



# Healthy London Partnership

## Quarterly update – July to September 2016

Welcome to our October 2016 report. We are delighted to share our latest highlights. From July to September, detailed sustainability and transformation planning (STP) progressed. We have continued working with local leads to ensure our work supports their delivery and maximises local efforts to improve health and care. Our teams have provided additional resources to local strategic planning groups to support STP leads to develop local content. We are continuing to share best practice; baseline data and benchmarking; and financial and workforce modelling, as well as hands-on practical support locally.

At Healthy London Partnership, we aim to reach across traditional NHS boundaries to form new connections and unlock potential London-wide opportunities. This month we had a number of exciting developments. Notably, we launched the Great Weight Debate with London boroughs. With wide coverage in local boroughs' media, it sees conversations kick off within communities about local environments and behaviour, whether they need to change and how to lead healthier lives everyday. We have also begun taking an active role in Thrive London – the Mayor of London's new approach to improve city-wide mental health. It is inspired by a New York initiative and is a powerful opportunity to engage more Londoners in recognising mental health is just as important as physical health. We are looking forward to involving you and sharing our insights.

We are as committed as ever to improving the health of Londoners and supporting our partners with the tools and intelligence they need to achieve real change. This update is a small reflection of the vast amount of work we are progressing across the capital. Our many thanks go out to the leaders, experts, clinicians and all those involved in our work and who make these achievements possible.

## PROGRAMME PROGRESS



### Cancer

Waits times are a high priority. We are working with individual trusts, SPGs and pan-London to support improvements. Diagnostics work continues with providers and CCGs to support sustainable planning. Baseline capacity and demand models have been completed and summary reports circulated. These are being used to develop optimised forecast models. The National Cancer Patient Experience Survey report published in July. Each Trust and CCG has results identifying good responses, areas of concern and recommendations for improvement. We will be sending CCGs individual reports in the coming months.



### Children and young people

London's children and young people told us they don't know when, why and where to access health advice and services. We worked with them to design a health website and app called NHS Go. It launched in July with a targeted approach to young people via a promo video featuring popular YouTubers. It has had great feedback across London and national interest. So far the video has been watched over 293,000 times and the Google Play and Apple apps have had around 7,500 downloads. The website has even more visits. We are keeping NHS Go current with rolling promotional content that coincides with events such as summer festivals, freshers' week and mental health week. All pharmacies and GP surgeries in London have promotional material. We encourage you to promote it too. Grab a mobile device and go to [www.nhsgo.uk](http://www.nhsgo.uk) to see how it works.

## PROGRAMME PROGRESS



## Digital

We are pressing ahead with London's future digital solution for patients, clinicians and NHS organisations to share data. Patients would be able to create a digital identity that can be used to communicate with all NHS organisations in London. Clinicians across organisations would be able to update shared records using their own systems in real time. Data controllers would have the tools to implement a single electronic information sharing agreement and manage the flow of information between organisations. We are now working towards software and usability testing in 2017.



## Estates

The London Estates Database has been updated. It now includes red amber green (RAG) ratings for utilisation and condition survey results. This is linked to property sites, updated occupancy and 2016/17 budgets. Together with a pre-release of provider estates information (Estates Returns Information Collection - ERIC), STP Estates Leads now have accurate information to review their estates strategies. CCGs can also use it to get an understanding of acute provider estate and refresh their local estate strategies.



## PROGRAMME PROGRESS



### Homeless health

We have developed initial materials to support CCGs to answer some of the key points they and others raised as issues. You asked: “What do homeless people want us to prioritise?” In response, we worked with Groundswell UK to produce **‘More than a statistic’**. The report comes from conversations with over 90 people currently homeless in London. It aims to inform commissioners about the priorities and issues voiced by people who are homeless, and provide the beginnings of enhanced local engagement with people who are homeless. It includes examples of when systems and pathways break down, and where positive interventions have led to life-changing results. New guidance for CCGs will be ready in November.



### Mental health

Our Early Intervention in Psychosis Team has produced materials to support GPs when they think someone may be experiencing their first episode of psychosis. This work supports the new target for people presenting with possible psychosis. Materials cover what psychosis and early intervention in psychosis means and includes information about access and waiting times standards. We launched the London Mental Health Dashboard to support the mental health system to improve care for all Londoners. It provides information at CCG and provider level, and includes coverage of all ages. It is not a performance management system. It provides evidence on strategic priorities and should be a transformation tool for London’s mental health community. We developed the tool with the London Clinical Networks and the NHS Benchmarking Network, take a look at it online at:

<http://lmh.nhsbenchmarking.nhs.uk>

## PROGRAMME PROGRESS



### Personalisation and self-care

We published the outputs from a modelling exercise that demonstrated the potential return on investment for scaling up social prescribing schemes and expert patient programmes by individual CCG, STPs and London. By applying the best available evidence to local Hospital Episode Statistics data, we forecast yearly analysis until March 2021. Information from the modelling exercise is designed to support STPs meet essential NHS operational planning guidance for self-care. Social prescribing took centre stage at our September event. Over 120 commissioners, clinicians and voluntary sector providers explored the potential of social prescribing. We will be sharing our insights of how to support its local implementation and success.



### Prevention

More than 40 different NHS organisations and around 100,000 London employees took part in London's first Healthy Living Week. We ran it from 26 to 30 September in partnership with NHS Trusts throughout London and the London NHS Charities Group. The aim was to make London's NHS workplaces healthy and inspiring places to work where staff can be healthy everyday. An evaluation is being completed and will be shared widely. Significant preparation also went on ahead of the public launch of the Great Weight Debate. From mid-October, London boroughs are starting conversations with local communities to draw attention to issues about environment, behaviour, healthy weight and healthy eating. We have developed the resource packs and are running roadshows and promotion.

## PROGRAMME PROGRESS



### Primary care

We are working with primary care providers to ensure Londoners have access to general practice from 8am to 8pm, seven days per week, and more choice and flexibility in appointments, while reducing pressure on core general practice. We have negotiated an innovative and collaborative approach for London's access challenges, including enabling CCGs to access funding up to two years earlier than expected. Development plans have been created by all local areas (CCGs and federations) that identify practices that prioritised for support and other development ambitions. These plans will be used to deliver bespoke development across London.

## CRISIS CARE

### **A combined mental health and urgent and emergency care project**

The section 136 pathway and Health Based Place of Safety specification have now been endorsed by pan-London governance groups and organisations involved in the pathway. A final testing workshop was held with senior operational staff in September that looked at what further actions are needed to operationalise the pathway across the system. This has informed the development of a wider London crisis care delivery plan. We are preparing to launch the section 136 pathway at an event in December with the Mayor of London. It will bring together frontline and senior staff from across London's crisis care system.



## Urgent and emergency care

Our team has been working with the urgent and emergency care (UEC) networks to provide dedicated support and develop content for STPs. We successfully secured places for two urgent and emergency care (UEC) networks, south east London and north central London, to take part in phase two national system-wide outcome measures pilot, and are currently working towards coordinating and supporting mobilisation of both networks. We have also been working with NHS Brent CCG, the London Ambulance Service, and the UEC networks to develop and agree joint strategic aims for ambulance services in London.

We have been supporting North Central London SPG to go live with its new integrated urgent care system by solving complex technical issues and testing service. From October, people ringing 111 from the local area can be connected to a specialist clinician for advice; book face-to-face or telephone consultations with their GP; and high-priority callers (under 5s, over 65s and those with a care plan) can be connected quickly with a clinician. We will share learning with other London areas as systems progress.

More individualised care services are coming online via 111 as part of the Patient Relationship Manager system – cloud technology that shares patient data with relevant clinicians and the London Ambulance Service. For example, in north-central London, patients with multiple sclerosis can now speak directly to specialist nurses and use clinical pathways to successfully manage their conditions and minimise emergency attendance. And in Kilburn, specific housebound or high-risk callers are automatically identified by 111 to enable them to easily book a GP home visit. The exciting capability of the Patient Relationship Manager System will become more apparent as integrated urgent care systems roll out.

**PROGRAMME PROGRESS**



Workforce

We have been providing local resources within south west and south east London to support STP workforce leads with their October submissions. Workforce capacity modelling has been provided to support organisations to assess implications of proposed new models of care in primary care. There are also new workforce models developed to enhance the existing primary care tool in social care and mental health. We have also been reviewing our work and future priorities and putting measures in place to ensure we are efficient and flexible moving forward.

**HEALTHY LONDON PARTNERSHIP KEY CONTACTS**

Please get in touch with questions, feedback or suggestions by emailing [england.healthylondon@nhs.net](mailto:england.healthylondon@nhs.net). Alternatively if you are interested in a particular programme or area please see contact details below.

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