

# Joint Health Overview & Scrutiny Committee (JHOSC)

## Agenda

Friday 14 October 2016

11.00 am COUNCIL CHAMBER  
EALING TOWN HALL, NEW BROADWAY, EALING W5 2BY

### MEMBERSHIP

Chair - Cllr Mel Collins (LB Hounslow)  
Cllr Myra Savin (LB Hounslow)  
Cllr Ketan Sheth (LB Brent)  
Cllr Barbara Pitruzzella (LB Brent)  
Cllr Daniel Crawford (LB Ealing)  
Cllr Theresa Mullins (LB Ealing)  
Cllr Rory Vaughan (LB Hammersmith & Fulham)  
Cllr Sharon Holder (LB Hammersmith & Fulham)  
Cllr Vina Mithani (LB Harrow)  
Cllr Rekha Shah (LB Harrow)  
Cllr Will Pascal (RB Kensington & Chelsea)  
Cllr Charles Williams (RB Kensington & Chelsea)  
Cllr John Coombs (LB Richmond)  
Cllr Liz Jaeger (LB Richmond)  
Cllr Antonia Cox (Westminster City Council)  
Cllr Barbara Arzymanow (Westminster City Council)

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Members of the public are welcome to attend.

# **Joint Health Overview & Scrutiny Committee (JHOSC) Agenda**

14 October 2016

## Item

1. Welcome and Introductions
2. Apologies for Absence
3. Declarations of Interest
4. Minutes of the meeting held on 16 May 2016
5. North West London Sustainability and Transformation Plan
6. Work Programme
7. Any other items the Chair considers urgent



**NORTH WEST LONDON JOINT HEALTH OVERVIEW AND  
SCRUTINY COMMITTEE**

**MINUTES**

**16 MAY 2016**

**Chairman:**

Councillor Mel Collins (Hounslow)

**Councillors:**

Councillor Barbara Arzymanow (Westminster)

Councillor John Coombs (Richmond)

Councillor Myra Savin (Hounslow)

Councillor Rory Vaughan (Hammersmith and Fulham)

Councillor Charles Williams (Kensington and Chelsea)

**Also in attendance as observer**

Councillor Michael Borio (Harrow)

**1. Welcome and introduction**

Councillor Collins welcomed members to Brent Civic Centre. He paid tribute to the late Councillor Dan Filson who was a member of the committee and Brent Council. Councillor Collins also expressed his sympathies for everyone who had been affected by the accident in Harlesden on 15 May and their friends and families.

## **2. Apologies for absence**

Apologies for absence were received from Councillor Matt Kelcher (Brent), Councillor Antonia Cox (Westminster), Councillor Rekha Shah (Harrow) and Councillor Vina Mithani (Harrow), and Councillor Sharon Holder (Hammersmith & Fulham)

## **3. Declarations of Interest**

No declarations of interest were made.

## **4. Minutes**

RESOLVED: That the minutes of the meeting held on 14 October 2015 were agreed as a correct record.

## **5. North West London Winter Performance for Accident and Emergency**

Dr Mark Spencer, Lead Medical Director for Shaping a Healthier Future, addressed the Committee. His main points included:

- There has been a gradual increase in attendance at Northwick Park Hospital Accident & Emergency (A&E) over the last two years.
- Overall performance in North West London is on track and above that of the London and United Kingdom average although there was a dip in performance during the winter over the last two years.
- A&E performance across all types is consistent.
- However, in type 1, North West London does less well. In 2014 there was a deterioration in type 1 performance across North West London; however, that is now heading back up.
- Northwick Park Hospital was the worst performing A&E in the last three months but it is now improving.
- There were challenges with delayed discharge and transfers with between 15 and 20 beds taken up by delays at any one time.

In addition, he said North West London was part of the National Seven Day Services Programme. The pilot was focusing on key standards including first consultant reviews within 14 hours, increased access to diagnostics, and consultant interventions.

Councillor Collins said the winter had been mild but damp which could cause bronchial problems. He also questioned why there was still a plan to close Charing Cross when the performance of St Mary's was still as low as it was.

Councillor Williams said there were national problems with A&E performance and asked what research had been done to indicate what was happening?

Dr Spencer said there was no one clear reason why A&E attendance had increased but there were a number of contributory factors such as a small increase in the population of older people, a wet winter which increased respiratory ailments, and the flu vaccination was less effective than had been expected.

Councillor Arzymanow questioned whether the efficacy of the flu vaccination was really an issue for the current year's performance as she understood that it had been the previous year's vaccination that had experienced effectiveness issues. Councillor Arzymanow also asked what impacts had the junior doctors' industrial action on performance.

Dr Spencer said A&E performance had been poor across the country. The strike action had not affected the figures, but the impact on morale would have a serious effect on services going forward.

Councillor Vaughan said he was disappointed the A&E targets had not been met. He said the different trusts should have plans to improve performance. He observed that Northwick Park continues to be an outlier which has been something of a concern for some time. He noted that the figures for Hillingdon hospital had also deteriorated.

Sarah Mansuralli, Chief Operating Officer at Brent Clinical Commissioning Group, said that for Northwick Park Hospital a lot of work had been done in 2015/16 to address performance. The flow in the emergency department had been looked at and Brent Council was reducing the number of delayed transfers thanks in part to seven-day social care services. She said there was a robust action plan to move patients through the system faster and to do more joint working. At Hillingdon Hospital there had been a small increase in attendance with a deterioration in performance.

Clare Parker, Chief Financial Officer at CWHH Collaboration of Clinical Commissioning Groups, said they were streamlining referral forms to a single process and a single point of contact, which would facilitate discharge.

Councillor Vaughan asked what happens when patients from outside the eight boroughs were admitted. He added that in Hammersmith and Fulham they had worked to encourage the uptake of the flu vaccine for two to five year olds and had seen improvements in three year olds being vaccinated.

Claire Parker said they were in discussion with Richmond, Camden and others about adopting similar processes. The uptake of the flu vaccine was at 53% and for children between 20% and 30%.

Councillor Arzymanow asked what was being done to promote uptake of the flu vaccine with Public Health England. Councillor Vaughan said joint working at a borough level had done much more to promote uptake although it was challenging.

RESOLVED: To note the contents of the report.

## 6. Shaping A Healthier Future

The committee were provided with an overview of the separate papers presented for different topics under Shaping A Healthier Future.

### 1. Hospital Changes

Clare Parker said that last summer there was a significant review of maternity services. The Royal College of Midwives was involved and it was also presented to Ealing Council's scrutiny committee. They were now making progress with 100 extra midwives in North West London and now 79% of women were getting continuous antenatal and post-natal care.

Ealing Hospital's governing body will decide on changes to paediatrics on 30 June this year. The new model of care had been introduced first at Central Middlesex and initial data was positive with the amount of time children were spending at the hospital being minimised. There was also a rapid access clinic with appointments in 24 to 48 hours. There was also better recruitment in paediatric nursing.

### 2. Seven Day Services Update

Clare Parker said the seven-day discharge process was due to go live on 3 May. The Committee were advised that the NHS has co-produced with patients and clinicians, a set of National Clinical Standards designed to improve patient care and patient experience while in hospital every day of the week and that the NHS are focusing on delivering five of these standards, all of which will have a significant impact on care in hospitals by April 2017.

### 3. Local Services Strategy (out of hospital)

Clare Parker said there were three key projects. The Last Phase of Life project was looking at what happens in the last 12-24 months of life and the care patients are receiving. There was a focus on working with care homes while other projects included seven-day hospital discharge and a review of rapid response services.

The Committee were advised that appendix 3 of the report presented to them had figures on bed use in hospitals. At present, about 30% of beds were taken up by those who do not need to be in an acute setting particularly older people.

Councillor Savin asked what had been done about addressing staffing capacity.

Clare Parker said the workforce was a key challenge and they were trying to address future workforce needs.

Dr Tim Spicer, Programme Medical Director for Shaping A Healthier Future, said sustaining the workforce in London was a key challenge. He said a lot of staff initially wanted to come here, but many do not want to stay and there is a challenge in retaining staff. There were particular difficulties in attracting and retaining to lower grades, for example, home care and care home positions which are often paid the

minimum wage with minimal training and support. Clare Parker said that of those who they take on to train, only 20% were still there after two years.

Councillor Savin asked that if people were underpaid and undertrained were they the best people to provide care. Dr Spicer added that even the very lowest paid can still be very caring; and that it's not accurate to say people are not cared for by these staff.

Councillor Savin commented that she hoped to see that the NHS and local authorities were making progress in terms of working more effectively together and that examples of best practice were being put in place, while Councillor Williams said that hospices were ambitious and providing more services and asked how the NHS was engaging with them strategically.

Dr Spicer said there was a lack of consistency across north-west London; pockets of excellent care but some people were missing out on these standards.

Councillor Coombs said that as Richmond had no acute hospital in its CCG area, 50% of its patients will use North West London Hospitals, particularly West Middlesex University Hospital. He asked how the Collaboration of CCGs dealt with a CCG outside the area with such a large proportion of patients using their hospitals.

Dr Spicer said they were trying to work not in the sense of boundaries, but a set of relationships. He hoped that with delayed discharge work and the end of life project a more common approach will develop.

Returning to staffing matters Councillor Vaughan said the strategy in Hammersmith and Fulham had been to pay the London Living Wage and to improve training opportunities. There was a fluidity between social care and health and they wanted to keep staff in the local health economy. He asked if there was a way that the London NHS could engage with the new Mayor of London to identify more opportunities for housing.

Dr Spencer said that NHS England and NHS London region will be having talks with the Mayor and looking at the housing strategy.

#### 4) Moving Care Out of Hospital

Councillor Collins said with quick hospital discharges there was a danger that patients could be pushed into social care too quickly. He also asked about Clayponds Rehabilitation Hospital and if there were any plans for Brentford Lodge. Councillor Collins also asked if the Willesden Centre for Health and Care was being pushed into the private sector.

Dr Spencer said they were trying to get individual care met in the most effective way and not just discharge quicker. An increase in readmissions would not be a good thing.

Sarah Mansuralli said they were doing work around readmissions and in particular around stroke patients and homecare and having an integrated rehabilitation service. Willesden is a PFI building and the majority of services are NHS including community care, mental health and community step-down beds. There were also a

number of voluntary organisations who use the building. The property is managed by NHS property services who had the detail about leases, but Brent CCG is seeking to optimise use Willesden as a hub for community services.

Clare Parker said she did not know the situation with Brentford Lodge but Clayponds would be maintained as a rehabilitation site.

#### 5) The Implementation Business Case

Clare Parker said the business case had taken longer than they had wanted. The challenges were capital requirements for hospital sites and the finances of trusts. However, there were opportunities to work together while recognising there were areas of difference. By working together they can achieve more. They would be ready to share the business case in September or as early as they can. Christian Cubitt, communications lead for the programme said they would be seeking to share information related to the development of the business case with the Committee from June onwards.

Councillor Williams asked about their assumptions for providing care in the community.

Clare Parker said there had been a significant investment in rapid response areas. Any changes would be made on the basis of reduced demand for hospital services and where it was safe to do so.

#### 6) Population Planning

Councillor Vaughan asked what local engagement there will be if the business case is launched in September or October. He also asked about the calculation of population projections.

Clare Parker said they use data from the ONS and GLA which accommodated planned housing developments and local assumptions about population growth.

Christian Cubitt, Director of Communications at NHS North West London Collaboration of CCGs, said there would be communications and engagement starting next month including face-to-face, online and printed newsletters.

Councillor Collins asked why there was no reference to the impact and pressure on hospital services of employment and people's movement.

Clare Parker said they had not looked at employment rates. But in Old Oak Common primary care would be the biggest challenge.

#### 7) Consultancy spend

Councillor Collins asked who made the decision to have a procurement waiver and what percentage of the budget was taken up by consultancy fees.

Clare Parker said they were working to reduce consultancy spend. The amount spent varies – more is needed for strategy and designing but far less in implementation. The money for consultancy was spent on a wide range of services.



The figure for 2015/16 was around £5million, which is a small percentage and not large in the broader context. However, she said they had not been as transparent as they could be and this year they will do an end of year review . She added that the waiver was usually for either work done by an organisation linked to a previous piece of work, or used when something was needed to happen quickly. Ms Parker also advised the Committee that there were also standing officers on an audit committee in each CCG to provide oversight of expenditure.

Councillor Arzymanow said she did not agree that the spend on consultants was a small percentage and that every penny mattered. Councillor Arzymanow also asked if consultants looked into who is responsible for property portfolios and where money went to if a property asset was sold.

Clare Parker said the assumption at the moment was that the proceeds of any sale would come back; only if there were no plans to reinvest this money would it go back to the Department of Health. However, the Department of Health had announced changes as part of the London devolution agreement. As such the CCG Collaboration could not be sure if the old rules will apply or if there is a government expectation that the rules on sales of properties will change.

RESOLVED: To note the contents of the report.

## **7. Arrangements for next municipal year**

Members discussed whether they would like the JHOSC to continue. Councillor Vaughan said Hammersmith and Fulham's intention was to continue to work within JHOSC. Also the business case from the NHS will be known in detail in the autumn.

John Murphy clarified that the next meeting will be the annual general meeting and it would confirm membership and the work programme.

Councillor Williams said JHOSC would be needed to review the business case, and that other issues were also better addressed sub-regionally.

Councillor Collins said that the London Ambulance Service should also be invited to a future meeting.

RESOLVED: That the discussion about JHOSC would be at the next annual meeting at a date to be agreed.

## **8. Any other business**

No other business was discussed. Councillor Collins thanked the members for attending.

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North West London Collaboration of  
 Clinical Commissioning Groups

## **North West London Sustainability and Transformation Plan**

### **1. Introduction**

The NHS Five Year Forward view set out a national requirement for all local health and care system to be integrated by 2020 in 2015. In December 2015 it was announced that local areas would need to deliver this vision through sub- regional Sustainability and Transformation Plans (STPs). The NHS North West London Collaboration of Clinical Commissioning Groups (CCGs) decided to form a sub-regional plan for eight CCGS and corresponding local authorities: Brent, Ealing, Hammersmith and Fulham, Harrow, Hillingdon, Hounslow, Kensington and Chelsea, and Westminster.

In NW London there is currently significant pressure on the whole system. Both the NHS and local government need to find ways of providing care for an ageing population and managing increasing demand with fewer resources. Over the next five years, the growth in volume and complexity of activity will out-strip funding increases.

But this challenge also gives us an opportunity. We know that our services are siloed and don't treat people holistically. We have duplication and gaps; we have inefficiencies that mean patients often have poor experiences and that their time is not necessarily valued. We are focused on helping to get people well, but do not spend enough time preventing them from becoming ill in the first place.

The North West London STP is our plan for North West Londoners to be well and live well and gives us the opportunity to do things much better and seek to address the three identified gaps over a five year period:

- The health and wellbeing gap – by preventing people from getting ill and supporting people to stay healthy;
- The care and quality gap – by ensuring the delivery of consistently high-quality and person centred care; and
- The £1.3 billion funding and efficiency gap – making sure services are structured and delivered as effectively and efficiently as possible.

### **2. STP development**

The NHS and all eight local authorities across NW London are working together to deliver a better health and care system. The development of the STP has included patient groups, and we are engaging with public and other stakeholders currently and will do more in future. We recognise that we don't agree on everything, however it is the shared view that this will not stop us working together to improve the health and well-being of our residents.

In North West London this is nothing new and we are proud of our record of working together with all the Council's in North West London and the wider NHS and community and voluntary sector to deliver new and improved integrated services.

We recognise Ealing Council's and the London Borough of Hammersmith and Fulham's decision not to fully endorse the NW London STP because of their concerns about the future of Ealing Hospital and Charing Cross Hospital respectively. Ealing CCG and Hammersmith & Fulham CCG are committed to involving both Ealing Council and London Borough of Hammersmith & Fulham, and other stakeholders as we move forward with the plans for both hospitals.

A draft document (attached as Appendix 1) summarises the anticipated overall direction of the final STP was submitted to NHS England in late June 2016. It set out five delivery areas:

- Radically upgrading prevention and wellbeing;
- Eliminating unwarranted variation and improving long term condition management;
- Achieving better outcomes and experiences for older people;
- Improving outcomes for children and adults with mental health needs; and
- Ensuring we have safe, high quality and sustainable acute services.

All partners are currently undertaking an engagement exercise on the STP's themes including the various public events that have been held across a number of boroughs. Further engagement is planned.

### **3. Governance**

As part of the development of the STP, a governance structure is being constructed to oversee the delivery of the STP over the next four years and maintaining the links with local health and wellbeing board. The new governance arrangements are expected to include NHS and local government (political and senior officer) representation.

A **Joint Health and Care Transformation Group** has been established and the first meeting has taken place and will continue on a monthly basis. The Group will oversee delivery of the STP and has representation from system leaders from across NW London including council, NHS and lay partners.

### **4. Communications and engagement**

We have joint governance and leadership across the communications and engagement space, with a work stream led by the NW London Collaboration of CCGs Director of Communications, Christian Cubitt, in partnership with communications leads from providers and local government.

This group sets the overall direction for communications and engagement but working in partnership with colleagues from across all sectors involved in the STP. This group was formed in the summer and has met three times now.

We have developed a four point approach to communications and engagement covering public 'town hall' style meetings, online engagement, public outreach and staff engagement. Since published the draft STP, we have been carrying out a range of activity based on this approach which will feed into the next reiteration of the STP prior to its submission to NHS England on 21 October 2016.

## **5. Next steps**

Our focus has been on mobilising delivery of the STP and producing detailed plans by 21 October 2016:

- Since 30 June submission we have focused on mobilising activity, engaging on the June submission and developing appropriate governance arrangements so that we can progress with our STP at pace and scale.
- To deliver this agenda requires us to work differently, as both providers and commissioners of health and social care.
- At its heart, this requires shared commitment to an agreed vision, a credible set of plans and the right resources aligned to those plans.
- Final draft of STP has now been shared with stakeholders including all Councils for comment.
- The final draft will be submitted to NHS England on 21 October 2016.
- It's expected all partners to take the STP through their own governance processes for discussion by the end of this year.
- Engagement on STP and delivery will continue beyond this date.

Further information is available at [www.healthiernorthwestlondon.nhs.uk](http://www.healthiernorthwestlondon.nhs.uk)

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Appendix 1

# NW London Sustainability and Transformation Plan

Our plan for North West  
Londoners to be well  
and live well

V1.0

30 June 2016

# Foreword

The National Health Service (NHS) is one of the greatest health systems in the world, guaranteeing services free at the point of need for everyone and saving thousands of lives each year. However, we know we can do much better. The NHS is primarily an illness service, helping people who are ill to recover – we want to move to a service that focuses on keeping people well, while providing even better care when people do become ill. The NHS is a maze of different services provided by different organisations, making it hard for users of services to know where to go when they have problems. We want to simplify this, ensuring that people have a clear point of contact and integrating services across health and between health and social care. We know that the quality of care varies across North West (NW) London and that where people live can influence the outcomes they experience. We want to eliminate unwarranted variation to give everyone access to the same, high quality services. We know that health is often determined by wider issues such as housing and employment – we want to work together across health and local government to address these wider challenges. We also know that as people live longer, they need more services which increases the pressures on the NHS at a time when the budget for the NHS is constrained.

NHS England has published the Five Year Forward View (FYFV), setting out a vision for the future of the NHS. Local areas have been asked to develop a Sustainability and Transformation Plan (STP) to help local organisations plan how to deliver a better health service that will address the FYFV 'Triple Aims' of improving people's health and well being, improving the quality of care that people receive and addressing the financial gap. This is a new approach across health and social care to ensure that health and care services are planned over the next five years and focus on the needs of people living in the STP area, rather than individual organisations.

Clinicians across NW London have been working together for several years to improve the quality of the care we provide and to make care more proactive, shifting resources into primary care and other local services to improve the management of care for people over 65 and people with long term conditions.

We recognise the importance of mental as well as physical health, and the NHS and local government have worked closely together to develop a mental health strategy to improve wellbeing and reduce the disparity in outcomes and life expectancy for people with serious and long term mental health conditions. The STP provides an opportunity for health and local government organisations in NW London to work in partnership to develop a NW London STP that addresses the Triple Aim and sets out our plans for the health and care system for the next five years whilst increasing local accountability. It is an opportunity to radically transform the way we provide health and social care for our population, maximise opportunities to keep the healthy majority healthy, help people to look after themselves and provide excellent quality care in the right place when it's needed. The STP process also provides the drivers to close the £1.3bn funding shortfall and develop a balanced, sustainable financial system which our plan addresses.

We can only achieve this if we work together in NW London working at scale and pace, not just to address health and care challenges but also the wider determinants of health including employment, education and housing. We know that good homes, good jobs and better health education all contribute towards healthier communities that stay healthy for longer. Our joint plan sets out how we will achieve this aim, improve care and quality and deliver a financially sustainable system. We have had successes so far but need to increase the pace and scale of what we do if we are going to be successful.

Concerns remain around the NHS's proposals developed through the Shaping a Healthier Future programme i.e. to reconfigure acute care in NW London. All STP partners will review the assumptions underpinning the changes to acute services and progress with the delivery of local services before making further changes and NHS partners will work jointly with local communities and councils to agree a model of acute provision that addresses clinical quality and safety concerns and expected demand pressures. We recognise that we don't agree on everything, however it is the shared view of the STP partners that this will not stop us working together to improve the health and well-being of our residents.



**Dr Mohini Parmar**

Chair, Ealing Clinical  
Commissioning Group and  
NW London STP System Leader



**Carolyn Downs**

Chief Executive of Brent  
Council



**Clare Parker**

Chief Officer Central London, West  
London, Hammersmith & Fulham,  
Hounslow and Ealing CCGs



**Tracey Batten**

Chief Executive of  
Imperial College  
Healthcare NHS Trust



**Rob Larkman**

Chief Officer  
Brent, Harrow and  
Hillingdon CCGs



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# i. Executive Summary: Health and social care in NW London is not sustainable

In NW London there is currently significant pressure on the whole system. Both the NHS and local government need to find ways of providing care for an ageing population and managing increasing demand with fewer resources. Over the next five years, the growth in volume and complexity of activity will out-strip funding increases. But this challenge also gives us an opportunity. We know that our services are siloed and don't treat people holistically. We have duplication and gaps; we have inefficiencies that mean patients often have poor experiences and that their time is not necessarily valued.

We are focused on helping to get people well, but do not spend enough time preventing them from becoming ill in the first place. The STP gives us the opportunity to do things much better.

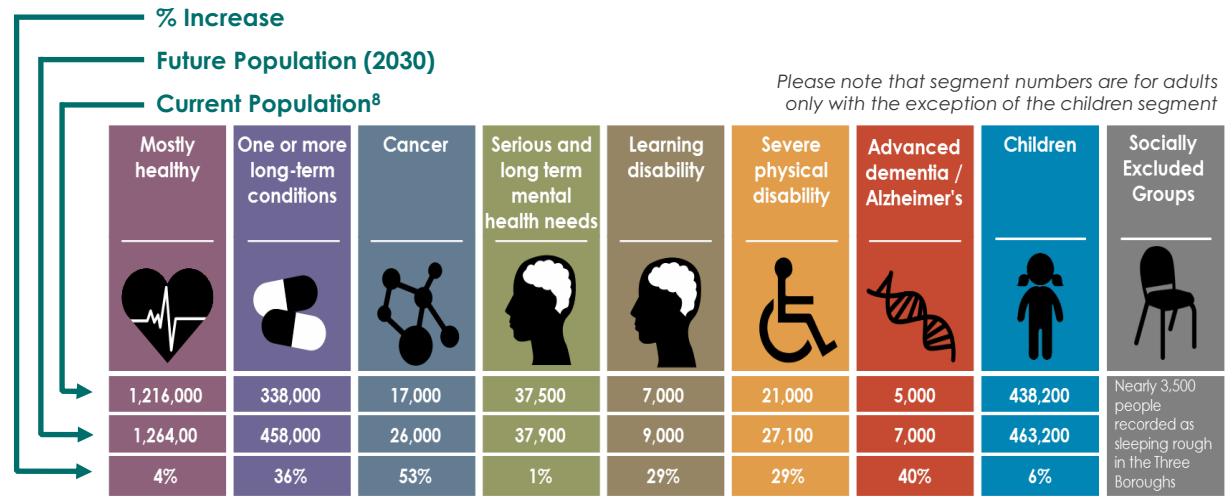
The health and social care challenges we face are: building people centric services, doing more and better with less and meeting increased demand from people living longer with more long-term conditions. In common with the NHS FYFV, we face big challenges that align to the three gaps identified:

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<b>Health &amp; Wellbeing</b>	<ul style="list-style-type: none"> <li>Adults are not making healthy choices</li> <li>Increased social isolation</li> <li>Poor children's health and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>20% of people have a long term condition<sup>1</sup></li> <li>50% of people over 65 live alone<sup>2</sup></li> <li>10 – 28% of children live in households with no adults in employment<sup>3</sup></li> <li>1 in 5 children aged 4-5 are overweight<sup>4</sup></li> </ul>
<b>Care &amp; Quality</b>	<ul style="list-style-type: none"> <li>Unwarranted variation in clinical practise and outcomes</li> <li>Reduced life expectancy for those with mental health issues</li> <li>Lack of end of life care available at home</li> </ul>	<ul style="list-style-type: none"> <li>Over 30% of patients in acute hospitals do not need to be in an acute setting and should be cared for in more appropriate places<sup>5</sup></li> <li>People with serious and long term mental health needs have a life expectancy 20 years less than the average<sup>6</sup></li> <li>Over 80% of patients indicated a preference to die at home but only 22% actually did<sup>7</sup></li> </ul>
<b>Finance &amp; Efficiency</b>	<ul style="list-style-type: none"> <li>Deficits in most NHS providers</li> <li>Increasing financial gap across health and large social care funding cuts</li> <li>Inefficiencies and duplication driven by organisational not patient focus</li> </ul>	<ul style="list-style-type: none"> <li>If we do nothing, there will be a £1.3bn financial gap by 2021 in our health and social care system and potential market failure in some sectors</li> <li>Local authorities face substantial financial challenges with on-going Adult Social Care budget reductions between now and 2021</li> </ul>

Segmenting our population helps us to better understand the residents we serve today and in the future, the types of services they will require and where we need to target our funding. Segmentation offers us a consistent approach to understanding our population across NW London. Population segmentation will also allow us to contract for outcomes in the future.

NW London's population faces a number of challenges as the segmentation below highlights. But we also have different needs in different boroughs, hence the importance of locally owned plans. We also need to be mindful of the wider determinants of health across all of these segments; specifically the importance of suitable housing, employment opportunities, education and skills, leisure and creative activities - which all contribute to improved emotional, social and personal wellbeing, and their associated health outcomes.



# i. Executive Summary: The NW London Vision – helping people to be well and live well

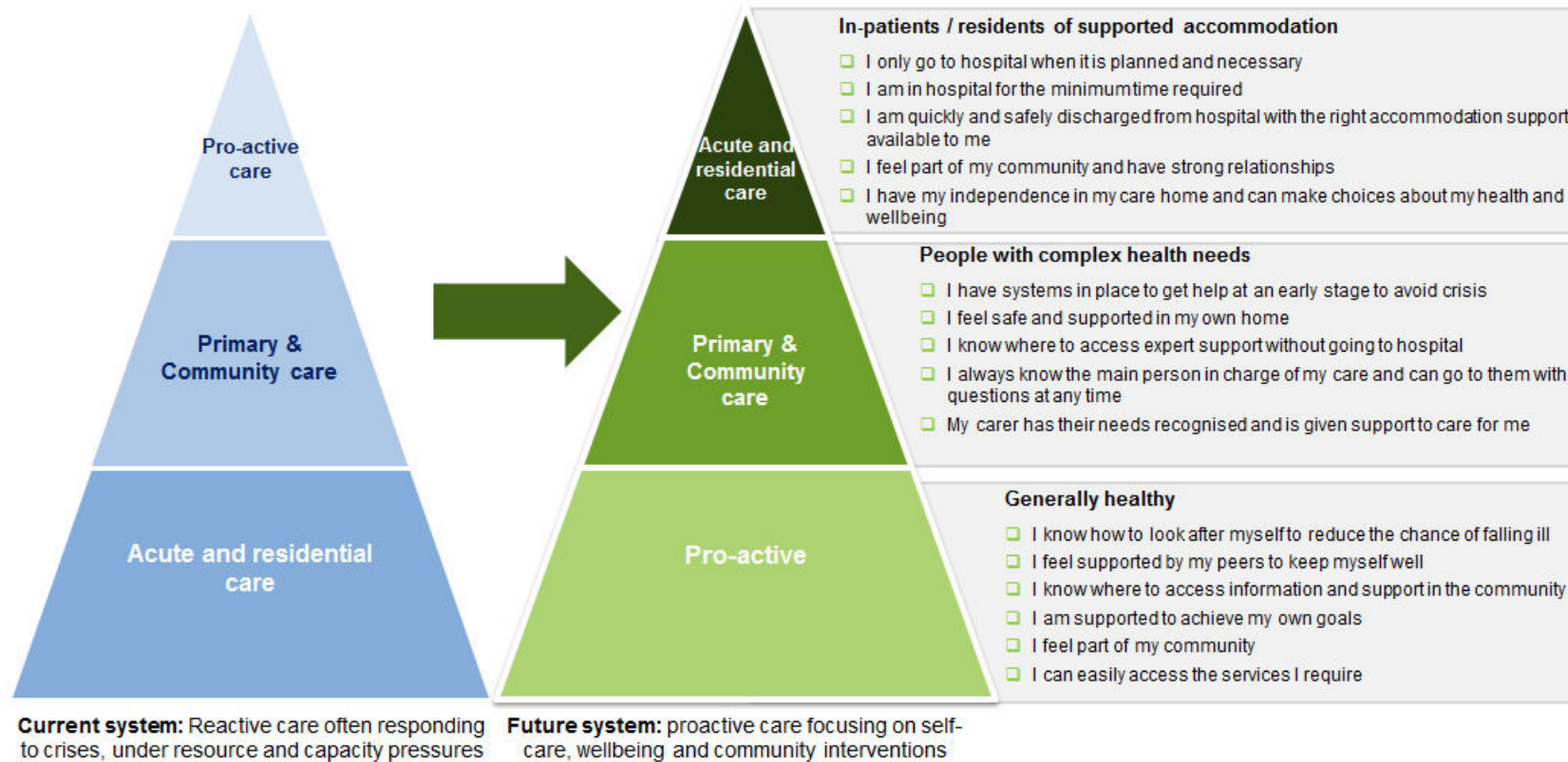
Our vision for NW London is that everyone living, working and visiting here has the opportunity to **be well and live well** – to make the very most of being part of our capital city and the cultural and economic benefits it provides to the country.

Our plan involves ‘flipping’ the historic approach to managing care. We will turn a reactive, increasingly acute-based model on its head, to one where patients take more control, supported by an integrated system which proactively manages care with the default position being to provide this care in areas close to people’s homes, wherever possible. This will improve health & wellbeing and care & quality for patients.

Our plan involves ‘flipping’ the historic approach to managing care. We will

## Our vision of how the system will change and how patients will experience care by 2020/21

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Through better targeting of resources our transformation plans will improve the finances and efficiency of our system, with the more expensive hospital estate and skills used far more effectively. This will also allow more investment into the associated elements of social care and the wider

determinants of health such as housing and skills, which will improve the health & wellbeing of our residents.

# i. Executive Summary: How we will close the gaps

If we are to address the Triple Aim challenges, we must fundamentally transform our system. In order to achieve our vision we have developed a set of nine priorities which have drawn on local place based planning, sub-regional strategies and plans and the views of the sub-regional health and local government Strategic Planning Group. Having mapped existing local and NW London activity, we can see that existing planned activity goes a long way towards addressing the Triple Aim. But we must go further to completely close these gaps.

At a NW London level we have agreed five delivery areas that we need to focus on to deliver at scale and pace. The five areas are designed to reflect our vision with DA1 focusing on improving health and wellbeing and addressing the wider determinants of health; DA2 focusing on preventing the escalation of risk factors through better

management of long term conditions; and DA3 focusing on a better model of care for older people, keeping them out of hospital where appropriate and enabling them to die in the place of their choice. DA4 and DA5 focus on those people whose needs are most acute, whether mental or physical health needs. Throughout the plan we try to address physical and mental health issues holistically, treating the whole person not the individual illness and seeking to reduce the 20 year disparity in life expectancy for those people with serious and long term mental health needs. There is a clear need to invest significant additional resource in out of hospital care to create new models of care and support in community settings, including through joint commissioning with local government.

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Triple Aim	Our priorities	Primary Alignment*	Delivery areas (DA)	Target Pop. (no. & pop. segment)	Net Saving (£m)	Plans
Improving health & wellbeing	1 Support people who are mainly healthy to stay mentally and physically well, enabling and empowering them to make healthy choices and look after themselves	▶▶▶▶▶	DA 1 Radically upgrading prevention and wellbeing	All adults: 1,641,500 At risk mostly healthy adults: 121,680 Children: 438,200 Learning Disability: 7,000 Socially Excluded	11.6	a. Enabling and supporting healthier living b. Wider determinants of health interventions c. Helping children to get the best start in life d. Address social isolation
	2 Improve children's mental and physical health and well-being					
	3 Reduce health inequalities and disparity in outcomes for the top 3 killers: cancer, heart diseases and respiratory illness					
	4 Reduce social isolation					
Improving care & quality	5 Reducing unwarranted variation in the management of long term conditions – diabetes, cardio vascular disease and respiratory disease	▶▶▶▶▶	DA 2 Eliminating unwarranted variation and improving LTC management	LTC: 347,000 Cancer: 17,000 Severe Physical Disability: 21,000	13.1	a. Improve cancer screening to increase early diagnosis and faster treatment b. Better outcomes and support for people with common mental health needs, with a focus on people with long term physical health conditions c. Reducing variation by focusing on Right Care priority areas d. Improve self-management and 'patient activation'
	6 Ensure people access the right care in the right place at the right time					
Improving productivity & closing the financial gap	7 Improve the overall quality of care for people in their last phase of life and enabling them to die in their place of choice	▶▶▶▶▶	DA 3 Achieving better outcomes and experiences for older people	+65 adults: 311,500 Advanced Dementia/ Alzheimer's: 5,000	82.6	a. Improve market management and take a whole systems approach to commissioning b. Implement accountable care partnerships c. Implement new models of local services integrated care to consistent outcomes and standards d. Upgraded rapid response and intermediate care services e. Create a single discharge approach and process across NW London f. Improve care in the last phase of life
	8 Reduce the gap in life expectancy between adults with serious and long term mental health needs and the rest of the population					
	9 Improve consistency in patient outcomes and experience regardless of the day of the week that services are accessed					
			DA 4 Improving outcomes for children & adults with mental health needs	262,000 Serious & Long Term Mental Health, Common Mental Illnesses, Learning Disability	11.8	a. Implement the new model of care for people with serious and long term mental health needs, to improve physical and mental health and increase life expectancy b. Addressing wider determinants of health c. Crisis support services, including delivering the 'Crisis Care Concordat' d. Implementing 'Future in Mind' to improve children's mental health and wellbeing
			DA 5 Ensuring we have safe, high quality sustainable acute services	All: 2,079,700	208.9	a. Specialised commissioning to improve pathways from primary care & support consolidation of specialised services b. Deliver the 7 day services standards c. Reconfiguring acute services d. NW London Productivity Programme

\* Many of our emerging priorities will map across to several delivery areas. But we have sought to highlight where the main focus of these Delivery Areas are in this diagram

## i. Executive Summary: Existing health service strategy

This STP describes our shared ambition across health and local government to create an integrated health and care system that enables people to live well and be well: addressing the wider determinants of health, such as employment, housing and social isolation, enabling people to make healthy choices, proactively identifying people at risk of becoming unwell and treating them in the most appropriate, least acute setting possible and enabling people to regain independence whenever possible. When people do need more specialist care this needs to be available when needed and to be of consistently high quality with access to senior doctors seven days a week. Too often people are being brought into hospital unnecessarily, staying too long and for some dying in hospital when they would rather be cared for at home.

The health system in NW London needs to be able to meet this ambition, and for the last few years doctors, nurses and other clinicians have come together as a clinical community across primary, secondary and tertiary care to agree how to transform health care delivery into a high quality but sustainable system that meets patients' needs. This is based on three factors:

**Firstly**, the transformation of general practice, with consistent services to the whole population ensuring proactive, co-ordinated and accessible care. We will deliver this through primary care operating at scale through networks, federations of practices or super-practices, working with partners to deliver integrated care (Delivery Areas 1-3).

**Secondly**, a substantial upscaling of the intermediate care services available to people locally offering integrated health and social care teams outside of an acute hospital setting (Delivery Area 3). The offering will be consistent, simple and easy to use and understand for professionals and patients. This will respond rapidly when people become ill, delivering care in the home, in GP practices or in local services hubs, will inreach into A&E and CDU to support people who do not need to be there and can be cared for at home and facilitate a supported discharge from hospitals as soon as the individual is medically fit. The services will be fully integrated between health and social care.

**Thirdly**, acute services need to be configured at a scale that enables the delivery of high quality care, 7 days a week, giving the best possible outcomes for patients (Delivery Area 5). As medicine evolves it can benefit from specialisation and the benefits of senior clinical advice available at most parts of the day. We know from our London wide work on stroke and major trauma that better outcomes can be delivered by consolidating the limited supply of specialist doctors into a smaller number of units that can deliver consistently high quality, consistently well staffed services by staff who are experts in their field. This also enables the best use of specialist equipment and ensures staff are exposed to the right case mix of patients to maintain and develop their skills. In 2012 the NHS consulted on plans to reduce the number of major

hospitals in NW London from 9 to 5, enabling us to drive improvements in urgent care, maternity services and children's care. The major hospitals will be networked with a specialist hospital, an elective centre and two local hospitals, allowing us to drive improvements in care across all areas.

Our acute hospitals are under more strain than ever before. Some of this is due to increasing demand, and our STP sets out how we will manage demand more effectively through our proactive care model. We also have increasing expectations of standards of service and availability of services 24/7, driving financial and workforce challenges. We will partially address the financial challenges through our NW London Productivity Programme, but even if the demand and finance challenges are addressed, our biggest, most intractable problem is the lack of skilled workforce to deliver a '7 day service' under the current model across multiple sites. The health system is clear that we cannot deliver a clinically and financially sustainable system without transforming the way we deliver care, and without reconfiguring acute services to enable us to staff our hospitals safely in the medium term.

The place where this challenge is most acute is Ealing Hospital, which is the smallest District General Hospital (DGH) in London. The site currently has a financial deficit of over £30m as the costs of staffing it safely are greater than the activity and income for the site, meaning that the current clinical model cannot be financially sustainable. The vacancy rate is relatively high, and there are relatively fewer consultants and more junior doctors than in other hospitals in NW London, meaning that it will be increasingly challenging to be clinically sustainable in the medium term. We know that the hospital has caring, dedicated and hardworking staff, ensuring that patients are well cared for. We wish to maintain and build on that through our new vision for Ealing and for Charing Cross, serving the community with an A&E supported by a network of ambulatory care pathways and centre of excellence for elderly services including access to appropriate beds. The site would also host a GP practice and an extensive range of outpatient and diagnostic services meeting the vast majority of the local population's routine health needs.

The local government position on proposed acute changes is set out in Appendix A.

The focus of the STP for the first two years is to develop the new proactive model of care across NW London and to address the immediate demand and financial challenges. No substantive changes to A&Es in Ealing or Hammersmith & Fulham will be made until there is sufficient alternative capacity out of hospital or in acute hospitals.

## i. Executive Summary: Finances

Our population segmentation shows that we will see larger rises in the populations with increased health needs over the next 15 years than in the wider population. This increased demand means that activity, and the cost of delivering services, will increase faster than our headline population growth would imply. NHS budgets, while increasing more than other public sector budgets, are constrained and significantly below both historical funding growth levels and the increase in demand, while social care budgets face cuts of around 40%. If we do nothing, the NHS will have a

£1,154m funding gap by 20/21 with a further £145m gap in social care, giving a system wide shortfall of £1,299m.

Through a combination of normal savings delivery and the benefits that will be realised through the five STP delivery areas, the financial position of the sector is a £50.5m surplus at the end of the STP period. The residual gap assumes business rules of 1% CCGs surplus, 1% provider surplus and breakeven for Specialised Commissioning, Primary Care and Social Care.

£'m	CCGs	Acute	Non-acute	Specialised Commissioning	Primary care	STF investment (see funding slide)	Sub-total NHS Health	Social Care	Total Health and Social Care
<b>Do Nothing June '16</b>	<b>(292.7)</b>	<b>(532.8)</b>	<b>(125.7)</b>	<b>(188.3)</b>	<b>(14.8)</b>	-	<b>(1,154.3)</b>	<b>(145.0)</b>	<b>(1,299.3)</b>
Business as usual savings (CIPS/QIPP)	127.8	339.1	102.7	-	-	-	569.7	-	569.7
Delivery Area (1-5) - Investment	<b>(118.3)</b>	-	-	-	-	-	<b>(118.3)</b>	-	<b>(118.3)</b>
Delivery Area (1-5) - Savings	302.9	120.4	23.0	-	-	-	446.3	62.5	508.8
STF - additional 5YFV costs	-	-	-	-	-	<b>(55.7)</b>	<b>(55.7)</b>	<b>(34.0)</b>	<b>(89.7)</b>
STF - funding	23.0	-	-	-	14.8	55.7	93.5	53.5	147.0
Other	-	-	-	188.3	-	-	188.3	63.0	251.3
<b>TOTAL IMPACT</b>	<b>335.4</b>	<b>459.5</b>	<b>125.7</b>	<b>188.3</b>	<b>14.8</b>	<b>0.0</b>	<b>1,123.7</b>	<b>145.0</b>	<b>1,268.7</b>
<b>Residual Gap (with application of business rules)</b>	<b>42.7</b>	<b>(73.3)</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>(30.6)</b>	<b>0.0</b>	<b>(30.6)</b>
<b>Financial Position excluding business rules</b>	<b>87.7</b>	<b>(37.3)</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>50.5</b>	<b>0.0</b>	<b>50.5</b>

The solution includes £570m of business as usual savings (CIPs and QIPP), the majority delivered by the acute providers, which relate to efficiencies that can be delivered without working together and without strategic change. Each of the acute providers has provided details of their governance and internal resources and structures to help provide assurance of deliverability. Additional savings have been assessed across the five STP delivery areas, and require £118m of investment to deliver £303m of CCG commissioner savings and £143m of provider savings. These schemes support the shift of patient care from acute into local care settings, and include transformational schemes across all points of delivery. The work undertaken by Healthy London Partners has been used to inform schemes in all Delivery Areas, particularly in the area of children's services, prevention and well-being and those areas identified by 'Right Care' as indicating unwarranted variation in healthcare outcomes.

The financial modelling shows a forecast residual financial gap in outer NWL providers at 20/21, attributable to the period forecast for completing the reconfiguration changes that will ensure a sustainable end state for the providers. This could be resolved by bringing forward the acute configuration changes described in DA5c relating to Ealing.

In order to support the implementation of the transformational changes, NWL seeks early access to the Sustainability and Transformation Fund, to pump prime the new proactive care model while sustaining current services pending transition to the new model of care.

NWL also seeks access to public capital funds, as an important enabler of clinical and financially sustainable services and to ensure that services are delivered from an appropriate quality environment.

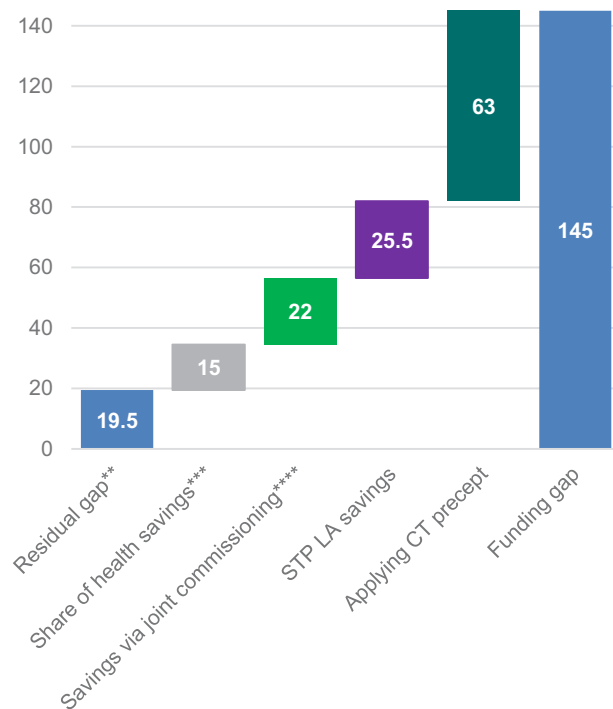
# i. Executive Summary: Social Care Finances

Local government has faced unprecedented reductions in their budget through the last two comprehensive spending reviews and the impact of the reductions in social care funding in particular has had a significant impact on NHS services. To ensure that the NHS can be sustainable long term we need to protect and invest in social care and in preventative services, to reduce demand on the NHS and to support the shift towards more proactive, out of hospital care. This includes addressing the existing

gap and ensuring that the costs of increased social care that will result from the delivery areas set out in this plan are fully funded.

The actions set out below describe how the existing gap will be addressed, through investment of transformation funding\*:

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Theme	STP delivery area	Savings for ASC (£M)	Savings for LG / PH (£M)	Total benefit for LG	Benefit for Health (£M)
Public Health & prevention	DA1	-	2.0	2.0	2.2
Demand management & community resilience	DA2	-	-	-	6.1
Caring for people with complex needs	DA3	-	-	-	5.1
Accommodation based care	DA3	7.7	-	7.0	2.0
Discharge	DA3	3.4	-	3.4	9.6
Mental Health	DA4	3.5	2.9	6.4	5.0
Vulnerable	DA1	3.0	3.0	6	-
<b>Total savings through STP investments</b>		<b>17.6</b>	<b>7.9</b>	<b>25.5</b>	<b>30.0</b>
<b>Joint commissioning</b>	DA3	<b>22.0</b>	-	<b>22.0</b>	<b>TBC</b>
<b>Total savings</b>		<b>39.6</b>	<b>7.9</b>	<b>47.5</b>	<b>30.0</b>

**The following assumptions and caveats apply:**

\*To deliver the savings requires transformational investment of an estimated £110m (£21m in 17/18, rising to £34m by 20/21) into local government commissioned services

\*\*The residual gap of £19.5m by 20/21 is assumed to be addressed through the recurrent £148m sustainability funding for NW London on the basis that health and social care budgets will be fully pooled and jointly commissioned by then.

\*\*\*The share of savings accruing to health are assumed to be shared equally with local government on the basis of performance

\*\*\*\*Further detailed work is required to model the benefits of joint commissioning across the whole system as part of Delivery Area 3

NB The financial benefits of the actions above represent projected estimations and are subject to further detailed work across local government and health.

## i. Executive Summary: 16/17 key deliverables

Our plan is ambitious and rightly so – the challenges we face are considerable and the actions we need to take are multifaceted. However we know that we will be more effective if we focus on a small number of things in each year of the five year plan, concentrating our efforts on the actions that will have the most impact.

We have an urgent need to stabilise the system and address increasing demand whilst maintaining a quality of care across all providers that is sustainable. For year 1 we are therefore targeting actions that take forward our strategy and will have a quick impact. To help us achieve the longer

term shift to the proactive care model we will also plan and start to implement work that will have a longer term impact. Our focus out of hospital in 2016/17 will therefore be on care for those in the last phase of life and the strengthening of intermediate care services by scaling up models that we know have been successful in individual boroughs. In hospital we will focus on reducing bank and agency spend and reducing unnecessary delays in hospital processes through the 7 Day Programme.

We are working together as partners across the whole system to review governance and ensure this work is jointly-led.

### Areas with impact in 2016/17

Delivery area	What we will achieve	Impact
DA3	<ul style="list-style-type: none"> <li>i. Single 7 day discharge approach across health, moving towards fully health and social care integrated discharge by the end of 2016/17</li> <li>ii. Training and support to care homes to manage people in their last phase of life</li> <li>iii. Develop and agree the older persons (frailty) service for Ealing and Charing Cross Hospitals, as part of a fully integrated older persons service</li> <li>iv. Increased accessibility to primary care through extended hours</li> <li>v. All practices will be in a federation, super practice or on a trajectory to MCP</li> <li>vi. Deployed the NW London Whole Systems Integrated Care dashboards and databases to 312 practices to support direct care, providing various views including a 12 month longitudinal view of all the patients' health and social care data. ACP dashboards also deployed</li> </ul>	<ul style="list-style-type: none"> <li>i. Circa 1 day reduction in the differential length of stay for patients from outside of the host borough<sup>9</sup></li> <li>ii. 5% reduction in the number of admissions from care homes, when comparing Quarter 4 year on year<sup>10</sup></li> <li>iii. Full impact to be scoped but this is part of developing a fully integrated older person's service and blue print for a NW London model at all hospital sites</li> <li>iv. Aiming to move NW London average of 23mins/1000 people to 30mins/1000 people at pace</li> <li>v. Supporting sustainability, reducing unwarranted variation and preparing for Accountable Care Partnerships</li> <li>vi. Improved patient care, more effective case finding and risk management for proactive care, supports care coordination as integrated care record provided in a single view</li> </ul>
DA4	<ul style="list-style-type: none"> <li>i. All people with a known serious and long term mental health need are able to access support in crisis 24/7 from a single point of access (SPA)</li> <li>ii. Launch new eating disorder services, and evening and weekend services. Agree new model 'tier free' model.</li> </ul>	<ul style="list-style-type: none"> <li>i. 300-400 reduction in people in crisis attending A&amp;E or requiring an ambulance<sup>11</sup></li> <li>ii. Reduction in crisis contacts in A&amp;E for circa 200 young people</li> </ul>
DA5	<ul style="list-style-type: none"> <li>i. Joint bank and agency programme across all trusts results in a NW London wide bank and reductions in bank and agency expenditure</li> <li>ii. Paediatric assessment units in place in 4 of 5 hospitals in NW London, Ealing paediatric unit closed safely</li> <li>iii. Compliance with the 7 Day Diagnostic Standard for Radiology, meeting the 24hr turn-around time for all inpatient scans</li> </ul>	<ul style="list-style-type: none"> <li>i. All trusts achieve their bank and agency spend targets All trusts support each other to achieve their control totals</li> <li>ii. Circa 0.5 day reduction in average length of stay for children<sup>12</sup>. Consultant cover 7am to 10pm across all paediatric units<sup>13</sup></li> <li>iii. We will achieve a Q4 15/16 to Q4 16/17 reduction of 0.5 day LOS on average for patients currently waiting longer than 24hrs for a scan. This will increase to a 1 day reduction in 17/18<sup>14</sup></li> </ul>



# i. Executive Summary:

## How we will make it happen?

To deliver change at scale and pace requires the system to work differently, as both providers and commissioners. We are making four changes to the way that we work as a system in NW London to enable us to deliver and sustain the transformation from a reactive to proactive and preventative system:

### 1. Develop a joint NW London implementation plan for each of the five high impact delivery areas

We will establish jointly led NW London programmes for each delivery area, working across the system to agree the most effective model of delivery and accountable to a new model of partnership governance. We will build on previous successful system wide implementations within Health and Local Government to develop our improvement methodology, ensuring an appropriate balance between common standards, programme management, local priorities and implementation challenges. The standard methodology includes a clear SRO, CRO, programme director and programme manager, with clinical and operational leads within each affected provider, appropriate commissioning representation (clinical and managerial) and patient representatives. We have also developed a common project 'life cycle' with defined gateways. Models of care are developed jointly to create ownership and recognise local differences and governance includes clear gateways to enable projects to move from strategic planning, to implementation planning, to mobilisation and post implementation review. Examples of programmes that have been successfully managed through this process are maternity, seven day discharge and the mental health single point of access for urgent care.

### 2. Shift funding and resources to the delivery of the five delivery areas, recognising funding pressures across the system

We will ensure human and financial resources shift to focus on delivering the things that will make the biggest difference to closing our funding gaps:

We are reviewing the total improvement resources across all providers and commissioners, including the Academic Health Science Network (AHSN), to realign them around the delivery areas to increase effectiveness and reduce duplication

We have identified £118m of existing system funding and seek to secure £148m of transformation funding to support implementation of the five delivery areas.

We plan to use £34m to invest through joint commissioning with local government to support delivery of plans and to support closure of ASC funding gap.

We will undertake extensive system modelling of funding flows and savings through to 20/21 to inform future funding models and sustain the transformation.

### 3. Develop new joint governance to create joint accountability and enable rapid action to deliver STP priorities

NHS and Local Government STP partners are working together to develop a joint governance structure with the intention of establishing a joint board that would oversee delivery of the NW London STP. The joint governance arrangements would ensure there is strong political leadership over the STP, with joint accountability for the successful delivery of the plan, including the allocation of transformation resources and implementation of the out of hospital strategy.

We will also strengthen our existing governance structures and develop them where necessary to ensure that there is clear joint leadership for delivering the strategy across health and local government for each of the five delivery areas and three enablers.

Building on our ambitious STP plans, NW London will also develop options for a devolution proposition, to be agreed jointly across commissioners and providers. This could include local retention of capital receipts, greater local control over central NHS resources and greater flexibility over regulation to support delivery of long term plans.

### 4. Reshape our commissioning and delivery to ensure it sustains investment on the things that keep people healthy and out of hospital

We are moving towards primary care operating at scale with practices working together either in federation, supra-practices or as part of a multi-provider in order to ensure it responds to the needs of local communities, provides opportunities for sustainability and drives quality and consistency. Primary care, working jointly with social care and the wider community, is the heart of the new system.

By 17/18, we expect to see an expansion of local pooled budgets to ensure there is an enhanced joint approach locally to the delivery of care, within the new shared governance arrangements.

By 20/21 we will work jointly across Health and Local Government to implement Accountable Care Partnerships across the whole of NW London, utilising capitated budgets, population based outcomes and fully integrated joint commissioning to ensure that resources are used to deliver the best possible care for residents of NW London. Some ACPs are planned to go live from 2018/19. Initial focus areas for ACPs will be based on the delivery areas set out within the STP.

# 1. Case for Change: Understanding the NW London footprint and its population is vital to providing the right services to our residents

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The NW London Footprint

<b>Over 2 million</b> people	<b>Over 400</b> GP practices
<b>Over £4bn</b> annual health and care spend	<b>10</b> acute and specialist hospitals
<b>8</b> local boroughs	<b>2</b> mental health trusts
<b>8</b> CCGs and Local Authorities	<b>2</b> community health trusts

NW London is proud to be part of one of the most vibrant, multicultural and historic capital cities in the world. Over two million people live in the eight boroughs stretching from the Thames to Watford and which include landmarks such as Big Ben and Wembley Stadium. The area is also undergoing major infrastructure development with Crossrail, which will have a socio economic impact beyond 2021.

It is important to us – the local National Health Service (NHS), Local Government and the people we serve in NW London – that everyone living, working and visiting here has the opportunity to **be well and live well** – to make the very most of being part of our capital city and the cultural and economic benefits it provides to the country.

In common with the NHS Five Year Forward View we face big challenges in realising this ambition over the next five years:

- Some NW London boroughs have the highest life expectancy differences in England. In one borough men experience 16.04 year life expectancy difference between most deprived and least<sup>1</sup>
- 21% of the population is classed as having complex health needs
- NW London's 16-64 employment rate of 71.5% was lower than the London or England average<sup>2</sup>
- If we do nothing, there will be a £1.3bn financial gap in our health and social care system and potential market failure in some sectors

The challenges we face require bold new thinking and ambitious solutions, which we believe include improving the wider determinants of health and wellbeing such as housing, education and employment, people supported to take greater responsibility for their wellbeing and health, prevention embedded in everything we do, integration in all areas and creating a truly digital, information enabled service.

We have a strong sense of place in NW London, across and within our boroughs. In the following pages of our Sustainability and Transformation Plan (STP) we set out our case for change, our ambitions for the future of our places and how we will focus our efforts on a number of high impact initiatives to address the three national challenges of 'health and wellbeing', 'care and quality', and 'finance and productivity'.

# 1. Case for Change:

## Working together to address a new challenge

To enable people to **be well and live well**, we need to be clear about our collective responsibilities. As a system we have a responsibility for the health and well-being of our population but people are also responsible for looking after themselves. Our future plans are dependent upon acceptance of shared responsibilities.

Working in partnership with patient and community representatives, in

2016/17 we will produce a **People's Health & Wellbeing Charter** for NW London. This will set out the health and care offer so that people can access the right care in the right place at the right time. As part of this social contract between health and care providers and the local community, it will also set out the 'offer' from people in terms of how they will look after themselves.

### Responsibilities of our residents

- To make choices in their lifestyles that enable them to stay healthy and reduce the risk of disease
- To use the most appropriate care setting
- To access self-care services to improve their own health and wellbeing and manage long-term conditions
- To access support to enable them to find employment and become more independent
- To help their local communities to support vulnerable people in their neighbourhoods and be an active part of a vibrant community



### Responsibilities of our system

- To provide appropriate information and preventative interventions to enable residents to live healthily
- To deliver person-centred care, involve people in all decisions about their care and support
- To respond quickly when help or care is needed
- To provide the right care, in the right place, to consistently high quality
- Reduce unwarranted variation and address the 'Right Care' challenge
- To consider the whole person, recognising both their physical and mental health needs
- To provide continuity of care or service for people with long term health and care needs
- To enable people to regain their independence as fully and quickly as possible after accident or illness
- To recognise when people are in their last phase of life and support them with compassion

To support these responsibilities, we have a series of underlying principles which underpin all that we do and provide us with a common platform.

### Principles underpinning our work

- Focus on prevention and early detection
- Individual empowerment to direct own personalised care and support
- People engaged in their own health and wellbeing and enabled to self care
- Support and care will be delivered in the least acute setting appropriate for the patient's need
- Care will be delivered outside of hospitals or other institutions where appropriate
- Services will be integrated
- Subsidiarity – where things can be decided and done locally they will be
- Care professionals will work in an integrated way
- Care and services will be co-produced with patients and residents
- We will focus on people and place, not organisations
- Innovation will be maximised
- We will accelerate the use of digital technology and technological advances

# 1. Case for Change: Understanding our population

In NW London we have taken a population segmentation approach to understand the changing needs of our population. This approach is at the core of how we collectively design services and implement strategies around these needs. NW London has:

- 2.1 million residents and 2.3 million registered patients in 8 local authorities
- Significant **variation in wealth**
- Substantial **daytime population** of workers and tourists, particularly in Westminster and Kensington & Chelsea
- A high proportion of people were **not in born in UK** (>50% in some wards)
- A **diverse ethnicity**, with 53% White, 27% Asian, 10% Black, 5% Mixed, with a higher prevalence of diabetes
- A high working age population aged 20-39 compared with England
- **Low vaccination coverage** for children and **high rates of tooth decay** in children aged 5 (50% higher than England average)
- State primary school **children with high levels of obesity**

**In order to understand the context for delivering health and social care for the population, it is critical to consider the wider determinants of health and wellbeing that are significant drivers of activity.**

- High proportions living in **poverty and overcrowded households**
- High rates of **poor quality air** across different boroughs
- **Only half** of our population are **physically active**
- **Nearly half of our 65+ population are living alone** increasing the potential for social isolation
- **Over 60%** of our adult social care users **wanting more social contact**

Adapted from Dahlgren & Whitehead, 1991

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## Population Segmentation for NW London 2015–30<sup>3</sup>

Mostly healthy	One or more long-term conditions	Cancer	Serious and long term mental health needs	Learning disability	Severe physical disability	Advanced dementia / Alzheimer's	Children	Socially Excluded Groups
<ul style="list-style-type: none"> <li>• 1,216,000 adults in NW London are mostly healthy</li> <li>• 58% of the total population</li> <li>• 24% of care spend in NW London</li> </ul> <p>In 2030:</p> <ul style="list-style-type: none"> <li>• 4% more adults</li> <li>• 31% more +65s</li> </ul>	<ul style="list-style-type: none"> <li>• 338,000 adults in NW London have 1 or more LTC</li> <li>• 16% of the population</li> <li>• 22% of the care spend in NW London</li> </ul> <p>In 2030:</p> <ul style="list-style-type: none"> <li>• 36% more adults</li> <li>• 37% more spend in NW London</li> </ul>	<ul style="list-style-type: none"> <li>• 17,000 adults in NW London have cancer</li> <li>• 0.8% of the population</li> <li>• 4% of care spend in NW London</li> </ul> <p>In 2030:</p> <ul style="list-style-type: none"> <li>• 53% more adults</li> <li>• 50% more spend in NW London</li> </ul>	<ul style="list-style-type: none"> <li>• 37,500 adults in NW London have serious and long term mental health needs</li> <li>• 2% of population</li> <li>• 7.5% of care spend</li> </ul> <p>In 2030:</p> <ul style="list-style-type: none"> <li>• 1% more adults</li> <li>• 21% more spend in NW London</li> </ul>	<ul style="list-style-type: none"> <li>• 7,000 adults in NW London have learning disabilities</li> <li>• 0.3% of the population</li> <li>• 8% of care spend in NW London</li> </ul> <p>In 2030:</p> <ul style="list-style-type: none"> <li>• 29% more adults</li> <li>• 35% more spend in NW London</li> </ul>	<ul style="list-style-type: none"> <li>• 21,000 adults in NW London have severe physical disabilities</li> <li>• 1% of the population</li> <li>• 18% of care spend in NW London</li> </ul> <p>In 2030:</p> <ul style="list-style-type: none"> <li>• 29% more adults</li> <li>• 26% more spend in NW London</li> </ul>	<ul style="list-style-type: none"> <li>• 5,000 adults in NW London have advanced dementia</li> <li>• 0.2% of the population</li> <li>• 2% of care spend in NW London</li> </ul> <p>In 2030:</p> <ul style="list-style-type: none"> <li>• 40% more adults</li> <li>• 44% more spend in NW London</li> </ul>	<ul style="list-style-type: none"> <li>• 438,200 children in NW London</li> <li>• 21% of the population</li> <li>• 14% of care spend in NW London</li> </ul> <p>In 2030:</p> <ul style="list-style-type: none"> <li>• 6% more children</li> <li>• 3% more spend in NW London</li> </ul>	<ul style="list-style-type: none"> <li>• Westminster has the highest recorded population of rough sleepers of any local authority in the country</li> <li>• There are nearly 3,500 people recorded as sleeping rough in the 3 Boroughs</li> </ul>

Segmenting our population helps us to better understand the residents we serve today and in the future, the types of services they will require and where our investment is needed. Segmentation offers a consistent approach to understanding our population across NW London. NW London's population faces a number of challenges as the segmentation (left) highlights. But we also have different needs in different boroughs, hence the importance of locally owned plans.

Please note that segment numbers are for adults only with the exception of the children segment

# 1. Case for Change: The NW London Vision – helping people to be well and live well

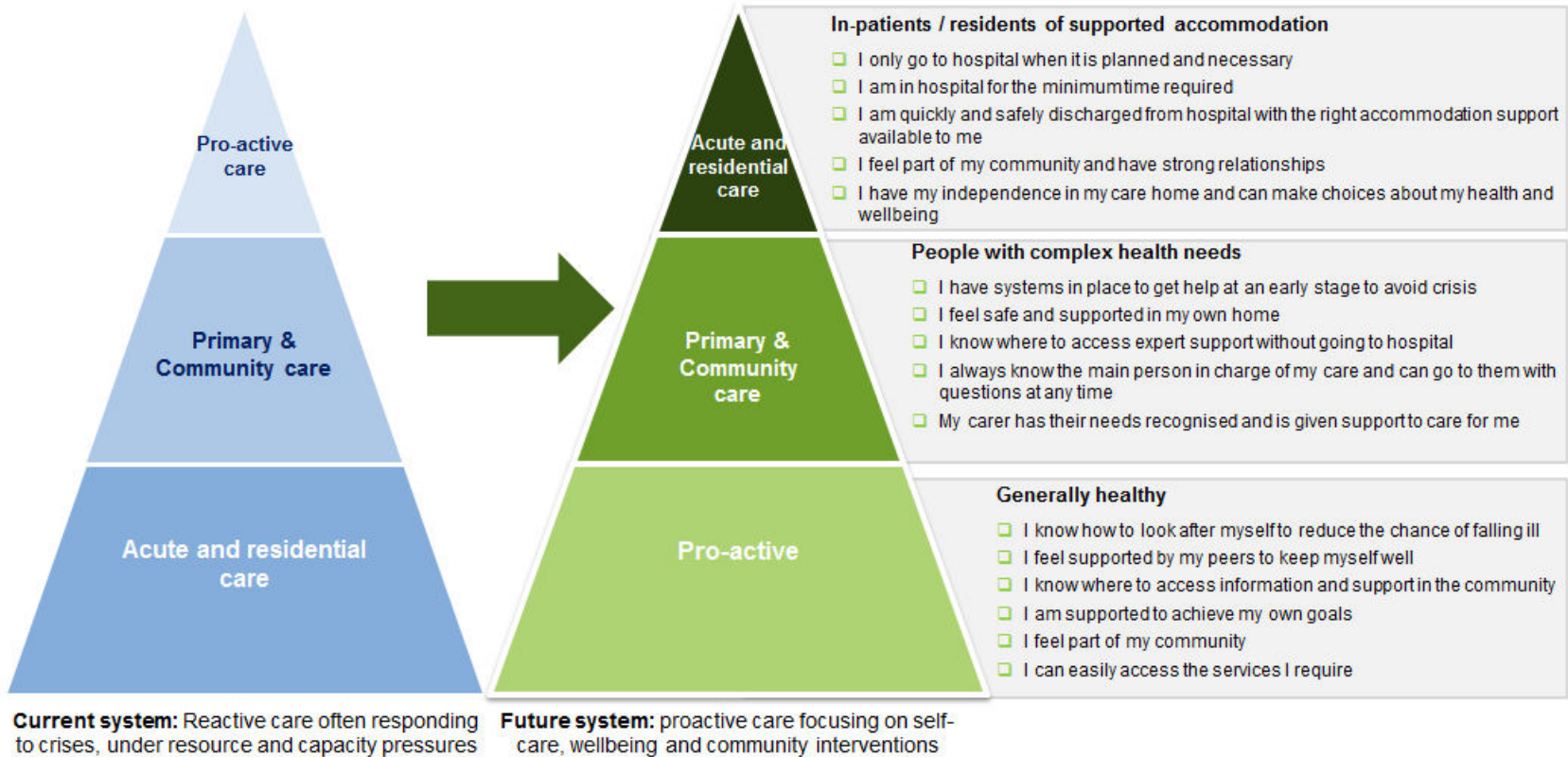
Our vision for NW London is that everyone living, working and visiting here has the opportunity to **be well and live well** – to make the very most of being part of our capital city and the cultural and economic benefits it provides to the country.

turn a reactive, increasingly acute-based model on its head, to one where patients take more control, supported by an integrated system which proactively manages care with the default position being to provide this care as close to, or in people’s homes, wherever possible. This will improve health & wellbeing and care & quality for patients.

Our plan involves ‘flipping’ the historic approach to managing care. We will

## Our vision of how the system will change and how patients will experience care by 2020/21

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Through better targeting of resources to make the biggest difference, it will also improve the finances and efficiency of our system, with the more expensive hospital estate and skills used far more effectively. This will also

allow more investment into the associated elements of social care and the wider determinants of health such as housing and skills, to improve the broader health and wellbeing of our residents.

# 1. Case for Change: Understanding people's needs

While segmentation across NW London helps us to understand our population we also recognise that each borough has its own distinct profile. Understanding our population's needs both at a NW London and a borough level is vital to creating effective services and initiatives<sup>4</sup>.

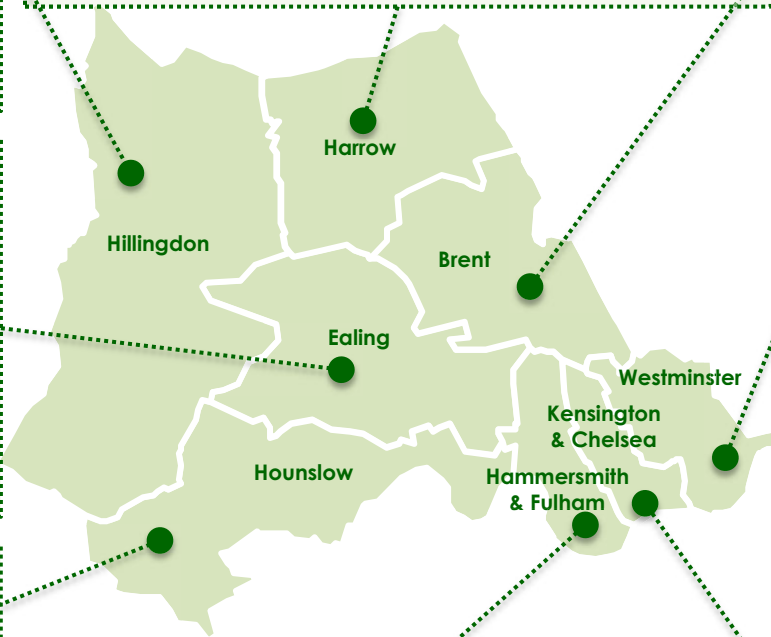
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- **Hillingdon** has the second largest area of London's 32 boroughs
- By 2021, the overall population in Hillingdon is expected to grow by 8.6% to 320,000
- Rates of diabetes, hospital admissions for alcohol-related harm and tuberculosis are all higher than the England average
- There is an expected rise in the over-75-year-old population over the next 10 years and it is expected that there will be an increase in rates of conditions such as dementia

- **Harrow** has one of the highest proportions of those aged 65 and over compared to the other boroughs in NW London
- More than 50% of Harrow's population is from black and minority ethnic (BAME) groups
- Cardiovascular disease is the highest cause of death in Harrow, followed by cancer and respiratory disease
- Currently 9.3% of Reception aged children being obese (2013/14) increasing to 20.8% for children aged 10 to 11 years old in year 6

- **Brent** is ranked amongst the top 15% most-deprived areas in the country
- The population is young, with 35% aged between 20 and 39
- Brent is ethnically diverse with 65% from BAME groups
- It is forecast that by 2030 15% of adults in Brent will have diabetes
- Children in Brent have worse than average levels of obesity – 10% of children in Reception, 24% of children in Year 6

- **Ealing** is London's third largest borough
- It is estimated that by 2020, there will be a 19.5% rise in the number of people over 65 years of age, and a 48% rise in the number of people over 85
- Ealing is an increasingly diverse borough, with a steady rise projected for BAME groups at 52%
- The main cause of death is cardiovascular disease accounting for 31% of all deaths
- In Ealing, cancer caused 1573 deaths during 2011-13. Over half (51.4%, 809) of cancer deaths were premature (under 75)



- **Westminster** has a daytime population three times the size of the resident population
- The principal cause of premature death in Westminster is cancer, followed by cardiovascular disease
- In 2014, Westminster had the 6th highest reported new diagnoses of Sexually Transmitted Infections (excluding Chlamydia aged < 25) rate in England
- Westminster also has one of the highest rates of homelessness and rough sleeping in the country

- **Hounslow** serves a diverse population of 253,957 people (2011 Census), the fifth fastest growing population in the country
- Hounslow's population is expected to rise by 12% between 2012 and 2020
- Hounslow has significantly more deaths from heart disease and stroke than the England average
- Due to a growing ageing population and the improved awareness and diagnosis of individuals, diagnosis of dementia is expected to increase between 2012 and 2020 by 23.5%
- The volume of younger adults with learning disabilities is also due to increase by 3.6%

- **Hammersmith & Fulham** is a small, but a densely populated borough with 183,000 residents with two in five people born abroad
- More than 90% of contacts with the health service take place in the community, involving general practice, pharmacy and community services
- The principle cause of premature and avoidable death in Hammersmith and Fulham is cancer, followed by CVD

- **Kensington & Chelsea** serves a diverse population of 179,000 people and has a very large working age population and a small proportion of children (the smallest in London)
- Half of the area's population were born abroad
- The principal cause of premature death in the area is cancer
- There are very high rates of people with serious and long term mental health needs in the area

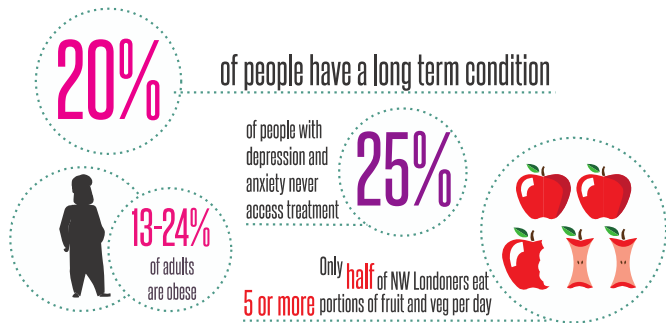
# 1. Case for Change: Health and Wellbeing Current Situation

The following emerging priorities are a consolidation of local place based planning, sub-regional strategies and plans and the views of the sub-regional health and local government Strategic Planning Group. They seek to address the challenges described by our 'as-is' picture and deliver our vision and 'to-be' ambitions using an evidence based, population segmentation approach. They have been agreed by our SPG.

Our as-is...

Our to-be...

Our Priorities

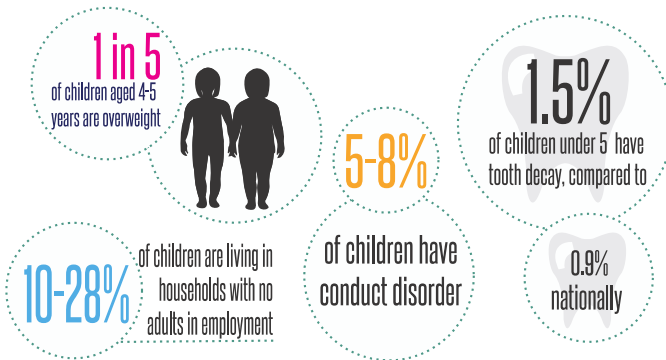


People live healthy lives and are supported to maintain their independence and wellbeing with increased levels of activation, through targeted patient communications – reducing hospital admissions and reducing demand on care and support services



**1**

Support people who are mainly healthy to stay mentally and physically well, enabling and empowering them to make healthy choices and look after themselves



Children and young people have a healthy start to life and their parents or carers are supported – reducing admissions to hospital and demands on wider local services



**2**

Improve children's mental and physical health and well-being

**1500 people under 75 die each year from cancer, heart diseases and respiratory illness.**

**If we were to reach the national average of outcomes, we could save 200 people per year.**



People with cancer, heart disease or respiratory illness consistently experience high quality care with great clinical outcomes, in line with Achieving World-Class Cancer Outcomes.



**3**

Reduce health inequalities and disparity in outcomes for the top 3 killers: cancer, heart diseases and respiratory illness

Our vision for health and wellbeing:

“My life is important, I am part of my community and I have opportunity, choice and control

“As soon as I am struggling, appropriate and timely help is available

“The care and support I receive is joined-up, sensitive to my own needs, my personal beliefs, and delivered at the place that's right for me and the people that matter to me

“My wellbeing and happiness is valued and I am supported to stay well and thrive

“I am seen as a whole person – professionals understand the impact of my housing situation, my networks, employment and income on my health and wellbeing

# 1. Case for Change: Care & Quality Current Situation

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Our as-is...

Our to-be...

Our Priorities



People with long term conditions use 75% of all healthcare resources.

Over 30% of patients in an acute hospital bed right now do not need to be there.

3% of admissions are using a third of acute hospital beds.

Over 80% patients indicated a preference to die at home but 22% actually did.

People with serious and long term mental health needs have a life expectancy 20 years less than the average and the number of people in this group in NW London is double the national average.

Mortality is between 4-14% higher at weekends than weekdays.

People are empowered and supported to lead full lives as active participants in their communities – reducing falls and incidents of mental ill health

Care for people with long term conditions is proactive and coordinated and people are supported to care for themselves

GP, community and social care is high quality and easily accessible, including through NHS 111, and in line with the National Urgent Care Strategy

People are supported with compassion in their last phase of life according to their preferences

People in this group are treated holistically according to their full range of mental, physical and social needs in line with The Five Year Forward View For Mental Health

People receive equally high quality and safe care on any day of the week, we save 130 lives per year

4 Reduce social isolation

5 Reducing unwarranted variation in the management of long term conditions – diabetes, cardio vascular disease and respiratory disease

6 Ensure people access the right care in the right place at the right time

7 Improve the overall quality of care for people in their last phase of life and enabling them to die in their place of choice

8 Reduce the gap in life expectancy between adults with serious and long-term mental health needs and the rest of the population

9 Improve consistency in patient outcomes and experience regardless of the day of the week that services are accessed

Our vision for care and quality:

Personalised

Personalised, enabling people to manage their own needs themselves and to offer the best services to them. This ensures their support and care is **unique**.

Localised

Localised where possible, allowing for a wider variety of services closer to home. This ensures services, support and care is **convenient**.

Coordinated

Delivering services that consider all the aspects of a person's health and wellbeing and is coordinated across all the services involved. This ensures services are **efficient**.

Specialised

Centralising services where necessary for specific conditions ensuring greater access to specialist support. This ensures services are **better**.

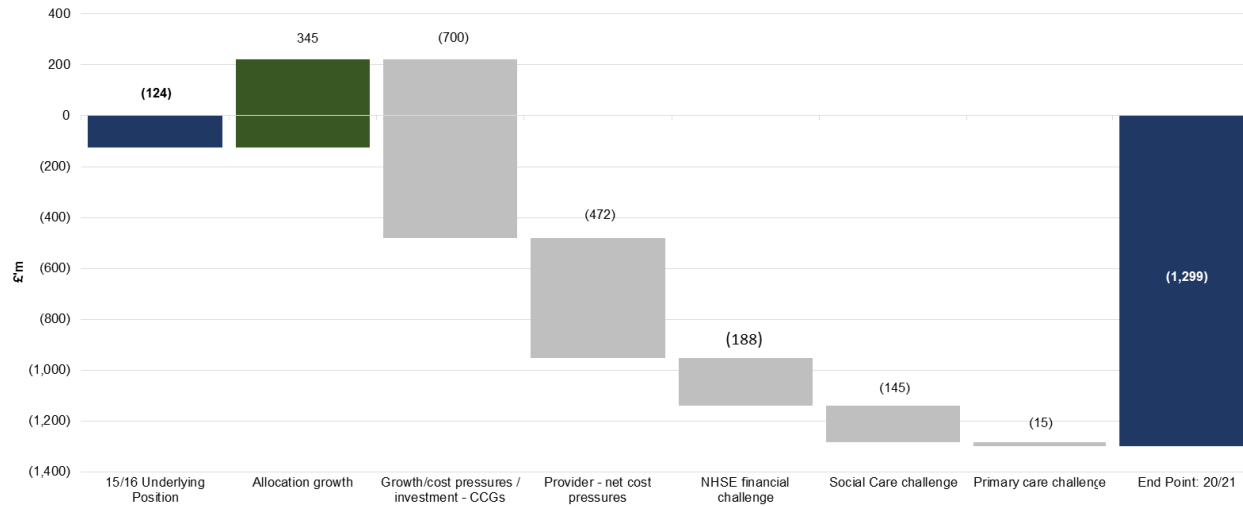


# 1. Case for Change: Overall Financial Challenge – Do Nothing

Our population segmentation shows that we will see larger rises in the populations with increased health needs over the next 15 years than in the wider population. This increased demand means that activity, and the cost of delivering services, will increase faster than our headline population growth would imply. NHS budgets, while increasing more than other public sector budgets, are constrained and significantly below both historical funding growth levels and the increase in demand, while social care

budgets face cuts of around 40%. If we do nothing, the NHS will have a £1,154m funding gap by 20/21 with a further £145m gap in social care, giving a system wide shortfall of £1,299m.

The bridge below presents the key drivers for the revised 20/21 'do nothing' scenario, as shown on the previous slide. The table below the bridge shows the profile of the 'do nothing' scenario over the five year period.



**Table 1: Profile of the 20/21 Do Nothing financial challenge by organisation**

£'m - Residual Gap	15/16	16/17	17/18	18/19	19/20	20/21
Providers	(190)	(304)	(374)	(462)	(544)	(659)
CCGs	60	(4)	(77)	(140)	(198)	(293)
Specialised commissioning	-	-	(44)	(90)	(138)	(188)
Primary care	-	2	(1)	(12)	(19)	(15)
<b>Total NHS</b>	<b>(130)</b>	<b>(306)</b>	<b>(496)</b>	<b>(704)</b>	<b>(899)</b>	<b>(1,154)</b>
Social Care	-	-	(36)	(73)	(109)	(145)
<b>Total NWL Health and social care</b>	<b>(130)</b>	<b>(306)</b>	<b>(532)</b>	<b>(776)</b>	<b>(1,007)</b>	<b>(1,299)</b>

# 2. Delivery Areas: How we will close the gaps

If we are to address the Triple Aim challenges, we must fundamentally transform our system. In order to achieve our vision we have developed a set of nine priorities which have drawn on local place based planning, sub-regional strategies and plans and the views of the sub-regional health and local government Strategic Planning Group. Having mapped existing local and NW London activity, we can see that existing planned activity goes a long way towards addressing the Triple Aim. But we must go further to completely close these gaps.

At a NW London level we have agreed five delivery areas that we need to focus on to deliver at scale and pace to achieve our priorities. The five areas are designed to reflect our vision with DA1 focusing on improving health and wellbeing and addressing the wider determinants of health; DA2 focusing on

preventing the escalation of risk factors through better management of long term conditions; and DA3 focusing on a better model of care for older people, keeping them out of hospital where appropriate and enabling them to die in the place of their choice. DA4 and DA5 focus on those people whose needs are most acute, whether mental or physical health needs. Throughout the plan we try to address physical and mental health issues holistically, treating the whole person not the individual illness and seeking to reduce the 20 year disparity in life expectancy for those people with serious and long term mental health needs. There is a clear need to invest significant additional resource in out of hospital care to create new models of care and support in community settings, including through joint commissioning with local government.

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Triple Aim	Our priorities	Primary Alignment*	Delivery areas (DA)	Target Pop. (no. & pop. segment)	Net Saving (£m)	Plans
Improving health & wellbeing	1 Support people who are mainly healthy to stay mentally and physically well, enabling and empowering them to make healthy choices and look after themselves	▶	DA 1 Radically upgrading prevention and wellbeing	All adults: 1,641,500 At risk mostly healthy adults: 121,680 Children: 438,200 Learning Disability: 7,000 Socially Excluded	11.6	a. Enabling and supporting healthier living b. Wider determinants of health interventions c. Helping children to get the best start in life d. Address social isolation
	2 Improve children's mental and physical health and well-being					
	3 Reduce health inequalities and disparity in outcomes for the top 3 killers: cancer, heart diseases and respiratory illness					
Improving care & quality	4 Reduce social isolation	▶	DA 2 Eliminating unwarranted variation and improving LTC management	LTC: 347,000 Cancer: 17,000 Severe Physical Disability: 21,000	13.1	a. Improve cancerscreening to increase early diagnosis and faster treatment b. Better outcomes and support for people with common mental health needs, with a focus on people with long term physical health conditions c. Reducing variation by focusing on Right Care priority areas d. Improve self-management and 'patient activation'
	5 Reducing unwarranted variation in the management of long term conditions – diabetes, cardio vascular disease and respiratory disease					
Improving productivity & closing the financial gap	6 Ensure people access the right care in the right place at the right time	▶	DA 3 Achieving better outcomes and experiences for older people	+65 adults: 311,500 Advanced Dementia/ Alzheimer's: 5,000	82.6	a. Improve market management and take a whole systems approach to commissioning b. Implement accountable care partnerships c. Implement new models of local services integrated care to consistent outcomes and standards d. Upgraded rapid response and intermediate care services e. Create a single discharge approach and process across NW London f. Improve care in the last phase of life
	7 Improve the overall quality of care for people in their last phase of life and enabling them to die in their place of choice					
	8 Reduce the gap in life expectancy between adults with serious and long term mental health needs and the rest of the population					
	9 Improve consistency in patient outcomes and experience regardless of the day of the week that services are accessed					
			DA 4 Improving outcomes for children & adults with mental health needs	262,000 Serious & Long Term Mental Health, Common Mental Illnesses, Learning Disability	11.8	a. Implement the new model of care for people with serious and long term mental health needs, to improve physical and mental health and increase life expectancy b. Addressing wider determinants of health c. Crisis support services, including delivering the 'Crisis Care Concordat' d. Implementing 'Future in Mind' to improve children's mental health and wellbeing
			DA 5 Ensuring we have safe, high quality sustainable acute services	All: 2,079,700	208.9	a. Specialised commissioning to improve pathways from primary care & support consolidation of specialised services b. Deliver the 7 day services standards c. Reconfiguring acute services d. NW London Productivity Programme

\* Many of our emerging priorities will map across to several delivery areas. But we have sought to highlight where the main focus of these Delivery Areas are in this diagram

# 2. Delivery Area 1: Radically upgrading prevention and wellbeing

## The NW London Ambition:

Supporting everybody to play their part in staying healthy



2020/2021

*I am equipped to self manage my own health and wellbeing through easy to access information, tools and services, available through my GP, Pharmacy or online. Should I start to need support, I know where and when services and staff are available in my community that will support me to stay well and out of hospital for as long as possible*

### Target Population:

All adults: 1,641,500  
Mostly Healthy Adults at risk of developing a LTC: 121,680  
All children: 438,200

### Contribution to Closing the Financial Gap

£11.6m

- **21% of NW Londoners are physically inactive<sup>17</sup> and over 50% of adults are overweight or obese<sup>18</sup>**
- **Westminster has the highest population of rough sleepers in the country<sup>19</sup>**
- **1 in 5 children aged 4-5 years are overweight and obese in NW London**
- **Around 200,000 people in NW London are socially isolated**

## Why this is important for NW London

- NW London residents are living longer but living less healthy lifestyles than in the past, and as a result are developing more long term conditions (LTCs) and increasing their risk of developing cancer, heart disease or stroke. There are currently 338,000 people living with one or more LTC, and a further 121,680 mostly healthy adults at risk of developing an LTC before 2030<sup>1</sup>.
- Those at risk are members of the population who are likely to be affected by poverty, lack of work, poor housing, isolation and consequently make unhealthy lifestyle choices, such as eating unhealthily, smoking, being physically inactive, or drinking a high volume of alcohol. Our residents who have a learning disability are also sometimes not receiving the fully support they need to live well within their local community.
- In NW London, some of the key drivers putting people at risk are:
  - Unhealthy lifestyle choices - only half of the population achieves the recommended amount of physical activity per week<sup>2</sup>. 6 of the 8 Boroughs have higher rates of increasing risk alcohol drinkers than the rest of London and c.14% smoke<sup>3</sup>.
  - Rates of drinking are lower in London than the rest of the UK overall. However, alcohol related admissions have been increasing across London. In NW London, there are an estimated 317,000 'increasing risk drinkers' (drinkers over the threshold of 22 units/week for men and 15 units/week for women) with binge drinking and high risk drinking concentrated in centrally located boroughs<sup>10</sup>.
  - An increasing prevalence of social isolation and loneliness, which have a detrimental effect on health and well-being - 11% of the UK population reported feeling lonely all, most or more than half of the time<sup>5</sup>.
  - Deprivation and homelessness, which are very high in some areas across NW London. Rough sleepers attend A&E around 7 times more often than the general population, and are generally subject to emergency admission and prolonged hospital stays<sup>6</sup>.
  - Mental health problems - almost half the people claiming Employment Support Allowance have a mental health problem or behavioural difficulty<sup>7</sup>. Evidence suggests that 30% of them could work given the right sort of help<sup>8</sup>.
- For NW London, the current trajectory is not sustainable. In a 'do nothing' scenario by 2020 we expect to see a 12% increase in resident population with an LTC and a 13% increase in spend, up from £1bn annually. By 2030, spend is expected to increase by 37%, an extra c.£370m a year<sup>9</sup>.
- Targeted interventions to support people living healthier lives could prevent 'lifestyle' diseases, delay or stop the development of LTCs and reduce pressure on the system. For example, it has been estimated that a 50p minimum unit price would reduce average alcohol consumption by 7% overall<sup>4</sup>.
- Furthermore, recent findings from the work commissioned by Healthy London Partnership looking at illness prevention showed that intervention to reduce smoking could realise savings over five years of £20m to £200m for NW London (depending on proportion of population affected)<sup>10</sup>.
- This work also suggests that reducing the average BMI of the obese population not only prevents deaths (0.2 deaths per 100 adults achieving a sustained reduction in BMI by 5 points from 30), but also improves quality of life by reducing incidence of CHD, Stroke, and Colorectal and breast cancer.

Our aim is therefore to support people to stay healthy. We will do this by:

- Targeting people at risk of developing long term conditions and supporting them to adopt more healthy lifestyles – whether they are currently mostly healthy, have learning or physical disabilities, or have serious and enduring mental health needs. This group includes approximately 120,000 people who are currently well but are at risk of developed an LTC over the next five years<sup>11</sup>. This will also prevent people from developing cancer, as according to Cancer Research UK, cancer is the leading cause of premature death in London but 42% are preventable and relate to lifestyle factors<sup>12</sup>.
- Working across the system at both NW London and London level to address the wider determinants of health, such as employment, education and housing.
- Enabling children to get the best start in life, by increasing immunisation rates, tackling childhood obesity and better managing mental health challenges such as conduct disorder. NW London's child obesity rates are higher than London and England - 1 in 5 children aged 4-5 are overweight and obese and at risk of developing LTCs earlier and in greater numbers<sup>13</sup>. Almost 16,000 NW London children are estimated to have severe behavioural problems (conduct disorder) which impacts negatively on their progress and incurs costs across the NHS, social services, education and, later in life, criminal justice system<sup>14</sup>.
- Focusing on social isolation as a key determinant of physical and mental health, whether older people, single parents, or people with mental health needs. Around 200,000 people in NW London are socially isolated and it can affect any age group<sup>15</sup>. Social isolation is worse for us than well-known risk factors such as obesity and physical inactivity – lacking social connections is a comparable risk factor for early death as smoking 15 cigarettes a day<sup>16</sup>.

## 2. Delivery Area 1: Radically upgrading prevention and wellbeing

### What we will do to make a difference

	To achieve this in 2016/17 we will...	...and by 2020/21?	Investment (£m)	Gross Saving (£m)
<b>A</b>	<p><b>Enabling and supporting healthier living</b></p> <p>Develop NW London healthy living programme plans to deliver interventions to support people to manage their own wellbeing and make healthy lifestyle choices.</p> <p>Establish a NW London Primary Care Cancer Board which will look at improving public messaging/advertising around preventing cancers.</p> <p>Launch a NW London communications and signposting campaign to more effectively guide people to support, including voluntary and community, to improve care and reduce demand on services. As part of this we will:</p> <ul style="list-style-type: none"> <li>Establish a People's Health and Wellbeing Charter, co-designed with patient and community representatives for Commissioning and Provider organisations to promote as core to health and social care delivery.</li> <li>Sign up all NW London NHS organisations to the 'Healthy Workplace Charter' to improve the mental health and wellbeing of staff and their ability to support service users.</li> </ul>	<p>Together we will jointly implement the healthy living programme plans, supported by NW London and West London Alliance. Local government, working jointly with health partners, will take the lead on delivering key interventions such as:</p> <ul style="list-style-type: none"> <li>Training GPs and other staff in Health Coaching and 'making every contact count' to promote healthy lifestyle choices in patients</li> <li>Delivering an enhanced 111 service driven by a new Directory of Services which will signpost service users to the appropriate service</li> <li>Rolling out systematic case-finding to identify and support people at risk of diabetes, dementia or heart disease, using our Whole system IT platform</li> <li>Promoting a community development approach to improve health by identifying local needs and sign-posting through services, such as, information stalls, children's support sessions, health awareness sessions, debt management and maternity drop-ins</li> <li>Supporting Healthy Living Pharmacies to train Champions and Leaders to deliver interventions, such as smoking cessation</li> <li>Implement annual health checks for people with learning disabilities and individualised plans in line with the personalisation agenda</li> </ul>	0.2	2.5
<b>B</b>	<p><b>Wider determinants of health interventions</b></p> <p>The healthy living programme plans will also cover how Boroughs will tackle wider determinants of health. In 16/17, local government already plans to deliver some interventions, such as:</p> <ul style="list-style-type: none"> <li>Signing the NHS Learning Disability Employment Pledge and developing an action plan for the sustainable employment of people with a learning disability</li> <li>Co-designing the new Work and Health programme so that it provides effective employment support for people with learning disabilities and people with mental health problems</li> <li>Bidding for funds from the joint Work and Health Unit to support social prescribing of employment and interventions for those at risk of losing their employment</li> </ul>	<p>As part of the healthy living programme, local government, working jointly with health partners, will take the lead on delivering key interventions by 20/21 such as:</p> <ul style="list-style-type: none"> <li>Introducing measures reduce alcohol consumption and associated health risks, e.g. licence controls, minimum pricing and promotions bans</li> <li>Providing supported housing for vulnerable people to improve quality of life, independent living and reduce the risk of homelessness. Also explore models to deliver high quality housing in community settings for people with learning disabilities</li> <li>Partner with organisations such as London Fire Brigade to jointly tackle the wider determinants of health such as social isolation and poor quality housing</li> </ul>	3.3	6.5
<b>C</b>	<p><b>Addressing social isolation</b></p> <p>The healthy living programme plans will also cover how Boroughs will address social isolation. In 16/17, local government already plans to deliver some interventions, such as:</p> <ul style="list-style-type: none"> <li>Enabling GPs to refer patients with additional needs to local, non-clinical services, such as employment support provided by the voluntary and community sector through social prescribing</li> <li>Piloting the 'Age of Loneliness' application in partnership with the voluntary sector, to promote social connectedness and reduce requirements for health and social care services</li> </ul>	<p>As part of the healthy living programme, we will implement key interventions such as:</p> <ul style="list-style-type: none"> <li>Ensure all socially isolated residents who wish to, can increase their social contact through voluntary or community programmes</li> <li>Ensure all GPs and other health and social care staff are able to direct socially isolated people to support services and wider public services and facilities</li> </ul> <p>As part of the Like Minded programme, we will identify isolation earlier and make real a 'no health without mental health' approach through the integration of mental health and physical health support as well as establish partnerships with the voluntary sector that will enable more consistent approaches to services that aim to reduce isolation.</p>	0.5	6.6
<b>D</b>	<p><b>Helping children to get the best start in life</b></p> <ul style="list-style-type: none"> <li>NW London will invest part of its PMS premium income in increasing immunisation rates for key areas of need, such as the 5-in-1 Vaccine by 1 Year</li> <li>Implement the 'Future in Mind' strategy, making it easier to access emotional well being and mental health services</li> <li>Collaborate with the vanguard programme and the children's team at NHSE in the development of new care models for children and young people (C&amp;YP)</li> <li>Pilot a whole system approach to the prevention of conduct disorder, through early identification training and positive parenting support, focusing initially on a single borough</li> </ul>	<ul style="list-style-type: none"> <li>Share learning from the conduct disorder pilot across all 8 CCGs with the aim of replicating success and embed within wider C&amp;YP work</li> <li>Establish a Connecting Care for Children GP hub in the majority of localities where children live, building on 3 Borough work to: <ul style="list-style-type: none"> <li>reduce high outpatient and A&amp;E attendance numbers among C&amp;YP</li> <li>promote healthy eating and obesity screening pathways (e.g. HENRY)</li> <li>Co-locating dental professionals and deliver dental hygiene training</li> </ul> </li> <li>Implement NW London wide programmes for overweight children centred on nutrition education, cooking skills and physical activity</li> </ul>	TBC	TBC

## 2. Delivery Area 2: Eliminating unwarranted variation and improving Long Term Condition (LTC) management

### The NW London Ambition:

- Everyone in NW London has the same high quality care wherever they live
- Every patient with an LTC has the chance to become an expert in living with their condition

*I know that the care I receive will be the best possible wherever I live in NW London. I have the right care and support to help me to live with my long term condition. As the person living with this condition I am given the right support to be the expert in managing it.*



2020/2021

Target Population:

338,000

Contribution to Closing the Financial Gap

£13.1m

### Case study – Diabetes

Risk of heart attack in a person with diabetes is two to four times higher than in a person without diabetes.

Diabetes accounts for around 10% of the entire NHS spend, of which 80% relates to complications, many of which could be prevented through optimised management. Around 122,000 people are currently diagnosed with diabetes in NW London.

An 11mmol/mol reduction in HbA1c (UKPDS) equates to a reduction of:

- 43% reduction in amputations
- 21% reduction in diabetes related death
- 14% reduction in heart attack

Multifactorial risk reduction (optimising control of HbA1c, BP and lipids) can reduce cardiovascular disease by as much as 75% or 13 events per 1000 person years – this equates to a reduction in diabetes related cardiovascular events of 2806 per year across NW London averaged over a five year period<sup>9</sup>.

### Why this is important for NW London

- Evidence shows that unwarranted clinical variation drives a cost of £4.5bn in England. Unwarranted variation covers all services, from the early detection of cancer, the management of long term conditions, and the length of stay in hospital to the survival rates from cancer and major surgery. Our STP aims to recognise and drive out unwarranted variation wherever it exists, across all five delivery areas.
  - The key focus of this delivery area is the management of long term conditions (LTCs) as 75% of current healthcare spend is on people with LTCs. NW London currently has around 338,000 people living with one or more LTC<sup>1</sup> and 1500 people under 75 die each year from cancer, heart disease and respiratory illness – if we were to reach the national average outcomes, we could save 200 people per year:
    - Over **50%** of cancer patients now survive 10 years or more. There is more we can do to improve the rehab pathways and holistic cancer care<sup>2</sup>
    - **146,000** people (current estimation) have an LTC and a mental health problem, whether the mental health problem is diagnosed or not<sup>3</sup>
    - **317,000** people have a common mental illness and **46%** of these are estimated to have an LTC<sup>4</sup>
    - **512** strokes per year could be avoided in NW London by detecting and diagnosing AF and providing effective anti-coagulation to prevent the formation of clots in the heart<sup>5</sup>
    - **198,691** people have hypertension which is diagnosed and controlled – this is around **40%** of the estimated total number of people with hypertension in NW London but ranges from 29.1% in Westminster to 45.4% in Harrow. Increasing this to the **66%** rate achieved in Canada through a targeted programme would improve care and reduce the risk of stroke and heart attack for 123,383 people

There are ~20,000 patients diagnosed with COPD in NW London, but evidence suggests that this could be up to 55,000 due to the potential for underdiagnosis<sup>6</sup>. Best practices (pulmonary rehabilitation, smoking cessation, inhaler technique, flu vaccination) are not applied consistently across care settings
  - There is a marked variation in the outcomes for patients across NW London – yet our residents expect, and have a right to expect, that the quality of care should not vary depending on where they live. For example, our breast screening rate varies from 57% to 75% across Boroughs in NW London.
  - Self-care is thought to save an hour per day of GP time which is currently spent on minor ailment consultations. For every £1 invested in self-care for long-term conditions, £3 is saved in reducing avoidable hospital admissions and improving participants' quality of life. (If you add in social value, this goes up to £6.50 for every £1)<sup>7</sup>. The impact of self-care approaches is estimated to reduce A&E attendances by 17,568 across NW London, a financial impact of £2.4 m<sup>8</sup>.
- Our aim is therefore to support people to understand and manage their own condition and to reduce the variation in outcomes for people with LTCs by standardising the management of LTCs, particularly in primary care. We will do this by:
- Detecting cancer earlier, to improve survival rates. We will increase our bowel screening uptake to 75% by 2020, currently ranging between 40-52%.
  - Offering access to expert patient programmes to all people living with or newly diagnosed with an LTC
  - Using patient activation measures to help patients take more control over their own care
  - Recognising the linkage between LTCs and common mental illness, and ensuring access to IAPT where needed to people living with or newly diagnosed with an LTC
  - Using the Right Care data to identify where unwarranted variation exists and targeting a rolling programme across the five years to address key priorities.

## 2. Delivery Area 2: Eliminating unwarranted variation and improving Long Term Condition (LTC) management

### What we will do to make a difference

	To achieve this in 2016/17 we will...	...and by 2020/21?	Investment (£m)	Gross Saving (£m)
<b>A</b>	<p><b>Improve cancer screening to increase early diagnosis and faster treatment</b></p> <p>Our Primary Care Cancer Board will take the learning from HLP's Transforming Cancer Programme to create a strategy for how to improve early detection of cancer, improving referral to treatment and developing integrated care to support people living with and beyond cancer. As part of this we will share learning from the commissioning of a bowel cancer screening target in Hounslow and scale across NW London if successful. We will align our work to HLP's review of diagnostic capacity in 16/17 and work with HLP to develop an improvement plan for 17/18.</p>	<p>Through the Royal Marsden and Partners Cancer Vanguard, develop and implement whole system pathways to improve early detection and transform the whole acute cancer care pathway in NW London, thereby reducing variation in acute care and ensuring patients have effective high quality cancer care wherever they are treated in NW London</p>	TBC	TBC
<b>B</b>	<p><b>Better outcomes and support for people with common mental health needs (with an initial focus on people with long term physical health conditions)</b></p> <ul style="list-style-type: none"> <li>Improve identification of people with diabetes who may also have depression and/or anxiety and increase their access to IAPT</li> <li>Improve access to and availability of early intervention mental health services, such as psychosis services, psychological therapies supporting the emotional health of the unemployed and community perinatal services</li> </ul>	<ul style="list-style-type: none"> <li>Address link between LTCs and Mental Health by specifically addressing impact of co-morbid needs on individuals and the wider system for all residents by 2020/21, delivering joined up physical and psychological therapies for people with LTCs</li> <li>Ensure at least 25% of people needing to access physiological therapies are able to do so</li> </ul>	TBC	TBC
<b>C</b>	<p><b>Reduce variation by focusing on 'Right Care' priority areas</b></p> <p>Identified and commenced work in 2016/17 in following areas:</p> <ul style="list-style-type: none"> <li>Mobilisation of National Diabetes Prevention Programme (commencing August 2016)</li> <li>Further development of diabetes mentor/champion role within communities</li> <li>Extend diabetes dashboards to other LTC, improving primary care awareness of variability and performance</li> <li>Increasing COPD diagnosis/pick up rate through more proactive screening of symptomatic smokers and reducing variability in uptake of pulmonary rehabilitation</li> <li>Development of Right Breathe respiratory portal – 'one-stop-shop' to support decision-making for professionals and patients for asthma and COPD, enabling easy navigation through device-drug-dose considerations and supporting professionals and patients in reaching appropriate decisions and achieving adherence to therapy</li> </ul> <p>The January 2016 Right Care Commissioning for Value packs showed a £18M opportunity in NW London. A joined up initiative is being launched in NW London to verify the opportunity and identify opportunity areas amenable to a sector wide approach. As a national 1<sup>st</sup> wave delivery site, Hammersmith &amp; Fulham CCG has identified neurology, respiratory and CVD as priority areas for delivering Right Care.</p>	<ul style="list-style-type: none"> <li>Patients receive timely, high quality and consistent care according to best practice pathways, supported by appropriate analytical data bases and tools</li> <li>Reduction in progression from non-diabetic hyperglycaemia to Type 2 diabetes</li> <li>Reduction in diabetes-related CVD outcomes: CHD, MI, stroke/TIA, blindness, ESRF, major and minor amputations</li> <li>Joined up working with Public Health team to address wider determinants of health. This will also allow clinicians to refer to services to address social factors</li> <li>Patients with LTC supported by proactive care teams and provided with motivational and educational materials (including videos and eLearning tools) to support their needs</li> <li>Right Care in NW London will bring together the 8 CCGs to ensure alignment, knowledge sharing and delivery at pace. The Programme will ensure the data, tools and methodology from Right Care becomes an enabler and supports existing initiatives such as Transforming Care, Whole Systems Integrated Care and Planned Care within CCGs. The Programme will carry out analysis of available data to identify areas of opportunity as a sector. Deep dive sessions with clinicians and managers to determine the root cause of variation and implement options to maximise value for the system.</li> </ul>	2	12.4
<b>D</b>	<p><b>Improve self-management and 'patient activation'</b></p> <ul style="list-style-type: none"> <li>Identify opportunities for patient activation in current LTC pathways based on best practice – application for 43,920 Patient Activation Measures (PAM) licences in 2016/17 for people who feel overwhelmed and anxious about managing their health conditions</li> </ul>	<ul style="list-style-type: none"> <li>Develop patients' health literacy helping them to become experts in living with their condition(s) – people diagnosed with a LTC will be immediately referred into expert patient training</li> <li>Technology in place to promote self-management and peer support for people with LTCs</li> <li>Increase availability of, and access to, personal health budgets, taking an integrated personal commissioning approach</li> <li>PAM tool available to every patient with an LTC to help them take more control over their own care – planned increase in PAM licences to 428,700</li> <li>Enable GPs to address the wider social needs of patients which affect their ability to manage LTCs through provision of tools, techniques and time</li> <li>Pro-active identification of patients by GP practices who would benefit from coordinated care and continuity with a named clinician to support them with LTCs</li> </ul>	3.4	6.1

# 2. Delivery Area 3: Achieving better outcomes and experiences for older people

### The NW London Ambition:

Caring for older people with dignity and respect, and never caring for someone in hospital if they can be cared for in their own bed



2020/2021

*There is always someone I can reach if I need help or have any concerns. I know that the advice and support I receive helps me to stay independent. There are numerous opportunities for me to get involved easily with my community and feel a part of it. I don't have to keep explaining my condition to the health and social care teams that support me; they are all aware of and understand my situation. I know that, where possible, I will be able to receive care and be supported at home and not have to go into hospital if I don't need to.*

Target Population:  
311,500

Contribution to Closing the Financial Gap  
£82.6m

- **Over 30% of people in acute hospitals could have their needs met more effectively at home or in another setting**
- **4 in 5 people would prefer to die at home, but only 1 in 5 currently do**
- **17,000 days are spent in hospital beds that could be spent in an individual's own bed**
- **The average length of stay for a cross-border admission within NW London is 2.9 days longer than one within a CCG boundary**

### Why this is important for NW London

Over the last few years there have been numerous examples of where the NHS and social care have failed older people, with significant harm and even death as a result of poor care. People are not treated with dignity and the increasing medicalisation of care means that it is not recognised when people are in the last phase of life, so they can be subject to often unnecessary treatments and are more likely to die in hospital, even when this is not their wish.

The increase in the older population in NW London poses a challenge to the health and care system as this population cohort has more complex health and care needs. The over 65 population is much more likely to be frail and have multiple LTCs. The higher proportion of non-elective admissions for this age group indicates that care could be better coordinated, more proactive and less fragmented.

- There is a forecast rise of 13% in the number of people over 65 in NW London from 2015 to 2020. Between 2020 and 2030, this number is forecast to rise again by 32%<sup>1</sup>
- People aged 65 or over in NW London constitute 13% of the population, but 35% of the cost across the health and care system
- 24% of people over 65 in NW London live in poverty, and this is expected to increase by 40%<sup>2</sup> by 2030, which contributes to poor health
- Nearly half of our 65+ population are living alone, increasing the potential for social isolation
- 42.1% of non-elective admissions occur from people 65 and over<sup>4</sup>
- 11,688 over 65s have dementia in NW London which is only going to increase<sup>3</sup>
- There are very few care homes in the central London boroughs, and the care home sector is struggling to deal with financial and quality challenges, leaving a real risk that the sector will collapse, increasing the pressure on health and social care services

Our aim is to fundamentally improve the care we offer for older people, supporting them to stay independent as long as possible. We will do this by:

- Commissioning services on an outcome basis from accountable care partnerships, using new contracting and commissioning approaches to change the incentives for providers
- Develop plans with partners to significantly expand pooled budgets and joint commissioning for delivery of integrated and out of hospital care, especially for older people services, to support the development of the local and NW London market
- Increasing the co-ordination of care, with integrated service models that have the GP at the heart
- Increasing intermediate care to support people to stay at home as long as possible and to facilitate appropriate rapid discharge when medically fit
- Identifying when someone is in the last phase of life, and care planning appropriately to best meet their needs and to enable them to die in the place of their choice

## 2. Delivery Area 3: Achieving better outcomes and experiences for older people

### What we will do to make a difference

	To achieve this in 2016/17 we will...	...and by 2020/21?	Investment (£m)	Gross Saving (£m)
<b>A</b>	<b>Improve market management and take a whole systems approach to commissioning</b> <ul style="list-style-type: none"> <li>Carry out comprehensive market analysis of older people's care to understand where there is under supply and quality problems, and develop a market management and development strategy to address the findings alongside a NW London market position statement.</li> </ul>	<ul style="list-style-type: none"> <li>Implement market management and development strategy to ensure it provides the care people need, and ensuring a sustainable nursing and care home sector, with most homes rated at least 'good' by CQC.</li> <li>Jointly commission, between health and local government, the entirety of older people's out of hospital care to realise better care for people and financial savings</li> </ul>	2	0
<b>B</b>	<b>Implement accountable care partnerships</b> <ul style="list-style-type: none"> <li>Agree the commissioning outcomes and begin a procurement process to identify capable providers to form the accountable care partnership(s)</li> <li>Support existing local Early Adopter WSIC models of care, including evaluation and ramp-up support</li> </ul>	<ul style="list-style-type: none"> <li>Commission the entirety of NHS provided older people's care services in NW London via outcomes based contract(s) delivered by Accountable Care Partnership(s), with joint agreement about the model of integration with local government commissioned care and support services</li> <li>All NHS or jointly commissioned services in NW London contracted on a capitation basis, with the financial model incentivising the new proactive model of care</li> </ul>	0	25.1
<b>C</b>	<b>Implement new models of local services integrated care to consistent outcomes and standards</b> <ul style="list-style-type: none"> <li>Continue to support the development of federations, enabling the delivery of primary care at scale</li> <li>Develop and agree the older persons (frailty) service for Ealing and Charing Cross Hospitals, as part of a fully integrated older person's service and blue print for a NW London model at all hospital sites</li> <li>Agree and publish clear outcomes for primary care over the next five years</li> <li>Implement the first elements of the primary care strategic commissioning framework, with a focus in this delivery area on co-ordinated care</li> </ul>	<ul style="list-style-type: none"> <li>Fully implement the primary care outcomes in each of the eight boroughs and across NW London</li> <li>Implement integrated, primary care led models of local services care that feature principles of case management, care planning, self-care and multi-disciplinary working</li> <li>Integrate mental health and physical health support so that there is a co-ordinated approach, particularly for people with dementia and their carers</li> </ul>	18	26.3
<b>D</b>	<b>Upgrade rapid response and intermediate care services</b> <p>We currently have eight models of rapid response, with different costs and delivering differential levels of benefit. We will work jointly to:</p> <ul style="list-style-type: none"> <li>Identify the best parts of each model and move to a consistent specification as far as possible</li> <li>Improve the rate of return on existing services, reducing non elective admissions and reducing length of stay through early discharge</li> <li>Enhance integration with other service providers</li> </ul>	<ul style="list-style-type: none"> <li>Use best practise model across all 8 boroughs, creating standardisation wherever possible and investing £20-30m additional funding, including through joint commissioning with local government, creating additional capacity to enable people to be cared for in less acute settings.</li> <li>Operate rapid response and integrated care as part of a fully integrated ACP model</li> </ul>	20	64.9
<b>E</b>	<b>Create a single discharge approach and process across NW London</b> <ul style="list-style-type: none"> <li>Implement a single NHS needs-based assessment form across all community and acute trusts, focusing on discharge into non bedded community services via a single point of access in each borough, reducing the differential between in borough and out of borough length of stay in line with the in borough length of stay</li> <li>Move to a 'trusted assessor' model for social care assessment and discharge across NW London</li> <li>Integrate the NHS and social care processes to form a single approach to discharge</li> </ul>	<ul style="list-style-type: none"> <li>Eliminate the 2.9 day differential between in borough and out of borough length of stay</li> <li>100% of discharge correspondence is transmitted electronically; and the single assessment process for discharge is built into the shared care records across NW London</li> <li>Fully integrated health and social care discharge process for all patients in NW London</li> </ul>	7.4	9.6
<b>F</b>	<b>Improve care in the last phase of life</b> <ul style="list-style-type: none"> <li>Improve identification and planning for last phase of life; <ul style="list-style-type: none"> <li>identify the 1% of the population who are at risk of death in the next 12 months by using advanced care plans as part of clinical pathways and 'the surprise test'</li> <li>identify the frail elderly population using risk stratification and 'flagging' patients who should be offered advanced care planning</li> <li>patient initiated planning to help patients to self-identify</li> </ul> </li> <li>Improving interoperability of Coordinate my Care with other systems (at least 4), including primary care to ensure that people get the care they want.</li> <li>Reduce the number of non-elective admissions from care homes – demonstrate a statistically significant reduction in admissions and 0 day LOS (i.e. &gt;10%)</li> </ul>	<ul style="list-style-type: none"> <li>Every patient in their last phase of life is identified</li> <li>Every eligible person in NW London to have a Last Phase of Life (LPoL) care plan, with a fully implemented workforce training plan, and additional capacity to support this in the community.</li> <li>Meet national upper quartile of people dying in the place of their choice</li> <li>Reduce non elective admissions for this patient cohort by 50%</li> </ul>	4.9	7



# 2. Delivery Area 4: Improving outcomes for children and adults with mental health needs

**The NW London Ambition:**  
No health without mental health



2020/2021

Target Population:  
262,000

Contribution to Closing the Financial Gap  
£11.8m

*I will be given the support I need to stay well and thrive. As soon as I am struggling, appropriate and timely advice is available. The care and support that is available is joined-up, sensitive to my needs, personal beliefs, and is delivered at the place that is right for me and the people that matter to me. My life is important, I am part of my community and I have opportunity, choice and control. My wellbeing and mental health is valued equally to my physical health. I am seen as a whole person – professionals understand the impact of my housing situation, my networks, employment and income on my health and wellbeing. My care is seamless across different services, and in the most appropriate setting. I feel valued and supported to stay well throughout my life.*

### Why this is important for NW London

Mental Health has been seen in a silo for too long and has struggled to achieve parity of esteem. But we know that poor mental health has catastrophic impacts – for individuals – and also a wider social impact. Our justice system, police stations, courts and prisons all are impacted by mental illness. Social care supports much of the care and financial burden for those with serious and long term mental health needs, providing longer term accommodation for people who cannot live alone. For those off work and claiming incapacity benefit for two years or more, they are more likely to retire or die than ever return to work<sup>1</sup>. The '5 Year forward View for Mental Health' describes how prevention, reducing stigma and early intervention are critical to reduce this impact.

In NW London, some of the key drivers and our case for change are:

- **15% of people** who experience an episode of psychosis will experience repeated relapses and will be substantially handicapped by their condition and **10% will die by their own hand**.
- Those who experience episodes of psychosis have intense needs and account for the vast majority of mental health expenditure -nearly **90% of inpatient bed days, and 80% of spend in mental health trusts**.
- Mental health needs are prevalent in children and young people with 3 in 4 of lifetime mental health disorders starting before you are 18.
- The number of people with serious and long term mental health needs in NW London is double the national average
- Around **23,000 people in NW London** have been diagnosed with schizophrenia, bipolar and/or psychosis, which is double the national average
- The population with mental illness have **3.2 times more A&E attendances, 4.9 times emergency admissions**
- The contrast with physical health services is sharp and stark – access points and pathways are generally clear and well structured; the same cannot be said for mental health services which can be over-complicated and confusing.

Our aim in NW London is to improve outcomes for children and adults with mental health needs, we will do this by:


- Implementing a new model of care for people with serious and long term mental health needs, which includes investing in a more proactive, recovery based model to prevent care needs from escalating and reducing the number of people who need inpatient acute care
- Addressing wider determinants of health and how they relate to and support recovery for people with mental health needs
- Improving services for people in crisis and providing a single point of access to services, 24/7, so that people can access the professional support they need
- Transforming the care pathway for children and adolescents with mental health needs, introducing a 'tier free' model and ensuring that when children do need to be admitted to specialist tier 4 services they are able to do so within London, close to home. This includes Future in Mind and Transforming Care Partnerships work.

- People with serious and long term mental health needs have a life expectancy 20 years less than the average
- Social outcomes of people known to secondary care are often worse than the general population; only 8-10% are employed and only half live in settled accommodation
- In a crisis, only 14% of adults surveyed nationally felt they were provided with the right response
- Eating disorders account for nearly a quarter of all psychiatric child and adolescent inpatient admissions –with the longest stay of any psychiatric disorder, averaging 18 weeks

# 2. Delivery Area 4: Improving outcomes for children and adults with mental health needs

## What we will do to make a difference

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	To achieve this in 2016/17 we will...	...and by 2020/21?	Investment (£m)	Gross Saving (£m)
<b>A</b>	<p><b>Implement the new model of care for people with serious and long term mental health needs, to improve physical, mental health and increase life expectancy</b></p> <ul style="list-style-type: none"> <li>• More support available in primary care – supporting physical health checks and 35 additional GPs with Advanced Diploma in Mental Health Care and the non-health workforce is also receiving training</li> <li>• Embed addressing mental health needs in developing work in local services and acute reconfiguration programmes</li> <li>• Agree investment and benefits to deliver an NW London wide Model of Care for Serious &amp; Long Term Mental Health Needs with implementation starting in 2016/17 to deliver a long term sustainable mental health system through early support in the community (investment of c£12-13m)</li> <li>• Rapid access to evidence based Early Intervention in Psychosis for all ages</li> </ul>	<ul style="list-style-type: none"> <li>• Full roll out of the new model across NW London, including:                             <ul style="list-style-type: none"> <li>• Integrated shared care plans across the system are held by all people with serious mental illness with agreed carer support</li> <li>• Comprehensive self management and peer support for all ages</li> <li>• Collaborative working and benchmarking means frontline staff will have increased patient facing time, simultaneously reducing length of stay and reducing variation</li> <li>• We will shift the focus of care, as seen in the 'telescope' diagram, out of acute and urgent care into the community</li> </ul> </li> <li>• <b>The benefit to the patient will be tailored evidence based support available closer to home</b></li> </ul>  <p>The diagram is a horizontal 'telescope' shape. From left to right, it contains five boxes: 'Living a Full and Healthy Life in the community' (lightest), 'Coordinated Community, Primary and Social Care', 'Specialist Community based support', 'Urgent/crisis care to support stabilisation', and 'Acute inpatient admissions' (darkest). The boxes are connected by lines that taper from left to right, illustrating the shift of care away from acute settings towards community-based care.</p>	11	16
<b>B</b>	<p><b>Addressing wider determinants of health, e.g. employment, housing</b></p> <ul style="list-style-type: none"> <li>• Targeted employment services for people with serious and long term health needs to support maintaining employment</li> <li>• Support 'Work and Health Programme' set up of individual support placements for people with common mental health needs</li> <li>• Address physical health needs holistically to address mental health needs adopting a 'no health without mental health' approach</li> <li>• Ensuring care planning recognises wider determinants of health and timely discharge planning involves housing teams</li> <li>• Pilot digital systems to encourage people to think about their own on-going mental wellbeing through Patient Reported Outcome Measurements</li> </ul>	<ul style="list-style-type: none"> <li>• Employment support embedded in integrated community teams</li> <li>• Deliver the NW London Transforming Care Plan for people with Learning Disabilities, Autism and challenging behaviour – supporting c.25% of current inpatients in community settings</li> <li>• Implement digital tools to support people in managing their mental health issues outside traditional care models</li> <li>• Specialist community perinatal treatment available to all maternity and paediatric services and children centres</li> <li>• Personalisation – support individuals with mental health needs and learning disabilities to understand their choices about life and care</li> <li>• <b>The benefit to the patient will be a happier, fuller way of living</b></li> </ul>	TBC	5
<b>C</b>	<p><b>Crisis support services, including delivering the 'Crisis Care Concordat'</b></p> <ul style="list-style-type: none"> <li>• Embed our 24/7 crisis support service, including home treatment team, to ensure optimum usage by London Ambulance Service (LAS), Metropolitan police and other services – meeting access targets</li> <li>• Round the clock mental health teams in our A&amp;Es and support on wards, 'core 24'</li> <li>• Extend out of hours service initiatives for children, providing evening and weekend specialist services (CAMHS service)</li> </ul>	<ul style="list-style-type: none"> <li>• Alternatives to admissions which support transition to independent living both in times of crisis and to support recovery</li> <li>• Tailored support for specific populations with high needs – people with learning disabilities/Autism, Children and Young People, those with dual diagnosis</li> <li>• <b>The benefit to the patient will be care available when it is most needed</b></li> </ul>	TBC	TBC
<b>D</b>	<p><b>Implementing 'Future in Mind' to improve children's mental health and wellbeing</b></p> <ul style="list-style-type: none"> <li>• Agree NW London offer across health, social care and schools for a 'tier-free' mental health and wellbeing approach for CYP, reducing barriers to access</li> <li>• Community eating disorders services for children and young people</li> </ul>	<ul style="list-style-type: none"> <li>• Implement 'tier-free' approach ensuring an additional c.2,600 children receive support in NW London</li> <li>• Clearly detailed pathways with partners in the Metropolitan Police and wider justice system for young offending team, court diversion, police liaison and ensure optimal usage of refurbished HBPOs (8 across NW London)</li> </ul>	TBC	1.8

# 2. Delivery Area 5: Ensuring we have safe, high quality sustainable acute services

**The NW London Ambition:**  
High quality specialist services at the time you need them



2020/2021

**Target Population:**  
All: 2,079,700<sup>1</sup>

**Contribution to Closing the Financial Gap**  
£208.9m

*I can get high quality specialist care and support when I need it. The hospital will ensure that all my tests are done quickly and there is no delay to me leaving hospital, so that I don't spend any longer than necessary in hospital. There's no difference in the quality of my care between weekdays and weekends. The cancer care I receive in hospital is the best in the country and I know I can access the latest treatments and technological innovations*

### Why this is important for NW London

Medicine has evolved beyond comprehension since the birth of the NHS in 1948. Diseases that killed thousands of people have been eradicated or have limited effects; drugs can manage diabetes, high blood pressure and mental health conditions, and early access to specialist care can not just save people who have had heart attacks, strokes or suffered major trauma but can return them to health. Heart transplants, robotic surgery and genetic medicine are among advances that have revolutionised healthcare and driven the increasing life expectancy that we now enjoy.

Better outcomes are driven in large part by increasing standards within medicine, with explicit quality standards set by the Royal Colleges and at London level in many areas. These require increased consultant input and oversight to ensure consistent, high quality care. Current standards include consultant cover of 112 hours per week in A&E; 114 hours in paediatrics; and 168 hours in obstetrics. Meeting these input standards are placing significant strain on the workforce and the finances of health services. We will continue to work with London Clinical Senate and others to evolve clinical standards that strikes a balance between the need to improve quality, as well address financial and workforce challenges. Many services are only available five days a week, and there are 10 seven day services standards that must be met by 2020, further increasing pressures on limited resources.

- In NW London A&E departments, 65% of people present in their home borough but 88% are seen within NW London. The cross borough nature of acute services means that it is critical for us to work together at scale to ensure consistency and quality across NW London<sup>2</sup>
- 3 out of our 4 Acute Trusts with A&Es do not meet the A&E 4 hour target<sup>3</sup>
- Our 4 non specialist acute trusts all have deficits, two of which are significant
- There is a shortage of specialist children's doctors and nurses to staff rotas in our units in a safe and sustainable way (at the start of 16/17)<sup>4</sup>
- 17/18 year olds currently do not have the option of being treated in a children's ward
- Previous consolidations of major trauma and stroke services were estimated to have saved 58 and 100 lives per year respectively<sup>5</sup>
- Around 130 lives could be saved across NW London every year if mortality rates for admissions at the weekend were the same as during the week in NW London trusts<sup>6</sup>
- There are on average at any one time 298 patients in beds waiting longer than 24 hours for diagnostic tests or results.<sup>7</sup>

We aim to centralise and specialise care in hospital to allow us to make best use of our specialist staffing resource to deliver higher quality care which will improve outcomes, deliver the quality standards and enable us to deliver consistent services 7 days a week. We will do this by:

- Reviewing care pathways into specialist commissioning services, identifying opportunities to intervene earlier to reduce the need for services
- Deliver the 7 day standards
- Consolidate acute services onto five sites (The consolidation of acute services to fewer sites is not supported by the London Boroughs of Ealing and Hammersmith and Fulham- see Appendix A, condition 5).
- Improve the productivity and efficiency of our hospitals.

There will be no substantial changes to A&E in Ealing or Hammersmith & Fulham, until such time as any reduced acute capacity has been adequately replaced by out of hospital provision to enable patient demand to be met. NHS partners will review with local authority STP partners the assumptions underpinning the changes to acute services and progress with the delivery of local services before making further changes and will work jointly with local communities and councils to agree a model of acute provision that addresses clinical safety concerns and expected demand pressures.

# 2. Delivery Area 5: Ensuring we have safe, high quality sustainable acute services

## What we will do to make a difference

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	To achieve this in 2016/17 we will...	...and by 2020/21?	Investment (£m)	Gross Saving (£m)
<b>A</b>	<p><b>Specialised Commissioning</b></p> <ul style="list-style-type: none"> <li>Implement the national Hepatitis C programme which will see approximately 500 people treated for Hepatitis C infection in 2016/17 reducing the likelihood of liver disease.</li> <li>Complete our service reviews of CAMHs, HIV, paediatric transport and neuro-rehabilitation and begin to implement the findings from these and identify our next suit of review work (which will include renal).</li> <li>Using the levers of CQUIN and QIPP improve efficiency and quality of care for patients through a focus on: innovation (increasing tele-medicine), improved bed utilisation by implementing Clinical Utilisation Review and initiatives to reduce delays in critical care, cost effective HIV prescribing, and enhanced supported care at the end of life.</li> <li>Be an active partner in the 'Like Minded' Programme</li> </ul>	<p>To have worked with partners in NW London and strategically across London to:</p> <ul style="list-style-type: none"> <li>Identify the opportunities for better patient care, and greater efficiency by service such that quality, outcomes and cost-effectiveness are equal or better than similar services in other regions.</li> <li>To have met the financial gap we have identified of £188m over five years on a 'do nothing' assessment; whether through pathway improvements, disease prevention, innovation leading to more cost effective provision or through procurement and consolidation.</li> <li>To actively participate in planning and transformation work in NW London and Regionally to this end</li> </ul>	TBC	TBC
<b>B</b>	<p><b>Deliver the 7 day services standards</b></p> <p>As a First Wave Delivery Site, working towards delivering the 4 prioritised Clinical Standards for 100% of the population in NW London by end of 16/17; we will:</p> <ul style="list-style-type: none"> <li>develop evidence-based clinical model of care to ensure:                             <ul style="list-style-type: none"> <li>all emergency admissions assessed by suitable consultant within 14 hours of arrival at hospital</li> <li>on-going review by consultant every 24 hours of patients on general wards</li> </ul> </li> <li>ensure access to diagnostics 7 days a week with results/reports completed within 24 hours of request through new/improved technology and development of career framework for radiographer staff and recruitment campaign</li> <li>ensure access to consultant directed interventions 7 days a week through robust pathways for inpatient access to interventions (at least 73) in place 24 hours a day, 7 days a week</li> </ul>	<p>To have continued our work on 7 day services by being compliant with the remaining 6 Clinical Standards for 100% of the population in NW London:</p> <ul style="list-style-type: none"> <li>Patient Experience</li> <li>MDT Review</li> <li>Shift Handover</li> <li>Mental Health</li> <li>Transfer to community, primary &amp; social care</li> <li>Quality Improvement</li> </ul> <p>We will also have continued work to ensure the sustainability of the achievement of the 4 priority standards, most notably we will:</p> <ul style="list-style-type: none"> <li>Join up RIS/PACS radiology systems across acute NW London providers forming one reporting network</li> <li>Build on opportunities from shifts in the provider landscape to optimise delivery of 7 day care</li> <li>Deliver NW London workforce initiatives such as a sector-wide bank, joint recruitment &amp; networked working</li> </ul>	7.9	21.5

## 2. Delivery Area 5: Ensuring we have safe, high quality sustainable acute services

### What we will do to make a difference

	To achieve this in 2016/17 we will...	...and by 2020/21?	Investment (£m)	Gross Saving (£m)
<b>C</b>	<p><b>Configuring acute services</b></p> <p>Introduce paediatric assessment units in 4 of the 5 paediatric units in NW London to reduce the length of stay for children</p> <p>Close the paediatric unit at Ealing Hospital and allocate staff to the remaining 5 units</p> <p>Working to achieve London Quality Standards, including consultant cover of 112 hours per week in A&amp;E; 114 hours in paediatrics; and 168 hours in obstetrics. But at the same time developed new outcome-focused standards with London Clinical Senate and others.</p> <p>Recruit approximately 72 additional paediatric nurses, reducing vacancy rates to below 10% across all hospitals from a maximum of 17% in February 2016</p> <p>Design and implement new frailty services at the front end of A&amp;Es, piloting in Ealing and Charing Cross ahead of roll out across all sites</p>	<p>Reduce demand for acute services through investment in the proactive out of hospital care model. Work jointly with the council at Ealing to develop the hospital in Ealing and jointly shape the delivery of health and social care delivery of services from that site, including:</p> <ul style="list-style-type: none"> <li>a network of ambulatory care pathways;</li> <li>a centre of excellence for elderly services including access to appropriate beds;</li> <li>a GP practice; and</li> <li>an extensive range of outpatient and diagnostic services to meet the vast majority of the local population's routine health needs</li> </ul> <p>Revolutionise the outpatient model by using technology to reduce the number of face to face outpatient consultations by up to 40% and integrating primary care with access to specialists.</p>	33.6	89.6
<b>D</b>	<p><b>NW London Productivity Programme</b></p> <p>Implement and embed the NW London productivity programme across all provider trusts, focusing on the following four areas:</p> <ul style="list-style-type: none"> <li><b>Patient Flow:</b> address pressure points in the system that impacts on patient flow, patient experience and performance against key targets (e.g. 4 hour wait and bed occupancy).</li> <li><b>Orthopaedics:</b> mobilise and commence work around establishing a sector-wide approach to elective orthopaedics with the goal of improving both quality and productivity in line with Getting it Right First Time (GIRFT).</li> <li><b>Procurement:</b> assuming no mandation of the new NHS procurement operating model, establish the necessary enablers for collaboration to take forward sector-wide transformation in procurement and implement the Carter Review recommendations across the STP footprint<sup>6</sup>. These include establishing line of sight of sector-wide savings opportunities through agreed baseline reporting and on-going measurement of the benefits from collaborations, sector-wide visibility of contracts and establishing governance links to enable wider benefit of existing purchasing collaboratives (e.g. Shelford Group).</li> <li><b>Bank &amp; Agency:</b> reduce agency spend across NW London; initiation of a range of workforce activities such as standardised pay and sector-wide recruitment. The sector is expected to reduce agency spend by £46m and deliver net savings of £32m.</li> </ul>	<p>Single approach to transformation and improvement across NW London, with a shared transformation infrastructure and trusts working together through ACPs to constantly innovate and drive efficiency. Rolling programme of pathway redesign and patient flow initiatives to ensure trusts are consistently in the top quartile of efficiency. 17/18 plans against the initial delivery areas are set out below:</p> <ul style="list-style-type: none"> <li><b>Patient flow:</b> Implement system level initiatives in areas such as: improving access to GPs, better management of increasing volumes of ambulance attendances, integrated discharge processes from hospital and best practice A&amp;E processing of patients.</li> <li><b>Orthopaedics:</b> Implement orthopaedics best practice based on Getting it Right First Time. Hip and knee replacements initial area of focus with estimated savings in the region of £2.6m to £4.0m across NW London, then roll out in full.</li> <li><b>Procurement:</b> 2016/17 will establish baselines enabling additional quantified benefits from 2017/18 onwards. Early impact areas include utilities, waste management, agency (linked with Bank &amp; Agency workstream) and applying the GIRFT principles to commoditised purchasing for specific clinical areas.</li> <li><b>Bank &amp; Agency:</b> build on work from 2016/17, linking with South West London to share best practice. Key areas of focus are             <ul style="list-style-type: none"> <li>Strengthening recruitment to reduce vacancies</li> <li>Optimising scheduling to reduce demand</li> <li>Shifting usage from agency to bank to reduce costs</li> <li>Reducing unit costs for agency by increasing use of framework agencies and reducing rates through volume based contracts</li> </ul> </li> </ul>	4.1*	143.4

\*This is investment in the Delivery Architecture to achieve cross-provider CIPs – see Section 6

# 3. Enablers: Supporting the 5 delivery areas

The 9 priorities, and therefore the 5 delivery areas, are supported by three key enablers. These are areas of work that are on-going to overcome key challenges that NW London Health and Social Care face, and will support the delivery of the STP plans to make them effective, efficient and delivered

on time; hence they are termed 'enablers' in the context of STP. The following mapping gives an overview of how plans around each of the enablers support the STP: further detail is provided in the next section.

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## Delivery areas

1. Radically upgrading prevention and wellbeing

2. Eliminating unwarranted variation and improving Long Term Conditions (LTC) management

3. Achieving better outcomes and experiences for older people

4. Improving outcomes for children and adults with mental health needs

5. Ensuring we have safe, high quality sustainable acute services

## By 2020/21, Enablers will change the landscape for health and social care:

**Estates will...**

- Deliver **Local Services Hubs** to move more services into a community setting
- Increase the use of advanced technology to **reduce the reliance on physical estate**
- Develop **clear estates strategies and Borough-based shared visions** to maximise use of space and proactively work towards 'One Public Estate'
- Deliver **improvements to the condition and sustainability of the Primary Care Estate** through an investment fund of up to £100m and Minor Improvement Grants
- **Improving and changing our hospital estates** to consolidate acute services and develop new hospital models to bridge the gap between acute and primary care

**Digital will...**

- Deploy our **shared care record** across all care settings to improve care, reduce clinical risk, and support transition away from hospital
- **Automate clinical workflows and records** and support transfers of care through **interoperability**, delivering digital empowerment by removing the reliance on paper and improving quality
- **Extend patient records to patients and carers** to help them to become more digitally empowered and involved in their own care, and supporting the shift to new channels
- Provide patients with **tools for self-management and self-care**, further supporting digital empowerment and the shift to new channels
- Use **dynamic data analytics** to inform care decisions and target interventions, and support integrated health and social care with whole systems intelligence

**Workforce will...**

- **Targeted recruitment** of staff through system wide collaboration
- Support the workforce to enable 7 day working through **career development and retention**
- **Address workforce shortages** through bespoke project work that is guided by more advanced processes of workforce planning
- Develop and train staff to **'Make Every Contact Count'** and move to **multi-disciplinary ways of working**
- Deliver **targeted education** programmes to support staff to adapt to changing population needs (e.g. care of the elderly)
- Establish **Leadership development forums** to drive transformation through networking and local intelligence sharing

## 3. Enablers: Estates

### Context

- The Estates model will support the clinical service model with a progressive transformation of the estate to provide facilities that are modern, fit for purpose and which enable a range of services to be delivered in a flexible environment.
- Poor quality estate will be addressed through a programme of rationalisation and investment that will transform the primary, community and acute estate to reflect patient needs now and in the future. This will require us to retain land receipts to invest in new and improved buildings.
- NW London has the opportunity to work across health and local government, promoting the 'One Public Estate' to leverage available estate to deliver the right services in the right place, at the most efficient cost. Key levers to achieve this are better integration and customer focused services enabling patients to access more services in one location, thus reducing running costs by avoiding duplication through co-location. We are keen to explore this as an early devolution opportunity.
- Some progress has been made towards estates integration, where local government and health have worked together to start to realise efficiencies. A notable example is in Harrow's new civic centre, where it is planned that primary care will be delivered at the heart of the community in a fit for purpose site alongside social care and third sector services. This will also enable the disposal of inadequate health and local government sites to maximise the value of public sector assets.

### Key Challenges

- NW London has more poor quality estate and a higher level of backlog maintenance across its hospital sites than any other sector in London. The total backlog maintenance cost across all Acute sites in NWL (non-risk adjusted) is £623m<sup>1</sup> and 20% of services are still provided out of 19<sup>th</sup> century accommodation<sup>2</sup>, compromising both the quality and efficiency of care.
- Primary care estate is also poor, with an estimated 240 (66%) of 370 GP practices operating out of category C or below estate<sup>3</sup>. Demand for services in primary care has grown by 16% over the 7 years 2007 to 2014<sup>4</sup>, but there has been limited investment in estate, meaning that in addition to the quality issues there is insufficient capacity to meet demand, driving increased pressure on UCC and A&E departments.
- Our new proactive, integrated care model will need local hubs where primary, community, mental health, social and acute care providers can come together to deliver integrated, patient centred services. This will also allow more services to be delivered outside of hospital settings.
- In addition, NHS Trusts are responding to the Government's decision to act on the recommendations made by Lord Carter in his report of operational productivity in English NHS acute hospitals, to reduce non-clinical space (% of floor area) to lower than 35% by 2020, so that estates and facilities resources are used in a cost effective manner.
- Given the scale of transformation and the historic estates problems, there is significant investment required. However it is not clear if the London devolution agreement will support the retention of capital receipts from the sale of assets to contribute to covering the cost of delivering the change. Without this ability to retain land receipts we will not be able to address the estates challenges.

## 3. Enablers: Estates

### Current Transformation Plans and Benefits

- **Deliver Local Services Hubs** to support shift of services from a hospital setting to a community based location
  - Business cases are being developed for each of the new Hubs, due by end 2016
  - The hub strategy and plans include community Mental Health services, such as IAPT
- **Develop Estates Strategies for all 8 CCGs and Boroughs** to support delivery of the Five Year Forward Plan and 'One Public Estate' vision with the aim of using assets more effectively to support programmes of major service transformation and local economic growth
  - Work is on-going to develop planning documents for delivery of the strategies
  - Continuing work with local authority partners to maximise the contribution of Section 106 and Community Infrastructure Levy funding for health
- **Develop Primary Care Premises Investment Plans** to ensure future sustainability of primary care provision across NW London
  - NW London will identify key areas to target investment to ensure future primary care delivery in partnership with NHSE primary care teams
  - CQC and other quality data is being used to identify potential hot spots in each Borough and develop robust plans to ensure a sustainable provision of primary care
- **Align Estates and Technology Strategies** to maximise the impact of technology to transform service delivery and potential efficiencies in designing new healthcare accommodation
  - NW London will optimise property costs by maximising use of existing space, eradicating voids and using technology to reduce physical infrastructure required for service delivery
  - Continuing work to identify opportunities for consolidation, co-location and integration to maximise the opportunity created by the Estates & Technology Transformation Fund to drive improvements in the quality of the primary care estate
- **Improving and changing the hospital estate** to address poor quality estates, improve consistency in care quality and overall system sustainability in the face of increasing demographic and clinical pressures
  - Consolidate services on fewer major acute sites, delivering more comprehensive, better staffed hospitals able to provide the best 7-day quality care (The consolidation of acute services to fewer sites is not supported by the London Boroughs of Ealing and Hammersmith and Fulham – see Appendix A, condition 5).
  - Develop new hospitals that integrate primary and acute care and meet the needs of the local population
  - Trusts are currently developing their site proposals, which will feed into an overall N W London ask for capital from the Treasury, contained in the strategic outline case to be submitted this summer.

### Key Impacts on Sustainability & Transformation Planning

#### Delivery Area 1 - Prevention:

- Local services hubs will provide the physical location to support prevention and out-of-hospital care.
- Investment in the primary care estate will provide locations where health, social care, and voluntary providers can deliver targeted programmes to tackle lifestyle factors and improve health outcomes,

#### Delivery Area 2 - Reducing variation:

Local services hubs will support the implementation of a new model of local services across NW London. This will standardise service users' experiences and quality of care regardless of where they live, delivering 7/7 access to all residents

#### Delivery Area 3 - Outcomes for older people:

- Primary care estate improvements and local services hubs will enable the delivery of co-ordinated primary care and multidisciplinary working, enabling care to be focused around the individual patient
- Ealing and Charing Cross will specialise in the management of the frail elderly, with the ability to manage higher levels of need and the provision of inpatient care

#### Delivery Area 4 - Supporting those with mental health needs:

Local services hubs will allow non-clinical provision to be located as close to patients as possible, e.g. extended out of hours service initiatives for children, creation of recovery houses and provision of evening and weekend specialist services to prevent self harming will facilitate the shifting model of care

#### Delivery Area 5 - Providing high quality, sustainable acute services:

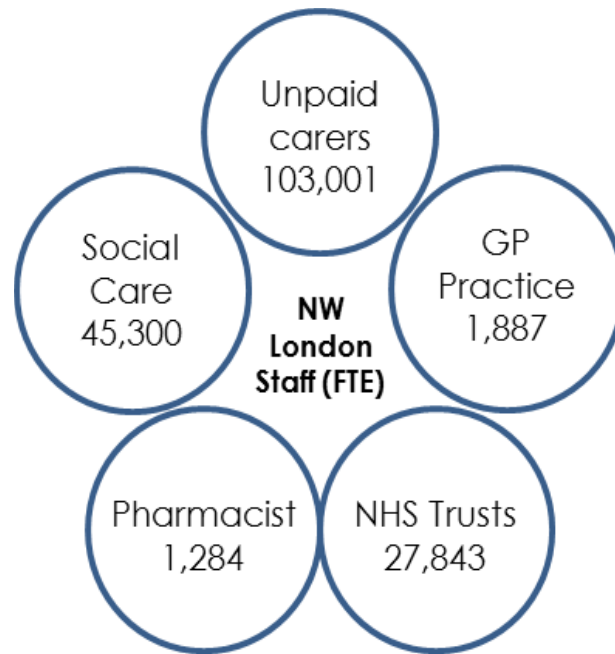
- Addressing the oldest, poorest quality estate will increase clinical efficiencies and drive improved productivity
- Increasing the capacity of the major acute sites will enable consolidation of services, driving improved outcomes and longer term clinical and financial sustainability
- Enhanced primary and community capacity will support delivery of the vision of a new proactive care model and reduce pressure on major acute sites



# 3. Enablers: Workforce

## Context

- Across NW London, our workforce is doing phenomenal, highly valued work and will be key to achieving our collective vision through delivering sustainable new models of care to deliver improved quality of care that meets our population's needs.
- There are currently over 30,000 healthcare staff, and c.45,000 social care staff supporting the population. Carers are a large, hidden but integral part of our workforce (NW London has more than 100,000 unpaid carers). Supporting and enabling service users to self-manage their conditions will also be crucial. We have an opportunity to focus on the health and social care workforce as a single workforce and particularly expand work across social care<sup>1</sup>.
- We routinely fill over 95% of medical training places within NW London, and these trainees are making a highly valued contribution to service delivery.
- Appropriate workforce planning and actively addressing workforce issues is instrumental in addressing the five delivery areas in the STP
- In NW London significant progress has been made towards addressing workforce gaps and developing a workforce that is fit for future health care needs. The reconfiguration of emergency, maternity and paediatric services in 2015/16 is an example of successful workforce support and retention.
- Through close working with HEE NW London we have supported the workforce whilst implementing service change in primary, integrated and acute care. Nine physician associates currently work in NW London, with 32 commencing training in September. Through our development of clinical networks for maternity and children's services we have redesigned the model of care and formulated sector wide recruitment strategies that have enabled us to recruit 99 more midwives, 3 more obstetricians, 36 more paediatric nurses (37 more commence in September '16) and 3 consultants paediatricians (6 appointed to start in September '16, with plans to recruit 3 more).
- Building on this track record, **key enablers** will include the collaborative and partnership working between CCGs, Trusts, HEENWL and the CEPNs (Community Education Providers Network) to support workforce planning and development, and the HLP to utilise the established workforce planning infrastructure and expertise, build on strong foundations of on-going strategic workforce investment, and embed the findings outlined in HLP's London Workforce Strategic Framework.



### What will be different in 2020<sup>6</sup>?



### Our workforce strategy will address the following challenges to meet the 2020 vision:

#### Addressing workforce shortages

- Workforce shortages are expected in many professions under the current supply assumptions and increases are expected in service demand, therefore current ways of service delivery must change and the workforce must adapt accordingly. Addressing shortages and supporting our workforce to work in new ways to deliver services is fundamental to patient care.

#### Improving recruitment and retention

- Modelling undertaken by London Economics in relation to Adult Nursing indicated that across London, over the next 10 years, the impact of retaining newly qualified staff for an additional 12 months could result in a saving of £100.7 million<sup>2</sup>.
- **Turnover rates within NW London's trusts** have increased since 2011 (c.17% pa); current vacancy levels are significant, c.10% nursing & 15% medical<sup>3</sup>.
  - **Vacancy rates** in social care organisations are high. The majority of staff in this sector are care workers, they have an estimated vacancy rate of 22.4%. **Disparity in pay** is also an issue (e.g. lower in nursing homes)<sup>4</sup>.
  - High **turnover of GPs** is anticipated; NW London has a higher proportion of GPs over 55 compared to London and the rest of England (28% of GPs and almost 40% of Nurses are aged 55+)<sup>5</sup>

#### Workforce Transformation to support new ways of working

- There will be a 50% reduction in workforce development funding for staff in Trusts, however workforce development and transformation including the embedding of new roles will be pivotal in supporting new ways of working and new models of care. To meet our growing and changing population needs, training in specialist and enhanced skills (such as care of the elderly expertise) will be required.

#### Leadership & Org. Development to support services

- Delivering change at scale and pace will require new **ways of working, strong leadership** and over arching change management. ACPs and GP Federations will be the frameworks to support service change, through shared ownership and responsibility for cost and quality.
- Wide scale **culture change** will require changes in the way organisations are led and managed, and how staff are incentivised and rewarded.

# 3. Enablers: Workforce

## Current Transformation Plans and Benefits

### Addressing workforce shortages

- Through workforce planning and extensive stakeholder engagement NW London is understanding and addressing key workforce issues. For example, NW London is leading a centralised Pan-London placement management and workforce development programme for **paramedics** with an investment of over £1.5m

### Improving recruitment and retention

- NW London has plans to step up recruitment. For example, by October 2016, there is planned recruitment of over 100 additional **nursing staff** and 7 additional **children's consultant medical staff** leading to more senior provision of children's care. Further initiatives include:
  - Scale recruitment drives**; leveraging the benefits of working in NW London.
  - Development of varied and **structured career pathways** and opportunities to **taper retirement**.
  - Skills exchange** programmes between nurses across different care settings.
- Promoting careers in primary care** by providing student training placements across professions to introduce this setting as a viable and attractive career option.
- Supporting the **implementation of 7 Day Services** by designing a framework to support career development and retention in radiology. Addressing workforce shortages will also support the development of the Cancer Vanguard.
- A **structured rotation programme** will support 200 nurses to work across primary and secondary care (including key areas such as mental health and care of the elderly).
- NW London's trusts will work collaboratively to **reduce reliance on agency nurses** (current spend: £172m pa on bank/agency<sup>7</sup>)

### Workforce Transformation across health and social care workforce to support integrated care

- Embedding **new roles** to support the system including: Physician's Associates, Care Navigators, Clinical Pharmacists, Peer Educators (support worker that can share experiences of mental health), and Nurse Associates.
- Hybrid roles and developing career pathways** across health and social care will be important in the long term.
- Significant investment into Dementia, Community and Neonatal Nursing, Apprentices and the bands 1-4 workforce.
- Optimising GPs' time** by understanding how we can develop the primary care workforce (including **practice manager development**) to redeploy GP workload where possible and increase the capability to deliver the business requirements of GP networks (Day Of Care Audit).
- Supporting self-care** through use of patient activation measurements and Health Coaching training to help staff to have motivational conversations with patients, to empower them to set and achieve health goals, take greater responsibility for their health, and grow in confidence to self-manage conditions

### Leadership and Organisational Development to support future services

- Collective, system leadership**, will be key to the success of ACPs. Leadership development will be broader than senior leadership level; empowering MDT frontline practitioners to lead and engage other professionals and take joint accountability across services will be integral to success.
- Leadership and change management programmes will foster innovation, build relationships and trust across multi-disciplinary, cross organisational teams to deliver integrated new ways of working. The **Change Academy** will use an applied learning approach and will be underpinned by improvement methodology (38 leaders supported in phase 1)
- Commissioning for outcomes** based programmes
- Leadership development forums will include the **GP Emerging Leaders** (providing NW London-wide workshops, mentoring, and sharing of local intelligence and education) and Transformation Network
- More effective ways of working achieved through the **Streamlining London Programme** across Trusts
- Adopting a collaborative approach to embed **health and wellbeing initiatives and ambassadorship** through the Healthy Workplace Charter

## Key Impacts on Sustainability & Transformation Planning

NW London will deliver some general transformation plans that tackle the challenges faced and underpin all delivery areas to :

- Embed **new roles and develop career pathways** to support a system where more people want to work and are able to broaden their roles
- Empower** MDT frontline **practitioners to lead** and engage other professionals and take joint **accountability across services**
- Support staff** through change through training and support

### Delivery Area 1 – Prevention and self management:

- Health Coaching** training will help staff to have motivational conversations with patients to take greater responsibility for their health, and grow in confidence to self-manage conditions.
- To ensure carers, the largest proportion of our workforce, are supported, we will expand the programme in 2017/18, to build carers' skills around setting achievable health and wellbeing related goals for patients.
- The NW London **Healthy Workplace Charter** will embed staff health and wellbeing initiatives and ambassadorship
- Primary care and specialist community nurse workforce development

### Delivery Area 2 - Reducing variation:

The framework to retain staff and support career development in radiology will help address shortages and support **implementation of 7 Day Services** and **Cancer Vanguard**. Growth in primary care and bespoke project work on LTCs prevalent in NW London such as diabetes and heart disease.

### Delivery Area 3 - Outcomes for older people:

- Initiatives to attract and retain staff to work in integrated MDTs and new local services models will support the frail and elderly population. E.g.: Scale recruitment drives, promoting careers in primary care through training placements and skills exchange across different care settings
- Optimising GPs' time** by developing the primary care workforce (e.g. **practice manager development**) will increase capability to deliver the business requirements of GP networks
- Leadership development forums will join up practitioners, providing NW London-wide workshops, opportunities to network and share local intelligence
- Building on the work of the early adopters

### Delivery Area 4 - Supporting those with mental health needs:

GPs provided with tools, time and support to better support population with serious and long term mental health needs. 35 GPs will graduate in June 2016 with an Advanced Diploma in Mental Health Care and the non-health workforce is also receiving training.

### Delivery Area 5 – Providing high quality, sustainable services:

- The **Streamlining London Programme** ; a pan-London provider group to achieve economies of scale by doing things once across London
- Reduce the reliance on agency nurses and thereby the cost of service
- The **Change Academy**, underpinned by improvement methodology and alignment to achieving productivity gains will support cross-boundary working and support financial sustainability of services.

## 3. Enablers: Digital

### Context

- In terms of digital integration, the NW London care community already works closely together, co-ordinated by NHS NW London Informatics, and has made good progress with Information Governance across care settings. All of the eight CCGs have a single IT system across their practices and six of the eight CCGs are implementing common systems across primary and community care, and have a good track record in delivery of shared records, for example, through the NW London Diagnostic Cloud.
- The NW London Care Information Exchange is under way, funded by Imperial College Healthcare charity. This technology programme gives individuals a single view of information about their care across providers and platforms, allows sharing of information, and provides tools to improve communication with health and social care professionals. It has been integrated with acute Trust data but is currently constrained by the lack of interfaces with EMIS and SystmOne.
- There is good support from NHSE London Digital Programme in developing key system-wide enablers of shared care records, such as common standards, identity management, pan-London exchange, record locator, and IG register.

### Key Challenges

- Over 40% of NW London acute attendances in Trusts are hosted outside their local CCG, 16% outside the footprint, making it difficult to access and retain information about the patient<sup>1</sup>. A potential mitigation is to share care records and converge with other Local Digital Roadmaps (LDR) via universal NHS systems.
- Due to different services running multiple systems, there is a dependence on open interfaces to deliver shared records, which primary and community IT suppliers have failed to deliver. This will require continued pressure on suppliers to resolve.
- There is a barrier to sharing information between health and social care systems due to a lack of open interfaces. This has led to a situation where social care IT suppliers have been looking to charge councils separately. Support is required from NHSE to define and fund interfaces nationally.
- Clinical transformation projects have in the past been very costly and taken a long time to deliver, which need to be allowed for in the LDR plans
- There is a lack of digital awareness and enthusiasm generally among citizens and professionals, requiring a greater push for communication around the benefits of digital solutions and education on how best to use it.

### Strategic Local Digital Roadmap Vision in response to STP

1. **Automate clinical workflows and records**, particularly in secondary care settings, and support transfers of care through interoperability, **removing the reliance on paper** and improving quality
2. **Build a shared care record** across all care settings to deliver the **integration of health and care records** required to support new models of care, including the transition away from hospital
3. **Extend patient records to patients and carers**, to help them to become more **digitally empowered** and involved in their own care
4. **Provide people with tools for self-management and self-care**, enabling them to take an active role in their care, further supporting **digital empowerment** and the shift to new channels of care
5. **Use dynamic data analytics** to inform care decisions, and support integrated health and social care across the system through **whole systems intelligence**

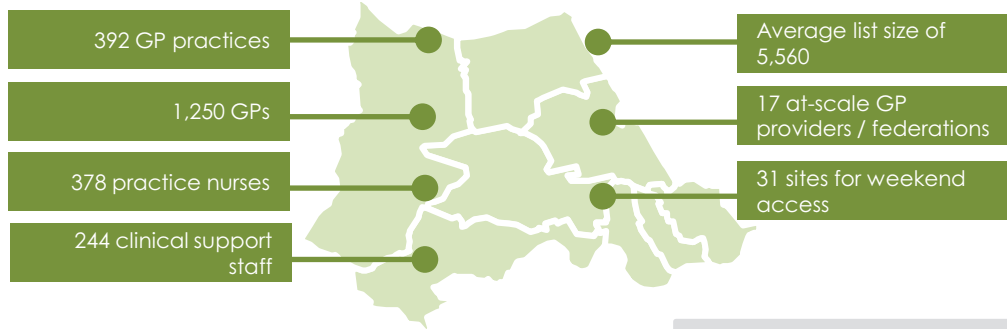
### Enabling work streams identified:

- **IT Infrastructure** to support the required technology, especially networking (fixed line and Wi-Fi) and mobile working
- **Completion of the NW London IG framework**, where much work has already been done
- **Building a Digital Community** across the citizens and care professionals of NW London, through communication and education

# 3. Enablers: Digital

STP Delivery Area	Digital STP Theme	Key Impacts on Sustainability & Transformation Planning
1. Radically upgrading prevention and wellbeing	<ul style="list-style-type: none"> <li>• Deliver digital empowerment</li> <li>• Integrate health &amp; care records</li> </ul>	<p><b>Enhancing self care:</b></p> <ul style="list-style-type: none"> <li>• Give citizens easier access to information about their health and care through <b>Patient Online</b> and the NW London <b>Care Information Exchange</b> to support them to become expert patients</li> <li>• Innovation programme to find the right <b>digital tools</b> to help people <b>manage their health and wellbeing; create online communities</b> of patients and carers; and to get children and young people involved in health and wellness</li> </ul> <p><b>Embedding prevention and wellbeing into the 'whole systems' model:</b></p> <ul style="list-style-type: none"> <li>• Support integrated health and social care models through <b>shared care records</b> and <b>increased digital awareness</b> (e.g. personalised care-plans)</li> </ul>
2. Eliminating unwarranted variation and improving LTC management	<ul style="list-style-type: none"> <li>• Integrate health &amp; care records</li> <li>• Whole systems intelligence</li> <li>• Deliver digital empowerment</li> </ul>	<p><b>Improving LTC management</b></p> <ul style="list-style-type: none"> <li>• Deliver Patient Activation Measures (PAM) tool for every patient with an LTC to promote self management and develop health literacy and expert patients</li> <li>• <b>Automate clinical workflows and records</b>, particularly in secondary care settings, and support transfers of care through interoperability and development of a share care record to deliver the <b>integration of health and care records and plans</b></li> <li>• Patient engagement and self-help training for LTCs to help people manage their conditions and interventions</li> </ul> <p><b>Reducing variation</b></p> <ul style="list-style-type: none"> <li>• Integrated care dashboards and analytics to track consistency of outcomes and patient experience</li> <li>• Support new models of multi-disciplinary care, delivered consistently across localities, through shared care records</li> </ul>
3. Achieving better outcomes and experiences for older people	<ul style="list-style-type: none"> <li>• Deliver digital empowerment</li> <li>• Integrate health &amp; care records</li> <li>• Whole systems intelligence</li> </ul>	<p><b>Provision of fully integrated service delivery of care for older people</b></p> <ul style="list-style-type: none"> <li>• Enable citizens (and carers) to <b>access care services remotely</b> through <b>Patient Online</b> (e.g. remote prescriptions) and NW London <b>Care Information Exchange</b>, <b>remote consultations</b> (e.g. videoconferencing) and <b>telehealth</b></li> <li>• Support discharge planning and management, new models of out-of-hospital and proactive multi-disciplinary care through shared care records across health and social care</li> <li>• <b>Integrate Co-ordinate My Care</b> (CMC) with acute, community and primary care systems and promote its use in CCGs, where usage is currently low, through education and training and support care planning and management</li> <li>• <b>Shared information and infrastructure</b> to support new primary care and wellbeing hubs with mobile clinical solutions</li> <li>• <b>Dynamic analytics</b> to plan and mobilise appropriate care models</li> <li>• Whole Systems Integrated Care dashboards have been deployed to 312 GP practices to support co-ordinated and proactive patient care, with a plan to expand to all 400 practices by 2020/21</li> </ul>
4. Improving outcomes for people with mental health needs	<ul style="list-style-type: none"> <li>• Integrate health &amp; care records</li> <li>• Whole systems intelligence</li> </ul>	<p><b>Enabling people to live full and healthy lives</b></p> <ul style="list-style-type: none"> <li>• Innovation programme to <b>find digital tools to engage with people</b> who have (potentially diverse) mental health needs, including those with Learning Disabilities</li> </ul> <p><b>New model of care</b></p> <ul style="list-style-type: none"> <li>• Support new care delivery models and shared care plans through <b>shared care records and care plans</b></li> </ul> <p><b>24/7 provision of care</b></p> <ul style="list-style-type: none"> <li>• Support new models for out-of-hours care through <b>shared care records</b>, such as <b>24x7 crisis support services</b></li> </ul>
5. Ensuring we have safe and sustainable acute services	<ul style="list-style-type: none"> <li>• Deliver digital empowerment</li> <li>• Integrate health &amp; care records</li> </ul>	<p><b>Investing in Hospitals</b></p> <ul style="list-style-type: none"> <li>• Support new models for out-of-hours care through <b>shared care records and the NW London diagnostic cloud</b>, such as 24x7 on-call specialist and pan-NW London radiology reporting and interventional radiology networks in acute</li> <li>• <b>Investment to automate clinical correspondence and workflows</b> in secondary care settings to improve timeliness and quality of care.</li> <li>• Integrated out-of-hours <b>discharge planning and management</b> through shared care records</li> <li>• <b>Dynamic analytics</b> to track consistency and outcomes of out-of-hours care</li> </ul>

# 4. Primary care in NW London



Primary care services in NW London deliver high-quality care for local people. These services, and general practice in particular, are at the centre of the local health and social care system for every resident. GPs are not only the first point of contact for the majority of residents, but also play a co-ordinating role throughout each patient's journey through a range of clinical pathways and provider organisations.

There are, nevertheless, significant challenges. These include:

- dramatic projected increases in the number of older people presenting with multiple and complex conditions, fuelling demand for GP appointments and a greater co-ordinating function within primary care – the number of people aged over 85 is expected to increase by 20.7% by 2020/21 and 43.8% by 2025/26;
- 27.1% of the GP and nurse workforce is aged over 55 and 7.4% aged over 65, which represents a significant retirement bubble;
- front-line delivery pressures that are contributing to recruitment and retention challenges, whilst lowering the morale of GPs and their primary care colleagues; and
- inadequate access to primary care, contributing to a patient-reported experience of GP services significantly below the national average.

These and other challenges require fundamental changes to the design and delivery of primary care, within the context of NW London's broader system transformation across health and social care. The NW London CCGs' plan for this is described in this document.

### Some other statistics: achievements and challenges

- The NW London CCGs score above the London average for 6 out of 7 facets for co-ordinated care, based largely on the achievements made through the Whole Systems Integrated Care national pioneer programme
- The NW London CCGs score above the London average for 6 out of 13 facets for accessible primary care consultations (including telephone, email, and video consultations)
- 23% of the NW London practices so far inspected by the CQC ratings are performing below the national average
- 60% of people with a long-term condition feel supported to manage their condition – below the national average of 67%.

### Some of our achievements so far

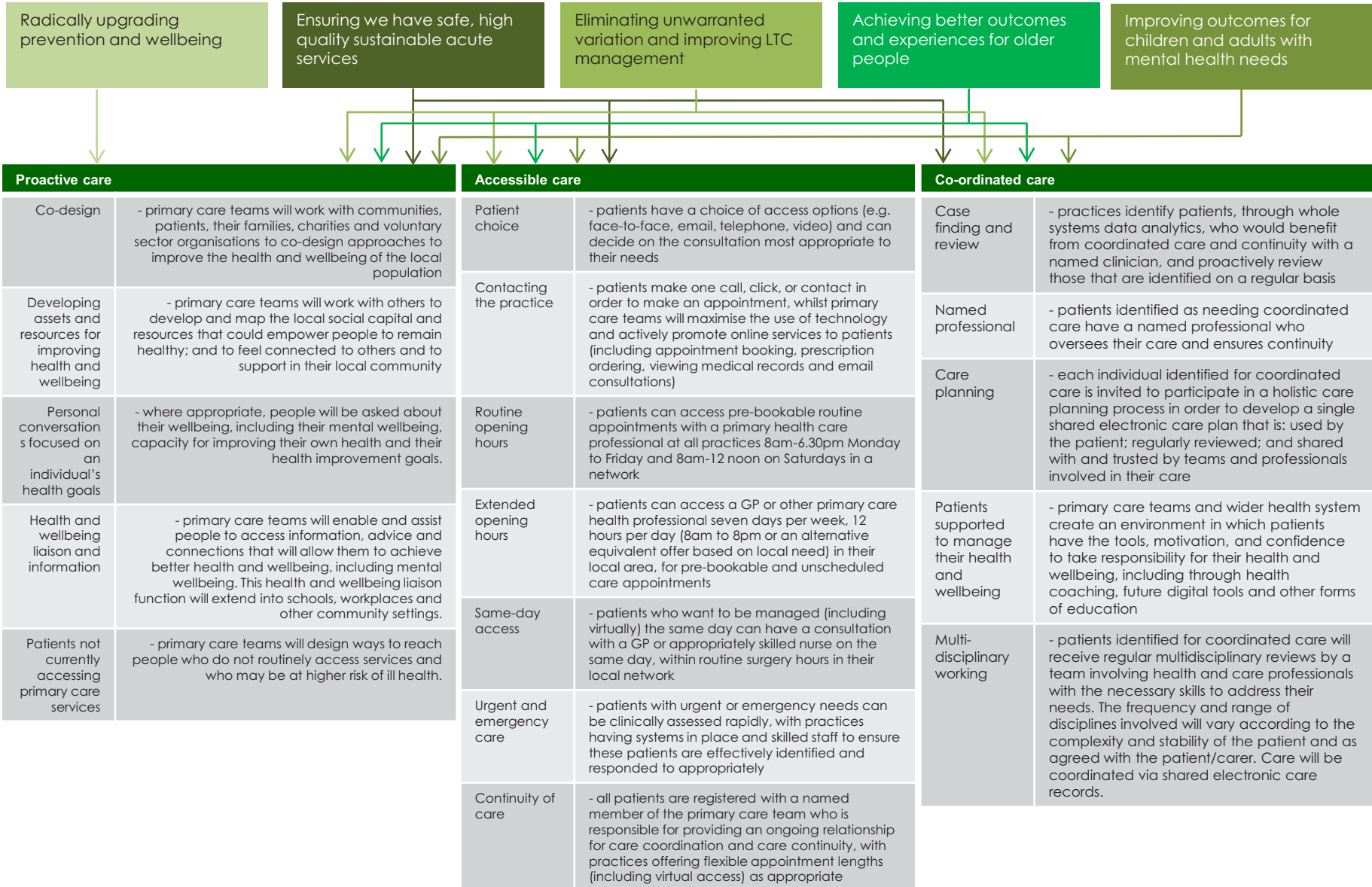
- NW London is the largest national pilot site for the Prime Minister's Challenge Fund, covering 365 practices and 1.9m people. This investment has improved patient access to general practice and supported the development of at-scale organisations in primary care. The CCGs are now working with NHS England to build on this achievement through the new Prime Minister's Access Fund investment announced in the GP Forward View.
- 280,000 patients can access web-based consultations .
- 60,000 patients can access video consultations.
- 97% of practices offer online appointment booking.
- Joint co-commissioning is embedded in NW London . Over recent months each joint committee has agreed its PMS review commissioning intentions, as a first instalment to equalising the patient offer in each CCG, and recommended estates bids to the Estates and Technology Transformation Fund
- Integrated care data dashboards have been piloted in eight practices, with a rollout plan prepared for 350 practices within 12 months. The dashboards link the past two years of patient-level data from acute, primary, community, and mental health, enabling patient journeys through the health system to be tracked and their care to be improved where appropriate.
- Contracts covering 19 services have been let at federation-level across five of the eight CCGs enabling a consistent service offering to the whole population.

### Additional work already under way

- CCG self-care leads and lay partners across NW London have co-produced a self-care framework. This includes patient activation measurement that is to be piloted in approximately 200 GP practices by March 2017.
- 180 Healthy Living Pharmacies have been commissioned for 2016/17. They will train Health Champions and Healthy Living Pharmacy Leaders to support local communities with wellbeing interventions such as smoking cessation.
- Hillingdon and Ealing CCGs are providing a Minor Ailments Scheme, allowing patients to self-medicate when appropriate, reducing the impact on primary care. We plan to roll this scheme out across NW London by 2018/19.
- 32 Physician Associates places have been commissioned at Buckinghamshire New University and Brunel University, starting later in 2016.
- The Clinical Pharmacists in General Practice pilot is underway at 23 GP practices in NW London .
- The CCGs plan to make seven collective technology bids to the Estates and Technology Transformation Fund. These will cover areas including digitally-enabled patients, videoconferencing, integrated telecoms and patient management systems, and care home pilots.
- On-going work on local implementation of the 10 Point Plan for workforce includes: a recruitment evening session at Northwick Park Hospital for Foundation Year Doctors, the national thunderclap campaigns organised by HEE, and Joint work with the Foundation School and Medical School to attract new GP Trainers into local training programmes.

# 4. The future of primary care in NW London

NW London has a clear set of primary care outcomes that the CCGs will support providers to deliver over the next five years. These are shown below, along with how they map onto the five delivery areas to illustrate the crucial role that primary care has in delivering the NW London STP.



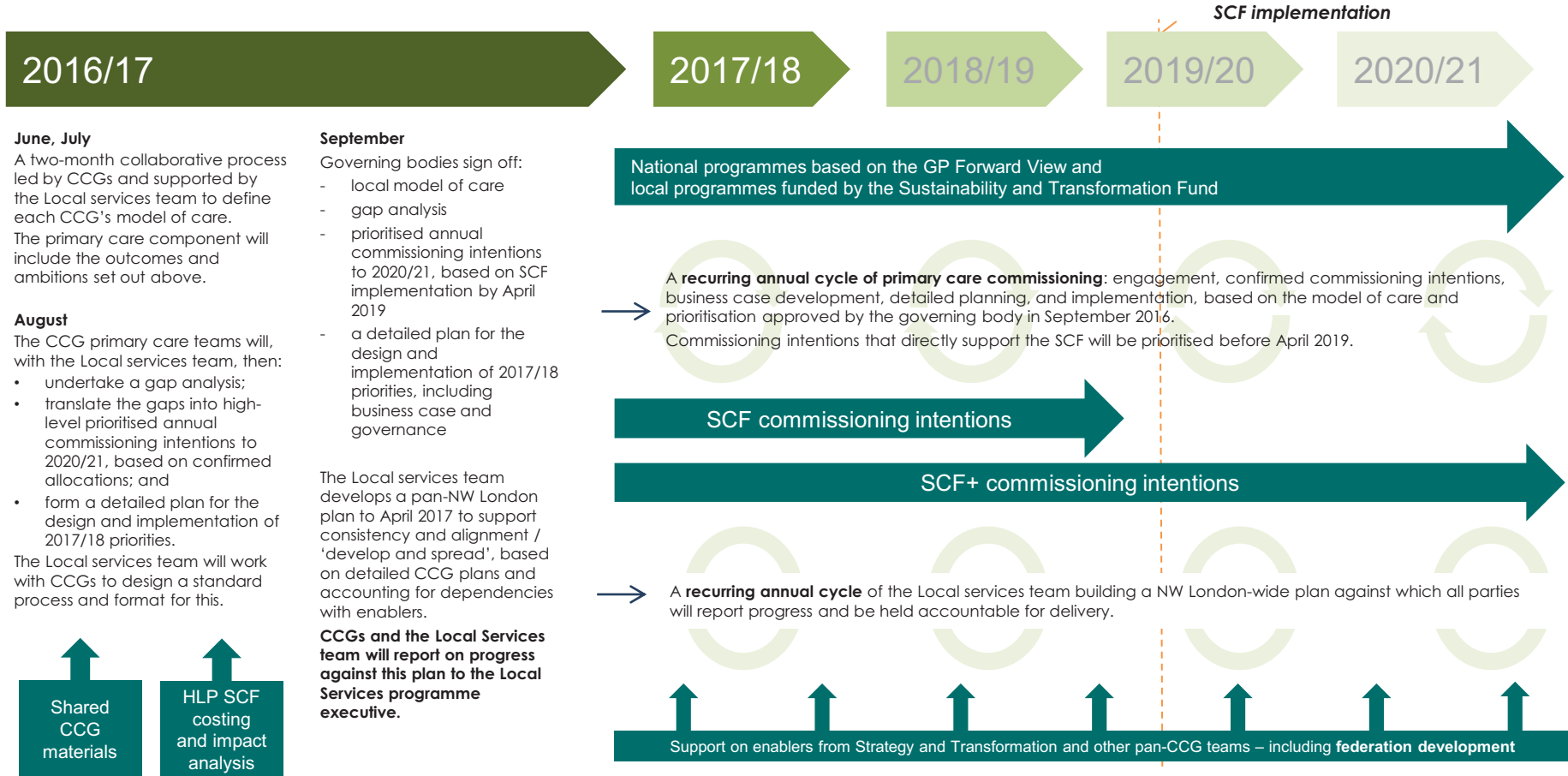
# 4. Delivering the ambitions of the primary care strategy

Following the NW London-wide development of ambitions and outcomes for primary care, the CCGs are now working with primary care providers to agree how this will be delivered in each borough in a way that meets the needs of their local populations. The draft process is shown below. This will be the basis of the design and delivery of annual commissioning intentions each year until 2020/21, with delivery of the SCF achieved by the end of 2018/19.

This will ensure that the increases to the NW London primary care medical allocations (shown in the table below) are invested in a way that delivers maximum benefits to patients, alongside the national programmes – such as the Prime Minister’s Access Fund, from which NW London might be able to access approximately £12m in 2016/17 – announced in the GP Forward View.

NW London CCGs	2016/17	+£19.3m	2017/18	+£11.8m	2018/19	+£11.5m	2019/20	+£15.6m	2020/21
	£279.97m		£299.26m		£311.03m		£322.50m		£338.07m

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## 5. Finance:

### Overall Financial Challenge – ‘Do Something’ (1)

The STP has identified 5 delivery areas that will both deliver the vision of a more proactive model of care and reduce the costs of meeting the needs of the population to enable the system to be financially as well as clinically sustainable. The table below summarises the impact on the sector financial position of combining the normal ‘business as usual’ savings that all

organisations would expect to deliver over the next 5 years if the status quo were to continue with the savings opportunities that will be realised through the delivery of the 5 STP delivery areas, and demonstrates that at an STP level there is a surplus of £50.5m and there is a small, £31m gap to delivering the business rules (i.e. including 1% surpluses).

£'m	CCGs	Acute	Non-acute	Specialised Commissioning	Primary care	STF investment (see funding slide)	Sub-total NHS Health	Social Care	Total Health and Social Care	
<b>Do Nothing June '16</b>	<b>(292.7)</b>	<b>(532.8)</b>	<b>(125.7)</b>	<b>(188.3)</b>	<b>(14.8)</b>	-	<b>(1,154.3)</b>	<b>(145.0)</b>	<b>(1,299.3)</b>	<b>note 1</b>
Business as usual savings (CIPS/QIPP)	127.8	339.1	102.7	-	-	-	569.7	-	569.7	<b>note 2</b>
Delivery Area 1 - Investment	(4.0)	-	-	-	-	-	(4.0)	-	(4.0)	
Delivery Area 1 - Savings	15.6	-	-	-	-	-	15.6	8.0	23.6	
Delivery Area 2 - Investment	(5.4)	-	-	-	-	-	(5.4)	-	(5.4)	
Delivery Area 2 - Savings	18.5	-	-	-	-	-	18.5	-	18.5	
Delivery Area 3 - Investment	(52.3)	-	-	-	-	-	(52.3)	-	(52.3)	
Delivery Area 3 - Savings	134.9	-	-	-	-	-	134.9	33.1	168.0	
Delivery Area 4 - Investment	(11.0)	-	-	-	-	-	(11.0)	-	(11.0)	
Delivery Area 4 - Savings	22.8	-	-	-	-	-	22.8	6.4	29.2	
Delivery Area 5 - Investment	(45.6)	-	-	-	-	-	(45.6)	-	(45.6)	
Delivery Area 5 - Savings	111.1	120.4	23.0	-	-	-	254.5	15.0	269.5	
STF - additional 5YFV costs	-	-	-	-	-	(55.7)	(55.7)	(34.0)	(89.7)	<b>note 4</b>
STF - funding	23.0	-	-	-	14.8	55.7	93.5	53.5	147.0	<b>note 4</b>
Other	-	-	-	188.3	-	-	188.3	63.0	251.3	
<b>TOTAL IMPACT</b>	<b>335.4</b>	<b>459.5</b>	<b>125.7</b>	<b>188.3</b>	<b>14.8</b>	<b>0.0</b>	<b>1,123.7</b>	<b>145.0</b>	<b>1,268.7</b>	
Residual Gap (see note)	42.7	(73.3)	0.0	0.0	0.0	0.0	(30.6)	0.0	(30.6)	
Financial Position excluding business rules	87.7	(37.3)	0.0	0.0	0.0	0.0	50.5	0.0	50.5	

#### Specific Points to note are:

**Note 1:** The NWL ‘Do Nothing’ gap has changed since April '16 STP due to changes in the underlying position of organisations and social care, inclusion of 1% gap requirement on Trusts, NHSE spec comm gap for the Royal Brompton, removal of 16/17 CIP and the inclusion of Primary Care.

**Note 2:** BAU CIP and QIPP is those that can be carried out by each organisation without collaboration, etc

**Note 3:** See Social Care Finances gap closure slide (aligned to Delivery areas where applicable)

**Note 4:** £56m of STF funding has currently been assumed as needed recurrently for additional investment costs to deliver the priorities of the 5YFV that are not explicitly covered elsewhere. These costs are currently estimated

**Note 5:** Specialised commissioning have not yet developed the ‘solution’ for closing the gap, however it is assumed that this gap will be closed. This is a placeholder.

**Note:** The financial position of the sector is a £50.5m surplus at the end of the STP period. The residual gap assumes business rules of 1% CCGs surplus, 1% provider surplus and breakeven for Specialised Commissioning, Primary Care and Social Care.

The key financial challenge that remains at 2020/21 is the deficit at the Ealing site, where the on-going costs of safe staffing exceed the levels of activity and income and make delivery of savings challenging. This deficit could be eliminated if acute services changes were accelerated, generating a further improvement in the sector position of £62m.

The key risk to achieving sector balance is the delivery of the savings, both business as usual and the delivery areas. There will be a robust process of

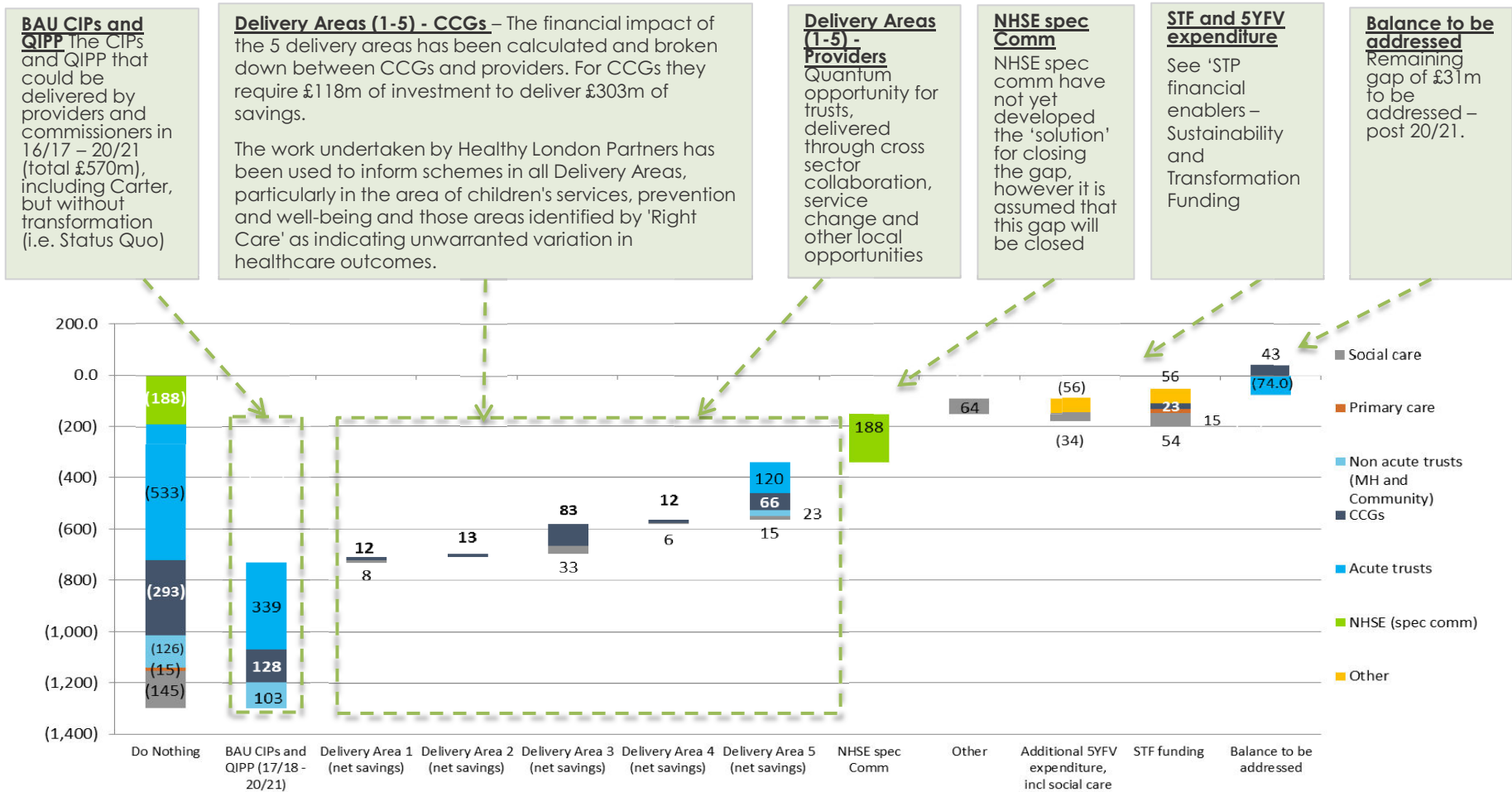
business case development to validate the figures that have been identified so far and the next section of the STP sets out the improvement approach and resources that we have put in place to ensure that our plans can be delivered.

The next page shows the information above in the form of a bridge from do nothing to post STP delivery.



# 5. Finance: Overall Financial Challenge – ‘Do Something’ (2)

The bridge reflects the normalised position (i.e. excludes non-recurrent items including transition costs) and shows the gap against the delivery of a 1% surplus for the NHS.

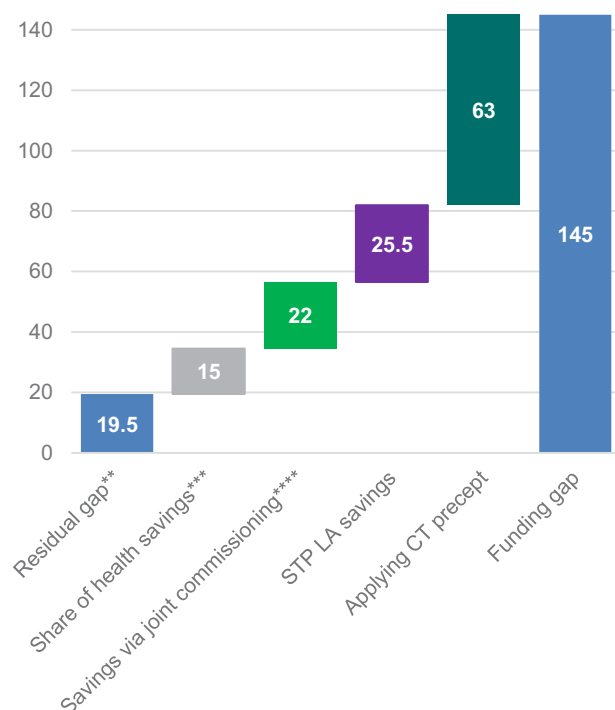


## 5. Finance: Social Care Finances

Local government has faced unprecedented reductions in their budget through the last two comprehensive spending reviews and the impact of the reductions in social care funding in particular has had a significant impact on NHS services. To ensure that the NHS can be sustainable long term we need to protect and invest in social care and in preventative services, to reduce demand on the NHS and to support the shift towards more proactive, out of hospital care. This includes addressing the existing

gap and ensuring that the costs of increased social care that will result from the delivery areas set out in this plan are fully funded.

The actions set out below describe how the existing gap will be addressed, through investment of transformation funding\*:



Theme	STP delivery area	Savings for ASC (£M)	Savings for LG / PH (£M)	Total benefit for LG	Benefit for Health (£M)
Public Health & prevention	DA1	-	2.0	2.0	2.2
Demand management & community resilience	DA2	-	-	-	6.1
Caring for people with complex needs	DA3	-	-	-	5.1
Accommodation based care	DA3	7.7	-	7.0	2.0
Discharge	DA3	3.4	-	3.4	9.6
Mental Health	DA4	3.5	2.9	6.4	5.0
Vulnerable	DA1	3.0	3.0	6	-
<b>Total savings through STP investments</b>		<b>17.6</b>	<b>7.9</b>	<b>25.5</b>	<b>30.0</b>
<b>Joint commissioning</b>	DA3	<b>22.0</b>	-	<b>22.0</b>	<b>TBC</b>
<b>Total savings</b>		<b>39.6</b>	<b>7.9</b>	<b>47.5</b>	<b>30.0</b>

### The following assumptions and caveats apply:

\*To deliver the savings requires transformational investment of an estimated £110m (£21m in 17/18, rising to £34m by 20/21) into local government commissioned services

\*\*The residual gap of £19.5m by 20/21 is assumed to be addressed through the recurrent £148m sustainability funding for NW London on the basis that health and social care budgets will be fully pooled and jointly commissioned by then.

\*\*\*The share of savings accruing to health are assumed to be shared equally with local government on the basis of performance

\*\*\*\*Further detailed work is required to model the benefits of joint commissioning across the whole system as part of Delivery Area 3

NB The financial benefits of the actions above represent projected estimations and are subject to further detailed work across local government and health.

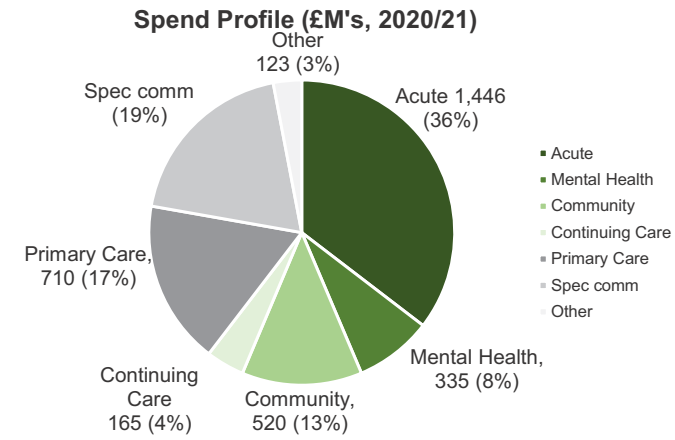
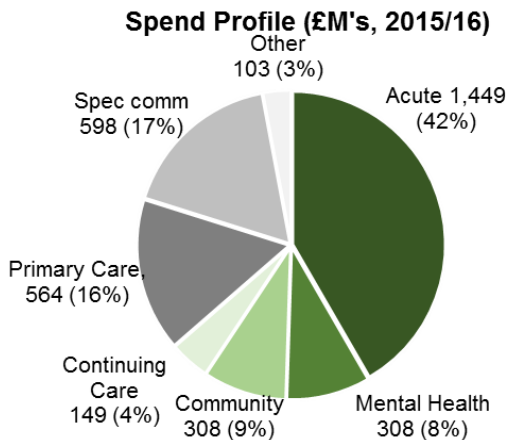
# 5. Finance:

## STP financial enablers – Sustainability and Transformation Funding

To drive the delivery of the STP at pace, we have made an initial assessment of the level of sustainability and transformation funding that we will need over the next 5 years to deliver the plan. This is set out below, and shows our expectation of where we expect to invest the funding recurrently from 2020/21.

	16/17	17/18	18/19	19/20	20/21	
	£m	£m	£m	£m	£m	
Sustainability funding	-	112.4	82.3	61.6	0.0	} £53.5m
Investment in prevention and social care	-	21.0	25.0	30.0	34.0	
Social care funding gap	-	-	-	-	19.5	
Seven day services	3.0	4.0	7.0	12.0	20.0	} £55.7m
Mental health transformation and investment in services - integrated care models	0.0	10.0	10.0	13.0	20.7	
Federation and primary care development	5.0	10.0	10.0	5.0	0.0	
Support new payment models design and implementation	3.0	10.0	10.0	5.0	0.0	
Digital roadmap	-	3.0	10.0	10.0	15.0	
Improvement resources	2.0	2.0	2.0	0.0	0.0	
Additional investment in primary care services	0.0	1.0	12.0	19.0	14.8	
Uncommitted funding	0.0	0.0	0.0	0.0	23.0	
<b>TOTAL</b>	<b>13.0</b>	<b>172.4</b>	<b>156.3</b>	<b>136.6</b>	<b>147.0</b>	

The charts below show how the delivery of the STP will change the commissioner expenditure profile over the next 5 years as we move from a reactive system to a proactive care model. Acute spend by CCGs reduces from 42% to 36% of total spend, while primary and community care spend increases from 25% to 30%. Mental health spend stays the same as a percentage of the total but the expenditure increases and the way in which the money is spent shifts towards community based rather than acute based interventions, enabling increased demand to be managed. Some increased mental health spend is also included within the main primary care and community expenditure totals.



## 5. Finance:

### STP financial enablers – Capital

The total capital assumed within the 'Do Nothing' position for Providers is £783m (funded by £573m from internal resources, £37m from disposals and £173m from external funding.) The table below shows the total capital requirements over and above the 'Do Nothing' Capital under the 'Do Something' scenario, over the five years of the STP planning period and the subsequent five years. This covers: acute reconfiguration proposals; development of primary care estate and local services hubs; as well as other acute and mental health capital investments.

**Table 1: Do Something Capital**

	Outer NWL	Inner NWL	OOH	Other - Additional Capital	Total
<b>Up to 20/21</b>					
Gross Capital Expenditure	75.2	247.4	219.2	206.1	<b>747.9</b>
Disposals and contingency	-	(330.0)	-	-	<b>(330.0)</b>
<b>Total Net Capital Requirements</b>	<b>75.2</b>	<b>(82.6)</b>	<b>219.2</b>	<b>206.1</b>	<b>417.9</b>
<b>Post 20/21</b>					
Gross Capital Expenditure	252.5	1,116.0	4.5	97.1	<b>1,470.1</b>
Disposals and contingency	29.0	(681.2)	23.0	-	<b>(629.2)</b>
<b>Total Net Capital Requirements</b>	<b>281.5</b>	<b>434.8</b>	<b>27.5</b>	<b>97.1</b>	<b>840.9</b>
<b>Grand Total</b>	<b>356.7</b>	<b>352.3</b>	<b>246.6</b>	<b>303.2</b>	<b>1,258.7</b>

**Note:** Projected costs, land sale receipts and affordability, particularly in the second five year period, are indicative and subject to detailed business case processes

**Other Additional Capital** – there are additional capital cases of £303m made up of: (1) £141m for LNWH for additional investment in NPH and CMH including, ICT and EPR and other IT; (2) £53m for backlog maintenance for THH relating to the tower; (3) £79m for CNWL for strategic developments; and (4) ETTF IT Digital roadmap of £31m.

To address the sustainability challenge at Ealing hospital would require the acceleration of the capital developments and approvals process (within the 'Outer NWL'. If that were achieved the capital profile would change, with the estimated position shown below :

**Table 2: Accelerated timeline**

	Outer NWL	Inner NWL	OOH	Other - Additional Capital	Total
<b>Up to 20/21</b>					
<b>Total Net Capital Requirements</b>	<b>249.9</b>	<b>(82.6)</b>	<b>219.2</b>	<b>206.1</b>	<b>592.6</b>
<b>Post 20/21</b>					
<b>Total Net Capital Requirements</b>	<b>106.8</b>	<b>434.8</b>	<b>27.5</b>	<b>97.1</b>	<b>666.1</b>
<b>Grand Total</b>	<b>356.7</b>	<b>352.3</b>	<b>246.6</b>	<b>303.2</b>	<b>1,258.7</b>

**Note:** The table shows the re-phasing without any assumed inflation saving (estimated to be c. £30m)

The funding for above capital ask will be a mixture of loans and PDC, which will modelled within individual business cases.

# 6. How we will deliver our plan: Our NW London Delivery Architecture

To deliver this change at scale and pace will require the system, us, to work differently, as both providers and commissioners. At its heart, this requires shared commitment to an agreed vision, a credible set of plans and the right resources aligned to those plans. We know this both from the literature but more critically through our own experiences and track record of delivery change. Therefore we are making four changes to the way that we work as a system in NW London to enable us to deliver and sustain the transformation from a reactive to proactive and preventative system:

1. **Agree a joint NW London implementation plan for each of the 5 high impact delivery areas**
2. **Shift funding and resources to the implementation of the five delivery areas, recognising funding pressures across the system and ensure we use all our assets**
3. **Develop new joint governance to create joint accountability and enable rapid action to deliver STP priorities**
4. **Reshape our commissioning and delivery to ensure it sustains investment on the things that keep people healthy and out of hospital**

**1. Develop a joint NW London implementation plan for each of the 5 high impact delivery areas**

We will set up or utilise an existing joint NW London programme for each delivery area, working across the system to agree the most effective model of delivery. We have built upon previous successful system wide implementations to develop our standard NW London improvement methodology, ensuring an appropriate balance between common standards and programme management and local priorities and implementation challenges. This has been codified in the common project lifecycle, described below, with common steps and defined gateways:

Critical success factors of the standard methodology include a clear SRO, CRO,

programme director and programme manager, with clinical and operational leads within each affected provider, appropriate commissioning representation (clinical and managerial) and patient representatives. Models of care are developed jointly to create ownership and recognise local differences, and governance includes clear gateways to enable projects to move from strategic planning, to implementation planning, to mobilisation and post implementation review. Examples of programmes that have been successfully managed through this process are maternity, 7 day discharge and the mental health single point of access for urgent care.

**2. Shift funding and resources to the delivery of the five delivery areas, recognising funding pressures and complementary skills across the system**

We will ensure human and financial resources shift to focus on delivering the things that will make the biggest difference to closing our funding gaps:

- We have identified £118m of existing system funding and seek to secure £148m of transformation funding to support implementation of the five delivery areas.
- We plan to use £34m to invest through joint commissioning with local government to support delivery of plans and to support closure of ASC funding gap.
- We will undertake extensive system modelling of funding flows and savings through to 20/21 to inform future funding models and sustain the transformation.

To further support the alignment of resources we are mapping and reviewing the total improvement resources across all providers and commissioners, including the AHSN, to realign them around the delivery areas to increase effectiveness and reduce duplication. The diagram on the next page also indicates where the various delivery areas are being supported:

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**NW London Collaboration of CCGs Strategy & Transformation Team**  
Commissioner ~ 80-100 staff

DA1 a) Enabling and supporting healthier living

DA1 d) Addressing social isolation

DA2 a) Improving cancer screening

DA2 b) Better outcomes and support for people with common MH

DA2 d) Improving self management and patient activation

DA3 a) Improving market management and whole systems approach

DA3 b) Implementing Accountable Care Partnerships (ACPs) by 2018/19

DA3 c) Implement new models of local services

DA3 d) Upgrade rapid response/IC services

DA3 e) Creating a single discharge process

DA4 a) New model of care for people with serious and long term mental health needs

DA4 b) Addressing wider determinants of health

DA4 d) Implement Future in Mind

DA5 b) Delivering the '7 day standards'

DA5 c) Configuring acute services

**West London Alliance Local Government**

Work in progress to allocate key L G staff

DA1 b) Wider determinants of health interventions

DA1 c) Helping children get the best start in life

**Academic Health Sciences Network (Imperial College Health Partners)**

AHSN ~ 8 staff

**Provider Transformation/ Productivity (CIP)/ Integration Teams**

Providers ~ 90 staff

Business as usual CIP

DA2 c) Delivering 'Right Care' priorities

DA4 c) Crisis support and Crisis Concordat

DA5 a) Specialised Commissioning

DA2 a) Improving cancer screening

DA5 b) Delivering the '7 day standards'

DA5 c) Configuring acute services

DA5 d) NW London provider productivity programme

DA3 f) Improving last phase of life

Over time, we are seeking further alignment and integration between these teams, to avoid duplication and align the relevant people and skills to the most appropriate programmes of work

# 6. How we will deliver our plan: Our NW London Delivery Architecture

### 3. Develop new joint governance to create joint accountability and enable rapid action to deliver STP priorities

NHS and Local Government STP partners are working together to develop a joint governance structure with the intention of establishing a joint board which would oversee delivery of the NW London STP. The joint governance arrangements would ensure there is strong political leadership over the STP, with joint accountability for the successful delivery of the plan, including the allocation of transformation resources and implementation of the out of hospital strategy.

We will also strengthen our existing governance structures and develop them where necessary to ensure that there is clear joint leadership for delivering the strategy across health and local government for each of the five delivery areas and three enablers.

Building on our ambitious STP plans, NW London will also develop options for a devolution proposition, to be agreed jointly across commissioners and providers. This could include local retention of capital receipts, greater local control over central NHS resources and greater flexibility over regulation to support delivery of long term plans.

### 4. Reshape our commissioning and delivery to ensure it sustains investment on the things that keep people healthy and out of hospital

- We are moving towards federated primary care primary care operating at scale with practices working together either in federation, supra-practices or as part of a multi-provider in order to ensure it responds to the needs of local communities, provides opportunities for sustainability and drives quality and consistency. Primary care, working jointly with social care and the wider community, is the heart of the new system
- By 17/18, we expect to see an expansion of local pooled budgets to ensure there is an enhanced joint approach locally to the delivery of care, within the new shared governance arrangements
- By 20/21 we will have implemented Accountable Care Partnerships across the whole of NW London, utilising capitated budgets, population based outcomes and fully integrated joint commissioning to ensure that resources are used to deliver the best possible care for residents of NW London. Some ACPs are planned to go live from 2018/19. Initial focus areas for ACPs will be based on the delivery areas set out within the STP.

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### Latest progress with the provider productivity programme

Providers in NW London have been collaborating to identify productivity opportunities from joint working, building from the recent Carter Review. These opportunities are detailed in the STP. Current progress is focused on mobilising a joint delivery capability across the providers, and then mobilising for delivery the priority projects of:

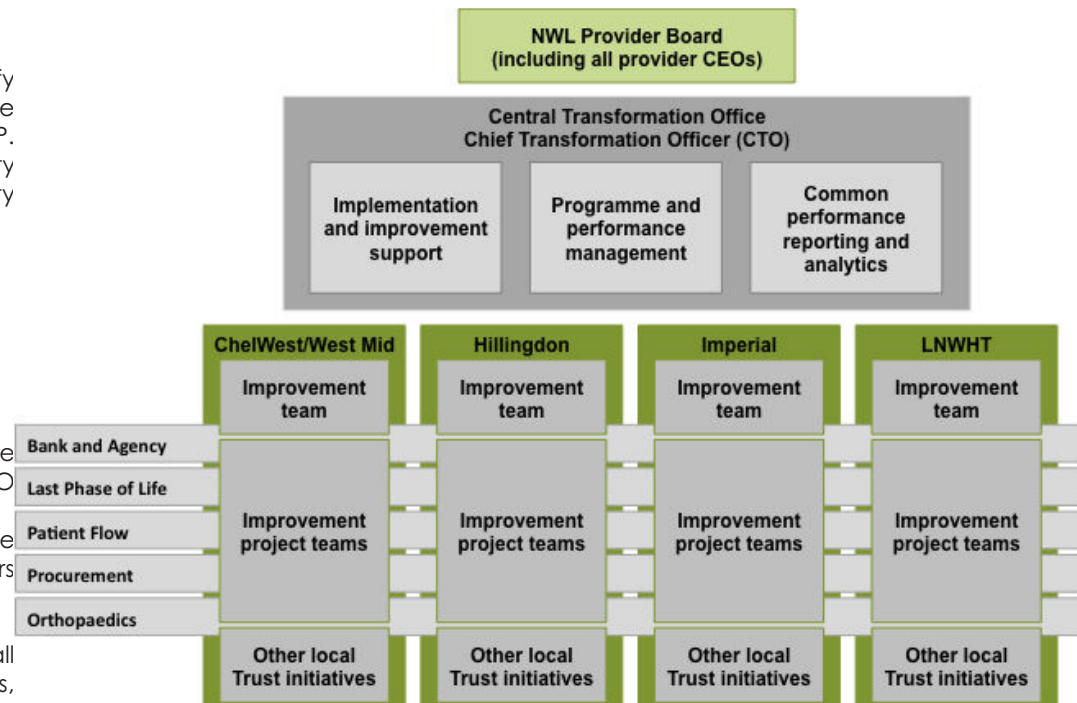
- Bank and agency
- Orthopaedics
- Procurement
- Patient flow

The schematic on the right sets out the end state.

To achieve this providers are working together to:

- Recruit a sector transformation director to lead the programme, with analytics funded by CCGs and PMO provided by ICHP.
- Programme directors are now in place for all but one programmes, programme directors and project managers funded by acute trusts.

As a result savings are expected in year from procurement, all trusts expecting to deliver their bank and agency targets, planning for a pan NW London bank by the end of the year.



## 6. How we will deliver our plan: Risks and actions to take in the short term

We have described an ambitious plan to move from a reactive, ill health service to a proactive, wellness service, that needs to be delivered at scale and pace if we are to ensure we have a clinically and financially sustainable system by 2020/21. Unsurprisingly there are many risks to the achievement of this ambition, which we have described below. In some areas we will need support from NHSE to enable us to manage them.

Risks	Category	Proposed mitigations	Support from NHSE
We are unable to shift enough care out of hospital, or the new care models identify unmet need, meaning that demand for acute services does not fall as planned	Quality and sustainability	Development of a dashboard and trajectory, and regular monitoring of progress through joint governance Adoption of learning from vanguard and other areas	Access to learning from vanguards and other STPs
There is an unplanned service quality failure in one of our major providers	Quality and sustainability	On-going quality surveillance to reduce risk	
There is insufficient capacity or capability in primary care to deliver the new model of care	Quality and sustainability	Support development of federations Early investment in primary care through joint commissioning Identification and support to vulnerable practices Digital solutions to reduce primary care workloads	Clarity about future of and funding for GMS and PMS core contracts
There is a collapse in the care and nursing home market, putting significant unplanned pressures onto hospitals and social care	Quality and sustainability	Development of joint market management strategy On-going support to homes to address quality issues	
Can't get people to own their responsibilities for their own health	Self care and empowerment	Development of a 'People's Charter' Work with local government to engage residents in the conversation	National role in leading conversation with the wider public about future health models
We are unable to access the capital needed to support the new care model and to address the existing capacity and estate quality constraints	Finance and estates	Submit a business case for capital in summer 2016 Explore various sources of capital to deliver structural components of strategy, including the retention of land receipts for reinvestment.	Support for retention of land receipts for reinvestment, and potential devolution asks.
We are unable to access the capital required to increase capacity at the receiving hospitals quickly enough to address the sustainability issues at Ealing hospital	Finance and estates	Submit a business case for capital in summer 2016 that sets out the clinical and financial rationale to accelerate the timeline	Support for an accelerated timeline for the capital business cases
We are unable to recruit or retain workforce to support the old model while training and transforming to the new model of care	People and workforce	Development of workforce strategy, close working with HEENWL	

## 6. How we will deliver our plan: Risks and actions to take in the short term

Risks	Category	Proposed mitigations	Support from NHSE
There is resistance to change from existing staff	People and workforce	OD support and training for front line staff Wide staff engagement in development of new models to secure buy in	
Providers are unable to deliver the level of CIPs required to balance their financial positions	Finance and sustainability	Establishment of new sector wide improvement approach to support the delivery of savings	
Opposition to reconfiguration by some partners prevents effective delivery of the rest of the plan	Partnership working	Establishing a new political relationship and reflecting this in enhanced joint governance, taking a 'whole systems view' to investment and market management	
BI systems aren't in place to enable shifts of activity through integrated care	Information and technology	Work within new national standards on data sharing to support the delivery of integrated services and systems.	NHSE/HSCIC to develop common standards for social care IT integration and provider requirements to enable system interoperability. Support to address the legacy conflict between the Duty to Share and the Duty of Confidentiality
Lack of interoperability in our primary and community IT systems, EMIS and SystemOne, which prevents shared care records which support integrated care	Information and technology	Keep pressure up on supplier to deliver open interfaces.	
Impact on the health sector and our workforce of 'Brexit'	People and workforce Finance and sustainability	Work closely with partners to understand the 'Brexit' implications and provide staff with support to ensure they feel valued and secure.	Early clarity of impact Political messaging to staff



## 7. References

Section	Slides	References
<b>Executive Summary</b>	4-11	<p><sup>1</sup> Health &amp; Wellbeing of NW London population (2016). Triborough Public Health Intelligence Team.</p> <p><sup>2</sup> ONS 2011 population figures 65+ accessed at <a href="https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/lowersuperoutputareamidyearpopulationestimates">https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/lowersuperoutputareamidyearpopulationestimates</a> = 159,617. Living alone 2011 public health % of households occupied by a single person aged 65 or over accessed at <a href="http://fingertips.phe.org.uk/search/older%20people%20living%20alone#page/3/gid/1/pat/6/par/E12000007/ati/102/are/E09000002/iid/91406/age/27/sex/4">http://fingertips.phe.org.uk/search/older%20people%20living%20alone#page/3/gid/1/pat/6/par/E12000007/ati/102/are/E09000002/iid/91406/age/27/sex/4</a> number = 75,058)</p> <p><sup>3</sup> <a href="https://www.gov.uk/government/publications/child-poverty-basket-of-local-indicators">https://www.gov.uk/government/publications/child-poverty-basket-of-local-indicators</a></p> <p><sup>4</sup> <a href="http://www.phoutcomes.info/search/overweight#pat/6/ati/102/par/E12000007">http://www.phoutcomes.info/search/overweight#pat/6/ati/102/par/E12000007</a> , Public Health Outcome Framework</p> <p><sup>5</sup> System-wide activity and bed forecasts for ImBC</p> <p><sup>6</sup> Chin-Kuo Chang et al (2011), Life Expectancy at Birth for People with Serious Mental Illness and Other Major Disorders from a Secondary Mental Health Case Register in London. PLoS One. 2011; 6(5): e19590 cited in <a href="https://www.england.nhs.uk/mentalhealth/wp-content/uploads/sites/29/2016/05/serious-mental-hlth-toolkit-may16.pdf">https://www.england.nhs.uk/mentalhealth/wp-content/uploads/sites/29/2016/05/serious-mental-hlth-toolkit-may16.pdf</a></p> <p><sup>7</sup> National Survey of Bereaved People (VOICES 2014)</p> <p><sup>8</sup> Health &amp; Wellbeing of NW London population (2016). Triborough Public Health Intelligence Team. Serious and Long Term Mental Health needs figure comes from GP QOF register for Serious Mental Health Issues.</p> <p><sup>9</sup> NW London high level analysis of discharging rates within/across borough boundaries.</p> <p><sup>10</sup> Initial target for LPoL project</p> <p><sup>11</sup> Estimate based on numbers of emergency referrals responded to by Single Point of Access in first six months of activity; extrapolated to cover both CNWL and WLMHT SPAs for full year</p> <p><sup>12</sup> Initial activity analysis following service launch at West Middlesex University Hospital</p> <p><sup>13</sup> London Quality Standard</p> <p><sup>14</sup> Shaping NW London High Level Analysis of Inpatient Radiology Diagnostic Imaging and Reporting. Data extracts from Trust RIS systems for all inpatient radiology imaging</p>
<b>Case for Change</b>	12-19	<p><sup>1</sup> Public Health Outcomes Framework data - Slope Index of inequality in life expectancy at birth using 2012-2014. 16.04 years relates to figures for Kensington &amp; Chelsea.</p> <p><sup>2</sup> NOMIS profiles, data from Office for National Statistics</p> <p><sup>3</sup> Health &amp; Wellbeing of NW London population (2016). Triborough Public Health Intelligence Team. Serious and Long Term Mental Health needs figure comes from GP QOF register for Serious Mental Health Issues.</p> <p><sup>4</sup> Health &amp; HSCIC, Shaping a Healthier Future Decision Making Business Case and Local JSNAs</p>

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Section	Slides	References
<b>Delivery Area 1:</b> Radically upgrading preventing & wellbeing	21-22	<p><sup>1</sup> Local analysis using population segmentation work from London Health Commission, and population projections from the Greater London Authority (GLA SHLAA 2014)</p> <p><sup>2</sup> TBC – requested from Public Health</p> <p><sup>3</sup> Commissioning for Prevention: NW London SPG: Optimity Advisors Report</p> <p><sup>4</sup> Health First: an evidence-based alcohol strategy for the UK, Royal College of Physicians, 2013</p> <p><sup>5</sup> Siegler, V. Measuring National Well-being - An Analysis of Social Capital in the UK, Office for National Statistics (2015) <a href="http://webarchive.nationalarchives.gov.uk/20160105160709/http://www.ons.gov.uk/ons/dcp171766_393380.pdf">http://webarchive.nationalarchives.gov.uk/20160105160709/http://www.ons.gov.uk/ons/dcp171766_393380.pdf</a></p> <p><sup>6</sup> Westminster Joint Health and Wellbeing Strategy (2016). <a href="http://www.centrallondonccg.nhs.uk/media/45071/120-clccg-gb-part-i-westminster-joint-health-and-wellbeing-strategy-and-sign-off-processes-v2.pdf">http://www.centrallondonccg.nhs.uk/media/45071/120-clccg-gb-part-i-westminster-joint-health-and-wellbeing-strategy-and-sign-off-processes-v2.pdf</a></p> <p><sup>7</sup> DWP - Nomis data published by NOS</p> <p><sup>8</sup> IPS: <a href="https://www.centreformentalhealth.org.uk/individual-placement-and-support">https://www.centreformentalhealth.org.uk/individual-placement-and-support</a></p> <p><sup>9</sup> Local analysis using population segmentation work from London Health Commission, and population projections from the Greater London Authority (GLA SHLAA 2014)</p> <p><sup>10</sup> Commissioning for Prevention: NW London SPG: Optimity Advisors Report</p> <p><sup>11</sup> Local analysis using population segmentation work from London Health Commission, and population projections from the Greater London Authority (GLA SHLAA 2014)</p> <p><sup>12</sup> Cancer Research UK</p> <p><sup>13</sup> <a href="http://www.phoutcomes.info/search/overweight#pat/6/ati/102/par/E12000007">http://www.phoutcomes.info/search/overweight#pat/6/ati/102/par/E12000007</a></p> <p><sup>14</sup> Public Health England (2014)</p> <p><sup>15</sup> Local analysis using population segmentation work from London Health Commission, and population projections from the Greater London Authority (GLA SHLAA 2014)</p> <p><sup>16</sup> Holt-Lunstad, J, Smith TB, Layton JB. (2010) "Social Relationships and Mortality Risk: A Meta-Analytic Review" PLoS Med 7(7)</p> <p><sup>17</sup> Commissioning for Prevention: NW London SPG: Optimity Advisors Report</p> <p><sup>18</sup> <a href="http://www.phoutcomes.info/search/overweight#pat/6/ati/102/par/E12000007">http://www.phoutcomes.info/search/overweight#pat/6/ati/102/par/E12000007</a> , Public Health Outcome Framework</p> <p><sup>19</sup> Westminster Joint Health and Wellbeing Strategy (2016). <a href="http://www.centrallondonccg.nhs.uk/media/45071/120-clccg-gb-part-i-westminster-joint-health-and-wellbeing-strategy-and-sign-off-processes-v2.pdf">http://www.centrallondonccg.nhs.uk/media/45071/120-clccg-gb-part-i-westminster-joint-health-and-wellbeing-strategy-and-sign-off-processes-v2.pdf</a></p>
<b>Delivery Area 2:</b> Eliminating unwarranted variation and improving Long Term Condition (LTC) Management	23-24	<p><sup>1</sup> Local analysis using population segmentation work from London Health Commission, and population projections from the Greater London Authority (GLA SHLAA 2014)</p> <p><sup>2</sup> Cancer Research UK</p> <p><sup>3</sup> <a href="http://www.hscic.gov.uk/catalogue/PUB02931/adul-psyc-morb-res-hou-sur-eng-2007-rep.pdf">http://www.hscic.gov.uk/catalogue/PUB02931/adul-psyc-morb-res-hou-sur-eng-2007-rep.pdf</a></p> <p><sup>4</sup> Fund Naylor C, Parsonage M, McDaid D et al (2012). Long-term conditions and mental health: the cost of co-morbidities. London: The Kings Fund</p> <p><sup>5</sup> Pan-London Atrial Fibrillation Programme</p> <p><sup>6</sup> NHS London Health Programmes, NHS Commission Board, JSNA Ealing</p> <p><sup>7</sup> Kings Fund, 2010</p> <p><sup>8</sup> Initial analysis following review of self-care literature</p> <p><sup>9</sup> <a href="http://dvr.sagepub.com/content/13/4/268">http://dvr.sagepub.com/content/13/4/268</a></p>

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Section	Slides	References
<b>Delivery Area 3:</b> Achieving better outcomes and experiences for older people	25-26	<ol style="list-style-type: none"> <li><sup>1</sup> Office for National Statistics (ONS) population estimates</li> <li><sup>2</sup> Source: Index of Multiple Deprivation 2015 Income Deprivation Affecting Older People (IDAOP); Greater London Authority 2015 Round of Demographic projections, Local authority population projections - SHLAA-based population projections, Capped Household Size model</li> <li><sup>3</sup> <a href="https://www.england.nhs.uk/mentalhealth/wp-content/.../dementia-diagnosis-jan16.xlsx">https://www.england.nhs.uk/mentalhealth/wp-content/.../dementia-diagnosis-jan16.xlsx</a></li> <li><sup>4</sup> SUS data - aggregated as at June 2016</li> </ol>
<b>Delivery Area 4:</b> Improving outcomes for children and adults with mental health needs	27-28	<ol style="list-style-type: none"> <li><sup>1</sup> Tulloch et al., 2008</li> <li><sup>2</sup> Royal College of Psychiatrists, 2012</li> <li><sup>3</sup> <a href="http://www.publications.parliament.uk/pa/cm200506/cmhansrd/vo060124/debtext/60124-06.htm#60124-06_spm1">http://www.publications.parliament.uk/pa/cm200506/cmhansrd/vo060124/debtext/60124-06.htm#60124-06_spm1</a></li> </ol>
<b>Delivery Area 5:</b> Ensuring we have safe, high quality sustainable acute services	29-31	<ol style="list-style-type: none"> <li><sup>1</sup> Health &amp; Wellbeing of NW London population (2016). Triborough Public Health Intelligence Team</li> <li><sup>2</sup> SUS Data. Oct 14-Sep15.</li> <li><sup>3</sup> NW London CCGs - M11 2015-16 Acute Provider Performance Measures Dashboard</li> <li><sup>4</sup> Shaping a Healthier Future Decision Making Business Case</li> <li><sup>5</sup> Shaping a Healthier Future Decision Making Business Case</li> <li><sup>6</sup> Shaping a Healthier Future Decision Making Business Case</li> <li><sup>7</sup> Shaping NW London High Level Analysis of Inpatient Radiology Diagnostic Imaging and Reporting. Data extracts from Trust RIS systems for all inpatient radiology imaging.</li> <li><sup>7</sup> Review of Operational Productivity in NHS providers – June 2015. An independent report for the Department of Health by Lord Carter of Coles.</li> </ol>
<b>Enablers:</b> Estates	33-34	<ol style="list-style-type: none"> <li><sup>1</sup> ERIC Returns 2014/15</li> <li><sup>2</sup> NHSE London Estate Database Version 5</li> <li><sup>3</sup> NW London CCGs condition surveys</li> <li><sup>4</sup> Oxford University's School of Primary Care Research of general practices across England, published in The Lancet in April 2016</li> <li><sup>5</sup> Lord Carter Report: <a href="https://www.parliament.uk/business/publications/written-questions-answers-statements/written-statement/Commons/2016-02-05/HCWS515/http://qna.files.parliament.uk/ws-attachments/450921/original/Operational%20productivity%20and%20performance%20in%20English%20NHS%20acute%20hospitals%20-%20Unwarranted%20variations.pdf">https://www.parliament.uk/business/publications/written-questions-answers-statements/written-statement/Commons/2016-02-05/HCWS515/http://qna.files.parliament.uk/ws-attachments/450921/original/Operational%20productivity%20and%20performance%20in%20English%20NHS%20acute%20hospitals%20-%20Unwarranted%20variations.pdf</a></li> </ol>

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Section	Slides	References
<b>Enablers:</b> Workforce	35-36	<p><sup>1</sup> Trust workforce: HEE NWL, eWorkforce data, 2015. Not published            Social Care Workforce: Skills for Care, MDS-SC, 2015            GP Workforce: HSCIC, General and Personal Medical Services, England - 2004-2014, As at 30 September, 2015            Unpaid Carers: ONS, 2011 Census analysis: Unpaid care in England and Wales, 2011 and comparison with 2001, 2013            Pharmacy Data: Royal Pharmaceutical Society of Great Britain, Pharmacy Workforce Census 2008, 2009            Maternity Staff: Trust Plans, 2015. Not Published            Paediatric Staff: Trust Plans, 2015. Not Published</p> <p><sup>2</sup> Conlon &amp; Mansfield, 2015</p> <p><sup>3</sup> Turnover Rates: HSCIC, iView, retrieved 23-05-2016</p> <p><sup>4</sup> Vacancy Rates – NHS Trusts: HEE NWL, eWorkforce data, 2015. Not published            Vacancy Rates – Social Care: Skills for Care, NMDS-SC, 2015</p> <p><sup>5</sup> GP Ages: HSCIC, General and Personal Medical Services, England 2005-2015, as at 30 September, Provisional Experimental statistics, 2016</p> <p><sup>6</sup> GP Appointments: Nuffield Trust, Fact or fiction? Demand for GP appointments is driving the 'crisis' in general practice, 2015            GP Practices: HSCIC, GPs, GP Practices, Nurses and Pharmacies, 2016            Providers: HSCIC, GPs, GP Practices, Nurses and Pharmacies, 2016            Skills for Care, nmms-sc online, retrieved 17-06-2016</p> <p><sup>7</sup> McKinsey, Optimising Bank and Agency Spend across NW London , 2015. Not published</p>
<b>Enablers:</b> Digital	37-38	<p><sup>1</sup> Local Digital Roadmap - NHS NW London (2016)</p>

# Partnership organisations with the NW London STP Footprint



Clinical Research Network North West London



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# Update on the North West London Sustainability and Transformation Plan

Dr Mohini Parmar, Chair, Ealing CCG  
and  
Carolyn Downes, Chief Executive, Brent Council

## What is the STP?

- STPs were introduced by NHS England to support delivery of their Five Year Forward View strategy.
- The STP is an opportunity to radically transform the way we provide health *and* social care.
- 44 STP areas (footprints) across England.
- Main focus on how as a system we close the three main gaps identified in the Five Year Forward View:
  - Health and wellbeing – preventing people from getting ill and supporting people to stay as healthy as possible.
  - Care and quality - consistent high quality services, wherever and whenever they are needed.
  - Finances and efficiency - making sure we run and structure our services as effectively as possible.



# Health and social care in NW London is not sustainable

## Health & Wellbeing

- Adults are not making healthy choices
- Increased social isolation
- Poor children's health and wellbeing.

## Care & Quality

- Unwarranted variation in clinical practise and outcomes
- Reduced life expectancy for those with mental health issues
- Lack of end of life care available at home.

## Finance & Efficiency










- Deficits in most NHS providers
- Increasing financial gap across health and large social care funding cuts
- Inefficiencies and duplication driven by organisational not patient focus.

- 20% of people have a long term condition
- 50% of people over 65 live alone
- 10 – 28% of children live in households with no adults in employment
- 1 in 5 children aged 4-5 are overweight.

- Over 30% of patients in acute hospitals do not need to be in an acute setting and should be cared for in more appropriate places.
- People with serious and long term mental health needs have a life expectancy 20 years less than the average.
- Over 80% of patients indicated a preference to die at home but only 22% actually did.

# Health and social care in NW London is not sustainable

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Mostly healthy	One or more long-term conditions	Cancer	Serious and long term mental health needs	Learning disability	Severe physical disability	Advanced dementia / Alzheimer's	Children	Socially Excluded Groups
								
1,216,000	338,000	17,000	37,500	7,000	21,000	5,000	438,200	Nearly 3,500 people recorded as sleeping rough in the Three Boroughs
1,264,000	458,000	26,000	37,900	9,000	27,100	7,000	463,200	
4%	36%	53%	1%	29%	29%	40%	6%	

Current Population

Future Population (2030)

% Increase

*Joining up health and social care*

## Who is working on the STP?

- NHS and all eight local authorities across NW London are working together to deliver a better health and care system.
- Development has included patient groups, and we are engaging with public and other stakeholders currently and will do more in future.
- All eight councils agree on the need to develop improved out of hospital services
- Ealing Council and the London Borough of Hammersmith and Fulham did not agree on the changes for hospital services and felt unable to fully endorse the STP
- We recognise that we don't agree on everything, however it is the shared view that this will not stop us working together to improve the health and well-being of our residents.

# This is not new but builds on what we are already delivering:

## 7 day GP services



- Additional GP appointments in evening and at weekends
- Book via NHS 111

## Investing in mental health services



- Working closely with local councils on joint approach
- Improving mental health care in hospitals
- Offering mental health care at GP practices
- Improving care for young people and those in crisis
- Call one phone number to get help in a crisis 24/7

## Local services



- Developing local services so you don't have to go to hospital
- These can be in GP practices – includes areas like diabetes care, mental health, blood tests and wound care.

## Wheelchair service



- New integrated wheelchair service in six boroughs
- For people of all ages with a long-term need for a wheelchair
- Will enable faster access to the right wheelchair
- Providing faster, more personalised and more delivery and repair service

This is not new but builds on what we are already delivering:

### Supporting independence at home



- High quality
- Health and social care delivered in the home
- Helping people to avoid Hospital admission and supporting earlier discharge hospital

### New Community services



Developing new community services:

- cardio-respiratory services
- intermediate diabetes care
- neuro rehabilitation service
- dementia care

### Integrated care



- Multidisciplinary group of professionals working with GPs
- Supporting vulnerable people to remain independent
- Care coordinators to organise patient's health and social care

### Improving premises



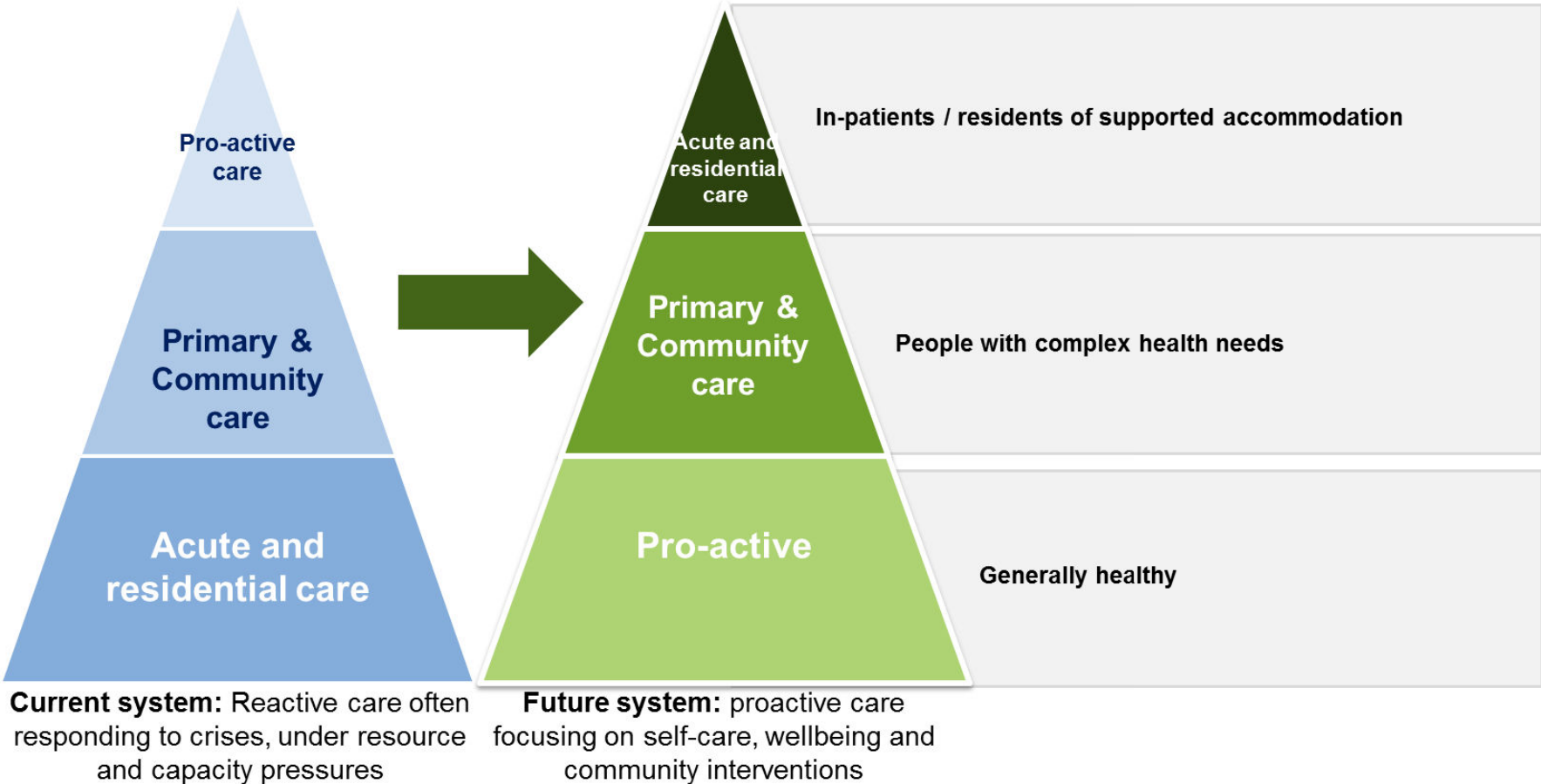
- Improving premises in GP practices
- Developing hubs to deliver care in the community

*Joining up health and social care*

# The NW London Vision – helping people to be well and live well

Our vision of how the system will change and how patients will experience care by 2020/21

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# How we will close the gaps – 5 delivery areas

Triple Aim	Delivery areas (DA)	Plans
Improving health & wellbeing	<b>DA 1</b> Radically upgrading prevention and wellbeing	<ul style="list-style-type: none"> <li>• Enabling and supporting healthier living</li> <li>• Wider determinants of health interventions</li> <li>• Helping children to get the best start in life</li> <li>• Address social isolation</li> </ul>
	<b>DA 2</b> Eliminating unwarranted variation and improving LTC management	<ul style="list-style-type: none"> <li>• Improve cancer screening</li> <li>• Better outcomes and support for people with common mental health needs,</li> <li>• Reducing variation</li> <li>• Improve self-management and 'patient activation'</li> </ul>
Improving care & quality	<b>DA 3</b> Achieving better outcomes and experiences for older people	<ul style="list-style-type: none"> <li>• Whole systems approach to commissioning</li> <li>• Implement accountable care partnerships</li> <li>• Implement new models of integrated care services</li> <li>• Upgraded rapid response and intermediate care services</li> <li>• Single discharge approach</li> <li>• Improve care in the last phase of life</li> </ul>
Improving productivity & closing the financial gap	<b>DA 4</b> Improving outcomes for children & adults with mental health needs	<ul style="list-style-type: none"> <li>• New model of care for people with serious and long needs</li> <li>• Address wider determinants of health</li> <li>• Crisis support services</li> <li>• Implementing 'Future in Mind' to improve children's mental health and wellbeing</li> </ul>
	<b>DA 5</b> Ensuring we have safe, high quality sustainable acute services	<ul style="list-style-type: none"> <li>• Specialised commissioning to improve pathways from primary care &amp; support consolidation of specialised services</li> <li>• Deliver the 7 day services standards</li> <li>• Reconfiguring acute services</li> <li>• NW London Productivity Programme</li> </ul>

## Delivery

Our focus has been on mobilising delivery of the STP and producing detailed plans by 21 October 2016:

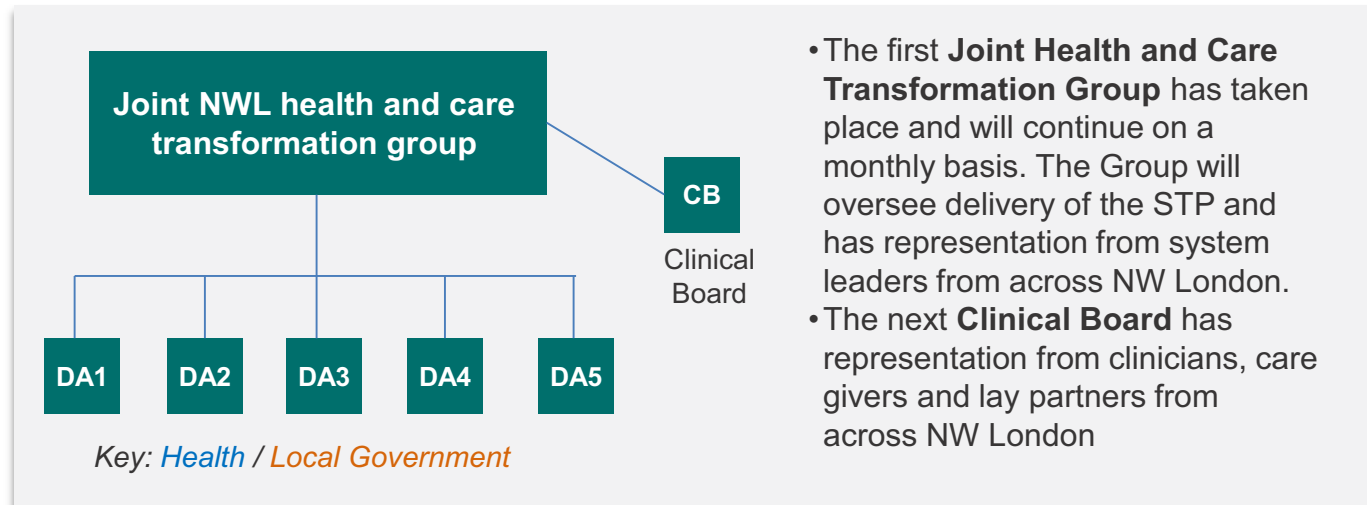
- Since 30 June submission we have focused on mobilising activity, engaging on the June submission and developing appropriate governance arrangements so that we can progress with our STP at pace and scale.
- To deliver this agenda requires us to work differently, as both providers and commissioners of health and social care.
- At its heart, this requires shared commitment to an agreed vision, a credible set of plans and the right resources aligned to those plans.
- Final draft of STP has now been shared with stakeholders
- The final draft will be submitted to NHS England on 21 October 2016.
- Its expected all partners to take the STP through their own governance processes for discussion by the end of this year.
- Engagement on STP and delivery will continue beyond this date



## Delivery

- We are in the process of making four key changes to the way that we work as a system in NW London to enable us to deliver and sustain the transformation from a reactive to proactive and preventative system:
- Agree a joint NW London implementation plan for each of the 5 high impact delivery areas. These implementation plans will drive the delivery of the 22 projects that align to the delivery areas.
- Shift funding and resources to the implementation of the five delivery areas, recognising funding pressures across the system and ensure we use all our assets.
- We have developed new joint governance through the Joint Health and Care Transformation Group and Delivery Area programme boards to create joint accountability and enable rapid action to deliver STP priorities.
- Reshape our commissioning and delivery to ensure it sustains investment on the things that keep people healthy and out of hospital

# Governance



- The first **Joint Health and Care Transformation Group** has taken place and will continue on a monthly basis. The Group will oversee delivery of the STP and has representation from system leaders from across NW London.
- The next **Clinical Board** has representation from clinicians, care givers and lay partners from across NW London

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## Mobilising for Delivery

### Senior Leadership Across Sectors

SROs are in place for each Delivery Area.

Delivery Area	SROs
1	Michael Lockwood / Ethie Kong
2 / 3	Rob Larkman / Carolyn Downs
4	Fiona Butler / Stephen Day
5	Tracey Batten / Clare Parker

### Structured Approach to Delivery

SROs are overseeing the Delivery Area Boards. These boards are focused on:

- Mobilising new areas of work
- Supporting closer working between health and local government
- Developing plans for 17/18 and 18/19

### Strategic Finance & Estates

We have organised a NWL Strategic Finance & Estates Group with joint health and local government leadership. This group is focused on:

- Developing a single STP financial plan
- Reviewing opportunities to reduce the capital ask
- Embedding financial STP PMO support into Delivery Areas
- Supporting the NHS Planning Round

# Joint health and care transformation group membership

#	NHS Members		
1	Dr Mohini Parmar	Ealing CCG, (CHAIR)	CCG chair
2	Clare Parker	CHHWE CCGs	CCG Chief Officer
3	Rob Larkman	BHH CCGs	CCG Chief Officer
4	Dr Tracey Batten	Imperial College NHS Trust	Chief Executive
5	Dr Ethie Kong	Brent CCG	CCG Chair
6	Fiona Butler	West London CCG	CCG Chair
7	Keith Edmunds	CHHWE CCGs	Chief Finance Officer
8	Claire Murdoch	CNWL Mental Health Trust	Chief Executive
Observers			
9	Matthew Hannant (Observer)	Director of Strategy and Transformation	NWL CCG
10	Juliet Brown (STP Team)	STP Programme Director	NWL CCG
LG Members			
11	Cllr Shah	Harrow Council (CHAIR)	Local Authority elected member
12	Cllr Curran	Hounslow Council	Local Authority elected member
13	Cllr Robathan	Westminster Council	Local Authority elected member
14	Cllr Corthorne	Hillingdon Council	Local Authority elected member
15	Carolyn Downs	Brent Council	Local Authority Chief Executive
16	Michael Lockwood	Harrow Council	Local Authority Chief Executive
17	Liz Bruce	H&F Council, Tri-borough	Executive Director of Adult Social Care Services
18	Charlie Parker	Westminster Council	Local Authority Chief Executive
Observers			
19	Dan Gascoyne (Observer)	Chief Executive	West London Alliance
20	Tom Shakespeare (STP Team)	Programme Lead	West London Alliance
Lay Partners			
21	Julian Maw	Lay Partner	Lay partner representative
22	Lindsey Wishart	Lay Partner	Lay partner representative
23	TBC	Lay Partner (TBC)	Lay partner representative

# Communications and Engagement

Christian Cubitt, Director of  
Communications and Engagement

## Communications and engagement - principles

- Engagement means listening – while there is plenty we want to tell people about what we are doing, a truly successful STP means listening to what our patients and residents tell us, acting upon it, and then feeding back so they know what we have done.
- Engagement means transparency – NW London was the first of the 44 footprint areas to publish the draft STP and we will continue to be as open and transparent as we can be.
- Engagement is continuous – the STP is a five year plan and as it evolves and develops we will continue to engage with all our residents and patients.

## Communications and engagement - Developing a Strategy

- Communications and engagement group consisting of CCG, NHS Trust and local government.
- Sets the overall direction for communications and engagement
- We have also worked with Healthwatch, patient groups and the public across North West London throughout the summer and autumn have regularly met with patient & public groups across the eight boroughs to help shape our thinking.
- This work led to the development of a four point approach which we have been enacting since we published the draft STP in August.

## Communications and engagement – public meetings

- Public ‘town hall’ style meetings are taking place across all boroughs.
- These have taken place in Brent, Hounslow, Ealing, Westminster, Harrow, Kensington & Chelsea and Hammersmith & Fulham.
- Excellent way to give patients and residents the opportunity to hear first-hand about the STP and put questions.
- All councils have taken part and confirmed commitment to further integration of health and social care
- Cllr Bell, The Leader of Ealing Council and Cllr Cowan, The Leader of Hammersmith and Fulham Council advised they were not able to fully endorse the STP because of Ealing Hospital and Charing Cross Hospital.
- Outcomes of meetings will feed into final STP submission.

## Communications and engagement - online

- Allows people to engage on the STP from the comfort of their own home – reaching people who normally do not take part
- You can link to it here: <https://healthiernwLondon.commonplace.is/>
- 1100 visitors to the page and 100 people have signed up to receive further information.
- 149 people have been interviewed in face to face surveys which mean over 300 comments being made in total.
- We can see that amongst our contributors the most engaged age group is the 45-54 year olds (20%) followed by 25-34 year olds (14%).
- In terms of gender 43% are women and 24% are men, with 33% not declaring.



## Communications and engagement – public outreach

- Reached out to 500 groups across NW London. These are as diverse as faith groups, community organisations and charities.
- We are also sending our engagement teams out into the community to events and popular locations to survey people and engage them on the STP and this will continue in the months ahead.
- Public outreach has taken place in a number of locations and we will continue to engage with different groups and locations as we move forward.

### Staff engagement

- Our staff, whether in hospitals or town halls, deal with residents every day, and so it's essential that we ensure we properly engage with them so they can be advocates for the STP.
- Working collaboratively we have used newsletters, emails and e-bulletins as well as face to face briefings to communicate with as many staff as possible.
- Further engagement is planned.

**Any Questions**

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