



# The Community Voice

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

NEWS-SHEET — SEPTEMBER 2015

## BREAKING NEWS!

- 1. Northwood and Pinner Community Hospital site:** At the Community voice meeting on 1<sup>st</sup> October a petition will be launched, calling on the Secretary of State to ensure that this site is not sold for maximum NHS profit but continues to serve the local community. If you cannot attend that meeting but are willing to collect petition signatures, please phone 01895 636095.
- 2. West Herts Hospitals NHS Trust:** This Trust has been rated “Inadequate” by the Care Quality Commission and recommended for “special measures”.

## GENERAL INFORMATION

**Sources of information in our news-sheet:** Most items come from our representatives' reports, obtainable on request to the Secretary, details page 4. Other data sources are noted.

## NEW DIARY DATES

- a. Moor Park 10k + Junior Fun Runs for the Lynda Jackson Macmillan Centre, Mount Vernon Hospital:** 27<sup>th</sup> September. Tel: 07779 458285 for full details.
- b. Harrow's monthly carers' surgeries:** These will continue on 2<sup>nd</sup> October in the Mental Health Centre, Management Suite 2, Interview Room 1. For more details or to book an appointment with a senior manager at 2.00, 2.40 or 3.20 pm, (no later than three days before), contact Jane Tufano - tel: 020-8966 7171 or email her at [jane.tufano@nhs.net](mailto:jane.tufano@nhs.net).
- c. Drop-ins for mental health carers:** From 1.30 to 3 pm on 26<sup>th</sup> September. This event is at 376/378 Pinner Road, North Harrow.  
Evening drop-ins offer a break from caring in a supportive atmosphere and a chance to meet other carers - 6.30 to 8.30pm on first and third Thursdays in month including 2<sup>nd</sup> October.
- d. Harefield Hospital event on heart attacks:** 8th October, 9.00 am to 4 pm, in the Concert Hall, Harefield Hospital. Free entry but book via the outpatients department, tel: 01895 823737 then tell the automated system “Outpatients”. They will send out an application form.

## NATIONAL NEWS

- a. The King's Fund papers on the Governments first 100 days in office:** The 12 topics in these papers range from finance and leadership to social care. See <http://www.kingsfund.org.uk/projects/new-gov/first-100-days> select a topic and other sub-sections appear. There is also Chris Ham's blog on the Stevens challenge.
- b. National funding of the NHS:** Our lead on this issue, Prof. Mervyn Stone, has written to the Secretary of State via his MP, Boris Johnson, on our behalf. Copies of this correspondence will be at our next meeting on 1<sup>st</sup> October, or available on request to our Secretary.

## LONDON NEWS

- a. Central & North West London FT – help for mental health patients involved with the police:** Since 2014 CNWL has invested £700,000 across three London sites to prevent people experiencing a mental health crisis being held in police cells. Launched last year, the

Crisis Care Concordat has led to 10,000 people nationally receiving emergency attention from mental health nurses working with police officers in street triage schemes. London now has the lowest number of people detained for their own safety in police cells, while nationally numbers have halved. The Trust's four London places of safety, known as Section 136 suites, are the Riverside Centre, Hillingdon; the Gordon Hospital, London; the Park Royal Centre for Mental Health; and Northwick Park Mental Health Unit.

- b. Royal Brompton & Harefield FT – a blood test to diagnose cancer!** A new research study has found that a ground-breaking blood test developed by experts at Royal Brompton Hospital could revolutionise future cancer diagnosis.

## HARROW NEWS

**a. London North West Healthcare NHS Trust:**

- **CQC Inspection:** This will take place during the week of 19<sup>th</sup> October. 60 inspectors will inspect all the Trust's hospitals and community services. This will be the second CQC inspection, so they can check for improvements made after their recommendations last year.
- **Emergency pathway:** There was significant pressure during August to move patients out of A&E into wards, contributing to a drop in performance. Additional ward rounds are now taking place so that patients who are well can be discharged in timely fashion. If appropriate, beds in the community are available to allow patients to be transferred to the best setting for the type of care they require.
- **Hi-tech theatre and new approach to surgery:** St Mark's Hospital is the first Hospital Trust in England to open an operating theatre that is purpose-built for specialist bowel surgery that integrates 2D and 3D imaging systems. This new form of surgery has been developed over the last 5 years at St Mark's, to deliver smaller, safer and faster surgery.
- **Early supported discharge stroke pathway:** The stroke team has been working with Brent CCG for the launch early in September of the new early supported stroke discharge pathway. Patients should return home following a stroke as soon as it is clinically possible to provide a service which provides all of the care and rehabilitation that they would normally receive in hospital.
- **"Ask Jacqueline", Open Forums:** In July the CEO started staff forums on all the Trust's sites. They have been well attended and allowed staff to offer feedback and ask questions.
- **Trust's charitable funds make £400,000 available for allocation:** This funding is available to all staff for applications to improve patient care, advance and research.
- **Finance (July 2015):** The year to date deficit was £30.3m which was £2.5m adverse against plan. The in-month position was a £7.3m deficit, which was £0.7m adverse to plan.

**b. A new home for Harrow's mental health service senior management team:** This has transferred from 44 Bessborough Road to the Mental Health Centre at Northwick Park Hospital.

**c. Harrow Carers Mental Health Project:** For information about this project, tel. 0208 868 5224, email [mentalhealth@harrowcarers.org](mailto:mentalhealth@harrowcarers.org) or see [www.harrowcarers.org](http://www.harrowcarers.org)

## HILLINGDON NEWS

**a. The Hillingdon Hospitals NHS FT:**

- **The national tariff:** Consultation on the 2016/17 tariff has opened. Proposals include changes to the marginal rate for emergency admissions including a 70 per cent rate and rebasing to reflect today's demand levels rather than those of 2008/09, which currently apply.
- **Patient led assessment of the care environment (PLACE) improvement plan:** In 2015 five domains were assessed with dementia as a new domain, which scored low on both sites - various possible improvements were identified around flooring, decoration and signage. Scores for cleanliness improved on both sites compared with 2014 and Hillingdon Hospital's score for Food and Hydration, but scores for Privacy, Dignity and Wellbeing fell.
- **Finance.** Year to date in August there was a deficit of £1,007k - £1,057 worse than plan. Agency expenditure reduced by £181k compared with Quarter 1. Key drivers for the

improvement were the reduction in the bed base and more controls over agency staff. Pay was £1,199k above plan for the year to date. Depreciation is now forecast to incur a £638 overspend for the financial year. Year to date efficiency savings of £1,905 were achieved compared with £2,057k at this point last year. The Trust's continuity of Services Risk Rating at the end of July was 2 (1.75). There are now four such metrics with equal weighting, including Underlying Performance and Variance (from plan). The Trust scores only 1 for Underlying Performance because it has a deficit of more than one per cent.

- **Births.** There were 421 July births, 59 more than last year, with 58 births from Ealing mothers.
- **CQC inspection report.** The May re-inspection led to the rating for "Safe" to improve from "Inadequate" to "Requires improvement". A number of areas continue to need improvement but the National Specification for Cleanliness Standards is fully met.
- **Annual report on infection control.** For year to 31<sup>st</sup> March 2015 there was one MRSA *bacteraemia* against a target of zero and 18 *clostridium difficile* against a target of 16. MRSA screening of emergency admissions within 48 hours was 90 per cent and 100 per cent for elective admissions. Ten wards suffered an outbreak of Norovirus in February 2015.
- **Nurse staffing.** One registered nurse to no more than eight patients is recommended for day staffing and 1 to 11 at night.

#### **b. Hillingdon Clinical Commissioning Group:**

- **Integrated Diabetes Care.** More than 16,000 Hillingdon people are registered with a diabetes diagnosis, 6.4 per cent, which is higher than London (6 per cent) and England (6.2 per cent). It is estimated that one in four Londoners are undiagnosed. Integrated care of these patients is to be developed with existing providers.
- **Wheelchair service.** Opcare has been awarded a contract for provision of wheelchairs in Hillingdon and Harrow which is expected to save Hillingdon CCG £100k in the first year and Harrow CCG £75k.
- **Memory Assessment Service.** It is estimated that diagnosis currently reaches only 57 per cent of those suffering dementia (target 67 per cent). Two dementia nurses are to be appointed to focus on assessments, not treatment and, in conjunction with the Alzheimer's Society, a specialist dementia adviser to provide post diagnosis support, plus additional psychiatry input and administrative support.
- **Integrated care for older people.** Five voluntary organisations co-operate to provide targeted care - Age UK Hillingdon, Hillingdon Carers, DASH, MIND and Harlington Hospice.
- **Annual accounts for 2014.** These noted that Hillingdon CCG inherited an underlying deficit of £13m in March 2013. The out-turn for 2014-2015 was a surplus of £3.3m, carried forward, which was assisted by in-year allocations, slippage on investment plans and non-recurrent underspends. There remained an underlying deficit of £7.7m, to be addressed in 2015-2016.
- **Finance 2015-2016:** In July, latest month available, the CCG was achieving its year-to-date planned surplus and it expects a surplus on programme budgets of £3.482m at end of March 2016. This includes the £3.3m surplus from last year. The CCG also expects to break even on running costs at year end.

**c. Mental health services funding:** Hillingdon is one of the three areas in England with the lowest *per capita* financial provision for mental health services, whose patients can therefore receive only a basic service. We have written to Hillingdon CCG asking for an immediate review and early improvement to this funding to avoid the postcode lottery currently imposed on Hillingdon people.

**d. Harefield Hospital:** Europe's largest-ever gathering of heart transplant patients took place recently at Harefield Hospital.

## **SOUTH WEST HERTFORDSHIRE NEWS**

#### **a. West Hertfordshire Hospitals NHS Trust:**

- **Among best in country for reduced death rates:** This Trust is one of 17 of the 137 hospitals in England with a lower than expected "Standardised Hospital-level Mortality" for

2014. Eleven trusts had a higher than expected rate, with the remaining 109 having an expected rate. Dr Mike Van der Watt, Medical Director of West Hertfordshire Hospitals, noted that investment in more consultants had led to a greater proportion of patient care being directly supervised by consultants.

- **Anna Pokrajac's election as a clinical champion for Diabetes UK:** This notable election makes the Trust's diabetes consultant a patients' advocate for improving the quality of care for people living with diabetes.
- **Hyper Acute Stroke Services:** Herts Valley Clinical Commissioning Group has confirmed its wish to commission the East of England's specification for Hyper Acute Stroke services. It is working to assess the feasibility of delivering this model at Watford General Hospital.
- **50% reduction in deaths from hip fractures since 2013:** Neck of femur fractures are one of the most common complex trauma problems faced by orthopaedic surgeons. Patients are often seriously ill, elderly and frail, resulting in poor outcomes. Changes in local treatment have led to remarkable improvement in outcomes.
- **Finance:** At end of July 2015 the Trust was overspending around £1m per month, with a possible income and expenditure deficit by March 2016 of £32.8m. Health Service Journal (2nd September 2015) noted that in 2014-2015 this trust received 13.9% of its turnover as a bailout, one of the highest bailouts in the country.

**b. Hertfordshire Community NHS Trust is a good place to work!:** This trust was listed in the "Top 120 of best places to work in the NHS" and is the only Herts. NHS organisation to be featured. The list is compiled by the *Health Service Journal* and *Nursing Times*, in partnership with NHS employers, using data compiled from the latest NHS staff survey and independent research. See [www.hsj.co.uk/Journals/2015/07/28/z/p/o/HSJ-Best-Places-to-Work-2015.pdf](http://www.hsj.co.uk/Journals/2015/07/28/z/p/o/HSJ-Best-Places-to-Work-2015.pdf).

## GENERAL HEALTH NEWS

### Why has NICE been slow in taking action on antibiotic resistance?

*Daily Telegraph 21<sup>st</sup> August 2015*

Dr Methven Forbes wrote. "A statement on bacteria-resistance to antibiotic drugs was issued in 1996 by the World Medical Association (WMA) but only two countries have adopted the policy recommendations, Holland and Norway. Why has it taken NICE 16 years to adopt the WMA recommendations? These included working with WHO Antimicrobial-Resistant Bacteria Surveillance programme.

Resistant bacteria are now found in rivers throughout the world and are affecting millions of people. Billions of pounds are now required to create new antibiotics before minor surgical procedures become life-threatening. Perhaps disciplinary action should be taken against NICE and NHS leaders for not addressing this problem sooner?"

However he may have missed an earlier piece published in *The Guardian* on 19 August which stated that NICE had "published guidance on the issue for doctors, dentists, podiatrists, pharmacists and other professionals." That stated "About one in four prescriptions issued for antibiotics in England each year—about 10 million in all—are likely to be unnecessary as patients deliberately look for 'soft-touch' doctors who give in to their demands for the medicines, a health official has said."

Add to that the claims from some GPs that they could be struck off for not prescribing drugs it would seem there is plenty of scope for a complete rethink on the use of antibiotics and a major education programme for the public about the taking of these drugs unnecessarily.

*(Members should contact the Chairman if they wish any item to be discussed at our next Council Meeting)*

---

Chairman

Mrs. Joan Davis

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

Tel: 01895 636095

Hon. Secretary

Mrs. Margaret Ross

Email: [maros@tinyworld.co.uk](mailto:maros@tinyworld.co.uk)

Tel: 020 8868 8429

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)