

Whittington Health

Improving care for local people
through integrated hospital and
community care

Transforming community services

- All PCTs to divest themselves of community services by April 2011
- NHS Haringey and NHS Islington community services working closely together since 2008 to share resources and best practice
- Whittington hospital chosen by the two PCTs to be provider of choice for community services across the two boroughs
- Public and clinical support

Whittington Health – a new integrated care organisation

- Provide high quality community and hospital services to the populations of Haringey and Islington
- Work in partnership with North Middlesex Hospital and University College of London Hospital
- Be the employer of choice
- Provide excellent education & training to colleagues

New ways of providing services

- Providing what we have always provided – but changing the way we do it
- Care in an acute setting
- Care in a community setting, supporting health, well being and independence in the home

- Key partnerships with GPs, local authorities, the voluntary sector and tertiary care providers
- Patients / the public will still get 24/7 access BUT it will be available through a number of different doors
- Workforce skills retained
- Excellent education and training and offer training placements that do not currently exist

Principles of care

- More customer focused acting upon feedback - *“Personalised care”*
- Avoid unnecessary admissions and plan admissions more effectively. *“Non-emergency admissions to hospital would be a failure.”*
- Improve co-ordinated patient discharge and support earlier discharge *“Success would be shortest possible length of stay.”*
- Provide improved care packages including linking more closely with social care / other key partners AND linking better across Haringey and Islington. *“Success would be improved continuity of care”*
- Support patients to “self manage” at home *“Success would be, for example, delivering safe care through tele-health support for those with long term conditions”*

The future

- Improved community and hospital care for people locally
- Much better community triage services – *provide the patient the right care in the right place at the right time*
- A better PALs service with the possible creation of a new navigation hub / call centre will help patients find their way around the system
- New ways of working using IT more effectively – records will be accessible in a variety of locations and patients and staff will not have to fill out forms repeatedly
- One brand encompassing both historic hospital and historic community health services
- A rationalisation of the estate with more care provided closer to home

The future

- Moving patients out of hospital beds into community care settings
- Better continuity of care
- More pre-assessment work done in the community
- Ante-natal services in a local community setting – *so mothers to-be are not always having to go to the hospital*
- Phlebotomy services in surgeries / local health centres – *so patients don't have to go to the hospital every time they need a blood test*
- More homecare including acute e.g. *Near patient testing and observation at home through telemetry*
- Better “in reach” services – involving both community matrons and better rehab in-reach – *earlier and supported discharge home*

Benefits for Haringey

- Strengthening of community services
- Improving access
- Improving partnerships
- Build on the work of the last two years
- Bring strengths of Whittington & Islington to Haringey
- Work with partners to improve health inequalities and prevent ill health

- Better communication between health and social care professionals
- Support and clinical supervision for community staff
- Improved discharge planning and arrangements for patients on the wards
- Development of a virtual ward in the community and urgent care centre in the hospital
- Consultants working in the community alongside GPs and community staff
- Earlier work with patients with Diabetes, COPD and other long term conditions

Key dates

- Programme Board and Project Team established
- Management teams working together
- Department of Health approved
- Competition & cooperation panel approved November 2010
- Boards approved business case November 2010
- Formally consulting with staff from December 2010
- NHS London approval by early February 2011
- New organisation from 1 April 2011
- Transformation programme
- Foundation Trust April 2013