Discharging UK Health Care from the Hospital to the Community and to Citizens: Successes and Challenges
Our services

Central and North West London NHS Foundation Trust

Wellbeing for life

London | Milton Keynes | Kent | Surrey | Hampshire

- Sexual health services (walk-in services)
- Learning disabilities services (Inpatient service accepts national referrals)
- Addictions (Some services accept national referrals)
- Community physical health services (Buckinghamshire: dentistry only)
- Mental health services
- Eating disorder services (Services accept national referrals)
- Prison healthcare and offender care services
Our Trust in 2014

3,366,400 total population in catchment area

17 prison locations

100+ first languages spoken in the Trust's catchment area

37 courses CNWL Recovery College

600 students CNWL Recovery College

300 services from 100 locations

Over 300,000 service users will receive treatment

6,810 staff across a range of disciplines

- 2,899 nurses and healthcare staff
- 1,465 doctors and dental staff
- 413 allied health professionals
- 31 service support staff
- 36 students
- 525 medical and dental staff
- 392 other clinical staff
- 651 scientists and technical staff
- 400 social care staff

14,293 members

- 6,665 public members
- 5,198 staff members
- 1,897 service user members
- 533 carer members

40 Governors

1000+ job roles will be advertised on NHS Jobs

7th year as a Foundation Trust
The NHS remains the closest thing we have to religion

Q Which two or three of the following, if any, would you say makes you most proud to be British?

<table>
<thead>
<tr>
<th></th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>The NHS</td>
<td>45</td>
</tr>
<tr>
<td>The Armed Forces</td>
<td>40</td>
</tr>
<tr>
<td>Team GB</td>
<td>38</td>
</tr>
<tr>
<td>The Royal Family</td>
<td>36</td>
</tr>
<tr>
<td>BBC</td>
<td>16</td>
</tr>
<tr>
<td>Nothing</td>
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</tr>
<tr>
<td>British Business</td>
<td>6</td>
</tr>
<tr>
<td>Houses of Parliament</td>
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<td>Marks &amp; Spencer</td>
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<tr>
<td>John Lewis</td>
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<tr>
<td>Oxfam</td>
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<td>Women’s Institute</td>
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<tr>
<td>Tesco</td>
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<tr>
<td>Other</td>
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<tr>
<td>Don’t Know</td>
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</table>

Base: 2515 British Adults 16-75, Online Fieldwork conducted between 23rd-27th November 2012

Source: British Future Polling – State of the Nation 2012/3, Ipsos MORI
### Issues Facing Britain: February

What do you see as the most/other important issues facing Britain today?

<table>
<thead>
<tr>
<th>Issue</th>
<th>%</th>
<th>Change since Jan: %</th>
<th>Position</th>
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<tbody>
<tr>
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<td>41</td>
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<tr>
<td>Immigration/Immigrants</td>
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<tr>
<td>Economy</td>
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<td>-3</td>
<td></td>
</tr>
<tr>
<td>Unemployment</td>
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<td>-2</td>
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<tr>
<td>Poverty/inequality</td>
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<td>+2</td>
<td></td>
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<tr>
<td>Education/schools</td>
<td>16</td>
<td>+2</td>
<td>+1</td>
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<tr>
<td>Defence/Foreign affairs/Terrorism</td>
<td>15</td>
<td>+1</td>
<td>-1</td>
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<tr>
<td>Housing</td>
<td>13</td>
<td>+3</td>
<td>+1</td>
</tr>
<tr>
<td>Low pay/minimum wages/fair pay</td>
<td>12</td>
<td>+3</td>
<td>+1</td>
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<tr>
<td>Crime/Law and Order/ASB</td>
<td>11</td>
<td>-1</td>
<td>-2</td>
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</tbody>
</table>


Source: Ipsos MORI Issues Index
### EXHIBIT ES-1. OVERALL RANKING

<table>
<thead>
<tr>
<th>Country</th>
<th>Quality Care</th>
<th>Effective Care</th>
<th>Safe Care</th>
<th>Coordinated Care</th>
<th>Patient-Centered Care</th>
<th>Access</th>
<th>Cost-Related Problem</th>
<th>Timeliness of Care</th>
<th>Efficiency</th>
<th>Equity</th>
<th>Healthy Lives</th>
<th>Health Expenditures/Capita, 2011**</th>
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<tbody>
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<td>5</td>
<td>7</td>
<td>7</td>
<td>3</td>
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Notes: * Includes ties. ** Expenditures shown in SIS PPP (purchasing power parity); Australian $ data are from 2010.
Central and North West London NHS Foundation Trust

8 Structure of the NHS in England

Department of Health

Commissioning
- NHS England
- Commissioning Support Units
- Clinical Commissioning Groups
- Healthwatch Local
- Local Authorities
- Public Health England

Healthcare services
- Secondary care
- Community services
- Mental health services
- Rehabilitation services
- Local public health services

Locally commissioned services
- Primary care
- Specialised services
- Offender healthcare
- Armed forces healthcare
- Immunisation, screening, young children

Nationally commissioned services

Monitoring & Regulation
- Trust Development Authority
- Healthwatch England
- Monitor
- Care Quality Commission
- Local Education & Training Boards

Training & Development
- Health Education England

Data & Evidence
- NICE
- Health & Social Care Information Centre
- Local education providers

Secretary of State for Health
The Secretary of State has overall responsibility for the work of the Department of Health (DH). DH provides strategic leadership for public health, the NHS and social care in England.

Chief Medical Officer
The Chief Medical Officer is the UK government’s principal medical and scientific adviser, the professional lead for doctors in England, and the professional lead of all directors of public health in local government.

National Medical Director
The Medical Director of NHS England is responsible for clinical policy and strategy, promoting a focus on clinical outcomes, enhancing clinical leadership and promoting innovation.

Chief Nursing Officer
The Chief Nursing Officer is the professional lead for nurses and midwives in England and oversees quality improvements in patient safety and patient experience.

Chief Professional Officers
The Chief Professional Officers (including the Chief Scientific Officer, Chief Dental Officer, Chief Pharmaceutical Officer and Chief Health Professions Officer) are the heads of their respective professions and provide expert clinical advice across the health system.

Wellbeing for life
London | Milton Keynes | Kent | Surrey | Hampshire
Challenges NHS Boards Face
The Money and Demand

Population Growth  
62.3m / 2010  
67.2m / 2020

Demand and Expectation

New Treatments

General election in May – What next?
The Money and Demand cont

Figure 23  Projected resource against projected spending requirements to 2021

Response to the Challenges
Response to the Challenges

- Health rather than illness model of care
- Hospital – Community – Primary Care – Prevention
- Integrated and Coordinated Care
  - Social Care
  - Mental and Physical Health
  - Across Networks and Providers
  - Across Agencies
Proactive Risk Stratification

• Increased systemisation of care
• More whole family work – Intergenerational
• Technology
• Capitated budgets
• New organisational forms
Case study of 3 generations of long-term conditions

Janbie Born: 1958

- Age 6: diagnosed with Depression
- Age 15: had multiple Beatings
- Age 17: diagnosed with Bipolar
- Age 20: lost first baby through miscarriage
- Age 35: had child protection issues, was angry and violent
- Age 40: diagnosed with Acute Lymphoblastic Leukaemia
- Age 50: had second child
- Age 60: had heart attack
- Age 70: retired

Joshua Born: 1974

- Age 20: was diagnosed with Bipolar
- Age 25: first suicide attempt
- Age 30: had child protection issues, was angry and violent
- Age 35: died from heart attack
- Age 40: had child protection issues, was angry and violent
- Age 45: diagnosed with Acute Lymphoblastic Leukaemia
- Age 50: had second child
- Age 60: had heart attack
- Age 70: retired

Wellbeing for life

Central and North West London NHS

NHS Foundation Trust
Mortimer Market Centre

- Central London clinic – 83,182 appointments
- 4567 HIV+ patients
- 30 doctors
- 17 health advisers
- 60 nurses
- 10 psychologists

- Research and teaching role – UCL Medical School
- Ward - in University College London Hospital

- 3 salaried part time Patient Representatives
Patient representatives - four areas of responsibility...

• One-to-one peer support, advice and advocacy for all psych-social issues.

• Education – lecturing, and presenting

• Representation of patients on external committees, advisory panels, working parties and through the media

• Engagement and self management - through courses, workshops and forums.
Top Ten Concerns

- Social isolation 33.4%
- Fears around disclosure 27.3%
- Fears of discrimination 27.3%
- Physical health 14.3%
- Sexual health 12.1%
- Benefits 10.6%
- Employment 10.1%
- Medication issues 21.8%
- Counselling 17.6%
- Housing 15.9%
Newly Diagnosed Course

6 courses a year – maximum 15 participants
6 sessions over three Saturdays

• The impact of diagnosis
• Disclosure – how to tell, who to tell, when to tell
• Medical aspects and therapy
• Love, sex, relationships and transmission
• How to keep your immune system in good shape
• Building support networks.

All facilitators are living with HIV
The course is inclusive and welcomes all PLWH.
Lunch in a local restaurant
Travel and child care costs may be available
Q10e. Confidence in the future

Before: 22% 17% 35% 22%
After: 8% 42% 50%

- Average score: 2.70 pre-course, 4.42 post-course
- 63.8% improvement in average score
COPD

• COPD Breathlessness manual
• Visit at home by facilitator
• 2 follow up phone calls
• 12 months later A&E ↓ 4.2%
• ↓ Anxiety, breathlessness, depression

Ref: Primary Care respiratory Medicine (2014) 24. 16 October
Recovery College

- Approach with people with LTCs
- Based on training and education
- Co produced, delivered and attended
- High satisfaction rates
Recovery College cont

• Example Courses:
  Living with Diabetes and Emotional Wellbeing
  Living with Chronic Pain
  Living with COPD
  Understanding Diagnosis eg Psychosis, Bi-Polar, Self Harm
Conclusions

- Considerable challenges
- Multiple Approaches
- Push boundaries our of hospital
- Better integration and coordination
- Personal responsibility and empowerment
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