



Caring for you

Be a part of your local health services

Public consultation

Our plans for becoming an NHS foundation trust

November 2011 - February 2012

Whittington Health **NHS**

Caring for you

Answering all your questions on becoming an NHS Foundation trust:

What is an NHS foundation trust?	p 06
Why are we applying to become one?	p 06
What do we have to do to become a foundation trust?	p 07
How will Whittington Health NHS foundation trust be managed?	p 08
How can you get involved?	p 08
What are the next steps after consultation?	p 26

Whittington Health **NHS**





Introduction

Whittington Health is the new organisation which looks after your health, both within your hospital and in your community. On 1 April 2011, The Whittington Hospital NHS Trust came together with NHS Islington, NHS Haringey community teams and Haringey children's services to become an NHS integrated care organisation (ICO). This means that your healthcare throughout the boroughs is now managed by only one organisation. This new structure is explained in more detail throughout this booklet.

A few years ago, The Whittington Hospital NHS Trust was invited to apply to become a foundation trust. We decided not to go ahead at the time because health services in London were being reviewed and it was uncertain how this might affect us. Now that we are an ICO, we are re-applying to become an NHS foundation trust. We believe this will have advantages for our patients, others using our services, local people, our staff and our partners.

This booklet explains the reasons for becoming an NHS foundation trust organisation. It outlines our vision for the future and the benefits which foundation status will give us. It also explains how we envisage Whittington Health NHS foundation trust will be run and how you can get involved as a member of the foundation trust.

Throughout the booklet we have tried to answer the questions which we are sure you will want addressed. We also want to hear your views on our plans and hope that everyone who has an interest in the future of Whittington Health will let us know what they think.

This is your local NHS health organisation, so please have your say and consider becoming a member.

Joe Liddane
Chair

Dr Yi Mien Kon
Chief Executive

Who we are

About us

Whittington Health (trading as The Whittington Hospital NHS Trust) was launched on 1 April 2011 as an NHS organisation comprising The Whittington Hospital NHS Trust and community health services of NHS Islington and NHS Haringey. In May 2011, Haringey's children's health services also joined Whittington Health.

The Whittington Hospital and the community health services in Islington and Haringey are award winning organisations, delivering acute and community based health services to a population of 443,000 people. The new organisation is the biggest employer in the area, with over 4,120 staff and delivers healthcare not only on the acute hospital site, but also from a variety of other venues and through visits to people's homes. We aim to ensure that all our patients and service users receive treatment and care in the most appropriate environment for their health needs.

The high quality health services are provided in a caring, friendly and efficient way – we want you to be proud of your local healthcare and recommend it to your family and friends.

As an Integrated Care Organisation (ICO), Whittington Health offers greater opportunities to work across the boroughs to address the health needs of the local population. By integrating our hospital and community and social care teams, we aim to improve the quality of care to our patients and service users whilst reducing costs by working closely together.

Whittington Health works in partnership with GPs and other health, social care and voluntary sector partners in order to support patients and service users. From their initial appointment, whether it is with a community health team or at the hospital, we support patients and service users all the way through to treatment and tailored after care.





The history of the Whittington

Medical services have been delivered on the Whittington site since 1473, when a leper hospital was founded. It has also been a smallpox hospital, an infirmary and a nurses' home. Then finally in 1948, The Whittington Hospital was created under the National Health Service and at the time, there were over 2,000 beds across three hospital sites.

Today, The Whittington Hospital NHS Trust has joined with community NHS health services in Islington and Haringey to ensure treatment and care for our local patients are joined-up and efficiently delivered. We call this new NHS organisation Whittington Health.

New foundations

What is an NHS foundation trust?

NHS foundation trusts are a new type of organisation accountable to their local community rather than to central government. The intention is to make them more responsive to the needs and wishes of local people. They firmly remain part of the NHS and provide healthcare services consistent with NHS standards and principles.

An NHS foundation trust organisation is governed by a committee of local interested people called the council of governors, which is elected by Whittington Health's foundation trust membership. Patients, service users, the public, staff and local organisations can all become members. The council of governors work with the board of directors, who are responsible for the day-to-day running of the hospital, to agree its strategic direction.

Since our first application, we have been trialing the governing structure as we have around 4,000 local trust members from which trust governors have been elected. They have been working for approximately three years with the hospital's board and this experience puts us in good stead for the creation of, and the working with, our future council of governors.



Why is Whittington Health applying to become a foundation trust?

Becoming a foundation trust will bring more empowerment to our patients, service users and local people. It will bring more freedom in locally made decisions in how to spend funds to address the particular needs of our patients and service users. The government is encouraging all NHS trusts to achieve foundation trust status by the end of 2014. We feel confident in applying for our status in 2013.

What are the benefits of becoming a foundation trust?

For patients, service users and local people

Becoming a foundation trust will allow us to be more responsive to individual and local healthcare needs. We will develop closer links with local communities and other healthcare providers in the area.

Our new governance arrangements will make Whittington Health more accountable to patients, service users and local people. Local people can become members and be elected to the council of governors giving them a much greater say in how Whittington Health services are run and developed.

As a foundation trust, Whittington Health will have greater financial freedom. We will be able to seek new sources of income, retain any surplus and decide, in partnership with our governors, how best to spend our money to meet the needs of our patients, service users and local communities.



For our staff

With foundation trust status, staff will have a greater say in how Whittington Health's services are run and developed. All staff can become members and be eligible to be elected to the council of governors. As a foundation trust we will have greater freedom to respond to local rather than national staffing pressures. We will also have more freedom in how we reward and retain staff.

For our partners

The delivery of effective healthcare requires different agencies to work together to provide a fully joined-up service. Having our key stakeholders represented on our council of governors will enable this to happen more easily and give them a say in how our services are developed.

NHS FOUNDATION TRUSTS

- **Are part of the NHS**
- **Provide care on the basis of need, free at the point of use**
- **Are governed by local people**
- **Are not run for profit**
- **Have greater freedoms and flexibility in the way they are managed**
- **Are regularly inspected**

What does Whittington Health have to do to become a foundation trust?

Whittington Hospital NHS Trust (as the trading organisation) has to apply for a licence to operate as a foundation trust. To fulfil the criteria to apply, we have to prepare a five-year plan about how we are going to improve and grow our services for our local communities and beyond.

We need to put a strong case forward showing that:

- Our services are of a high quality and make a difference to people who use them
- Our risk of failures are low
- Our finances are in good order
- We have the right numbers of staff with the correct skills to deliver the services we provide now and want to provide in the future
- We can attract a strong and meaningful membership – to show how we plan to involve those who want to make significant contributions to how we manage our foundation trust.

Membership

Another condition of our application is that we need to consult widely with patients, service users, the public, our staff, local authorities, partnership organisations and our wider communities. This ensures that local people get an opportunity to comment on our plans in becoming a foundation trust and feedback on how we plan to operate and deliver our services. This consultation document will give you the opportunity to do that.

How the foundation trust will be managed

NHS foundation trusts are organised and governed in a different way to existing NHS Trusts and have three main components:

The membership made up of patients, service users, local people, staff and partner organisations, such as Primary Care Trusts (PCTs) and local authorities.

The council of governors which includes individuals elected from the membership and people appointed from partner organisations.

Board of directors made up of non-executive and executive directors and the chairman and chief executive.

Membership – getting involved and member benefits

Being a member of our foundation trust is free. Members will be kept informed about developments at the hospital and will have a say in what we do. Members will be invited to:

- Attend discussion forums and workshops on general or specialist topics
- Give feedback on their experiences of Whittington Health
- Vote to elect representatives of the council of governors
- Stand for election to the council of governors
- Have a say in any future changes or developments to our services.

As a member, you also receive benefits such as high street shopping discounts from the NHS Discounts membership scheme; invites to Whittington events in addition to access to focus groups and to your local Whittington governor to raise issues from the community.

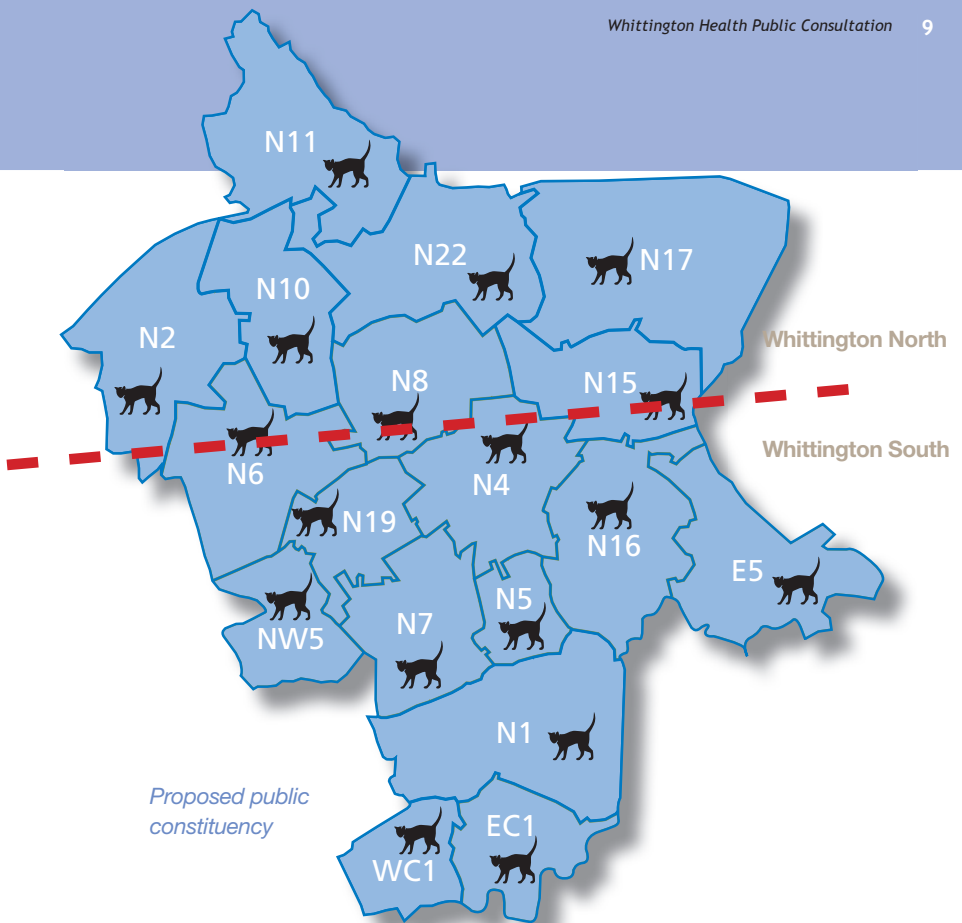
Who can become a member?

We are proposing three constituencies of membership:

Patients and service users

We believe that anyone who has been a patient or service user of Whittington Health within the last five years should be eligible for membership. Carers of patients or service users may also join the patient constituency provided they are not already eligible as staff or public members.





The public

Public membership will be open to all residents of the London Boroughs of Islington and Haringey. However, significant numbers of patients and service users travel from Barnet, Hackney, Camden, City of London and City of Westminster, whilst the London Borough of Camden is just across the road from the western side of The Whittington Hospital. We are therefore proposing that at least some electoral wards from these boroughs should be included in the public constituency, and the public constituency will be divided into Whittington North and Whittington South (see the map for more detail).

We believe the minimum age for membership

from the patient and the public constituencies should be fourteen.

Staff

All staff, including volunteers, who have worked at Whittington Health for at least a year will automatically become members of the foundation trust unless they choose to opt out. Employees of other organisations working on Whittington Health sites may be invited to opt in to membership.

Individuals who are eligible to join more than one constituency will be able to choose which one to join, for instance a member of staff who is also a patient may choose to join as a patient member.

Structure

The council of governors

The council of governors will work alongside the board of directors to influence and shape the services provided by Whittington Health. Its role is to make sure that the views of the local community are taken into account and that information about Whittington Health is fed back to the members they represent. The council is not responsible for the day-to-day running of the organisation, which is the job of the board of directors.

Specific responsibilities include:

- The council works with the board of directors, to review and comment on the plans for the future strategic direction of Whittington Health
- Representing members as unpaid officials
- Appointing the chair of the foundation trust and non-executive directors
- Agreeing the remuneration of the chair and non-executive directors
- Appointing the organisation's auditors
- Reviewing Whittington Health's annual report and accounts
- Advising the regulator of foundation trusts (Monitor) of any serious concerns about the performance of the board of directors

This role is fulfilled through regular quarterly meetings held in public and the opportunity to influence members of the board of directors.

Proposed structure of council of governors

Whittington Health is committed to ensuring that patient and public members together represent over 50 per cent of the council of governors.

Partner organisations

The following partner organisations will be invited to have one seat on the council of governors.

Islington PCT

Haringey PCT

London Borough of Islington

London Borough of Haringey

Camden and Islington Foundation Trust

UCL Partners

Patients

We propose that there should be five governors elected by patient members.

The public

We propose that there should be four governors elected from Whittington North public members and four governors elected from Whittington South public members.

A Governor's View

by Ron Jacob, Lead Governor

In early 2008, I read that the Whittington was applying to be a foundation trust. I decided to apply and support the hospital in some way because, like most of us who live close to the Whittington, I had attended several times, either for myself or because of my children's accidental injuries. Also my wife works at the Whittington so I had some knowledge of what was happening in the hospital. I have had an interest in health care for many years and I am directly involved in medical education. I felt therefore that I had something to offer the Trust.

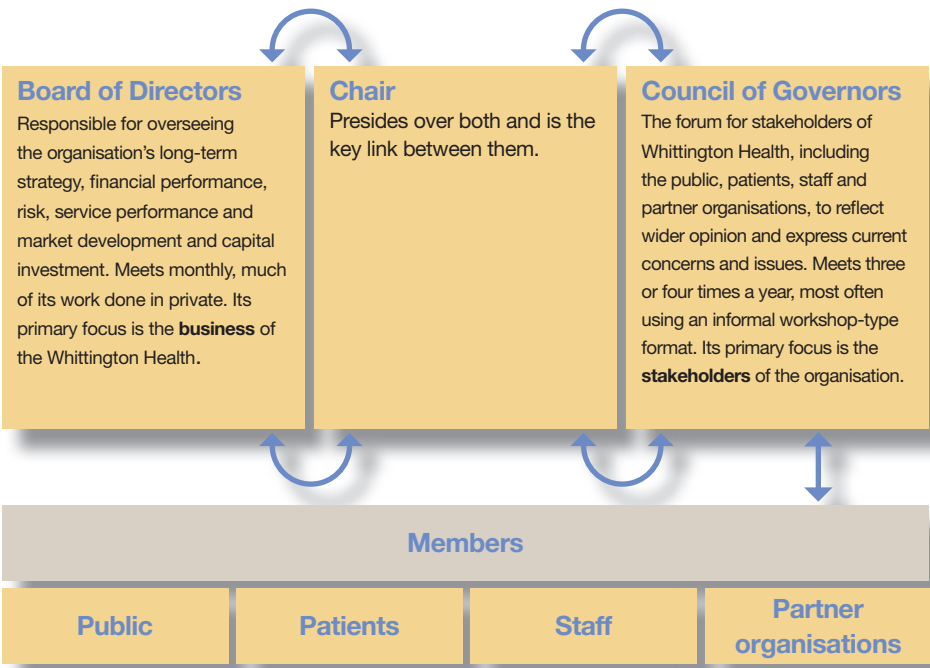
As you can imagine, the running of a hospital is an immensely complex process and it takes time and commitment as a governor to learn about some of the broad issues surrounding the organisation. We as governors are here to represent the views of the community back to the Trust and yet making contact with a very varied community that potentially numbers more than 400,000 is a challenge! As governors we attend many public meetings sponsored by the hospital which have brought to light many important issues, and the best contacts have been talking to people at community events such as the Highgate Fair and at the Save the Whittington demonstrations.

So what have we achieved? We have set up several working groups to look at topics such as transport to and from the hospital, finding one's way around the hospital and seating for visitors. An example is that we pushed for seating to be available for those waiting at the Pharmacy. Several of us sit on some of the hospital committees such as those concerned with the organ donation programme, patient experience, clinical governance and carbon reduction strategy. This gives us an opportunity to put forward views that we think best reflect public opinion whilst at the same time learning more about issues facing the organisation.

We have been working over the past three years as a shadow council of governors, and the chairman of the trust, directors and management have been very generous with their time in supporting us, providing us with a flow of information and being present at regular meetings. I think I speak for all the governors in saying that their commitment to the council augurs well for a constructive relationship in the future when Whittington Health finally obtains its foundation trust status.



Working together



Staff

We propose that there should be four staff governors comprising one from each of the following staff groups:

- Doctors and dentists
- Nurses, midwives and health care assistants
- Other clinical staff
- Non-clinical staff

To choose governors to stand for patients, public and staff, we shall hold elections every three years by postal ballot to enable each constituency to vote in people who will best represent their needs and interests.

In total, we are therefore proposing a council of governors comprising of 23 people plus the chairman, who is also chairman of the board of directors and who provides a key link between the two bodies. The majority of governors represent patients or public as required by legislation and they are unpaid in their roles.

The board of directors

The board of directors is responsible for overseeing the long-term strategy of Whittington Health, its financial performance, service performance and capital investment.

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Whittington Health
FREEPOST
London
N19 5NF

Questionnaire

We are holding a period of public consultation between November 2011 to February 2012. We would welcome your views on the proposals explained in this booklet.

Please could you answer the questions below, and return by folding and sealing the page and sending in post (pre-paid) before 29 February 2012.

1. Do you agree with our vision for the future of the organisation as a foundation trust?

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2. What do you think of the name 'Whittington Health NHS Foundation Trust'?

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3. Do you agree that the membership arrangements are comprehensive and reasonable?

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4. Do you think that the proposed composition of the Council of Governors is appropriate and are the partner organisations we are suggesting the right ones?

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5. Do you agree with dividing up the public constituencies in two, Whittington Health North and Whittington Health South?

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6. Is the proposed that the staff constituency is divided into the following four groups appropriate?

- Doctors and dentists
- Nurses, midwives and health care assistants
- Other clinical staff
- Non-clinical staff

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7. Do you have suggestions as to how the council of governors might become engaged with the community it represents?

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8. Do you have any views on how Whittington Health foundation trust could work with other organisations to improve your health and that of your community?

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9. How do you think we can create a more patient focused organisation?

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10. Do you think you would benefit from being involved with the Whittington when it becomes a foundation trust?

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11. Please tell us what you think are the most significant health problems that affect the health and wellbeing of people where you live?

- Alcohol/drug misuse
- Obesity
- Smoking
- Access to healthcare e.g. GPs
- Unemployment
- Stress
- Mental Health
- Others (please state below)

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12. Is there anything you would like to comment on which is not covered by these questions?

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Name:

Address:

.....

.....

Postcode:

Email:

Telephone number:

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Membership number:

We would like you to join as a member.

Please tick here to become a member –

it's free and provides many benefits



Real stories

Haringey's Combined team for people with learning disabilities

by Jessica Fitzgerald.

The community nursing team is part of the multi disciplinary Haringey community team for people with learning disabilities. Approximately 800 people with learning disabilities living in Haringey are known to our service.

People with learning disabilities do not always seek or receive education, screening, treatment, support or advice. Using a person-centred, holistic approach, our nurses use their specialist knowledge and skills to determine health needs.

Did you know that for people with a learning disability:

- Mortality rates among people with moderate to severe learning disabilities are three times higher than for the general population
- Rates of gastrointestinal cancer are higher (48-59 per cent versus 25 per cent of cancer deaths)
- Musculo-skeletal impairments are 14 times more likely
- Epilepsy is at least 20 times higher than the general population
- 40 per cent also have a hearing impairment
- One in three adults have unhealthy teeth and gums
- Challenging behaviours (aggression, self-injury and others) are presented by 10-15 per cent of people. In some instances, challenging behaviours result from pain associated with untreated medical disorders.

How we help

Our service enhances the health, education and safety of people with learning disabilities by working with them (and their carers as appropriate) on a one-to-one basis or through group work/ training. In addition, we can also provide awareness training around abuse and hate crime.

The early identification of illness in people with learning disabilities is of great importance and we train, support and provide consultations to GP's to enable improved care. A recent national audit showed that in Haringey 74 per cent of people with a learning disability had an annual health check, compared to the national average of 49 per cent, which means Haringey is the ninth 'best' in the country!

We assist in preparing "Health Action Plans" to address a person's health needs and to co-ordinate their health care. We also work in conjunction with mainstream NHS and social care organisations, providing advice to enable organisations to make "reasonable adjustments" thus meeting the needs of those with learning disabilities and communication difficulties.

We advise and support mainstream services with 'Mental Capacity' assessments when there are concerns over whether a vulnerable person is able to provide informed consent for necessary treatment or surgery. Where it is agreed that someone does not have the ability to understand the options to make a decision and communicate their wishes, we can organise and advise in a 'Best Interest Meeting' to agree consensus with the professionals involved and the patient's nearest relatives

Our aims

What are our plans for Whittington Health services?

Our five year vision

Our mission is to provide the best quality healthcare to our community. Whittington Health is uniquely positioned as an organisation to build on our partnership with GPs, to offer seamless care across hospital, community and social services that meet the needs of patients, carers and their families. To achieve this ambition, we will collaborate with other healthcare providers, specialist centres and independent and voluntary sectors and local authorities to ensure that the most appropriate care is provided at all times during a patient's journey. We will work with universities to develop new roles, continued education and training programmes to deliver care that focuses on our population. We will innovate to make sure that any change we introduce is better for patients, carers and their families and improves value. We will promote health and support self-care, by providing patients, carers and their families with expert backup whenever it is needed.

Our five year vision is for Whittington Health to be an outstanding provider of integrated acute and community health care to local people. In partnership with GPs, we aim to deliver excellent outcomes and patient experience whether in the hospital, the community or at home.

Our strategic goals

By 2016, our three key goals are to:

- 1. Deliver high value care for patients, carers and their families** to ensure we can deliver services that improve the health outcomes that matter to patients, carers and their families and do this whilst providing value for money.

To support delivery of this we will:

- a. Provide care in the right place at the right time
- b. Listen to patients
- c. Make sure our performance is as good as top performing hospitals and health services in the country





2. Improve the health of local people to improve life expectancy, reduce the risk of early death, and contribute to reducing the inequalities in health in our community by identifying people at risk and intervening at an early stage to help improve their health.

3. Build on our culture of innovation and continuous improvement to be a more efficient and effective organisation and to ensure quality and caring are at the heart of all that we do.

To deliver our strategic goals we will:

- Develop integrated models of care where all care providers work together in a more joined up way with the patient at the centre of what we do
- Work in partnership with patients and their GPs
- Make sure that all our services are as efficient as possible and we will routinely compare them for quality, safety, patient experience and costs against other similar services delivered elsewhere
- Transform our culture ensuring that leaders support and educate staff to create a culture of care and compassion, innovation and excellence in order to continue to improve the quality of our care.

Real stories

Community chest!

Islington's services around COPD and smoking cessation by Myra Stern.

COPD Local Enhanced Service wins award

COPD, or chronic obstructive pulmonary disease, is a progressive disease that makes it hard to breathe. Smoking and living in areas of high pollution causes COPD, which is a major cause of disability and mortality in Islington and one of the major contributors to the health inequalities in life expectancy.

Islington has one of the highest emergency admission rates for COPD sufferers in London, with the disease being second on the list for A&E admissions.

Due to this high rate, a multi-disciplinary team of public health professionals, GPs and chest hospital consultants came together to find ways of reducing emergency admissions. This team, named the COPD Local Enhanced Service won an award at the Impress Conference 2011 due to the excellent results shown in only six months after the service was launched. The team are improving diagnosis, assessment and management of COPD at GP level, whilst also helping patients

to manage their own condition. The team has also worked to ensure appropriate oxygen prescribing and increased referrals to pulmonary rehabilitation and to the smoking cessation service in Islington..





Islington's Quit Smoking

by Vicky Smith.

The Islington Stop Smoking Service has been providing advice and support since 2001. The Stop Smoking Service is part of the Islington Smokefree Alliance that promotes effective smokefree messages, and raises awareness on passive smoking, regulating tobacco products and educating businesses. The service is consistently amongst the highest achieving services in London and has repeatedly reached its quitter target.

The service is available to those who live, work, study or are registered with a GP in the borough and the intervention is free of charge including nicotine replacement

therapy. The service also offers training and support to other health care professionals to enable them to offer brief intervention stop smoking advice. This includes practice nurses, pharmacists, school nurses, home support workers and midwives. There are also clear referral pathways into the stop smoking service throughout Whittington Health and our wider partners

Our future

Our future organisation

The way we work will be transformed to reflect the shift of focus from being a hospital to being a service provider focussed on its community. We will maintain 24/7 access to care. We are committed to ensuring that we take a whole pathway approach to care – from working in partnership with GPs through to acute care and rehabilitation. To achieve this, our portfolio of community services will play a fundamental role, and strong integration with social care will be essential.

Effective partnership and communication across professional groups and organisations will be critical to success. We are committed to working closely with colleagues at UCLH, North Middlesex Hospitals, and Royal Free Hospital; at Barnet, Enfield Haringey, and Camden and Islington Mental Health Trusts; HMP Pentonville; at the Local Authorities in Haringey and Islington; UCL partners and with the London Ambulance Service.

To help deliver this strategy, we will fulfil our ambition to become a foundation trust as soon as possible. In addition, we will develop the following enablers to support delivery:

- **Clear accountability.** Our staff working in teams will have a collective responsibility to ensure patients and service users receive high quality care. We will ensure that it is clear at all times who is accountable for each patient, helping to ensure that appropriate services are delivered with no duplication or unnecessary use of services.
- **Financial incentives.** We will work closely with our commissioners to agree financial systems that are consistent with the model of care we are committed to delivering.
- **Information.** We will ensure high quality, efficient care through careful information-sharing with easy access to up-to-date patient records by staff caring for you.
- **Education.** We will grow our profile as a leading campus for training medical and clinical staff. We will work with education providers to adapt training methodology and content to reflect the breadth of Whittington Health's services, and to ensure we are educating clinicians with skills to work in tomorrow's healthcare world.
- **Service Improvements.** We will promote clinical audit and participation in research and trials to support continuous improvement.
- **Estates.** We will ensure the premises from which we deliver care are fit for purpose, and remodel them as required based on population needs.

Our measures of success

What will success look like? Delivering on our vision and strategy will create the following outcomes for our stakeholders:

- **For local residents,** success means access to services when they need them, 24 hours a day, 7 days a week, and support in maintaining a healthy lifestyle.



- **For Whittington Health patients and service users**, it means excellent care; co-ordination and communication across services; and an experience that you would recommend to others. One team caring for you.
- **For local GPs**, it means listening and responding to your needs; providing easy access to the most appropriate service; open and easy communication; and, partnership in providing best value local services and helping your patients to live as well and as independently as possible. It means offering a place for learning together with secondary and community colleagues.
- **For Whittington Health staff**, it means continually improving, innovating and taking pride in our work. Staff will receive support, training and development to help them achieve their best and deliver innovative and excellent local healthcare.
- **For students and trainees** it means high quality delivery of education and training by committed trainers in an environment that supports the education of tomorrow's healthcare providers.
- **For Commissioners** it means a sustainable, effective organisation for the delivery of health care that meets the national strategy of the National Health Service locally.
- **For the NHS** it means a pioneering model of local provision that is focused on the needs and preferences of the population and patients, and provides high quality services and value for money.

Why do we want to consult you on these foundation trust plans?

We want the opinions, concerns, feedback and interest from the communities we serve so that we can get the strategy and direction of our organisation right, thanks to your local voice. The plans above are not set in stone and they will be shaped again from the results of this consultation round. In the centre pages you will find questions to which we need answers in order to help establish our new health organisation

What if Whittington Health does not get foundation trust status – where does that leave the Whittington?

All our efforts and aims are around achieving foundation trust status and we believe that we are in a good position to attain it. However, if for some reason we are not successful we will need to further consult and decide with our local partners on the route ahead

Real stories

Whittington Maternity Services

by Jenny Cleary

Maternity staff have traditionally worked in both the hospital and community for many years as midwives provide ante-natal, labour and post natal care which can be delivered inside or outside the hospital. What has changed with the merger is that the staff which maternity services have liaised with in the past are now all working in the same organisation. This helps with communication between services and the development of new ways of working. It provides an exciting opportunity to ensure women and their families receive a seamless service from Whittington Health.

Women want the majority of their care to be in the community such as in Haringey and Islington children centres which are staffed by midwives. Pregnant women attending the

centres are made aware of what services exist locally to help them in the transition into parenthood and the help available if their child needs additional care. The information that women receive around their pregnancy and labour is constantly updated on our maternity website and many advice booklets are available, hopefully promoting a more calm and informed experience for those going through the process of labour.

We are aiming to increase the homebirth service in the community - last year over 80 babies were born at home and we are working to increase this number. Our birth centre which opened in 2009 has proven to be very popular with over 1,000 births so far!

Meanwhile, our community midwives have worked very hard to ensure that at least 90 per cent of women are seen by a midwife before the thirteenth week, of their pregnancy in order to discuss the screening options available around conditions such as sickle cell, thalassaemia, HIV, hepatitis and Down's syndrome. Our labour ward has also received excellent feedback with 100 per cent of women saying that they felt very well supported when in labour.

Not only are we now looking to improve the post natal ward area to create a more comfortable environment, there are also plans to update all the wards in maternity – we look forward to the future as a foundation trust!



Real stories

Accident and Emergency

by Jeremy Nobes and Paula Mattin.

The Emergency Department at the Whittington provides care to approximately 85,000 patients a year who present with numerous illness and injuries. There are a total of 30 doctors and 89 nurses who work together providing clinical care 24 hours a day, seven days a week. More than 80 per cent of patients attending are seen, treated and discharged the same day by the Emergency Department. It is our aim to expand and continue to develop our department, focussing on quality of care and reducing or preventing inappropriate or unnecessary admissions and investigations..

It is our aim to expand and continue to develop our department, focussing on quality of care in addition to reducing inappropriate admissions, unnecessary investigations and preventing unnecessary admissions.

The development of Whittington Health and the creation of an integrated care organisation provides exciting opportunities and links for the emergency department and community services to work together to support patients after their discharge from the department. There are also opportunities for staff to rotate, share skills and training to expand care within the home.

Our emergency department has recently been recognised as leading in the development and training of staff in major incident management, whilst recent research projects undertaken in our department include the use of earlobe blood gases in COPD patients. We will be participating in many more studies as we progress throughout the year.

As part of the Whittington emergency department, there are many acute areas of focus:

- **Trauma unit:** The Whittington emergency department is now a trauma unit within the North East London and Essex Trauma network, with a 24 hour trauma team dedicated to providing excellent trauma care. We are working closely with the Royal London in creating a seamless system of care for trauma victims in our catchment area.
- **Paediatric Emergencies:** We have a clear philosophy of providing the highest quality paediatric emergency care in a dedicated child focussed environment.
- **Outpatient care** We have an 8 bedded clinical decision unit which is an integral part of the ED and is used for patients requiring short-term treatment, observations, are awaiting investigation results or needing social care input. This provides a safe, cost-effective and timely turn-around of specific group of patients where the length of stay is anticipated to be less than 24 hours.
- **Urgent Care Centre:** The urgent care centre has been designed to meet the needs of patients who have an urgent care need but who do not require emergency care. With the help of highly skilled nurses 'navigating' patients on arrival to the most appropriate service, this GP-led service sees approximately 50 per cent of all the departments' patients and serves as the single point of access for all emergency department patients who do not arrive by ambulance.

Next steps

Next steps

Thank you for taking the time to read this booklet. We would like to know what you think about our plans for the future of the hospital and your responses to the questions we have asked. Every response will be considered and will help us with refining final proposal to be included in our application for NHS foundation trust status.

You can respond in the following ways:

Write to us at

*Foundation Trust Office
Jenner Building
Whittington Health
Magdala Avenue
London
N19 5NF*

Visit our website and fill in our on-line questionnaire at
www.whittington.nhs.uk/FTquestionnaire

Email your views and comments to
foundationtrust.whitthealth@nhs.net

Or telephone the foundation trust office on
0207 288 5641

If you are a community or voluntary group and would like someone from the hospital to attend a meeting to discuss any of the issues raised in this booklet please contact the foundation trust office at the address above.

Please note that all views and comments need to be with us by 29 February 2012.

How we use your views about Whittington Health

At the end of the consultation period we will prepare a summary of all the responses received and the changes made to our plans as a result. A summary of responses (anonymised) will be available on our website. Your contact details received through the questionnaire will not be passed on to any third parties and will only be used with your permission to contact you regarding membership information.





If you would like a copy of this document in your language or help with interpreting it please ring 020 7288 5983.

Turkish

Bu evrağın kendi dilinizde kopyasını veya dilinize çevrilmesinde yardım istiyorsanız lütfen bu numaraya telefon ediniz 020 7288 5983

Somali

Haddii aad jeclaan lahayd nuqul (copy) dukumentigan ah oo ku qoran luqadaada ama caawimo ah in lagu turjumo, fadlan wac 020 7288 5983.

Spanish

Si desea una copia de este documento en su idioma o ayuda con su interpretación, por favor llame al 020 7288 5983.

Chinese

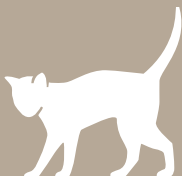
如果您希望索取本文件的中文版本，或需要口译人员的帮助，请来电联系 020 7288 5983.

French

Si vous désirez obtenir une copie de ce document rédigé dans votre langue ou qu'un/e interprète vous le traduise, veuillez téléphoner au 020 7288 5983.

If you would like help reading this document please call 020 7288 5983.

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Whittington Health 