

Appendix 2: 2023/24 North West London JHOSC Recommendations and Information Requests Tracker

Meeting Date	Item	Recommendation / Information Request	Detail	Response	Status
18 July 2023	Acute beds	Information Request	For the JHOSC to receive ongoing updates regarding extra capital funding for acute beds in relation to winter pressures	Slides around this have been shared with wider council colleagues, as suggested by the JHOSC in July. We should have some more clarity on next steps later in September.	
		Information Request	For the JHOSC to receive more detail on horizontal and vertical working between community and acute settings and how this is working in practice across North West London. With a view to reviewing this working at a future meeting of the JHOSC.	Response is to follow.	
		Information Request	For the JHOSC to receive updates on the work undertaken by Acute Trust and the ICS to progress the work at delayed hospitals in the New Hospitals Programme.	<p><b>Imperial College Healthcare redevelopment update - August 2023</b></p> <p>Following the concerns we raised about the delays announced for our schemes (at St Mary's, Charing Cross and Hammersmith hospitals), we hosted a visit at St Mary's in July from Lord Markham, Parliamentary Under Secretary of State at the Department of Health and Social Care. We were able to show the minister the very damaging impact of our failing estate on patients and staff and set out the many benefits of our redevelopment plans, including for the local and national economy. We had a good discussion about the work we have underway to explore the feasibility of potential partnership opportunities that could accelerate the St Mary's redevelopment, leveraging the value of the land that will be surplus to requirements once we have a new hospital on a less sprawling footprint. We are due to meet Lord Markham again in early autumn to update him on the outcome of this work.</p> <p>We have also had significant engagement with the New Hospital Programme team and we are currently working through a process with them to test our capacity and cost</p>	

				<p>modelling for all three of our schemes. We are still hoping to complete a first stage business case for Charing Cross and Hammersmith this autumn and, depending on the outcome of the St Mary's partnership feasibility work, to secure first stage business case approval for St Mary's by the end of the year. While there is still much to be clarified in terms of further process and decision making, progressing our business cases has to be a priority whatever route we take.</p> <p>Meanwhile, our estates team is working hard to delay any further major buildings failures for as long as possible. You may have seen the extensive scaffolding in place at Charing Cross and, more recently, St Mary's. Works include an extensive weather-proofing programme for our oldest buildings at St Mary's, roof repairs at Charing Cross and essential inpatient ward refurbishments across our sites to ensure we are able to maintain infection prevention and control standards.</p> <p>We are keen to continue to share our thinking and plans as they evolve. We also want to engage more broadly with our patients and local communities as soon as we have a little more clarity on next steps.</p>	
	Ophthalmology	Information Request	For the JHOSC to receive more details on the ongoing engagement work related to the standardisation of ophthalmology services.	<p>Engagement so far has been through a series of online and face to face sessions, supported by surveys.</p> <p>As part of the new community service the selected provider will be expected to work with the Integrated Care Board in undertaking focussed patient engagement, looking at experiences of using the service and opportunities to improve the service to better meet the needs of all of our communities.</p> <p>As we further develop the standardisation, the intention is to work with patient representatives to co-design pathways in partnership with primary and secondary care clinical</p>	

			<p>stakeholders. These co-design workshops will be supported by targeted community engagement activities where co-designed pathways will be introduced and feedback from our communities gathered to support further improvements.</p> <p>These activities will commence later this year and continue for the duration of this contract (i.e., 3 years)</p>	
	Information Request	For the JHOSC to receive more information on how the standardisation of ophthalmology services will address health inequalities in North West London.	<p>Standardisation of our ophthalmology service will support the drive to address health inequalities in NW London by:</p> <ul style="list-style-type: none"> <li>• Ensuring that there is a standard service offering available to all NW London residents – in particular this includes ensuring that all NW London residents have access to a community ophthalmology service</li> <li>• Ensuring that residents are able to access primary eye care through the large number of optical practices available across NW London, which will make it more convenient for patients to access care</li> </ul> <p>The ICS will work in partnership with all of the key stakeholders in our communities, bringing them together with colleagues from primary and secondary care and public health to understand how we can better support communities in accessing eye care.</p>	
	Information Request	For the JHOSC to receive baseline data on performance in ophthalmology services in order to measure performance in North West London against national and London standards. With a breakdown by paediatric and adult ophthalmology service performance.	<p>Data will be provided for future JHOSC meetings showing performance of North West London ophthalmology benchmarked locally and regionally.</p> <p>This reporting will commence when the community ophthalmology service is in place and will cover the complete pathway from initial optician appointment through to secondary care access and outcome.</p>	

	Musculoskeletal (MSK)	Recommendation	To ensure that diagnostic capacity across North West London is properly linked to musculoskeletal services to best benefit residents across North West London.	Recommendation has been taken to Diagnostic colleagues and will feedback to the JHOSC in due course.	
		Information Request	For the JHOSC to receive baseline access wait times for musculoskeletal services and details on how the new service standards will improve waiting times for treatment.	This is currently being collating this as part of the Community wait times work. This detail isn't available for all boroughs yet but it will be shared with JHOSC once ready.	
12 Sep 2023	Review of Palliative Care	Recommendation	For JHOSC to receive design principles around partnership working to enable patients and families to hold partners to account, following the implementation of the new model.	Asking for further clarification	
		Recommendation	Bring a report on advanced care planning for palliative and end of life care to come to a future JHOSC meeting.	Asking for further clarification (if this refers to the urgent care plan).	
		Information Request	To provide information on where the gaps in resource with palliative and end of life care are, how they will be addressed and how this will be monitored.	Separate paper supplied on 27/11/23 to Chatan	
	North West London Mental Health Strategy	Recommendation	Provide a report to a future JHOSC meeting on the engagement with Directors of Adult Social Care at each borough around coordinated activity on mental health within the region.	We are seeking clarification further clarification with Chatan/JHOSC on this request.	
		Recommendation	Provide a report around mental health provision for children and young people to come to a future JHOSC meeting.	We are currently working through the Children and Young People Mental Health Steering Group to refresh our Children and Young People Mental Health transformation plan and also intend to focus the strategy work on Children and Young People in 2024.  Suggest that this is timetabled for later on in the year, following agreeing the scope of the CYPMH part of the strategy.	
		Information Request	To receive the details of the alternative provision to accident and emergency located across the boroughs.	An interactive map can be found <a href="#">here</a>	

			To receive further details around on the engagement plans when available.	Everything is on the website, including the engagement report: <a href="https://www.nwlondonicb.nhs.uk/get-involved/your-views-mental-health-services-nw-london">https://www.nwlondonicb.nhs.uk/get-involved/your-views-mental-health-services-nw-london</a>	
		Information Request	To receive more information around plans or existing activity to support people and communities in deprived areas or intersectional needs.	As we further develop the mental health strategy, this will include a strengthened focus on inequalities.	
	Proposals on the future of The Gordon Hospital	Information Request	To provide the following: <ul style="list-style-type: none"> <li>• The commentary and output of the pre-consultation workshops.</li> <li>• Completed and upcoming events with service users and carers.</li> <li>• Service users' experience of Gordon Hospital.</li> <li>• A more detailed consultation plan.</li> <li>• Historical reports of Gordon Hospital service users over the last 5years.</li> <li>• Historical demographic data of Gordon Hospital service users.</li> </ul>	This information is published on the ICB website.  <u><a href="https://www.nwlondonicb.nhs.uk">Acute mental health consultation: North West London ICS (nwlondonicb.nhs.uk)</a></u>	
05 Dec 2023	ICS Workforce Strategy and Programme Update	Recommendation	Provide an update to the Committee once NHS have assessed the Government's new position on immigration and how this might affect recruitment and workforce within North West London.	The main impact will be on social care rather than health care professionals. From March 2024, care workers and senior care workers will not be able to bring dependents and only CQC-registered providers in England will be able to sponsor Health and Care Visa applicants.  Ahead of this, 53 Senior Carers completed pre-employment compliance through NW London International Recruitment Team. The first Cohort of Senior Carers landed in UK, induction completed with employers supported by NWL Health & Social Care Skills Academy.	
		Recommendation	Provide an update of progress by the Race Equality Steering Group.	The Race Equality Steering Group is Co-Chaired by Rob Hurd and Linda Jackson. The Steering Group commissioned an Independent Report into Barriers to Leadership. The Report and strategic recommendations will be published as a Call for Action.	

		Information Request	Provide regular updates on progress of the seven priority workstreams.	<p>Progress is reported monthly to the Strategic Chief People Officers Meeting and bi-monthly to the ICS People Board.</p> <p>There has been good progress on the pipeline for acute roles following two International Recruitment events, offers made to; 67 Registered Nurses, 40 Registered Midwives, 2 Sonographers, 2 ODP, 26 Radiographers, 5 physiotherapists, 2 ODPs</p> <p>There has also been a strong response to the launch of the ICS Graduate Scheme for future leaders. An undergraduate scheme is also in development.</p> <p>A Spring EDI Summit is being planned to agree sustained medium term interventions that will embed equality, equity, social and racial justice</p> <p>Work also continues to deliver new ways of working to support new models of care.</p>	
	NWL Winter Resilience and London Ambulance Performance Update		Provide a briefing paper on the impact of right care, right person focussing on the impact on partners and the changes taking place in the Spring.	Seeking more clarification from Chatan/JHOSC on this request.	
	NWL Elective Orthopaedic Centre	Recommendation	Report to the Committee on the success against metrics and targets identified for the Orthopaedic Centre and also get feedback from staff and patients. It would be interesting to get some reports from staff and patients after March on - how they feel things have been going and what could be improved and what the NHS system can learn going forward.	<p>In January 2024 the EOC operated on 140 patients. Of these 64 were admitted to the EOC ward, with an average length of stay of 2.8 days. Unfortunately, 14 lists (35 patients) were cancelled in January due to the Junior Doctors' industrial action.</p> <p>The Friends and Family Test has reported 100% satisfaction with the service. A selection of patients were contacted for further feedback. Generally, the feedback was positive with all patients highly satisfied with their experience and very likely to</p>	

				<p>recommend the EOC to others. Areas of suggested improvement were around the early morning theatre admission process and clearer signage about where to wait.</p> <p>The EOC's current operating capacity of three theatres will increase to five theatres (full capacity) in March 2024 at which point reporting against metrics and targets can be better undertaken.</p>	
		Recommendation	Report to the Committee on the operation of the dedicated transport provision.	<p>In January 2024 there were 12 EOC patients that used the free patient transport service. Three journeys were from the patients' homes to the hospital, and nine journeys were from the hospital to patients' homes. The earliest arrival at the hospital was 7.30am and the latest departure was 6pm. Eleven journeys were by ambulance and one was by car ambulance. Except for two occasions where the patient wasn't ready, journeys were able to commence on time or earlier than scheduled. Journeys were made to/from Brent, Ealing, Hounslow, Harrow and Hammersmith &amp; Fulham.</p>	
	ICS Updates: ICS Running Costs Reduction	Recommendation	To bring a report to the Committee once there are more detailed plans available on the redesign and consultation.	We will bring a brief update on our organisational design work to the next JHOSC. There is no impact on services, so our focus will be on how we work with partners and our organisational effectiveness.	