health services provided by the trust have consistently achieved all targets in the last four months.

**Restraint of patients.** There have been breaches to restraint guidelines caused by a number of factors including a large number of in-patient admissions over the period, a rise in the acuity of patients admitted and a smoking ban. The trust has set new targets to reduce the use of all restraints by 50 per cent over an 18-month period.

**Medical appraisal and revalidation.** Annual appraisal for NHS consultants was established in 2002. Wider medical revalidation was launched in 2012 to strengthen the way that doctors are regulated, with the aim of improving patient services and increasing public confidence in the medical profession.

**Legal claims against the trust.** There has been a slight rise in the number of claims received. The majority of clinical claims are from mental health services although there has been a rise in claims received from prison services.

## London North-West Healthcare NHS Trust (LNWH)

**Changes to children's services in Ealing.** On 30 June, the children's ward closed and ambulances no longer take children to Ealing A&E. Staff in A&E will receive additional training to deal with any child emergency presenting and will be adequately resourced with the resuscitation team taking responsibility for stabilising a child for transfer. No paediatricians will be available at Ealing after 7.0 pm but support will be given by the on-call paediatric registrar and consultant for LNWH.

These services will remain: paediatric urgent care centre, existing general paediatric outpatient services, all existing community clinics, non-emergency low acuity day care services and community based child and adolescent mental health services.

**Ealing UCC** is provided by Greenbrook Healthcare with additional GP capacity for paediatric care, included when commissioned.

**Sustainability and Transformation Plan.** This plan is intended to bring together organisations working across primary, acute, community, mental health and social care to agree a shared approach to improving health and healthcare.

**Maternity department at Northwick Park.** Following the recent Local Supervisory Assessment at NPH, this department achieved "Green" in all areas of the assessment.

### Integrated performance report

- **A&E.** Average daily attendances in March (April) 2016, 1054 (952) patients for the trust as a whole.
- **Cancer.** Trust achieved all standards except for the 62-day GP referral to first definitive treatment standard. A sustainable recovery plan had been submitted, aimed at delivering the national standard by August.
- **18-week referrals to treatment.** Performance improved from previous months. Recovery plan commenced.

**Finances.** For the year ending 31 March, the deficit was £88.2 million. For 2016-2017 the planned deficit is £61.5 million.

**New bus route 483.** Planned to start services from Harrow bus station to Ealing Hospital on 10 September.

**Paediatric implementation planning.** The changes to paediatric services at Ealing Hospital were implemented on schedule on 30 June 30 in accordance with Shaping a Healthier Future plans. The seven-day transition plan went smoothly. All staff were re-deployed to their new posts on 4 July and all but four nurses remain working for the trust. Four nurses were re-deployed across the sector in accordance with their wishes. Seven new Italian paediatric nurses and nine nurses from Ealing Hospital will work at Jack's Place at Northwick Park. Two nurses moved to work in paediatric A&E.

**National physician associate (PA) expansion programme.** The trust welcomed two American physician associates, Robert Miller (cardiology) and Erin McNeilly (vascular surgery), both at Northwick Park. The programme is to supply more PAs and to utilise the role to complement existing national work and preparing the way for British-trained PAs.

**LNWH Trust** has been warned about poor infection control after staff were spotted wearing nose rings.

**Today's Care Quality Commission (CQC) report stated:** "Examples of poor infection control practice included staff wearing uncovered nose rings and hooped earrings". This was among a series of failings identified at Northwick Park. The hospital was ordered to review infection control procedures. "and ensure dress protocols are observed". The trust only permits stud earrings and nose rings if they are covered. Infection rates for *C. difficile* and MRSA were both higher than expected.

The report also revealed inspectors were so concerned at some aspects of care that they served a warning notice on the trust after their visits last October and November, ordering significant improvements. This was because there was "sparse" medical cover on its high dependency unit at the weekend and "frequently no doctor".

The trust, which had an £88 million deficit last year, was rated as "Requires improvement" but received a "Good" score for its services' caring nature.

Professor Sir Mike Richards, the CQC's chief inspector of hospitals, said: "We found all staff at the hospitals were dedicated, caring and supportive of each other within their ward and locality. However, we had significant concerns about the provision of expert support for consultant radiologists at weekends."

A spokeswoman said: "All staff are expected to comply with the trust dress code we have updated following the CQC inspection. Pierced ears and nose piercings worn for religious reasons are acceptable, as long as they are plain studs."

## Royal Brompton and Harefield NHS Trust (RBHT)

**Response from Nick Hurd MP to RBHT plans 2016-2017.** As soon as the news broke of the proposal to reduce heart services, he was sent a copy of the press release. This was his response. "Thank you very much for your email. I have requested a response from the Secretary of State for Health, on NHS England's withdrawal plans.

I completely understand your reservations regarding the proposals. Of course, one would hope that such proposals would not reach fruition if alternative provision (to the same exceedingly high standard), is not achieved elsewhere.

I will forward the response to my letter as soon as I get it.

Thank you very much for getting in touch, and please do let me know of any further developments." **Nick Hurd MP, Member of Parliament for Ruislip, Northwood & Pinner.**

**Strategy.** NHS Improvement has revised the trust's control total to £5.05 million, giving it access to the Sustainability and Transformation Fund (STF) based on a £1.9 million deficit, later changed to £4.8 million surplus after STF funding of £6.7 million.

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**A new medical director,** Dr Richard Grocott-Mason has been appointed. He has held the position on an interim basis since last December. He is a consultant cardiologist and has been working at Harefield Hospital since 1999. He will be our September speaker.

## The Hillingdon Hospitals NHS Trust

**2016-2017 Strategy.** NHS Improvement has revised the trust's control total to £5.05 million, giving it access to the Sustainability and Transformation Fund (STF) based on a £1.9 million deficit, later changed to £4.8 million surplus after STF funding of £6.7 million.

**Ealing transfer.** Transfer of paediatric services was completed on 1 July and the new paediatric A&E opened on 19 July. The extension of Peter Pan Ward is expected by the end of September.

**A&E demand.** Up to end of June A&E activity increased by nine per cent compared with last year, paediatric attendances increased by 10 per cent and blue light ambulances by 25 per cent, leading to failure of the target to treat and discharge 95 per cent of patients within four hours.

**Patient-Led Assessment of the Care Environment (PLACE) 2016.** The scores for condition, maintenance and appearance as well as dementia improved by more than five per cent. The greatest improvement was 18 per cent in dementia services at Mount Vernon. However, scores for privacy, dignity and wellbeing fell on both sites.

## Mount Vernon Cancer Centre (E & N Herts. Hospital Trust)

■ NHS England announced it will no longer be funding one form of secondary cancer treatment at Mount Vernon Cancer Centre using the Cyberknife. It intends to rationalise treatment of this cancer to 17 centres across the country and Mt Vernon is not among them. Though other Cyberknife procedures at Mt Vernon are unaffected, this move will reduce the income from its use by a third. It will also mean that Mt Vernon patients being treated for primary disease, eg breast, lung, etc, will require to travel to, say, central London for their secondary treatment.

We understand the trust is appealing but it may be necessary to mobilise public opinion if this possible serious threat to the future viability of the cancer centre is to be averted.

## West Herts Hospital Trust (WHHT)

**Appointment.** Katie Fisher took up her new post as the trust's CEO from the beginning of July. Previously she was a director at the Royal Free Hospital Trust.

**Care Quality Commission rating.** After inspection in September 2015 the trust was rated "Inadequate" overall. Nearly a year later the trust shows five areas of improvement. These are:

- Patient focus has improved (shorter waiting times in emergency department).
- 300 new nurses and midwives and 30 new consultants are in post.
- An 80 per cent reduction in Grade 3 ulcers.
- Infrastructure advances from a £6 million major maintenance programme.
- Better governance and risk management which should include an improved complaints procedure.

**Extension of the Endoscopy Unit at Watford Hospital.** Being extended to meet the expected 44 per cent increase in demand expected by 2020.

## CQC inspections of GP practices

We can report that the Pinn Medical Centre (20,000 patients) and the Harefield Practice (9,500 patients) have both been recently examined by the CQC. Initial unofficial soundings suggest that the both centres achieved satisfactory levels of service. Several patients from participation groups took part in the assessment process. Full results should be out in the autumn.

Your editor would welcome news of other CQC of GP practices in the areas we cover, either recently completed or about to take place.