

OHSEL stakeholder update

Welcome to the Our Healthier South East London monthly newsletter. Below you'll find the latest news, updates and information on our [five-year strategy](#) to improve health and care services across Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark, as well as details of how you can get involved.

If there is anything you would like us to include in this newsletter, or if you have any feedback please let us know – email us at ourhealthiersel@nhs.net

The future of A&E departments in south east London

Earlier this month we updated hospitals across south east London on work to establish how A&E departments will need to change in the future to continue to meet the growing needs of patients. Our work to date suggests that investment in community and primary care services will help us avoid a further increase in A&E activity and hospital admissions, but will not significantly reduce it. So we expect that we will still need all of south east London's existing A&E departments in the future.

Currently our A&E departments do not meet all of the [London Quality Standards](#) and they see too many patients who could be better dealt with in the community. To meet these standards and deliver the best possible care for patients we know that existing services will need to change the way they work.

Mark Easton, Our Healthier South East London Programme Director, said: "We are working with clinicians to understand how we can address these issues, but we expect more integrated working between urgent and emergency services in hospital and community settings, to reduce unnecessary hospital attendances and help people get out of hospital quicker.

"Therefore, we will still need our existing A&E departments but they may need to work in a different way in future to meet the needs of local people."

Read on for more detail on our ideas to develop urgent and emergency care services.

Developing health services that work for everyone in our communities

We celebrate the diverse communities in south east London but we know that at the moment, health services are not always set up in a way to give everyone the same experience. We are working to address this and an independent Equality Analysis has been carried out to look at which groups in our communities could be most impacted by our strategy.

The NHS is required, under the [Equality Act 2010](#), to consider the potential impacts of its plans on groups with ‘protected characteristics’ under the Act. The nine protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. In addition, we asked our independent external assessors, who produced the report, to look at potential impacts on two additional groups: carers and those facing social or economic deprivation.

Building on analysis conducted last year, the latest assessment has been carried out now so that its findings can be taken into account when we consider options for changing local health services.

The report found that there is a good deal of positive work going on in this area and concluded that south east London was well placed at this stage to mitigate any negative impacts. A series of recommendations have been set out and an action plan has been developed to address these. The action plan will be overseen by our Equalities Steering Group, which is made up of equalities and engagement leads from the six CCGs in south east London, programme staff, members our Patient and Public Advisory Group and an independent chair. You can [read the Equality Analysis](#) on our website.

Help us improve your local NHS – have your say on emerging models of care

In July this year we published - [Help us improve your local NHS: Issues Paper](#) – a document that set out the challenges that the NHS faces, some of our emerging ideas and some questions for readers to consider. Since then, healthcare commissioners across south east London have been talking to patients, residents and professionals working in health and social care to get their thoughts on how to tackle the areas biggest challenges.

A number of suggested models of care have been put forward which aim to improve the NHS in south east London, making services safer, of consistently high quality, financially sustainable and more joined up. You can read about these in our new publication – [Help us improve your local NHS: emerging models and further thinking](#).

Most of our ideas are subject to change and we are still keen for you to consider and respond to the [Issues Paper](#). Read about our direction of travel and [tell us what you think](#) before final recommendations are put forward.

If you would like copies of either document to share with your staff, patients, colleagues and/or local people or groups, please [let us know](#). We are also keen to come and talk to local groups about the Our Healthier South East London programme and about our emerging ideas – please [let us know](#) if you would be interested.

How is your feedback being used in our plans?

Our programme is built around engagement with strong involvement of patients and the

public, local healthcare providers, local authorities and organisations representing the voluntary and community sector. Over the summer we held six events and over 440 randomly selected members of the public attended. The aim of these events was to help us understand what different people think about some of the ideas for improving healthcare across south east London.

Discussions focused on the six areas that have been identified for improvement - community-based care, planned care, urgent and emergency care, maternity, children and young people, and cancer. We are addressing mental health in each of these areas as it is relevant to all of them. The feedback from these events is extremely valuable and uncovered a range of themes on how people want health services to work for them. These included earlier diagnosis and faster access to treatment and after care, more integrated services, better systems for sharing information and taking action on the quantity and quality of clinicians. You can [read the independent report](#) to get more detail on the topics discussed. We are now examining this feedback and considering any necessary refinements to the strategy.

You said, we did

Our latest engagement [‘You Said, We Did’ report](#) is now live on our website. This outlines engagement activity between March and July this year, with examples of some of the feedback we’ve received (‘You Said’), and our response (‘We Did’). A separate report on engagement around the Issues Paper, including borough-wide events, will be published later this year when this can be collated together.

Responses from engagement are fed back into the work we are doing, either into the Clinical Leadership Groups or other areas of work, and this is recorded centrally. We also record the programme response and how we have used the feedback, and publish this in a quarterly You Said We Did report.

If you have any feedback on any area of our work, please [get in touch](#).

Not so new but definitely improved – our website!

With so many different healthcare services across all six boroughs in south east London and so much work underway to improve them, we have been developing our website to give you even better information about our work. Now with more detail on why your local health services need to change, ideas for doing things differently in our six priority areas and a library of all our latest publications, why not [take a look](#)?

Are you on Twitter? [Follow us today](#). It’s a great way to understand what changes are being proposed for through our strategy and to give us feedback. If you can’t fit it into 140 characters, you can always use our online [feedback form](#).

IN FOCUS

Improving urgent and emergency care

Emergency care is usually provided in hospitals and is for people who have a condition that is life-threatening or presents an immediate risk to long term health. Urgent care is provided by a range of health professionals such as GPs, hospital doctors, community nurses, and is for people who have a problem that needs attention the same day, but is not life threatening or life changing.

Through our strategy we are working to reduce unnecessary hospital visits and admissions, help people to get out of hospital quicker when they are admitted, and give people more appropriate care in the community. In addition, we need to address the fact that no south east London hospital fully meets the minimum standards (London Quality Standards) for safety and quality, which includes senior doctors being available seven days a week.

Our work to date has involved a team of healthcare professionals including hospital doctors, GPs, nurses, patient representatives and health and social care managers working together to come up with a number of [ideas for improving urgent and emergency care](#). These include providing specialist advice to primary care and helping people with mental illness be seen more quickly in hospital emergency departments.

More recently, our focus has turned to how these ideas could work in practice at our local hospitals. We think that by working together to address the issues with patient care that are felt in hospital and urgent care settings across south east London, we can deliver better care for local people. A similar group of professionals – our Urgent and Emergency Care Network – are now driving this work forward. The priorities are:

- Achieving London Quality Standards
- Meeting national specifications for Urgent Care Centres, Emergency Centres and Emergency Centres with Specialist Services
- Establishing a front door streaming system for our Emergency Departments that will also speed up referrals to specialist teams for people who need them, such as under 18 year olds with mental health needs, adults with mental health needs, and people who need support from drug and alcohol teams.

Our work in this area is developing all the time and we welcome your feedback. [Read more about our ideas and have your say](#).

CHANGE IN ACTION

Improving access to GP services – Southwark

Southwark was one of the 20 successful Prime Minister's Challenge Fund sites nationally to pilot new models for accessing primary care services.

Engagement with Southwark residents showed that sometimes they find it difficult to get an appointment with a GP or practice nurse and find the health system hard to navigate. In response, over £2 million has been invested in developing the Extended Primary Care Service, which aims to make it easier for people to see or speak to a GP or nurse. Additional appointments are available from two sites across the borough, which operate 8am – 8pm, seven days a week. Patients access the service by calling their usual GP practice or the GP out-of-hours service. A doctor or nurse will assess them over the telephone and provide advice, refer to another service or book an appointment at the Extended Primary Care Service. With patient consent, doctors and nurses can access their healthcare record to ensure they can offer the right treatment.

The service is being delivered by local groups of practices working together in GP federations and so far over 14,000 appointments have been delivered. This is a new way of working and a full evaluation will be completed at the end of the first year to assess the local impact. Patients have welcomed the service with 95% of those who have used it saying they would be extremely likely, or likely, to recommend it to friends and family.

Patient ideas driving change

Last month we told you about the six events we held over the summer where we gathered feedback from over 440 randomly selected members of the public. We wanted to generate discussion around the challenges facing local health services and get ideas on how to improve services. The issues raised at those sessions have been examined in detail by the teams of healthcare professionals and patient representatives who are developing our strategy. Next month we will publish a report to explain how this feedback has influenced our plans for developing health and care services. Some of the areas covered include:

- [Cancer](#) – education and training programmes to help with earlier diagnosis and faster treatment, improved care before, during and after treatment.
- [Children and young people](#) – better support for families, integrating services and improving prevention and early intervention services.
- [Community based care](#) – making it easier to see a GP, more integrated services that help patients to navigate services based in the community.
- [Maternity](#) – better communication and education for mothers, more community based support.
- [Planned care](#) – making it quicker and easier for people to get routine operations, better aftercare
- [Urgent and emergency care](#) – addressing staffing issues, improving community based care to avoid people having to go to hospital

How stakeholders and local people can help

- Respond to our Issues Paper at <http://www.ourhealthiersel.nhs.uk/about-us/issues-paper.htm> or by writing to Our Healthier South East London, 160 Tooley Street, London SE1 2TZ.
- Invite your local CCG and the programme team to a meeting to brief colleagues or to run a roadshow on your premises for your staff.
- Share this briefing and our Issues Paper with colleagues and stakeholders.

Staying in touch

You can email the programme team at ourhealthiersel@nhs.net or follow @ourhealthiersel on Twitter.