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WELCOME



Welcome to the Spring edition of our newsletter updating you on the latest developments in health and care services across NW London. There have been some great improvements made to care for our residents and there has been much joint partnership working to make this possible. Our newsletter contains fantastic examples of these and other initiatives across the patch - we hope you enjoy reading it and find it useful.



MENTAL HEALTH AND WELLBEING TRANSFORMATION

Patients, clinicians and experts are working together to transform mental health and wellbeing across NW London.

Like Minded is the new strategy being developed with the aim of establishing excellent, integrated services bringing together patients, carers and services users to share their personal experience and co-produce services for the next five years. Dr Fiona Butler, chair of West London CCG and the multi-agency NW London Mental Health Programme Board, said: "People with mental health experience are key to shaping future care and co-production is at the heart of this, with service users and carers involved at all levels."

For more information visit

www.healthiernorthwestlondon.nhs.uk/mental-health

SCHOOL NURSES DEVELOP SMART PHONE APP

Hounslow and Richmond Community Healthcare (HRCH) NHS Trust are developing a smart-phone app for young people to get health information and advice.

The school nurse smart phone app will offer secondary school age pupils a secure place to get information from the Trust's school nurse team. The app will be free to download for iPhone and Android devices.

Ahead of the planned September launch, young people in Hounslow and Richmond are being invited to feedback on the innovation so it can be as user-friendly as possible.

Jenny Robinson, school nurse manager said: "It is essential that young people have a say on what they would like to know and have advice on regarding their personal health. We would like to invite a number of students from all year groups in secondary schools, to help develop and design a school nurse app."

To find out more email sheila.roberts7@nhs.net or charlie.pratten@nhs.net or call **0203 691 1027**



CHANGES TO MATERNITY SERVICES IN NORTH WEST LONDON

Maternity services in North West London will soon be changing. We are concentrating our staff and resources into maternity units at six hospitals; Chelsea & Westminster, Hillingdon, Northwick Park, Queen Charlotte's and Chelsea, St Mary's and West Middlesex.

From 1st July 2015, you will no longer be able to give birth at Ealing Hospital. However, most women from the borough of Ealing who choose to give birth at Hillingdon, West Middlesex, Northwick Park, Queen Charlotte's and St Mary's hospitals will still be able to have the majority of their antenatal and postnatal appointments in the borough of Ealing, if they wish.

The changes will enable us to improve the quality of maternity care we deliver by providing more midwifery-led care in the community, improving midwife-to-birth ratios, providing more consultant cover in maternity units and moving towards 24/7 consultant cover on the labour ward, and increasing investment in our home birth teams.

If you have further questions about your maternity care, speak to your GP or a midwife. To view the range of options for residents giving birth in NW London visit <http://www.ealingccg.nhs.uk/your-services/giving-birth-in-north-west-london.aspx>

HOSPITAL LAUNCHES NEW MATERNITY WEBSITE

Following the recent expansion of its maternity facilities, West Middlesex University Hospital has now completely revamped its dedicated maternity website

It includes a simple and secure online booking form for expectant mums and a video tour of the department. Head of Midwifery, Tonie Neville, said: "Our maternity service offers a full range of pregnancy and birth options and we want it to be the first choice for local women. This includes home births, a natural birth experience in a home-from-home environment, as well as provision for more complex births.

"Our new website gives women and their partners all the information they need, with the facility to book their first antenatal appointment directly without the need for a GP referral – we will inform their GP once the booking is complete. It is also mobile-device enabled, as we know more people now use their mobile or tablet than a PC."

More information visit www.westmidmaternity.org.uk

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Head of Midwifery, Tonie Neville, West Middlesex University Hospital

HILLINGDON IMPROVES MATERNITY FACILITIES

Extra support for home birth and refurbished labour rooms are among £870,00 worth of improvements to maternity services at Hillingdon Hospital.

An average of 12 babies are born every day in the Maternity Unit, or 4,000 a year. The upgrade is part of a wider £1.3 million investment programme planned for maternity services. The ten labour rooms provide a comfortable environment for mums-to-be, with en-suite facilities, new windows, lighting and ventilation as well as integrated music systems and improved medical equipment. The home birth team has also expanded giving more choice to women.

Chief Executive Shane DeGaris said: "The Maternity Unit is one of the Trust's busiest services and we expect to see the number of births rise from around 4,000 a year to 6,000 by 2018. The improved facilities will make such a difference to the whole experience of giving birth."

A&E AND BIRTH CENTRE LATEST

Work to develop the new expanded A&E Department at Chelsea & Westminster Hospital is continuing at speed, with the first phase including a new 'majors' area, due to start seeing patients this summer.

The redevelopment is being supported by a £600,000 fundraising appeal by Chelsea & Westminster Health Charity, CW+. The charity is bringing together artists with clinical staff to create a calming environment to reduce anxiety, which has been shown to improve clinical outcomes. Meanwhile, staff at the Birth Centre were joined by TV actress Helen George, star of BBC's *Call the Midwife*, to celebrate its formal opening. The Birth Centre, which has handled more than 950 deliveries since it opened last year, has seven rooms, four with pools for use during labour as well as other birthing aids to assist with delivery.

Find out about the Birth Centre at www.chelwest.nhs.uk/birth-centre.



BETTER CHILDREN'S SERVICES

Three NW London CCGs are working together to develop stronger links between specialist children's services in hospitals and GP practices and provide better care.

Children referred to a specialist can now be seen closer to home, as paediatric consultants are working with GPs at monthly clinics, across the three CCG areas – Central London, West London, and Hammersmith & Fulham. This also means children can be seen more quickly than if they attend a hospital appointment.

The clinics are followed by multi-disciplinary meetings, attended by health and social care teams, including health visitors, school nurses, dieticians and mental health practitioners. Patients then benefit from the extensive support network developed across these clinics.

Family feedback has been very positive and work is continuing to develop the service at new locations. In Hammersmith & Fulham clinics are held at the Parkview Centre for Health and Wellbeing in White City, and discussions are underway to extend the service, starting at North End Medical Centre. Children must be registered with a participating GP surgery to use the service.

The clinics are running in GP surgeries across Westminster for Central London CCG. There are eight West London CCG GP practices participating in the pilot, in Kensington & Chelsea and the Queen's Park and Paddington area of Westminster.

For more information on services in your area please contact; Hammersmith & Fulham CCG matthew.mead@nw.london.nhs.uk; West London CCG Davey.Thomason@nw.london.nhs.uk or Central London CCG e.stopp@nhs.net

NEW EALING PAEDIATRIC CLINIC

Ealing CCG has agreed to pilot a new children's service at Ealing Hospital.

From Autumn, GPs will be able to refer children to the new Rapid Access Clinic, seven days a week. They can do this when they feel a child needs to see a specialist quickly, but has not reached a point where they have a life threatening condition that requires A&E.

Patients referred by their GP will be given a same or next day appointment at the clinic to help reduce waiting times. The clinic will be led by specialist children's doctors and aims to increase early access to specialist advice and reduce children's A&E attendances.

Dr Mohini Parmar, chair of Ealing CCG, said: "We are confident that this new clinic will go a long way toward improving care for children, by getting them in to see a specialist quickly when they need care most. The added benefit of this is that it will also avoid younger patients having to go into A&E unnecessarily."

IMPROVING WHEELCHAIR SERVICES

Health leaders in Brent, Barnet, Kensington & Chelsea, Westminster, Ealing, Hammersmith & Fulham, and Hounslow are working together to improve wheelchair services.

Wheelchair users and carers have attended events and given feedback to shape a better, re-designed service. Dr Charlotte O'Doherty, clinical lead, said: "Understanding what the vision is for a successful service will be the foundation of our work to commission something which is more effective and user driven."

More information on the wheelchair service redesign consultation will be made available at www.centrallondonccg.nhs.uk

NEW EMERGENCY INITIATIVE

Reducing emergency hospital admissions is the focus of a new initiative by voluntary organisations in Ealing.

As part of the Better Care Fund, Ealing CCG has identified £350,000 between now and 2017 to commission services from the voluntary sector. Organisations have bid for the work to help people such as those who are homeless, or dependent on drugs or alcohol. All of the services aim to reduce avoidable emergency admissions, working closely with existing services like A&Es and urgent care centres.

Dr Mohini Parmar, chair of Ealing CCG, said: "By working with community and voluntary organisations, we have the opportunity to be really smart and creative in how we reduce hospital admissions, speed up the discharge process, and empower patients to choose the right care services for their need in the first place."

Find out more at www.ealingccg.nhs.uk

TALKING HEALTH WITH HARROW'S GURKHA COMMUNITY

The Gurkha community in Harrow were recently invited to learn more about choosing the right NHS service.

A session organised by Harrow CCG saw Lay Member Sanjay Dighe speak about the 'Choose the Right Care' campaign, currently running across NW London, and Dr Amol Kelshiker, Chair of Harrow CCG and Javina Sehgal, the Chief Operating Officer, discussing the issue in Hindi via video. Teams from the London Fire Brigade, the Met Police, Healthwatch, Harrow Council and the London Ambulance Service attended. Information was provided on navigating the health system, primary care, local pharmacies and urgent and community based care. Attendees were also encouraged to use the Nepali translations on the Harrow CCG website.

For more information please contact Andrew Evans on **07540 828554**, or email Andrew.evans@cri.org.uk



GPS TRAIN HILLINGDON PARENTS

Parents in Hillingdon have been attending a training programme to develop confidence in managing less critical illnesses in newborn babies and young children.

The workshops at the Cedar Brook GP practice in Hayes have been co-designed by parents working with health staff to develop how the session run. Local GPs at Hillingdon CCG have also produced a guide for parents to use if their child gets ill, which provides advice on the most appropriate NHS service to use.

Nita Kapoor, 30 from Hayes said: "Every parent starts panicking when their child gets ill. Before, I would run to A&E or book an emergency GP appointment. These sessions have given me the confidence to deal with situations myself."

More information can be found in the Parent's Guide available at www.hillingdonccg.nhs.uk

NEW COMMUNITY RECOVERY SERVICE FOR HOUNSLOW

Hounslow CCG has commissioned a new service to help adults recover and regain their independence after a serious illness, injury or change in life circumstance.

The Hounslow Community Recovery Service is a partnership initiative between Hounslow and Richmond Community Healthcare NHS Trust (HRCH) and Hounslow Council. Teams of therapists, specialist nurses and rehabilitation assistants work with social workers, occupational therapists and support workers from Hounslow Council to help people recover with care and support provided in their own homes or community locations. The service operates seven days a week, 365 days a year, between 8am and 8pm.

Referrals can be made by GPs and other healthcare professionals, or people can self-refer by emailing hounslow.crs@nhs.net or by calling **020 3771 6200**. For more information visit www.hrch.nhs.uk/community-recovery-service or call **020 3771 6200**

"This exciting new service is improving rehabilitation and care services... it ensures the patient is able to access the right care at the right time from the appropriate NHS specialist or social care workers, helping patients to regain their independence as quickly and effectively as possible and keeping people safe."

Jacki Hunt, clinical services manager at Hounslow and Richmond Community Healthcare NHS Trust

BETTER HEART CARE FOR BRENT

A new consultant-led cardiology service in Brent will mean even more patients getting care closer to home.

Patients with conditions such as heart failure, stable angina, valvular heart disease and those requiring cardiac rehabilitation can now use the service at the Wembley Centre for Health and Care and the Willesden Centre for Health and Care.

Appointments are available throughout the week, some evenings and Saturday mornings and referrals are made through local GPs. The service is commissioned by Brent Clinical Commissioning Group (CCG) and provided by the Royal Free London NHS Foundation Trust.

Dr Paramjit Jeetley, consultant cardiologist at the Royal Free London NHS Foundation Trust, said: "The presence of experienced consultants and specialist nurses, and cardiology investigations on both sites, will ensure rapid clinical assessment, reduce the number of appointments, and will provide a more efficient service for patients in Brent."

For more information, please see your GP.

REVOLUTIONARY CANCER TREATMENT

Teams at London North West Healthcare NHS Trust have achieved a world first with a revolutionary surgical technique, which will transform the lives of patients with potentially cancerous growths.

The new technique called Transanal Submucosal Endoscopic Resection or TASER, makes procedures to remove bowel polyps easier and safer. These are small growths on the inner lining of the colon or rectum, affecting 15 to 20% of the population. They do not usually cause symptoms but can turn into cancer if left untreated. Developed by experts at St Mark's in Harrow, the world's first specialist bowel disease hospital, TASER avoids patients having major surgery and reduces the likelihood of needing a stoma bag.

St Mark's Hospital consultant, Brian Saunders, said, "What the team at St Mark's has been able to achieve is to combine the specialist skills of our clinicians to work together to produce a better outcome for the patient. The results from the first 20 patients have been hugely encouraging with none needing a stoma bag and with short hospital stays and rapid recovery."

For more information go to <http://bit.ly/1OK61Y8> and <http://bit.ly/1Jg6blm>

JOINT BOROUGH WORKING IMPROVES SERVICES

Frail and elderly people will be helped to stay well and get well, outside hospital, thanks to new community services in Hammersmith & Fulham, Kensington & Chelsea and Westminster.

Imperial College Healthcare NHS Trust is working in partnership with other health and social care providers in the Community Independence Service, with funding through the Better Care Fund – the national programme to encourage the NHS and local government to work more closely together. Together they provide a single point of referral for older people, preventing them from having to go into hospital, with a rapid response service. They will also support people recovering after a hospital stay, helping them to regain their independence and get better while staying in their own homes.

SCHOOL NURSING EXPANDS

Central London Community Healthcare has added another borough to the school nurse service it already provides. The Trust currently supports over 112,000 students in 387 schools across Barnet, Kensington & Chelsea, Westminster and Hammersmith & Fulham.

Now it will also provide to Brent the services that have been praised for being visible and proactive by the British Youth Council. The work includes administering immunisation programmes, health and sex education and management of children with special needs.

Divisional Director of Operations for Children's Health and Development, Janet Lewis said: "With all the challenges facing young people growing up in London, school nurses really do make a difference to children's health and wellbeing from the earliest stage, helping give them the best start in life".

Find more information at

<http://www.clch.nhs.uk/services/school-nursing.aspx>

USERS IMPROVE THEIR OWN GUIDE

Mental health patients are sharing their experiences to help others leaving hospital to access services.

The Little Book of Services for patients in Westminster and Kensington & Chelsea was developed by the Different Voices Group at The Advocacy Project and Central and North West London NHS Foundation Trust. The Advocacy Project is a user involvement group that focuses on improving inpatient services and tackling the stigma attached to mental health. All the recommendations in the booklet are based on service users' own experiences of having used these services.

For a copy of the guide visit www.cnwl.nhs.uk/wp-content/uploads/Diff-Voices-Services-Booklet.pdf or to add recommendations contact the Different Voices Project by email at differentvoices@afmh.org.uk

WANT TO PROVIDE COMMENT, FIND OUT MORE ABOUT YOUR LOCAL CCG, GET INVOLVED OR SIGN UP TO THIS NEWSLETTER? HERE ARE SOME USEFUL CONTACTS BELOW:

Brent CCG: brentccg.engagement@nhs.net

Central London CCG: clccg@nhs.net

Ealing CCG: eccg@nhs.net

Hammersmith & Fulham CCG:
hf.ccg@inwl.nhs.uk

Harrow CCG: harrow.ccg@nhs.net

Hillingdon CCG:

hillccg.hccgcommunications@nhs.net

Hounslow CCG: houccg.contacts@nhs.net

West London CCG: wlccg.team@inwl.nhs.uk

NW London wide enquiries:

healthiernwl@nw.london.nhs.uk