

OUR CITY, OUR HEALTH

NHS ENGLAND (LONDON) ANNUAL
PARTICIPATION AND ENGAGEMENT
REVIEW 2018/19



Working with Londoners to make
health services better

2018 to 2019



www.england.nhs.uk/london

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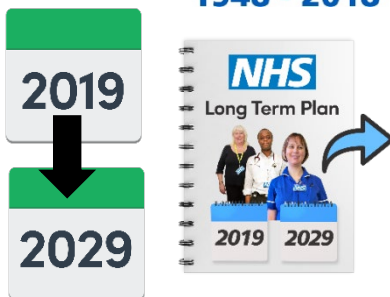
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Welcome



In **2018** the NHS was **70 years old** and we celebrated all the great things it has done.



At the start of 2019 the **NHS** put out its **Long Term Plan**. It is a 10-year plan that runs until **2029**.

It has **3** goals:



1) Give everyone the best start in life



2) Offer high quality care for people with serious health problems



3) Support people to stay healthy as they get older.



You can watch a video about the **Long Term Plan** on Youtube

Search for '**Long Term Plan NHS**' at www.youtube.com



The NHS wants to support communities to be healthier and make it easier for everyone to get the right treatment they need:



- by providing a care service that links different local services together



- by stopping people from getting ill



- by finding out why rich Londoners have better health than poor Londoners



- by working with local groups to give everyone more say about their health.



In this report we tell you how we:



- worked with Londoners to make sure the NHS offers them the right care and support



- worked with local groups to find out what vulnerable people think about local health services.



We think the best way to make health services better is to work with people who use those services.



By working together we can make London the healthiest city in the world!



Our city, our health

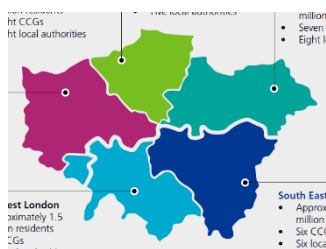
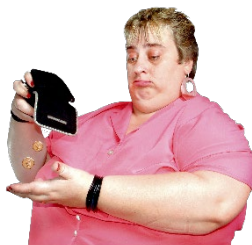


People from all over the world want to live in **London**, which makes it a special place to live.



But a lot of Londoners are in poor health because they:

- live in poor housing
- do not have much money.



There are big differences in health across London.

8.8 million



Facts about London

Eight million, eight hundred thousand people live in London.



There are more **25 to 44-year olds** in London than anywhere else in England.

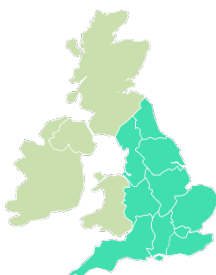


By **2031** there will be a lot more people living in London who are **80 years old or over**.



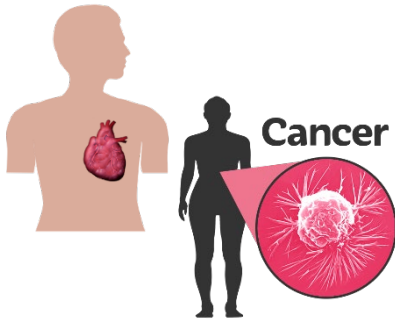
Nearly half of London's population is people from black and **minority ethnic groups**.

Minority ethnic groups are people from different cultures.



This is much higher than the rest of England.

Health in London



A lot of Londoners die from **heart disease, cancer** and breathing problems.



A big part of the health and social care budget is spent on patients with **long-term health problems**.



Suicide kills more men of working age than any other health problem.

8,400



Smoking kills **eight thousand, four hundred** Londoners.



There are a lot of overweight children in London and they are the most unhealthy in England.



Children and young people with a long term health problem are most likely to have **asthma**.



The poorest air quality in London is found close to schools.



A lot of Londoners need mental health services.



What we do



We want people to be healthy.



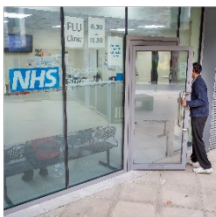
We want to run very good healthcare services across England, now and in the future.



What do NHS England in London do?



1) Manages healthcare services



- manages primary care such as GP services
- manages specialist health services run by teams of experts such as **Moorfields Eye Hospital**



- manages public health services, like healthcare for people who have committed a crime



- screening services



- vaccine services



- healthcare for people in the armed forces and their families.

2) Checks health services



We check that NHS organisations run the right health services for local people.



3) Makes sure policies and plans are good

This means that the NHS can:

- continue getting better
- carry on working closely with patients.

4) Leadership

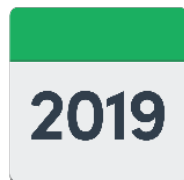
We work with different organisations to make health services better for the future.



£18,000,000,000



NHS England (London) spends **eighteen billion pounds** on **one hundred and forty** health and care services across London.



NHS England and NHS Improvement

In **April 2019** **NHS England and NHS Improvement** became one organisation to make healthcare better for patients.



Working with patients and the public



The NHS Long Term Plan says how the NHS, patients and the public can work together to provide better healthcare for the future.



The law says patients and the public must take part in running health services



This report looks at



- the work we did from **April 2018** to **March 2019**



- what we plan to do for the future.

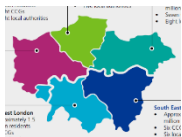


A group of Londoners, **London Patient Voice**, looked closely at our work with patients and the public.



What NHS England in London did

- Looked into the best ways to work with patients and the public across London.
- Trained more patients and the public to do this work
- Started more projects across London to support unpaid carers





Part 1

Working with patients



A big part of **NHS England**'s work is running and starting new health services.



32 Clinical Commissioning Groups or **CCGs** in London run these services.

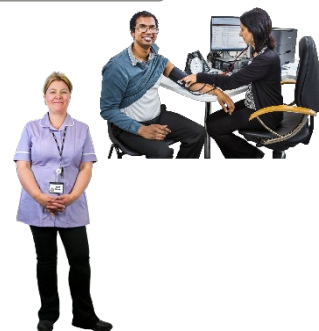
CCGs are NHS organisations that set up and run health services in a local area.



Primary care

Primary care includes:

- GPs
- Pharmacists
- Community services
- Dentists
- Health services in the community such as district nurses.





Working with patients and the public in Primary Care



We work with:

- patients and the public to help us start new GP services



- patients to help us choose the best organisations to run new health services.



The **Patient Leadership Board (PLB)** works with patients and the public to make:

- dental services
- eye services
- pharmacy services better.



What we did in 2019



We worked with patients and the public to make local health services better:



- we ran training courses



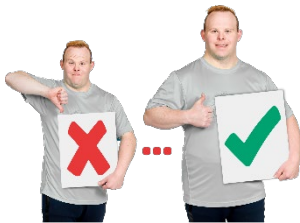
- we worked with younger people at colleges and universities



- we looked at how we could work with people from different cultures.



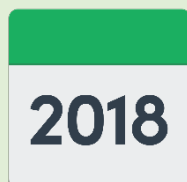
To help us find the best health organisations some **Patient Leadership Board** members went to meetings and visited GP practices.



Here is our first **case study**. There are **9 case studies** in this document, each one tells you about a different health service we have made better.



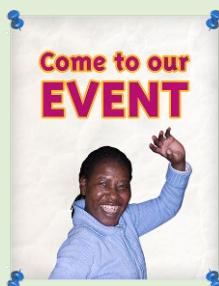
Case study Digital Minor Illness Referral Service



The new **Digital Minor Illness Referral** service started in **August 2018**.



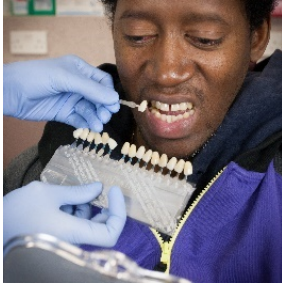
Patients can call the **NHS** on **111** to get treatment from their local pharmacy for minor illnesses.



We held events across London to tell more people about this service.



What we plan to do in 2020



- Start a new service to help people to look after their teeth



- Complete the new London Pharmacy Plan



- Get **Patient Leadership Board** members to visit services and help us set up new services in:
 - Ealing
 - Hounslow
 - Bromley



Public Health

Public health is about keeping people healthy and stopping people from being ill.

At NHS England in London we set up:

- vaccine services



- adult and cancer screening services



- screenings for pregnant women and mothers with young babies



- health services for people who have committed a crime and their families.





A big part of our work is to get very young and old people to have **vaccines** and:



- support people in poorer parts of London to be **healthier**



Working with patients and the public in Public Health



What we did to make **vaccine services** better:



- we got feedback from patients and parents at GP surgeries about vaccines for children



- we got feedback about services that support pregnant women



- we found out why people **do not** get vaccinated



- we got feedback from people over **70 years old** about the **shingles vaccine**, which protects you from shingles, a painful skin disease



- we made sure that parents and **13-year-old boys** knew about the **HPV vaccine**, which protects you from health problems like cancer



- we worked with **university students** to set up clinics for the **meningitis vaccine**, which protects you against this serious infection



What we did in 2019



We found out that:

- young people are more likely to have a **vaccine** if they get the right information first.



- students from poorer families are less likely to have a **vaccine**



A survey said that first year students should be told about vaccines when they start university or college.



Vaccine ambassadors are people who work with parents in the community to tell them how important vaccines are.



What we plan to do in 2020



- Give feedback to **Immunisation Boards** to help them make vaccine services better.



Immunisation is a way of protecting against serious diseases.



- Carry out research on the **HPV vaccine** for boys



- Meet with students at **Great Ormond Street Hospital** to see how we can get more young people to have the **meningitis vaccine**



- Find out if **vaccine ambassadors** have helped to increase the number of vaccines Londoners have.



Case Study

Digital Redbooks

London parents use an online version of the **Personal Child Health Record**, called the **eRedBook**.



Parents are given the **eRedBook** before or after the birth of their child.



The **eRedBook** is updated by health staff and parents to make a record of how their child is growing up.



A London parent told us: "The **eRedBook** is easy to use and I am going to use it more than the paper version."



Screening

Screening is for:

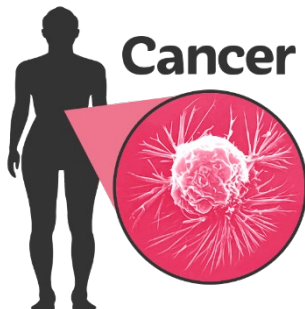
- pregnant women and their babies



- adults and young people.



For example, eye screening can tell us if someone has **diabetes**.



- testing for cancer and other diseases.



The **Performance and Quality Board** looks at feedback from:

- screening services across London.



- parent groups

This helps us to make services better for the future.



Working with patients and the public in Screening Services



We work with different organisations:



- to find out who is being screened and how we can get more people to be screened



- to come up with the best **questions** to ask organisations that want to run new screening services.



What we did in 2019



We worked on a plan to get more minority groups to go for screenings.

The **Screening Board** worked with:



- a Sickle Cell charity
- a young stroke survivors' group
- the **Sycamore Trust** who support people with autism and learning disabilities in East London.





Case study Working with new parents



We made a poster, working with mothers, on the language health staff could use when talking to:



- patients
- parents about issues such as Down's Syndrome.



What we plan to do in 2020



- Find the best way to screen new babies



- Support patients and the public to sit on boards



- Update our plans to support **minority groups** to get screened.



Healthcare for people who have committed a crime



This team manages health services to support young people who have committed a crime.



Working with patients and the public



We are working with a charity called **Peer Power** that supports young people who have committed a crime.



What we did in 2019



- Worked with young people on health services at **Brixton** and **Wandsworth prisons**



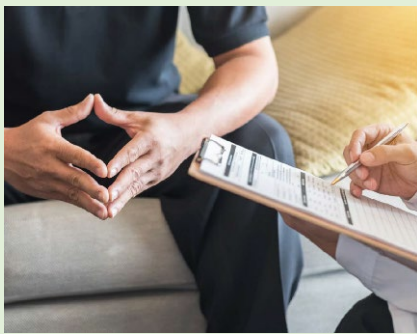
- Supported **Learning Disability nurses** so that more vulnerable people help us to make health services better.



What we plan to do in 2020



Work with people who have committed a crime to help us make services better.



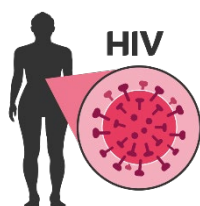
Case study

Making healthcare better for people who have committed a crime

Service users worked with us to:

- set up new services at 2 London prisons.
- to come up with the best **questions** to ask organisations that want to run new health services

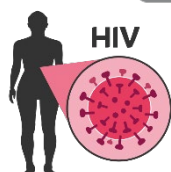




Specialist services



What we did in 2019



- Patients and members of the public took part in support groups to write a plan for **HIV** and **Hepatitis C** services

**MAYOR OF
LONDON**



- Worked with the **Mayor of London** and the **Anthony Nolan charity** to get more blood and tissue donors from people from different cultures.



Case study

Checking young baby units across London

Parents, carers and patients:

- regularly check **baby units** in London and England.
- give feedback that help us to make services for young babies better.



What we plan to do in 2020



- Get more feedback from patients and the public on **specialist services** such as critical care for young babies.



Part 2 – Working with patients



The London Nursing Team

The London Nursing Team makes sure everyone gets good nursing care.



Working with patients and the public



The **Patient and Public Voice** team makes sure patients and the public can have their say about NHS services by:



- writing this report every year



- working with organisations across London



- running training for staff and the public



- supporting families of people with a learning disability who have died



What we did in 2019



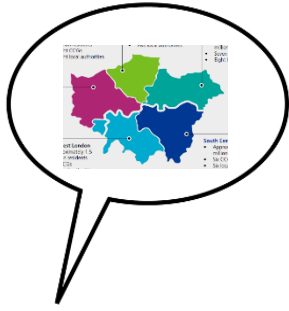
- Worked closely with local **Healthwatch** groups



- Worked with staff in the London **CCGs** to find better ways to work with patients and the public



- Funded projects to support carers to live healthy lives.



Keeping everyone healthy in London



The **Patient and Public Voices team** had a big meeting about keeping everyone healthy, no matter where they lived in London.



What we plan to do in 2020



- Support London **CCGs** in London to work together from **spring 2020**



- Keep Londoners healthy, no matter how rich or poor they are



- Support people with long-term health problems



Continuing Healthcare



Continuing healthcare is care given by the NHS at home or a care home.



What we did in 2019



We advertised for more members of the public who could work with us to make **Continuing Healthcare** better.



What we plan to do in 2020



Give more training to **Patient partners** who support patients and their families that get **Continuing Healthcare**.



Patient safety



What we did in 2019



- A **Patient partner** joined a group to look at serious cases in mental health services



- Supported members of the public to tell their stories at big meetings, to help make mental health services better.



What we plan to do in 2020



We will support **more organisations** and **families** to take part in projects across London.



Safeguarding

What we did in 2019

- We worked with different organisations to find out if staff know when patients can make their own choices.
- We made **abuse of older children** an important safeguarding issue in London.



Case study Children, young people and the Mental Capacity Act

We worked with parents and carers to find out how they understand the **Mental Capacity Act**.



Prevent



Prevent is a government plan to stop all types of terrorism.

120



We had a big meeting about **Prevent** with over **one hundred and twenty** people from the NHS and the government.



We talked about risks from terrorism and how this can be a **safeguarding** issue.



What we plan to do in 2020



- Make big changes to reviewing child deaths and supporting families



- Hold meetings with staff to make sure that children's voices are heard



- Check that adults at risk speak to someone when they feel unsafe.



Part 3 – Supporting patients to lead

The Clinical Senate

The **London Clinical Senate** is one of **12** senates in the UK.



The **Senate** is a group of patients, carers, staff and organisations who work together to set up new health services.



Working with patients and the public

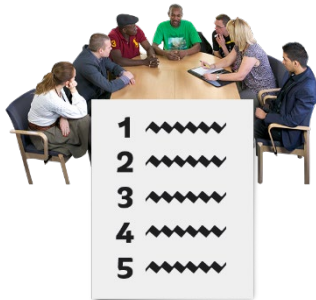
The **Public Patient Voice Group:**

- make sure that Londoners have their say about health services in London
- come up with ideas that we could talk about at future **Clinical Senate** meetings.





What we did in 2019



The **Patient Public Voice Group:**

- helped to plan the monthly Forum meetings
- looked at ideas and speakers for new training courses.





Case study

A new site for Moorfields Eye Hospital

The Clinical Senate worked with **Islington CCG** to move **Moorfields Eye Hospital** from **City Road** to the **old St Pancras Hospital**.



The **Patient Public Voice Group**:

- worked with the team that managed the move.



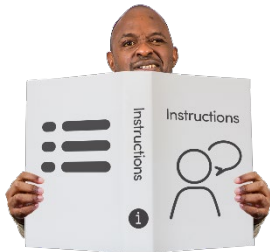
- made sure that patient feedback was an important part of the final report about the move.



What we plan to do in 2020



- Increase the **Patient Public Voice Group** to **15** members



- Update the guide for **Patient Public Voice Group** members



London Clinical Networks

The **London Clinical Networks** make big changes to services such as mental health services and end of life care.

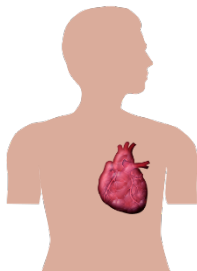


Working with patients and the public



Patients take part in:

- a project that offers **therapy services** on a website
- working groups about:
 - **diabetes and foot care**
 - **heart** problems.

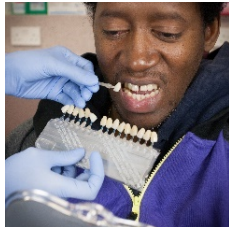




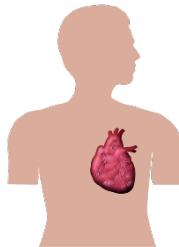
What we did in 2019



A **Patient Partner** wrote a **leaflet** for people who are grieving after someone close to them dies.



Two **Patient partners** have taken part in projects about **diabetes** and **oral health**.



We held an event about using technology to support people with heart disease.



One of the **Patient partners** spoke to over 100 people about his experience of heart disease and technology.



Case study Diabetes Network

The diabetes network ran workshops for Londoners with diabetes to help make services better.

After the workshops more people wanted to work with the **London Diabetes Clinical Network** and local diabetes organisations.



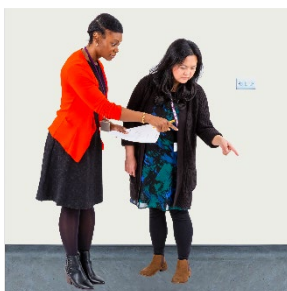
What we plan to do in 2020



- Find more **Patient Partners** and run more training



- Set up a network run by service users



- Test more apps, treatments and therapy services



Services for new mothers



Feedback from women and their families can help to make services for new mothers better.



So we work with **Maternity Voice Partnerships**.

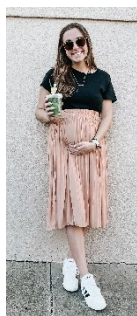
Maternity Voice Partnerships are groups of women, families and staff working together to make local maternity services better.



The **London Maternity Voice Partnerships Group** makes sure:



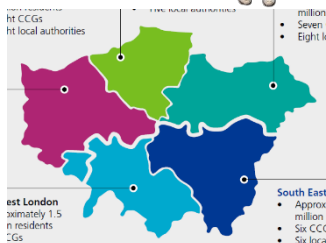
- that people who run local **Patient Public Voice groups** get the support and training they need



- that every woman in London knows about **Maternity Voice Partnerships**.



Working with patients and the public



There are **24 Maternity Voice Partnerships** in London.



On the **My Health London** website women and their families can find:

- their local **Maternity Voice Partnership**
- information about services for pregnant women.



What we did in 2019



We wrote a booklet for health staff to support **Maternity Voice Partnerships**.



The **London Maternity Voice Partnership Group** wrote a plan for mothers and their families to take part in the group.



Case study Information about scans



Health staff carrying out scans were worried about children being in the scanning room.



Maternity Voice Partnership members and health staff made a poster explaining why children should not be taken into scanning rooms.



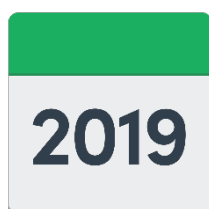
What we plan to do in 2020

- Put out a guide about working with groups that do not always work with the NHS
- Put out information about funding for each **Maternity Voice Partnership**.

Healthy London Partnership

Healthy London Partnership:

- brings together organisations such as the **NHS** and **Greater London Authority** to make healthcare better in London.



What we did in 2019

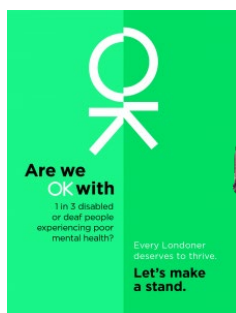


- Held a big meeting to tell everyone about the good work the **HIV community** has done for over **30 years**.



Thrive LDN

Thrive LDN is an organisation that aims to make Londoners' mental health better.



They ran a campaign called **Are We OK London** about how people with mental health issues can be treated differently.



100 young people were trained to be **Youth Mental Health First Aid** instructors.



By **2021** every school and college in London will have a **Youth Mental First Aid service**.



What we plan to do in 2020



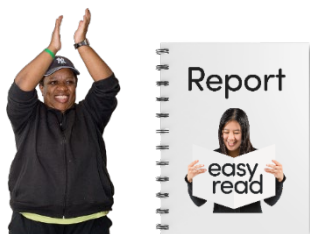
- Start more **Thrive LDN** projects across London.



- Support more children, young people and their families and carers to manage their **asthma**.



What next?



Thank you to everyone who helped us write this report.



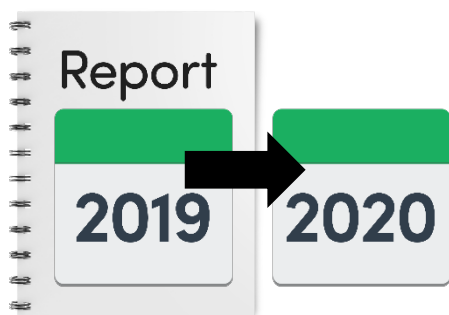
We all have different stories about the NHS.



By working together we can make healthcare services in London better in the future.



As the health needs of Londoners change, we will work hard to find out what we need to do next.



In the next report for **2019 to 2020** we will look at new ways to offer health services.



Get involved



Find out how you can work with the team to make health services better in London.



Get in touch

Go to the **Involvement Hub**

www.england.LDNqualityhub.nhs.net