

Whittington Health **NHS**



# Moving Ahead

**Whittington Health is a new innovative organisation that seeks to bring together healthcare provision, with partners in health and social care, and the local community, in North London.**

Whittington Health has developed a new strategy for the next five years. Among those contributing have been patients and service users; staff, the community; general practitioners, councils and local providers of care. The aim is, moving forward, to ensure the best healthcare for people in the local area.

## About us

The creation of Whittington Health came about as a result of joining together Islington and Haringey community adult and children's services with Whittington Hospital.

The organisation now provides hospital and community services for adults and children for the Islington and Haringey boroughs, as well as some for Barnet, Enfield and Camden.

## Looking ahead

Whittington Health works to provide patients, service-users and carers with excellent care. This will be achieved in partnership with others, and educating the next generation of clinicians.

Our **vision** is to be an outstanding provider of high quality joined up healthcare to local people in partnership with GPs, councils and local providers

Whittington Health will be transformed by 2016. We will continue delivering medical and surgical services, but reshape them to become responsive, more cost effective and designed around the individual needs of patients and service users.

We will achieve our vision over the next five years through reaching our strategic goals:

- **Integrate models of care**, by redesigning services around individuals' needs. To achieve this we will partner with GPs, councils and local providers to ensure that the most appropriate care is provided in the right place at the right time.
- **Ensure no decision about me without me**, by working in partnership with our patients and service users to ensure they lead decisions about their care. We will patients, service users and their careers to stay healthy and live independent lives as active members of society.
- **Deliver efficient, effective services that improve outcomes** for patients and service users, while providing value for every pound spent.
- **Improve the health of the local people** through partnership with patients and service users. We will focus on improving life expectancy, reducing premature mortality and reducing health inequalities in our community. Treating all interactions as health promotion opportunities, identifying people at risk and intervening at an early stage are all central to achieving this.
- **Change the way we work by building a culture of innovation and continuous improvement**, by working flexibly and differently, we will ensure that quality and caring are at the heart of all we do. We will work with universities and others to develop new roles, continuing education and training programmes and research to deliver care that focuses on our population.

## How we are taking the work forward

In order to achieve our vision we will reorganise around three integrated divisions to help people to work as one team across hospital, community services and social care.

Each division is led by a divisional medical director for clinical leadership and a director of operations for effective management. They report to the chief operating officer.



### The divisions are:

- Integrated care and acute medicine** covers services for patients with long term conditions, disabilities and conditions linked to the aging process. These services are delivered at home, in the community and in the hospital setting. They cover prevention, treatment and urgent emergency care.
- Surgery, diagnostics and cancer services** provide care that meets the needs of the local population for all the common surgical conditions. These include cancer care, bariatric surgery and urgent surgical care. They also have close links with general practice to improve patient care. This division provides innovative care that enhances patients' recovery and enables quick access to a more appropriate home environment with close links to services such as rehabilitation. Community dentistry is also a key service in this division.
- The women, children and families division** provides the community with a leading maternity service. This includes a midwifery led birthing centre, home births and births in hospital where appropriate.

The division is supported by a dedicated team of midwives and doctors, who provide an excellent service that enables women to choose the most appropriate place for their care.

This division also provides multidisciplinary services across health and social care for children with disabilities, and children services such as health visiting and school nursing provided.

### What the vision will mean

- For local residents**, success means access to services when needed; 24 hours a day; seven days a week; and, support in maintaining a healthy lifestyle.
- For patients and service users**, it means excellent care, co-ordination and communication across services and an experience that they would recommend to others. It means being cared for by one team.
- For staff**, it means continually improving, innovating and taking pride in the work. Staff will receive support, training and development to help them achieve of their best.

- **For students and trainees**, it means being provided with high quality education and training by committed trainers in an environment that supports the education of healthcare providers.
- **For local GPs**, it means listening and responding to needs; providing easy access to the most appropriate service; communicating clearly and helping patients to live as well and independently as possible. It also means offering a place for learning and research.
- **For social care**, it means working in an integrated manner, avoiding duplication in services and therefore achieving cost effectiveness by promoting independent living and active participation in the local community.
- **For commissioners**, it means a sustainable, effective organisation for the delivery of health care that meets locally the national strategy of the NHS.
- **For the NHS and local authorities**, it means a pioneering model of local provision that is focused on the needs of the local population. High quality services and value for money.

## The future

The Whittington site will be transformed to reflect the shift from being a hospital towards being a more holistic healthcare provider.

Whittington Health will maintain access to care 24 hours a day, seven days a week.

Efficiency will improve by continuing to adjust the way the organisation works.

Whittington Health is committed to ensuring that a whole pathway approach is taken to care – from prevention and primary care through to acute and rehabilitation.

To achieve this, the different community services will play a fundamental role. Strong integration with social care will also be essential.

As the organisation moves forward, all stakeholders will be kept informed.

Any feedback will be welcomed and can be posted on the website at [www.whittington.nhs.uk](http://www.whittington.nhs.uk)

Whittington Health, Magdala Avenue  
London N19 5NF

Telephone: 020 7272 3070

Fax: 020 7288 5550

email [communications.whitthealth@nhs.net](mailto:communications.whitthealth@nhs.net)

### Whittington Health facts

- Whittington Health serves a catchment population of 440,000 people.
- Whittington Health is an organisation that costs approximately £277 million to run.
- Whittington Health employs over 4,000 staff.
- Whittington Health operates around 450 inpatient beds and day beds at the Whittington Hospital and at 16 health centres across the two boroughs.
- Whittington Health receives 86 per cent of referrals for acute services from Haringey and Islington GPs.
- Government figures, earlier this year, show that the Whittington is one of the safest hospitals in Britain.
- Whittington Health has a highly regarded educational role, teaching 200 undergraduate medical students, nurses and therapists each year.
- Whittington Health provides a range of educational packages for postgraduate doctors and other healthcare professionals. It is a partner for education and research with UCL Partners.